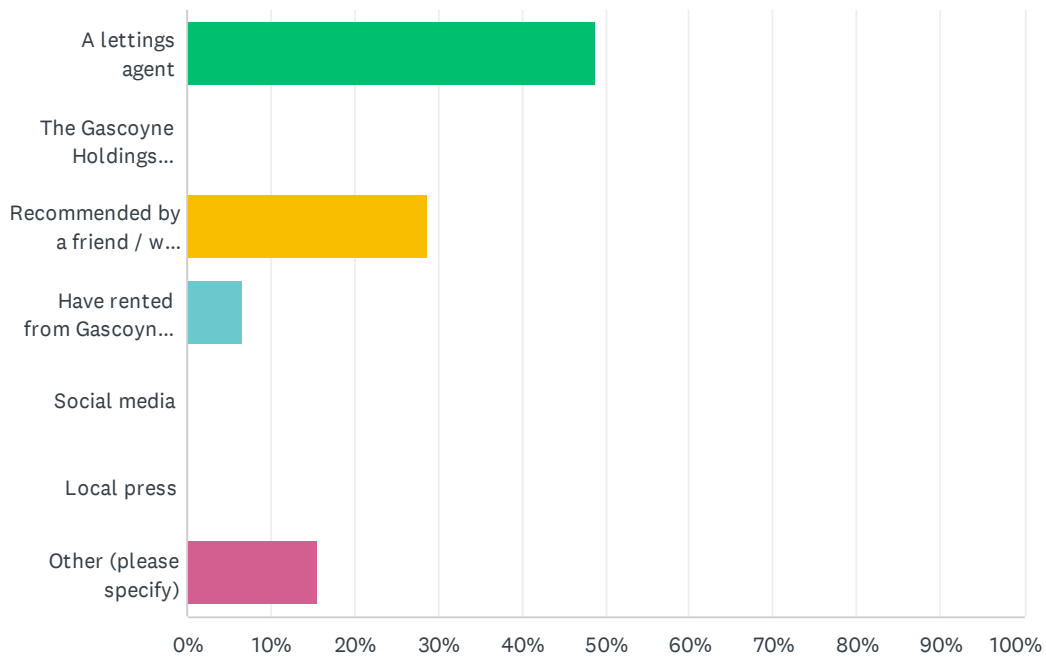


Q1 How did you hear about Gascoyne Holdings property?

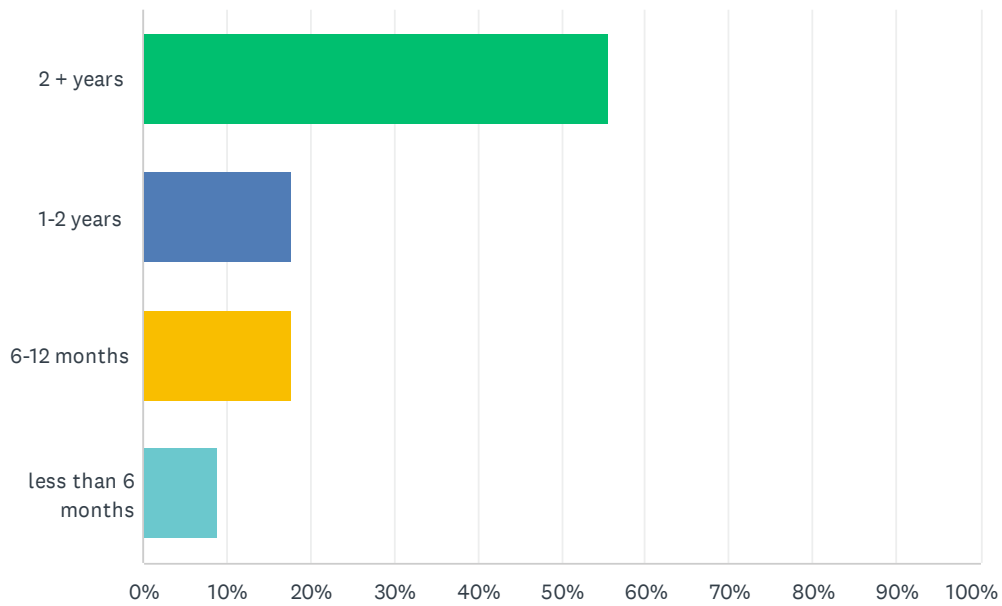
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
A lettings agent	48.89%	22
The Gascoyne Holdings website	0.00%	0
Recommended by a friend / word of mouth	28.89%	13
Have rented from Gascoyne Holdings previously	6.67%	3
Social media	0.00%	0
Local press	0.00%	0
Other (please specify)	15.56%	7
TOTAL		45

Q2 How long have you been a resident of Gascoyne Holdings for?

