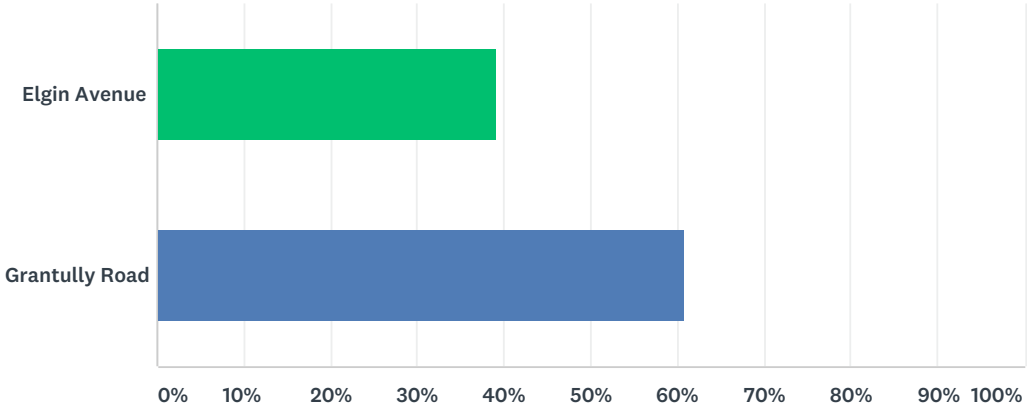
Q1 Which road is your flat on?

Answered: 41 Skipped: 0



ANSWER CHOICES	RESPONSES	
Elgin Avenue	39.02%	16
Grantully Road	60.98%	25
TOTAL		41

Q2 Please provide basic details about yourself.Your name:

Answered: 40 Skipped: 1

Q3 Your flat number:

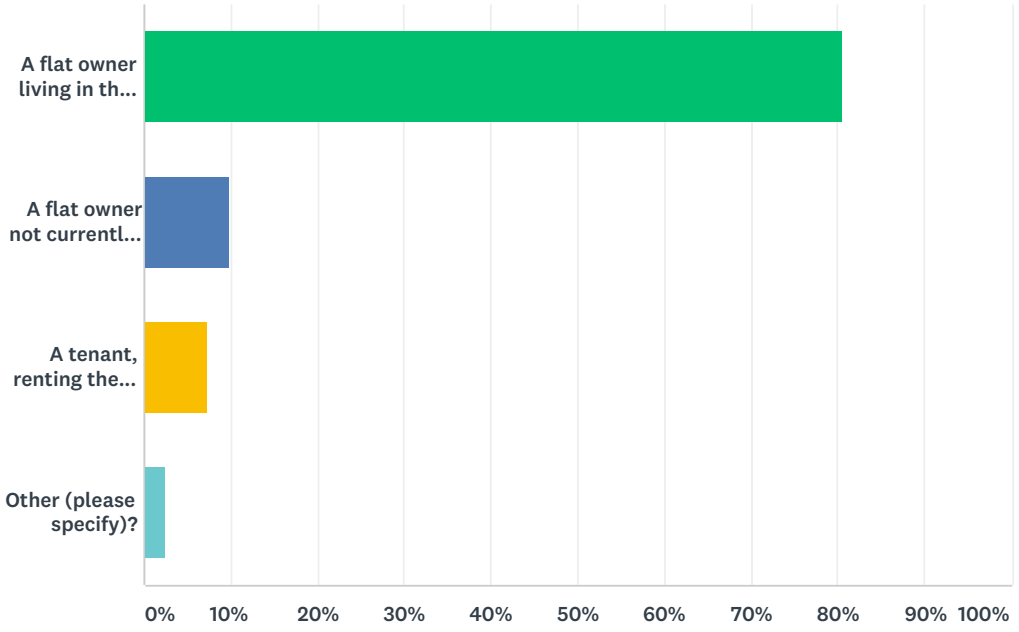
Answered: 41 Skipped: 0

Q4 The Board and the Managing Agents would like to be able to communicate with you by email. If you are prepared to provide an email address for that purpose please do. Addresses will not be passed to any third party (of course). If you do not want to provide an email address please write N/A or similar.Your email address:

Answered: 41 Skipped: 0

Q5 Are you:

