

HOW ARE WE DOING?

ISLAND HOMES SERVICES QUESTIONNAIRE

Your comments and suggestions are important to us. Please would you complete this questionnaire and return it to reception.

1. Name Resident

Tenant

Leaseholder

Address

2. Contacting us, how easy is it to contact us

Very easy

Easy

Average

Difficult

2. Estate Management, how do you rate the cleaning, concierge and horticultural services on your estate

Excellent

Good

Average

Poor

3. Estate Management, how do you rate the cleaning, concierge and horticultural services on your Estate?

Excellent

Good

Average

Poor

What works well? What could be improved? Your ideas on how to improve?

4. Paying your rent/leaseholder charges/how easy is it to pay?

Very easy

Easy

Average

Difficult

What works well? What could be improved? Your ideas on how to improve?

5. Repairs and Maintenance, how do you rate the repair service?

Excellent

Good

Average

Poor

What works well? What could be improved? Your ideas on how to improve?

Diversity monitoring

Please tick the relevant boxes to help us to meet the changing needs of our tenants. All information will be used in the strictest confidence for statistical purposes only.

A. Please specify your age group

Under 18 18 - 24 25 - 44
45 - 60 Over 60

B. How would you best describe your ethnic origin

White

British Irish

Other white, please specify

Mixed

White and Black Caribbean White and Black African

White and Asian

Other mixed background, please specify

Asian or Asian British

Indian Pakistani Bangladeshi

Other Asian background, please specify

C. Chinese or other ethnic group

Chinese other ethnic group please specify

Black or Black British

Caribbean African

Other black background please specify