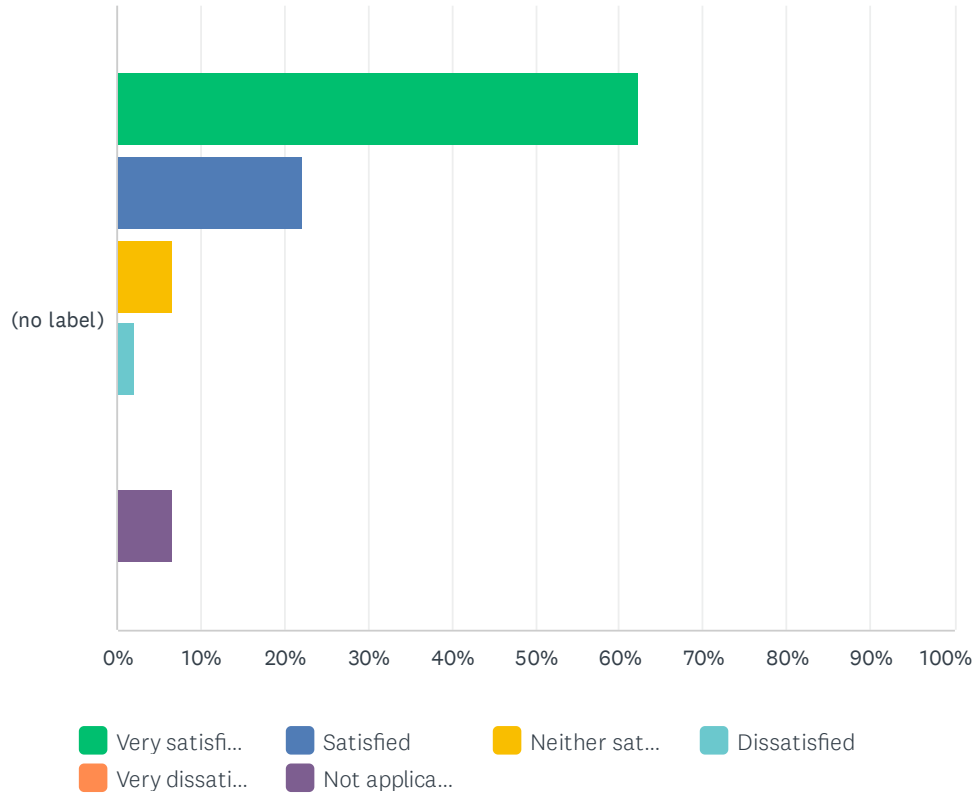
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
2 + years	55.56%	25
1-2 years	17.78%	8
6-12 months	17.78%	8
less than 6 months	8.89%	4
TOTAL		45

Q3 How satisfied have you been with the help and support the Gascoyne Holdings property team have offered residents during the Pandemic?

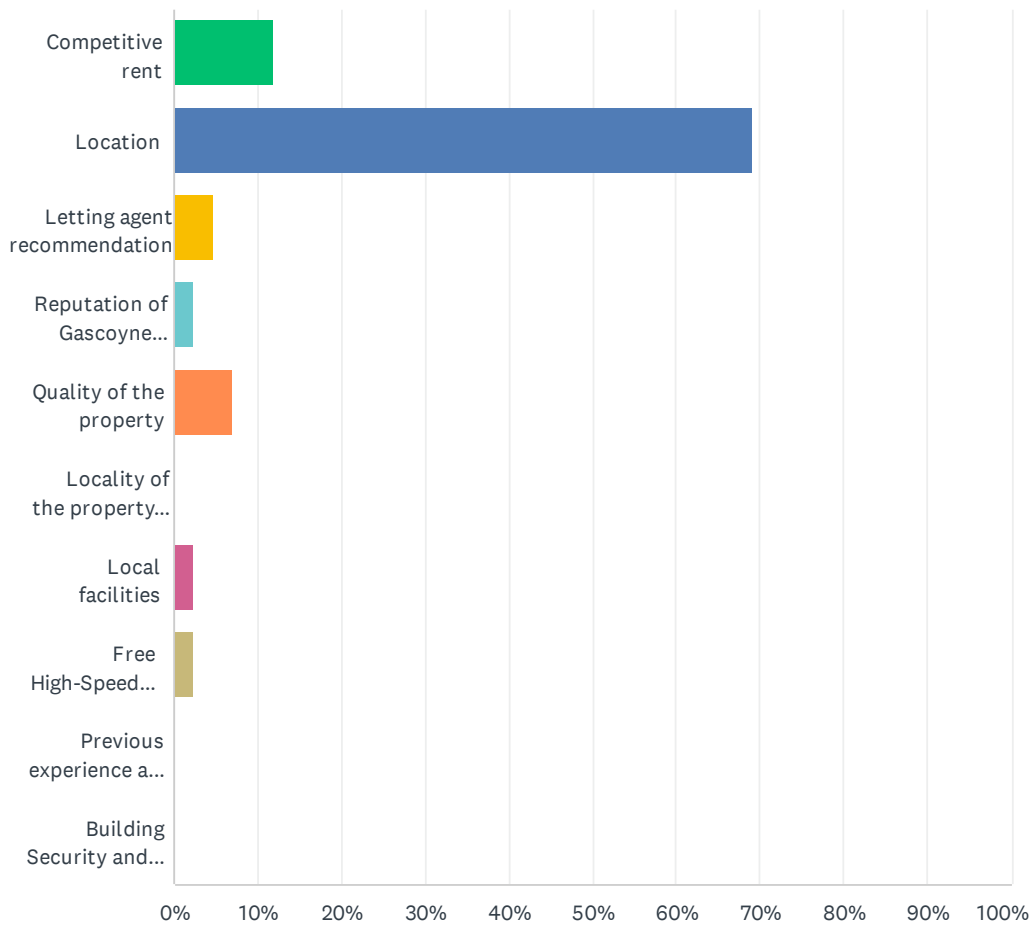
Answered: 45 Skipped: 0



	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
(no label)	62.22% 28	22.22% 10	6.67% 3	2.22% 1	0.00% 0	6.67% 3	45	1.45

Q4 Why did you decide to rent from Gascoyne Holdings?