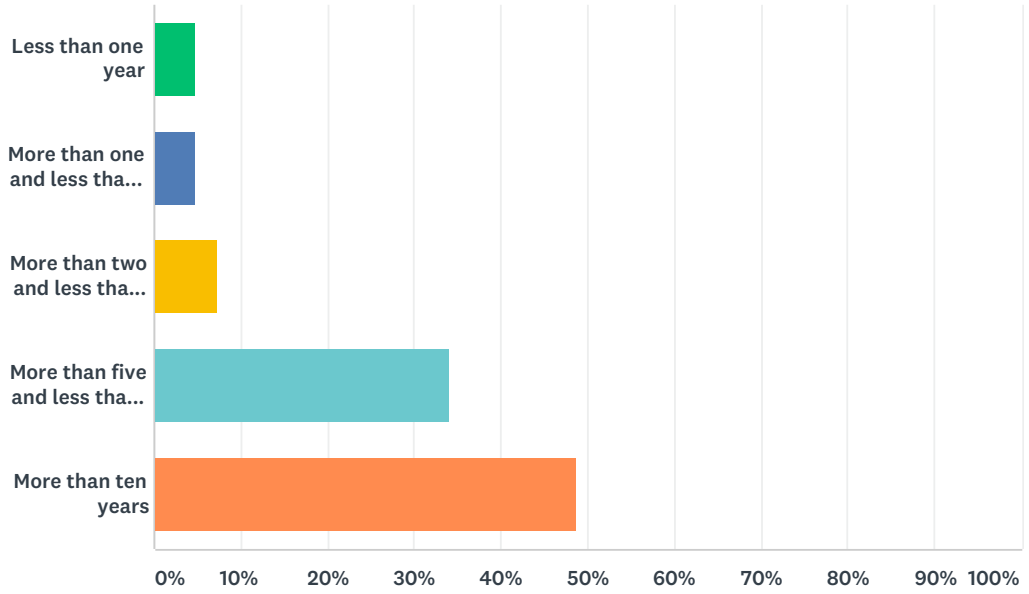
Answered: 41 Skipped: 0



ANSWER CHOICES	RESPONSES	
A flat owner living in the flat?	80.49%	33
A flat owner not currently living in the flat?	9.76%	4
A tenant, renting the flat?	7.32%	3
Other (please specify)?	2.44%	1
TOTAL		41

Q6 How long have you lived at, or owned a flat at, Ashworth Mansions?

Answered: 41 Skipped: 0

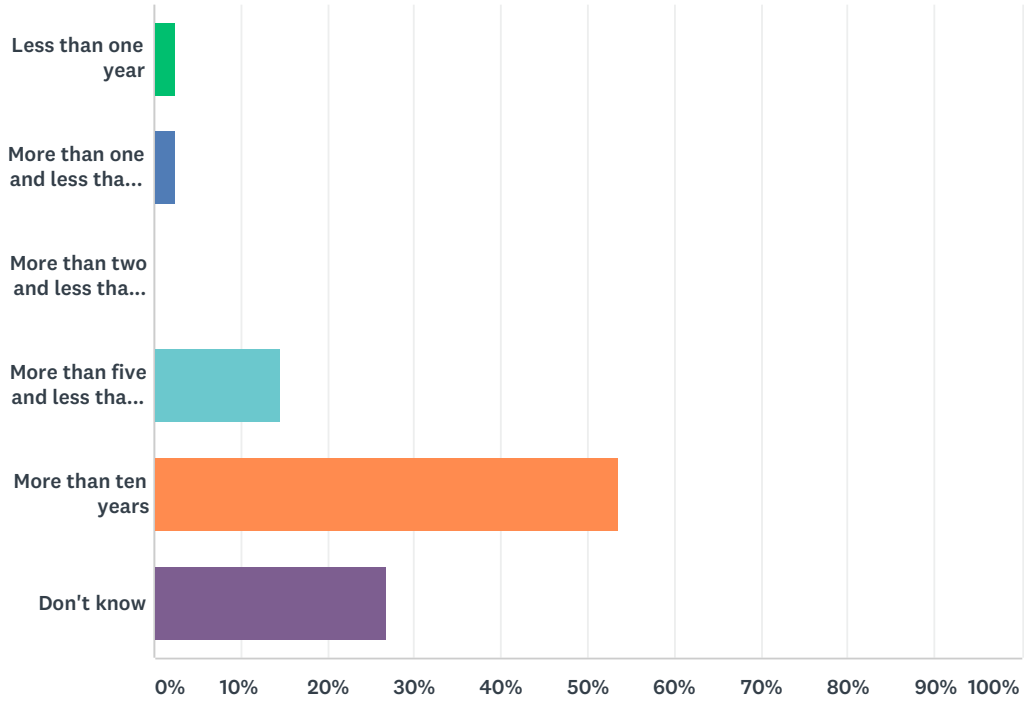


ANSWER CHOICES	RESPONSES

Less than one year	4.88%	2
More than one and less than two years	4.88%	2
More than two and less than five years	7.32%	3
More than five and less than ten years	34.15%	14
More than ten years	48.78%	20
TOTAL		41

Q7 How long do you expect to live at, or own a flat at, Ashworth Mansions (here we are trying to get an idea of how long people expect to be involved with Ashworth Mansions, which may affect attitudes towards long-term maintenance and improvements)?

