

Leaseholder Survey 2012/13

Q1 Name
37 (100.0%)

Q2 Address
37 (100.0%)

Q3 Contact telephone number
33 (100.0%)

Q4 Have you attended a Leasehold Panel meeting in the past?
Yes.....10 (27.0%)
No.....27 (73.0%)

Q5 Do you think the current quarterly panel meetings are a good way to deal with leaseholder issues?
Yes.....14 (40.0%)
No.....1 (2.9%)
Don't know.....20 (57.1%)

Q6 Do you think a regular surgery-type event, at which you can discuss any issues you may have with leasehold/service charge officers, would be preferable to the current panel?
Yes.....24 (68.6%)
No.....1 (2.9%)
Don't know.....10 (28.6%)

Q7 Do you have any suggestions on ways we can engage with leaseholders whilst giving them the opportunity to have their say and discuss issues they may have?
24 (100.0%)

Q8 If we continue with panel meetings or surgeries in the future when would you prefer these to take place?
During the day.....2 (5.7%)
Evening.....22 (62.9%)
Weekend.....10 (28.6%)
No preference.....7 (20.0%)

Q9 Do you read the Leaseholder News newsletter, which is sent to all leaseholders 3 times a year?
Yes.....29 (80.6%)
No.....4 (11.1%)
Not aware of it.....3 (8.3%)

Q10 If yes, do you find the articles and information useful?
Yes.....29 (100.0%)
No.....0 (0.0%)

Q11 Would you like to see advice & information for leaseholders contained within other housing publications such as Open House, the newsletter sent to all tenants and leaseholders 3 times a year, or in the resident involvement e-bulletin?
Yes.....27 (84.4%)
No.....5 (15.6%)

Q12 Would you like to receive information about the ways in which you can have your say and give your views on housing and adult social care services?
Yes.....28 (80.0%)
No.....7 (20.0%)

Q13 Have you heard of the Neighbourhood Voice Scheme, which gives residents the opportunity to monitor their local estate services?
Yes.....8 (22.2%)
No.....28 (77.8%)

Please turn over...

Q14 Would you like further information about Neighbourhood Voice?

Yes.....28 (75.7%)
 No.....9 (24.3%)

Q15 Do you have any suggestions on how leaseholders can be involved and give their views on services in the future?

20 (100.0%)

Equalities

Q16 Gender

Male.....19 (52.8%)
 Female.....18 (50.0%)

Q17 Age Group

18-24.....0 (0.0%)
 25-34.....6 (16.2%)
 35-44.....12 (32.4%)
 45-54.....4 (10.8%)
 55-64.....6 (16.2%)
 65+.....9 (24.3%)
 Do not wish to say.....0 (0.0%)

Q18 Disability - are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

No.....28 (77.8%)
 Yes, limited a little.....3 (8.3%)
 Yes, limited a lot.....4 (11.1%)
 Do not wish to say.....1 (2.8%)

Q19 If yes, in what way (please tick all that apply)?

Visually impaired.....2 (40.0%)
 Hearing impaired.....2 (40.0%)
 Mobility impaired.....3 (60.0%)
 Learning disability.....0 (0.0%)
 Communication difficulty.....0 (0.0%)
 Mental health problems.....1 (20.0%)
 Other.....0 (0.0%)
 Please specify 0 (0.0%)

Q20 What is your ethnic group?

White English, Welsh, Scottish, Northern Irish or British.....14 (37.8%)
 Any other white background.....3 (8.1%)
 Asian/Asian British Bangladeshi.....1 (2.7%)
 Indian.....1 (2.7%)
 Pakistani.....0 (0.0%)
 Chinese.....1 (2.7%)
 Any other Asian background.....3 (8.1%)
 Black/Black British Caribbean.....5 (13.5%)
 African.....2 (5.4%)
 Any other Black background.....1 (2.7%)
 Mixed/Multiple White/Asian.....0 (0.0%)
 White/Black African.....1 (2.7%)
 White/Black Caribbean.....2 (5.4%)
 Any other mixed/multiple ethnic background.....0 (0.0%)
 Arab.....0 (0.0%)
 Any other ethnic background.....0 (0.0%)
 Do not wish to say.....3 (8.1%)

Thank you very much for your time. Please return the questionnaire in the prepaid envelope provided.