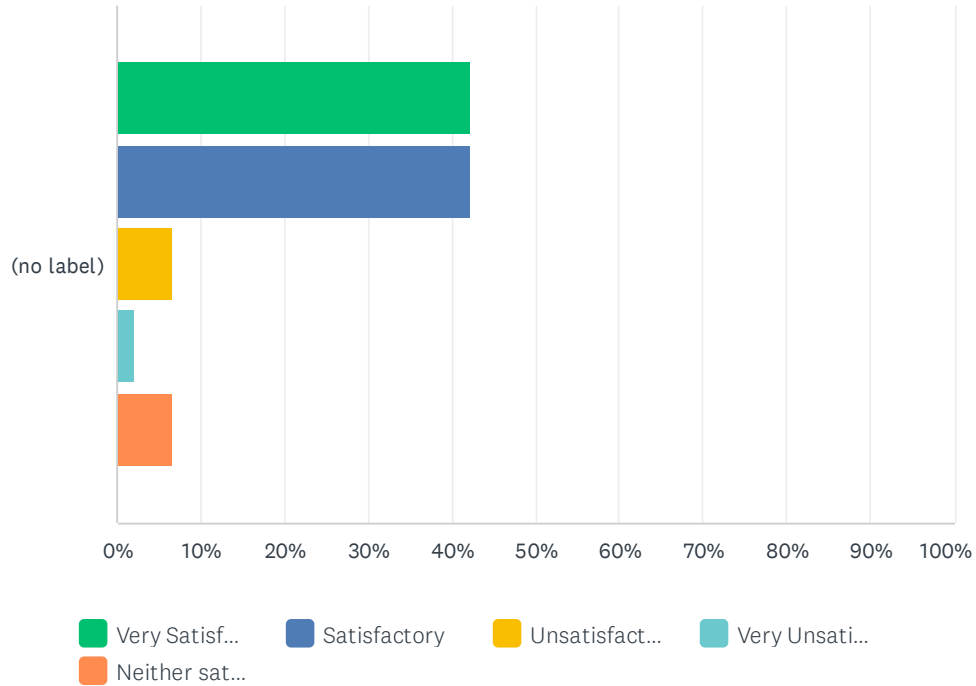
Answered: 42 Skipped: 3



ANSWER CHOICES	RESPONSES	
Competitive rent	11.90%	5
Location	69.05%	29
Letting agent recommendation	4.76%	2
Reputation of Gascoyne Holdings	2.38%	1
Quality of the property	7.14%	3
Locality of the property management office	0.00%	0
Local facilities	2.38%	1
Free High-Speed Fibre Optic Broadband	2.38%	1
Previous experience as a resident of Gascoyne	0.00%	0
Building Security and overnight Security Guard	0.00%	0
TOTAL		42

Q5 How satisfied are you with the appearance and condition of your property?

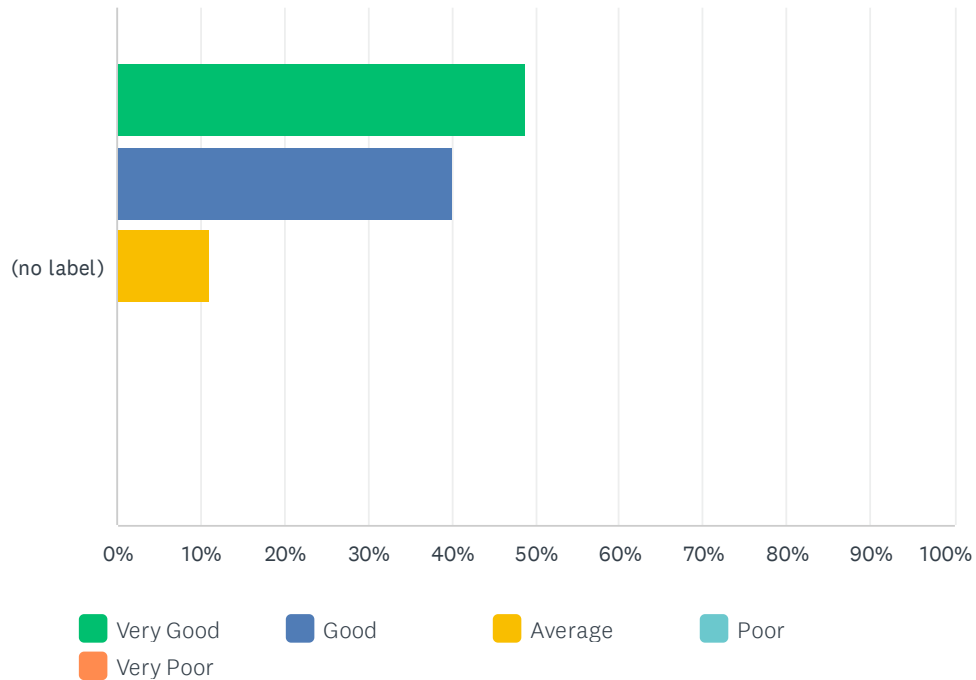
Answered: 45 Skipped: 0



	VERY SATISFACTORY	SATISFACTORY	UNSATISFACTORY	VERY UNSATISFACTORY	NEITHER SATISFIED NOR DISSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	42.22% 19	42.22% 19	6.67% 3	2.22% 1	6.67% 3	45	1.67

Q6 How would you rate the upkeep and maintenance of the communal areas of the building you live in?