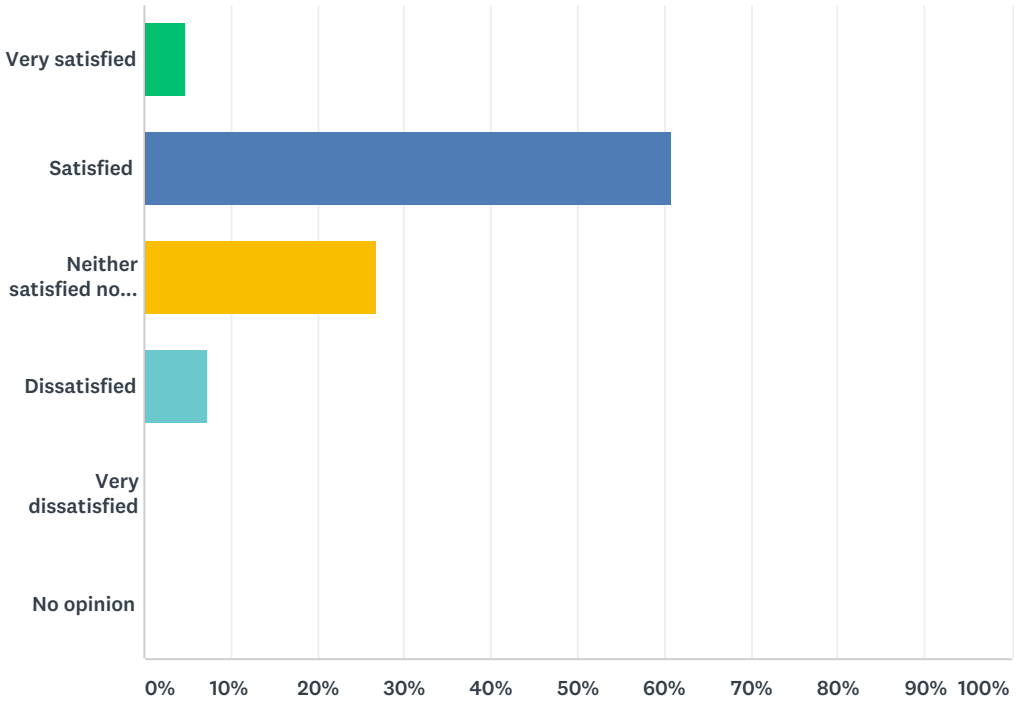
Answered: 41 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than one year	2.44%	1
More than one and less than two years	2.44%	1
More than two and less than five years	0.00%	0
More than five and less than ten years	14.63%	6
More than ten years	53.66%	22
Don't know	26.83%	11
TOTAL		41

Q8 We employ a professional firm (Kinleigh, Folkard & Hayward - KFH) to manage Ashworth Mansions. We would like to know about your level of satisfaction with our managing agent and the reasons for this (e.g. responsiveness, effectiveness of resolution, proactivity etc), as well as anything else you feel is relevant (including suggestions for improvements) concerning the managing agents.Concerning KFH, are you:

