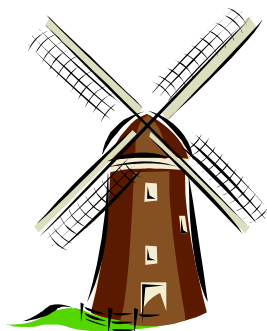


Blenheim Gardens RMO

STATUS Survey Results Summary 2007



In partnership with



If you would like this information in large print, Braille, another format or another language, please contact us on 020 7926 0158.

Español: *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

Français: *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

Português: *Se desejar esta informação noutro idioma é favor telefonar para 020 7926 0158*

Twí: *Se wope saa nkaeboy yi wo kasa fofo mu a fre 020 7926 0158.*

Yoruba: *Tí ẹ ba fẹ ìmoràn yí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*

Satisfaction and feedback

During 2007 BGRMO undertook a survey of estate residents. The survey – known as a STATUS survey – provides crucial information and feedback on the views and priorities of our customers, the resident of the estate

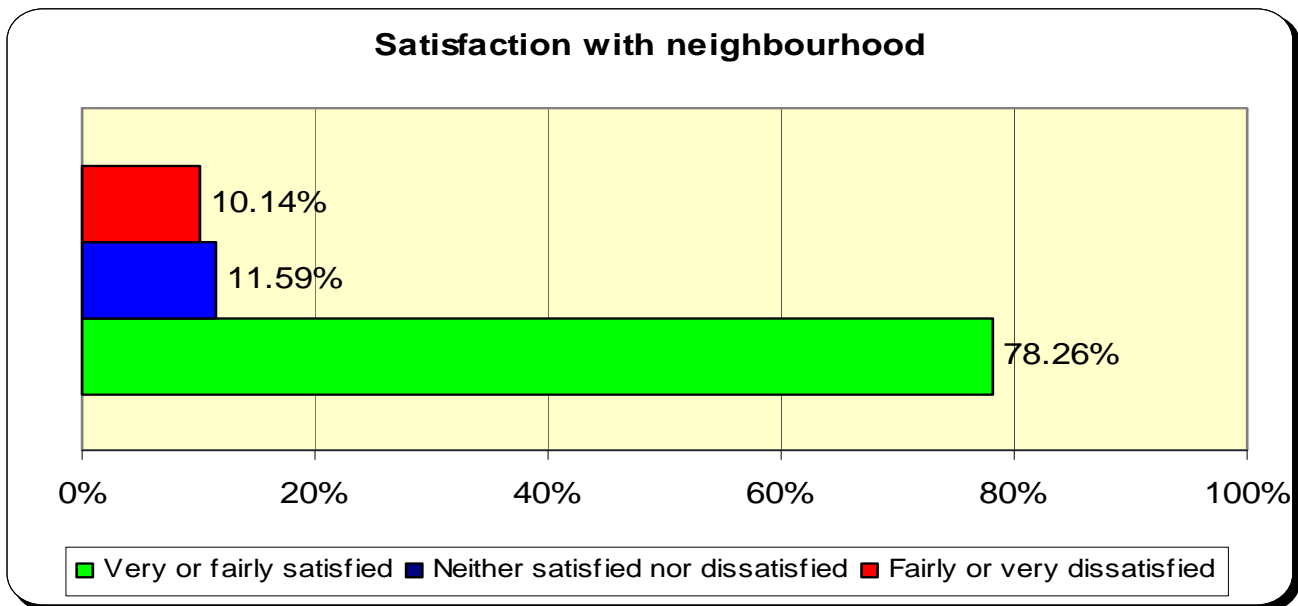
Satisfaction with the overall services provided by BGRMO

The survey found that a relatively high proportion of residents stated that they were very or fairly satisfied with the overall services provided by the RMO.

88% of respondents stated that they were satisfied with their accommodation and 87% with the condition of the property.