Answered: 45 Skipped: 0

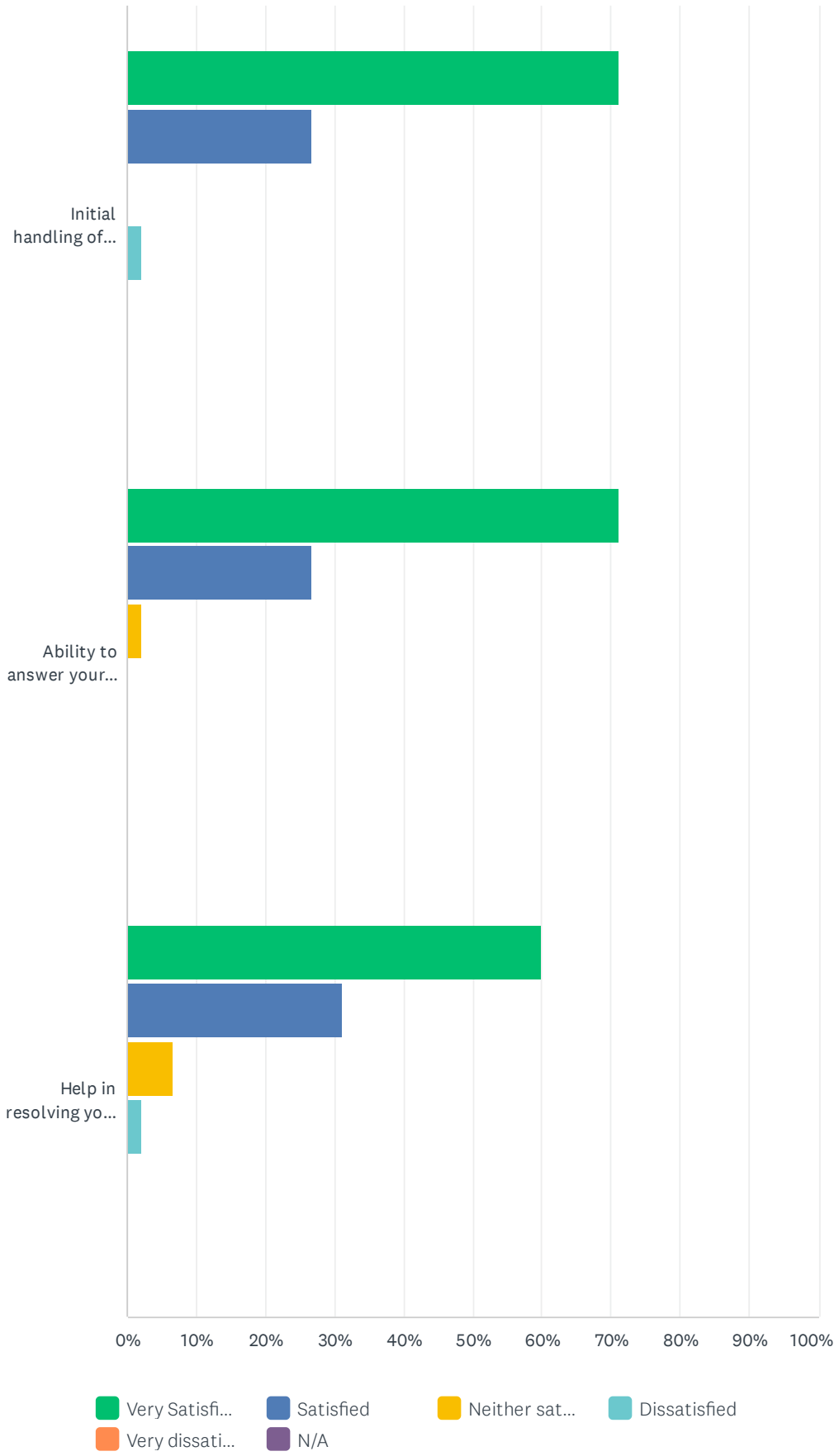


	VERY GOOD	GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	48.89%	40.00%	11.11%	0.00%	0.00%	45	1.62
	22	18	5	0	0		

Q7 When contacting the Gascoyne Holdings Property Management Office how satisfied have you been with the response?

