**Nethewode Court Estate Services Survey Results 2016**

We had 20 responses which is 45% of the residents at Nethewode Court.

The results are as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very Satisfied | Satisfied | Not Satisfied | Very dissatisfied |
| Cleaning | 62% | 33% | 5% |  |
| Gardening | 62% | 33% | 5% |  |
| Communal lighting | 53% | 32% | 16% |  |
| Door entry system | 50% | 44% |  | 6% |
| Lift (sheltered block only) | 38% | 63% |  |  |
| TV aerial | 40% | 53% | 7% |  |
| How satisfied or dissatisfied are you that your day to day service charges provide value for money | 45% | 55% |  |  |
| Taking everything into account, how satisfied or dissatisfied are you with the estate services provided by your Landlord | 55% | 40% | 5% |  |

We are pleased that our Nethewode residents are more satisfied than last time the survey was carried out.

Some residents commented on the lighting, in that in was too bright in some areas and too dark in others, so we shall take a look at this as a management team when we do our estate walkabout in October.