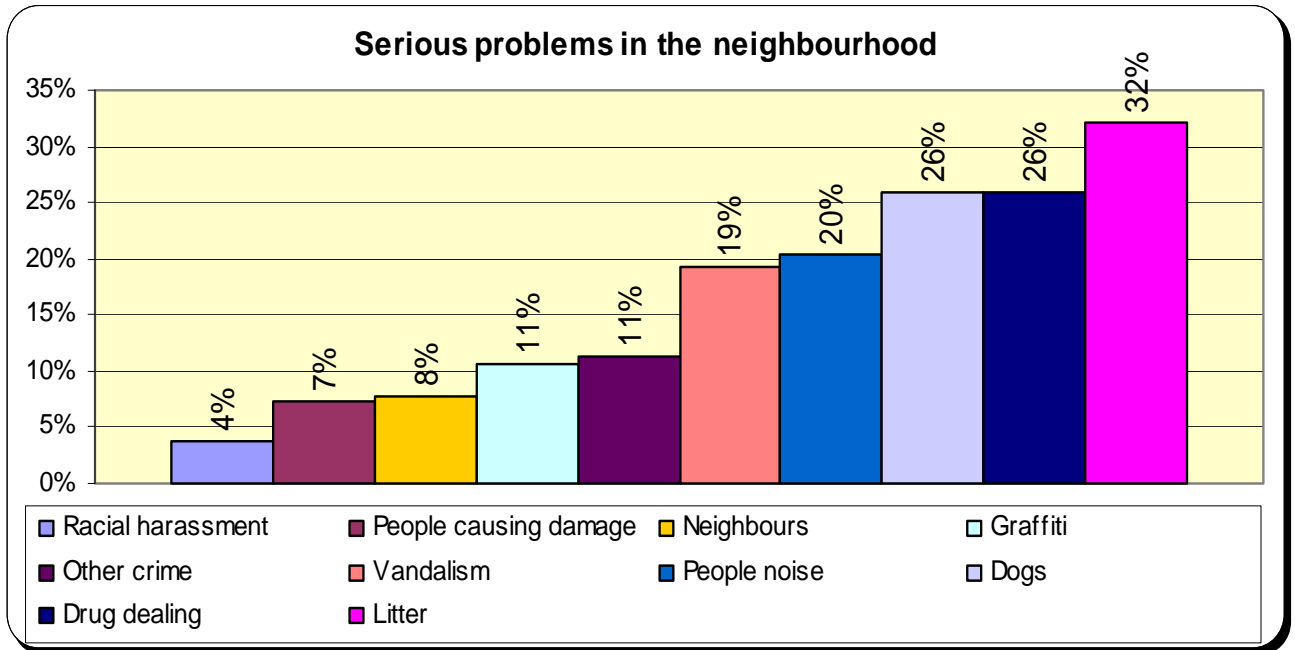
Satisfaction with the Neighbourhood

The survey found that a high proportion of residents stated that they were very or fairly satisfied with the Neighbourhood. However, approximately one in ten respondents indicated that they were either very or fairly dissatisfied with the neighbourhood.



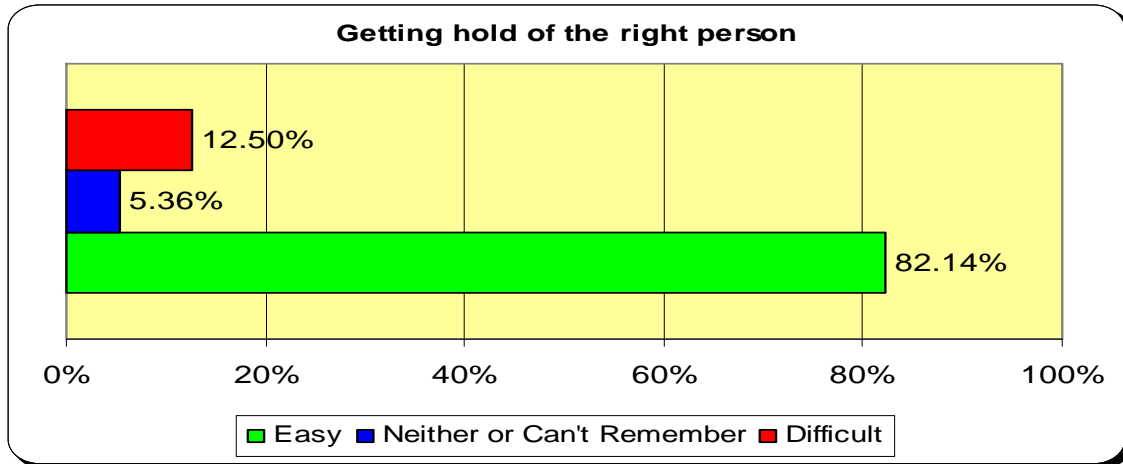
Serious problems in the Neighbourhood

Respondents were asked to indicate what they felt were the most serious problems in the neighbourhood. The response shows a diverse range of issues are felt to be a serious problem. The highest proportion felt that 'litter' was the most serious issue. The RMO have used this information to develop a Good Neighbourhood Agreement that was launched in 2008