Answered: 45 Skipped: 0

Residential Survey - Gascoyne Holdings

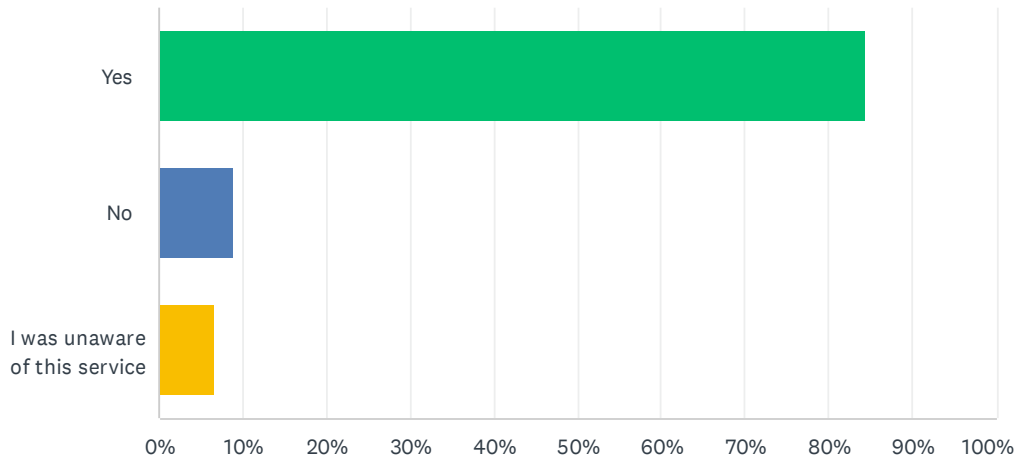


Residential Survey - Gascoyne Holdings

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Initial handling of your enquiry	71.11% 32	26.67% 12	0.00% 0	2.22% 1	0.00% 0	0.00% 0	45	1.33
Ability to answer your questions	71.11% 32	26.67% 12	2.22% 1	0.00% 0	0.00% 0	0.00% 0	45	1.31
Help in resolving your problem	60.00% 27	31.11% 14	6.67% 3	2.22% 1	0.00% 0	0.00% 0	45	1.51

Q8 Gascoyne Holdings have installed free high-speed fibre-optic broadband in all their flats. Have you signed up for this?

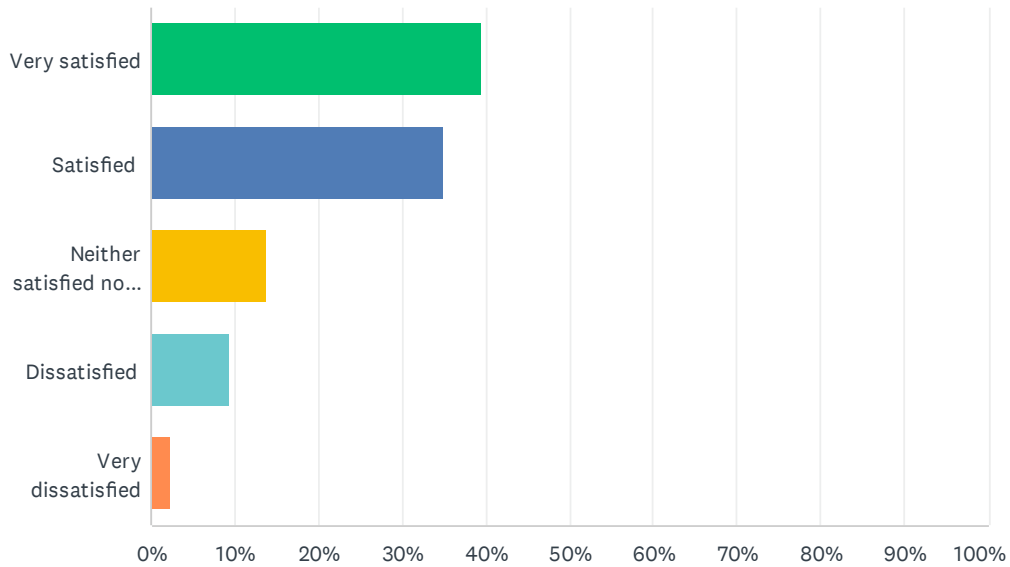
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	84.44%	38
No	8.89%	4
I was unaware of this service	6.67%	3
TOTAL		45

Q9 If you are using the free 'Hyperoptic' high-speed broadband service, how satisfied or dissatisfied are you with the service?

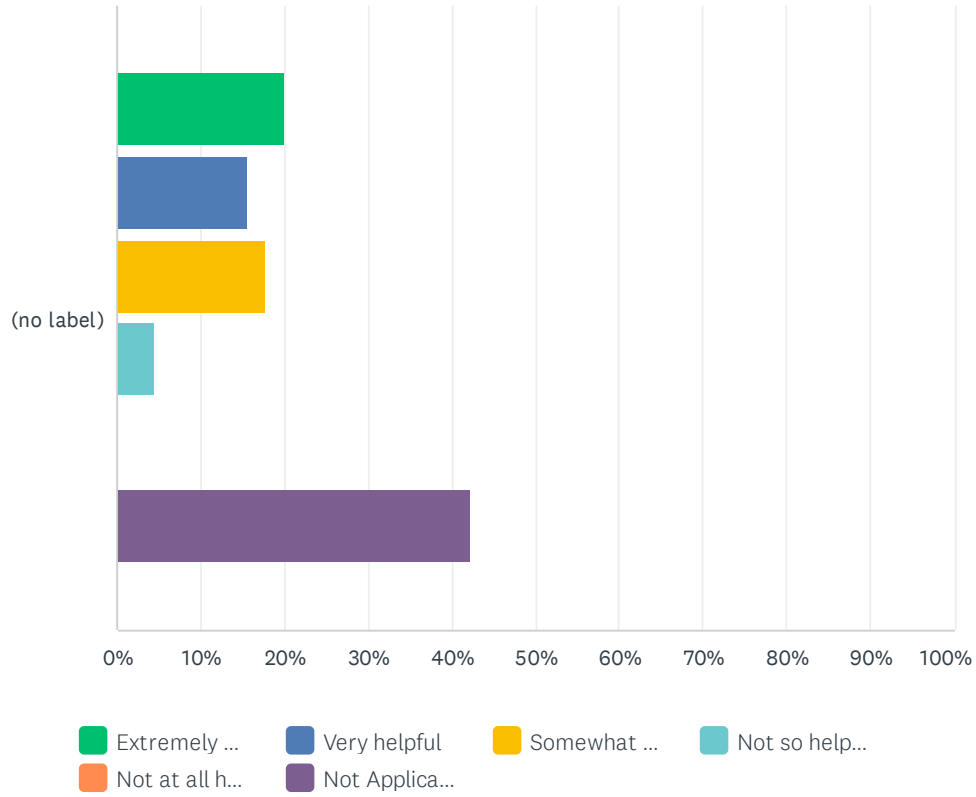
Answered: 43 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	39.53%	17
Satisfied	34.88%	15
Neither satisfied nor dissatisfied	13.95%	6
Dissatisfied	9.30%	4
Very dissatisfied	2.33%	1
TOTAL		43

