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| **Resident Satisfaction Survey at Dromore****55% of you responded to the survey. Thank you.**  |
| **Item** | **% Satisfaction**  | **Improvement from 2013** | **Comments** |
| Cleaning | 100% |  | We are pleased with the results for cleaning, and those of you who are ‘very satisfied’ has increased by 46% |
| Gardening | 100% |  | Similarly, as above. We are aware that the bench in the square needs weather proofing, and the table and chairs need repainting, and we will do this work in the Spring. *‘The Gardener works very hard’; ‘The gardener is very helpful’**The Square is a lovely place to sit in, in the summer’*  |
| Communal Lighting | 90% |  | Some of you have mentioned that the lighting comes on too early. We have inspected the time clock, and it does appear to have been tampered with. The time clocks will be adjusted twice a year, for summer and winter time. *‘When a bulb goes, it takes some time to repair’.* The gardener should be checking the bulbs regularly and his has a stock of bulbs to be able to replace them. He has been reminded to continue to do this. But if a bulb is out, please do not hesitate to contact us and we will get it replaced as soon as possible.  |
| TV Aerials | 100% |  |  |
| Value for money | 100% |  |  |
| Overall satisfaction | 100% |  |  |