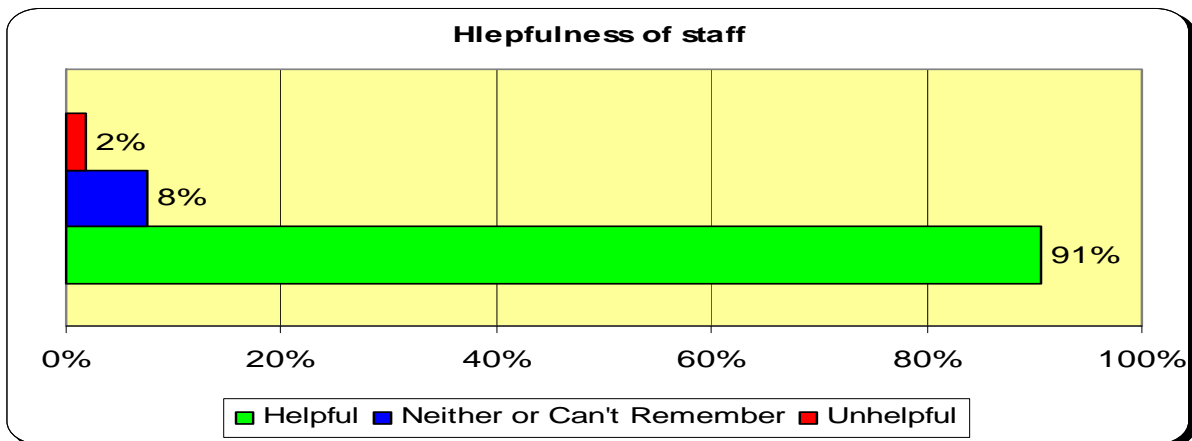
Getting hold of the right person

Respondents were asked how easy or difficult they found getting hold of the right person when they contacted BGRMO with a service request. Whilst it is encouraging that 82% of respondents indicated that they found it easy to get hold of the right person – we are a small organisation and the fact that 12% indicated that they found it difficult is not acceptable. With this in mind the RMO have now extended its' office opening hours to include early mornings.



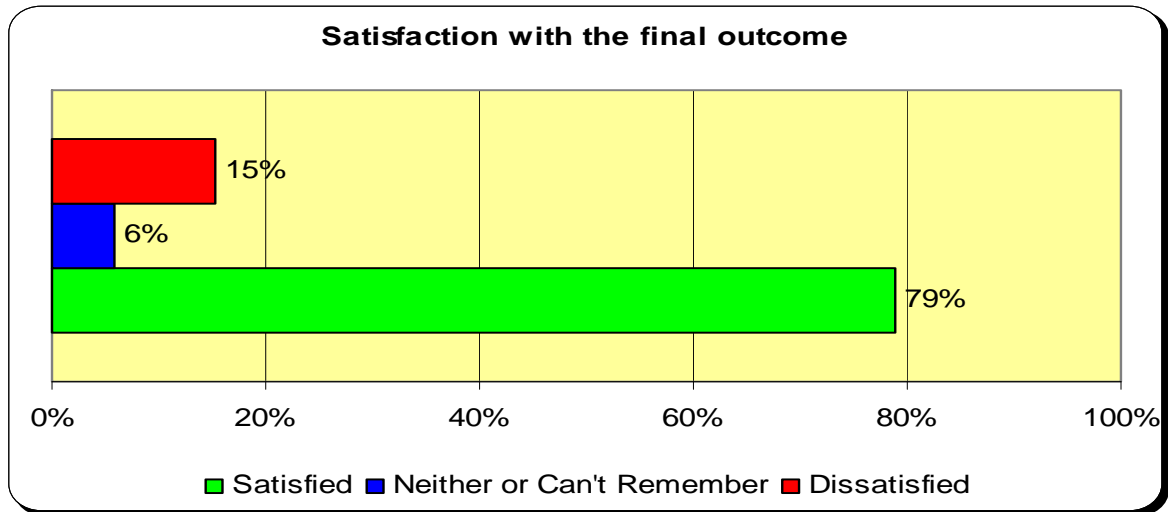
Helpfulness of staff

Respondents were asked how helpful they found staff when contacting BGRMO. We are encouraged by the fact that over 90% of respondents stated that staff were helpful and that only 2% indicated that staff were unhelpful.