Q10 If you have ever contacted Gascoyne Holdings 'Out of Hours' security guard please rate how helpful this service was.

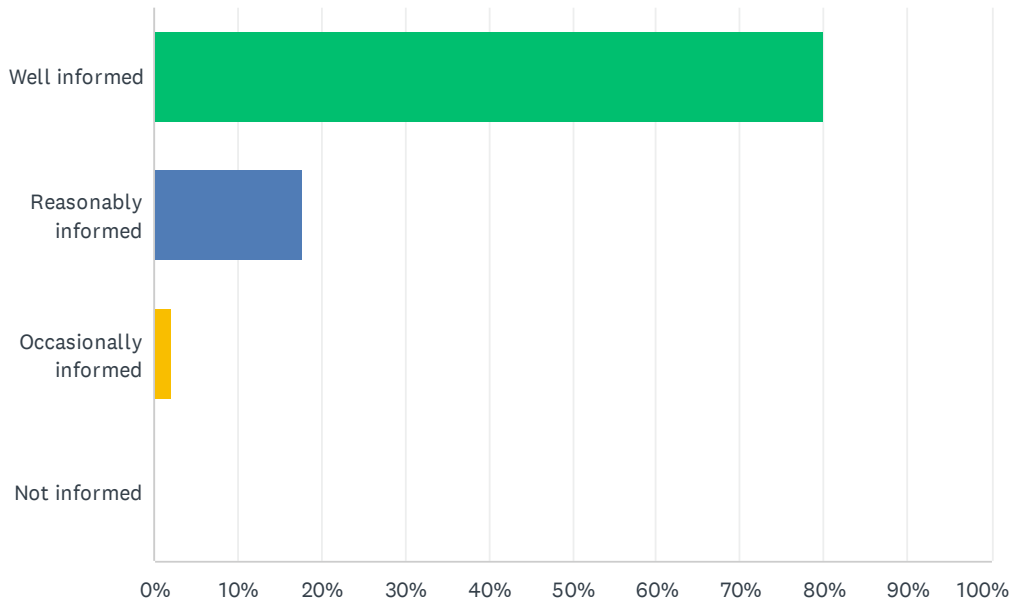
Answered: 45 Skipped: 0



	EXTREMELY HELPFUL	VERY HELPFUL	SOMEWHAT HELPFUL	NOT SO HELPFUL	NOT AT ALL HELPFUL	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
(no label)	20.00% 9	15.56% 7	17.78% 8	4.44% 2	0.00% 0	42.22% 19	45	3.76

Q11 How well do you think Gascoyne Holdings keeps you informed of maintenance issues?

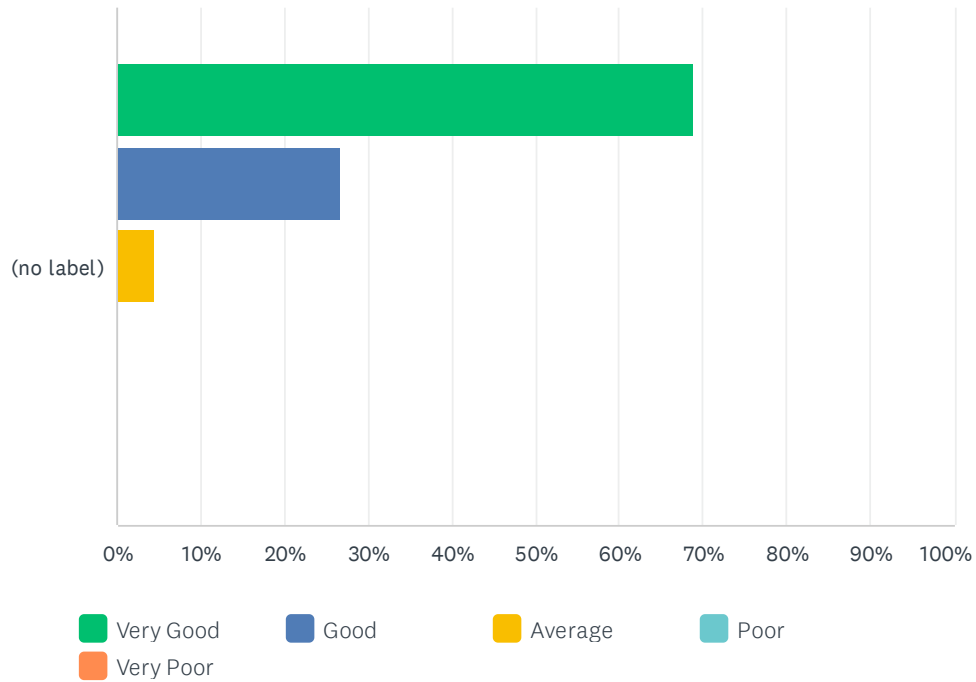
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well informed	80.00%	36
Reasonably informed	17.78%	8
Occasionally informed	2.22%	1
Not informed	0.00%	0
TOTAL		45

Q12 How would you rate the overall performance of the Gascoyne Estates property management service?

