



LEASEHOLDER SATISFACTION SURVEY 2016 - FINDINGS

YOU SAID, WE DID

Last year, we carried out our first ever Leaseholder Satisfaction Survey. We had good results in many areas of the survey, however we recognise that there are areas we can improve. Since analysing the findings, we've been committed to addressing some these areas.

Here is an update on what we have done so far about the areas that concerned you most.

YOU SAID	WE DID
<p>"I think that it's very unfair that CCG do work on the properties and expect people to find huge amount of money to pay for it, even though leaseholders may not wish for this work to be done".</p>	<p>We have recently reviewed the Leaseholder Handbook. All leaseholders were invited to participate in the review. The Leaseholder Handbook includes information on why we have a duty to comply with the terms of the lease, and carry out necessary work to the building. The handbook also explains that we will only charge leaseholders for works which they have an obligation to pay, and where the costs are recoverable within your lease.</p> <p>We have developed a 'Leaseholder Major Works Fact Sheet (FAQ's)' that's available on our website and will be sent with relevant section 20 notices. The factsheet included questions that leaseholders have previously raised in their observations during official section 20 consultation.</p> <p>We have also review the Major Works section on the website.</p>
<p>"Invoices are sent out with limited breakdown"</p> <p>"We do not get a breakdown of the bill, therefore are not sure what we are paying for."</p> <p>"Itemise Invoice"</p>	<p>We've developed a standard covering letter to accompany the leaseholder service charge invoice which will ensure a consistent message to all leaseholders.</p> <p>We've created a 'Leaseholder Service Charge Factsheet' explaining services charges, the different service we provided, why leaseholders must</p>

<p>“Give a breakdown of the amount being charged”</p> <p>“Explain invoice and itemise everything”</p> <p>“I have found in the past that I have had to contact CCG regarding service charges / building Insurance etc...as if I had not done so, I would have received a bill stating I was in arrears. I would have though these bills were sent out automatically. I have had to chase up myself in the past.”</p>	<p>contribute to these costs and how they can pay their invoice.</p> <p>We have been providing breakdowns within the invoice and will ensure that this will continue. The breakdown will explain the services leaseholders’ have received and their individual costs towards those services. We will also send a copy of the ‘Leaseholder Service Charge Factsheet’ along with their service charge invoice.</p> <p>We have created a leaseholder service charge section on our website. This will be regularly reviewed and updated as necessary.</p> <p>We have also clarified how leaseholders can share their complaints or concerns with us. Information has been reviewed in the Policy, Handbook and on the website. If leaseholders would like to inform us of any specific issues they may have regarding the service charge invoice, or any further information they require, it would be great if they would let us know what they would specifically like to see.</p>
<p>“Total lack of involvement regarding financial matters”</p>	<p>Information will be shared with you on our website about the intended works programme for the next 5 years (prior to section 20 notices being sent out). This would give you a better idea on works and financial matters that will affect them. <i>(These works may be subject to change, dependant on surveys and changes to circumstances).</i></p> <p>Leaseholders that receive a cleaning and/or grounds maintenance service have recently been consulted through the formal section 20 consultation process. We will continue to consult with you through this process as and when necessary.</p>

<p>“Answer my complaints”</p> <p>“When I have complained in the past nothing has been done, passed on to different departments and still got nowhere. I resolved the problem myself”.</p> <p>“I feel complaints are not being logged”</p> <p>“Made complaints regarding dog fouling. No response”.</p>	<p>Our Complaints Policy has recently been reviewed.</p> <p>We have reviewed the website and have explained how you can share your views. This information is also available on the reviewed Leaseholder Handbook.</p>
<p>“From past experience CCG do not listen to our views and very limited involvement in its work. We strongly feel that CCG only require invoices paid, without any questions asked”.</p>	<p>We have reviewed the ‘Get Involved’ section of our website. It provides you with information on the different ways in which they can get involved and the benefits of getting involved. This has also been reviewed in the Leaseholder Handbook and Policy.</p> <p>It also provides you with options available on how you can contact us.</p> <p>We recently invited all leaseholders to be involved in the review of our Leaseholder Policy and the Leaseholder Handbook.</p> <p>The ‘Get Involved’ leaflet was sent out with the Satisfaction Survey in 2016 with three leaseholders contacting us noting their interest and having an informal chat with our Communities Involvement Team about how they could get involved.</p>
<p>When asked in the annual satisfaction survey; ‘Please rate how strongly you agree or disagree that CCG will listen to your views and act on the findings from this survey...’ 36.36% of leaseholders ‘Disagreed’ or ‘Strongly Disagree’.</p>	<p>To demonstrate our efforts in addressing these views, we have created this ‘YOU SAID.WE DID’ leaflet to outline the steps that have been taken to address the areas that concerned our leaseholders most.</p> <p>We will continue to send leaseholder a satisfaction survey to gain their views and look at ways of improving the service we provide.</p>