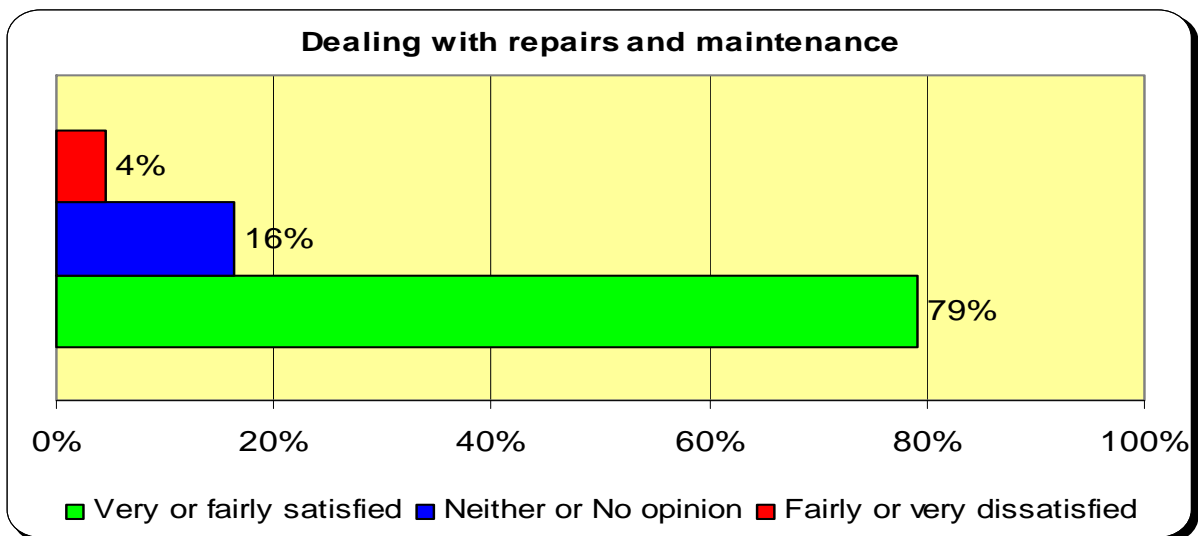
Satisfaction with final outcome

Respondents were asked how satisfied they were with the final outcome of their enquiry or service requests from BGRMO. Again, the results contain 'mixed blessings'. Almost 80% of respondents indicated they were satisfied, however 15% stated that they were dissatisfied.



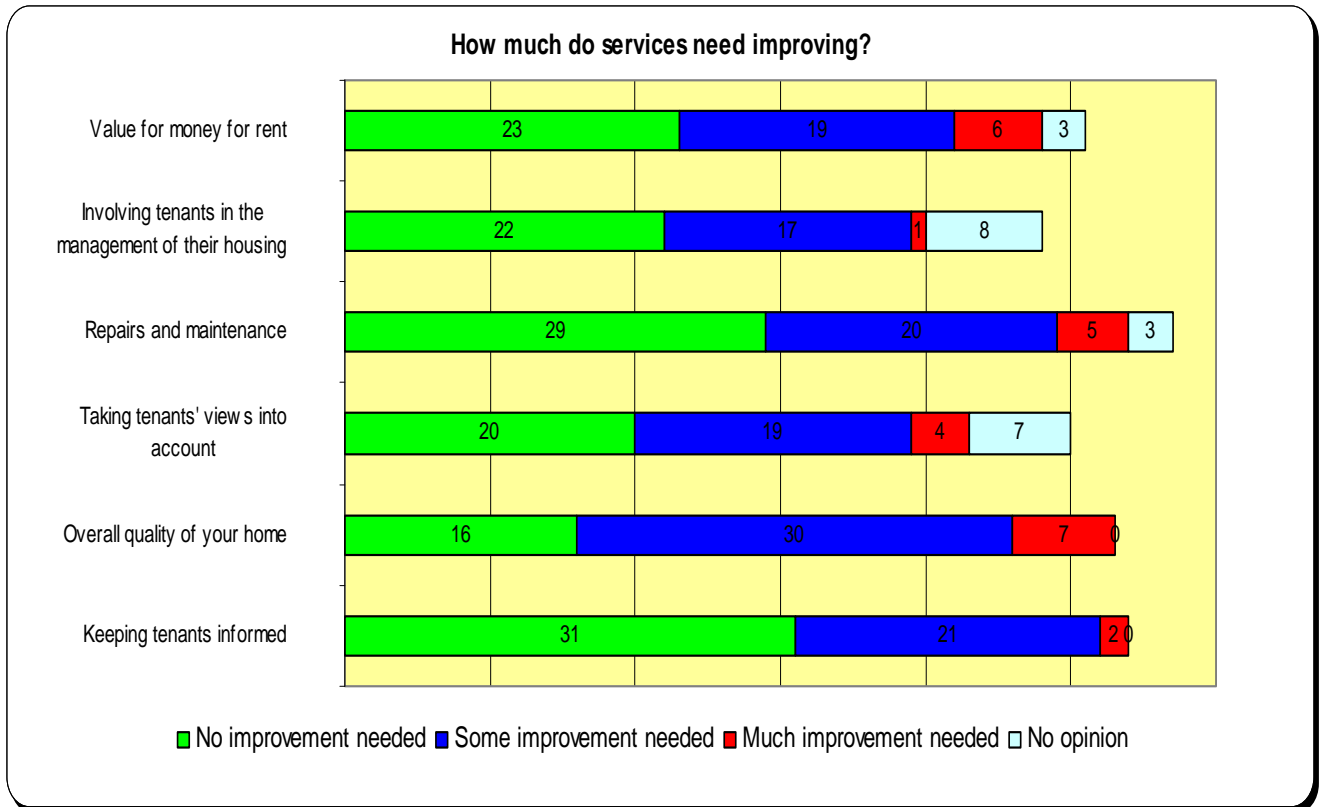
Satisfaction regarding Repairs and Maintenance