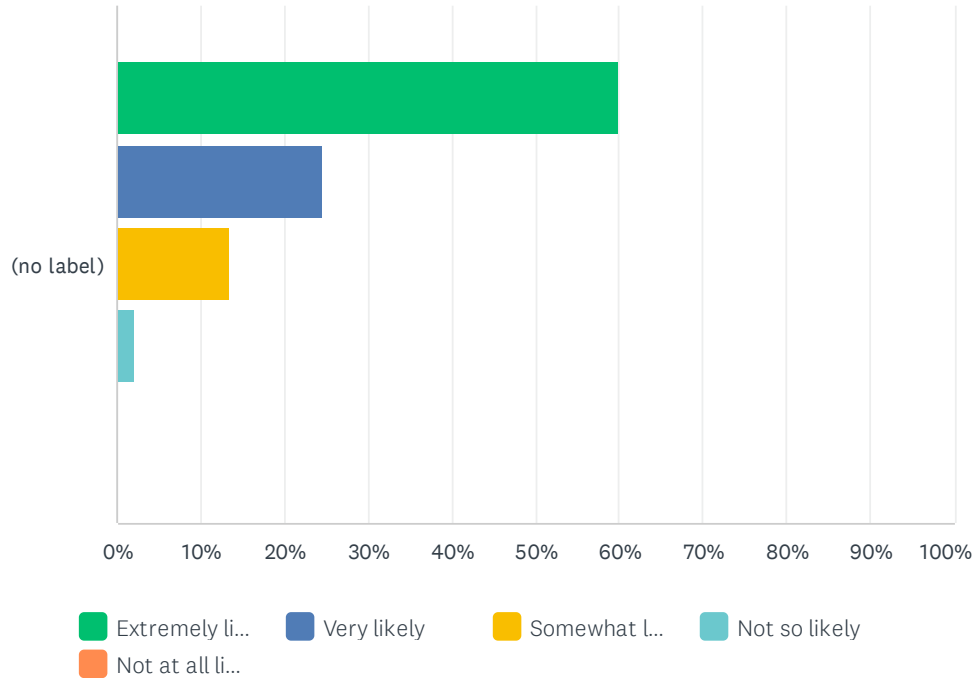
Answered: 45 Skipped: 0



	VERY GOOD	GOOD	AVERAGE	POOR	VERY POOR	TOTAL	WEIGHTED AVERAGE
(no label)	68.89%	26.67%	4.44%	0.00%	0.00%	45	1.36
	31	12	2	0	0		

Q13 How likely are you to recommend Gascoyne Estates property to others?

Answered: 45 Skipped: 0



	EXTREMELY LIKELY	VERY LIKELY	SOMEWHAT LIKELY	NOT SO LIKELY	NOT AT ALL LIKELY	TOTAL	WEIGHTED AVERAGE
(no label)	60.00% 27	24.44% 11	13.33% 6	2.22% 1	0.00% 0	45	1.58

Q14 How could we improve our service?

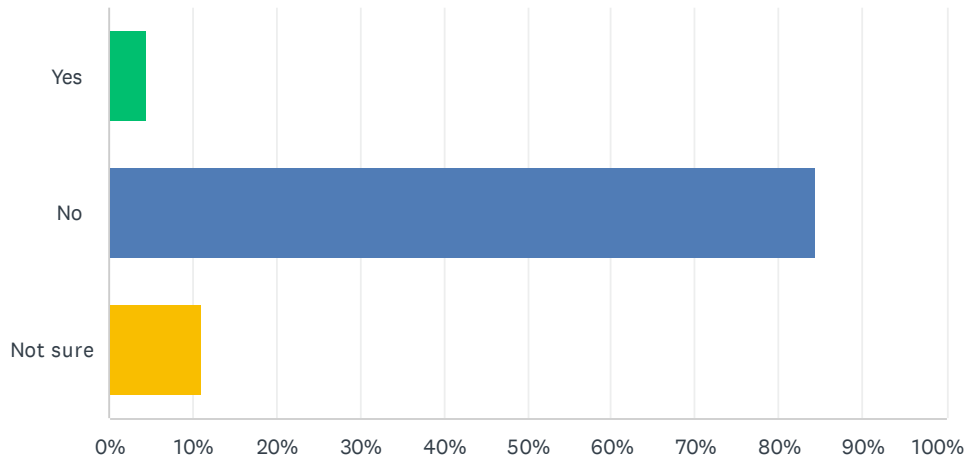
Answered: 19 Skipped: 26

Q15 We are continually looking for ways in which Gascoyne Holdings can become more sustainable, what could we do as property managers to help you live more sustainably?

Answered: 19 Skipped: 26

Q16 Have you heard about the new FixFlo system that will enable you to report property faults?