Respondents were asked how satisfied they were in terms of the RMO's performance in this key service area. A relatively large proportion of respondents expressed no opinion, however almost 80% of respondents stated that they were either very or fairly satisfied with the way the RMO had dealt with repairs and maintenance requests.



How much do services need improving?

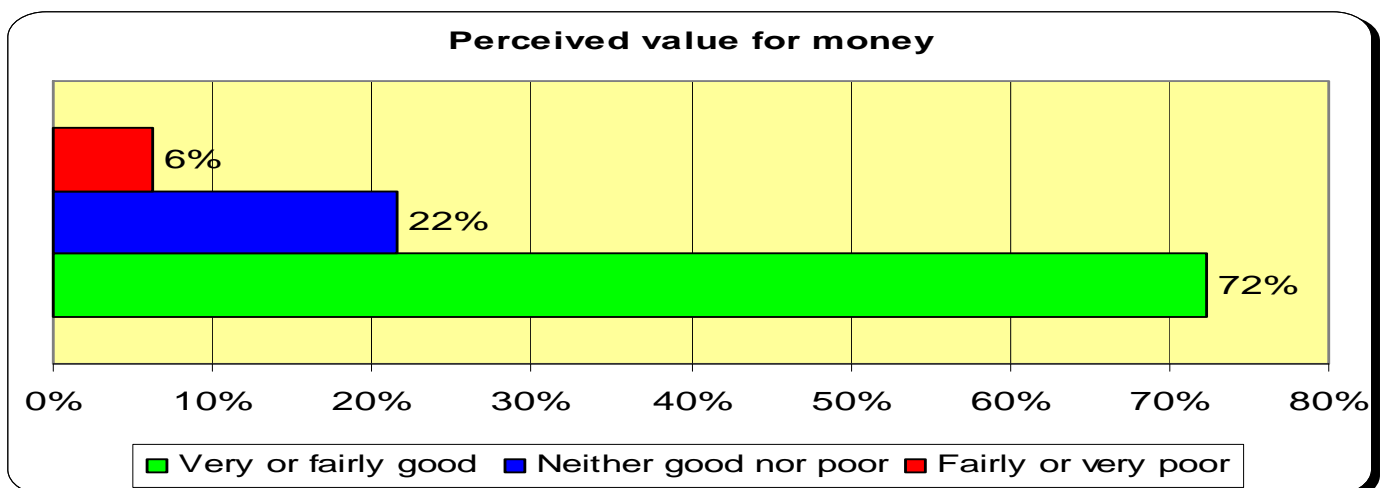
Respondents were asked to indicate which services need improving and how much improvement was necessary. The results are summarised in the following graph.



The areas covered by the survey all indicate that respondents felt that some improvement is needed generally.

Perceived value for money

Respondents were asked to indicate how they perceived the RMO in terms of 'value for money'. As can be seen from the graph, 72% of respondents indicated that they felt the RMO does provide value for money. A much smaller proportion (6%) indicated otherwise stating that the RMO is fairly or very poor in terms of value for money.



Satisfaction with the overall service provided by BGRMO