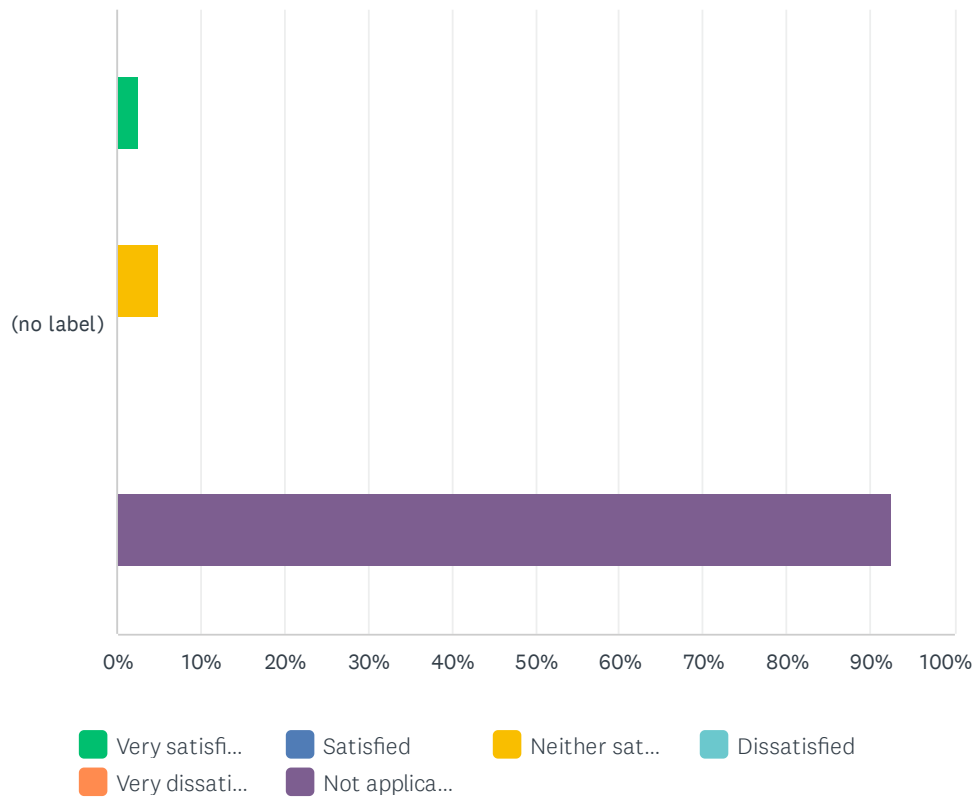
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	4.44% 2
No	84.44% 38
Not sure	11.11% 5
TOTAL	45

Q17 If you have used FixFlo how satisfied were you with it?

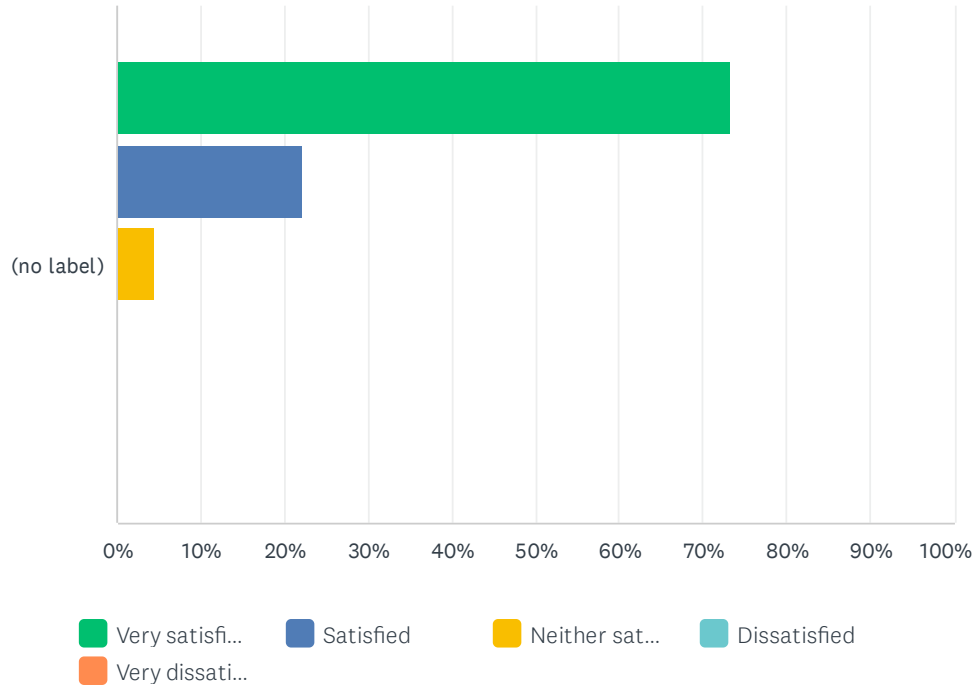
Answered: 40 Skipped: 5



	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
(no label)	2.50% 1	0.00% 0	5.00% 2	0.00% 0	0.00% 0	92.50% 37	40	2.33

Q18 Taking everything into consideration, overall how satisfied are you with Gascoyne Holdings?

Answered: 45 Skipped: 0



	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	73.33% 33	22.22% 10	4.44% 2	0.00% 0	0.00% 0	45	1.31