Answered: 41 Skipped: 0

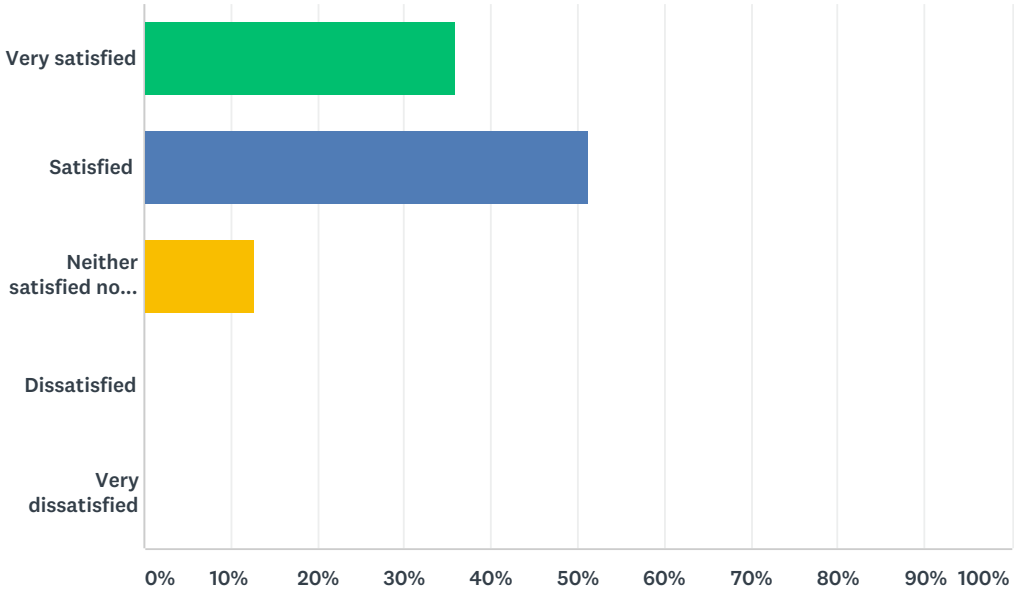


ANSWER CHOICES	RESPONSES	
Very satisfied	4.88%	2
Satisfied	60.98%	25
Neither satisfied nor dissatisfied	26.83%	11
Dissatisfied	7.32%	3
Very dissatisfied	0.00%	0
No opinion	0.00%	0
TOTAL		41

Q9 We employ two non-resident caretakers (David & Mustapha), who also clean the common parts, coordinate contractors, and generally watch out over the block. We would like to know about your level of

satisfaction with them, as well as to hear about anything else that you feel is relevant concerning the caretaking service.Are you:

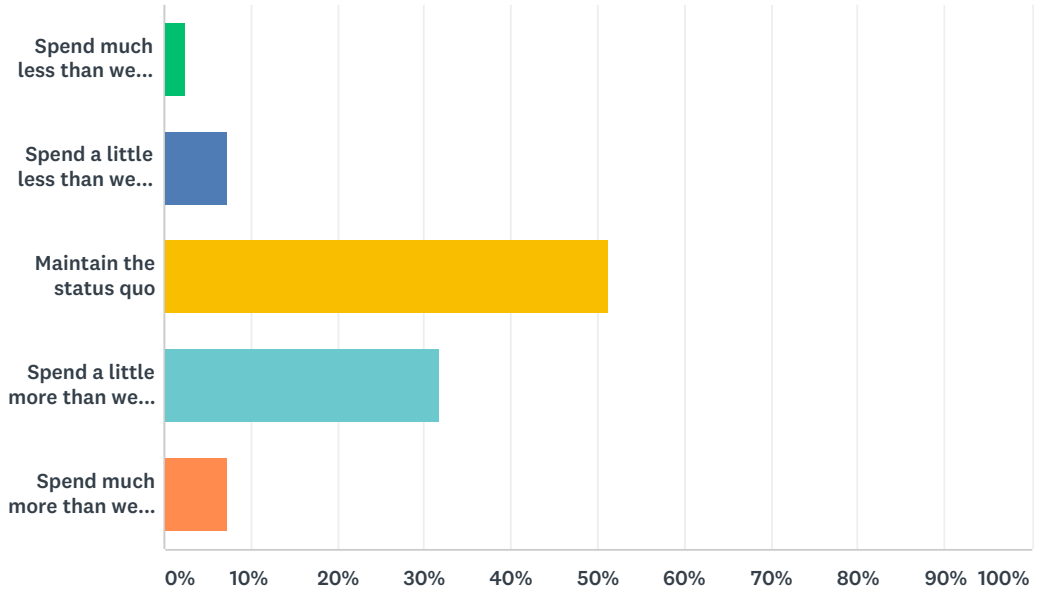
Answered: 39 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfied	35.90%	14
Satisfied	51.28%	20
Neither satisfied nor dissatisfied	12.82%	5
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		39

Q10 Some owners bought recently; some have been here for many years and bought when flats were more affordable (relatively speaking). Because there appears to be a range of personal situations amongst Ashworth owners, we would especially value your views on how much you are prepared to spend on having your flat here.In particular we would like your views on the right balance between on the one hand maintaining the highest standards in the upgrading and maintenance of Ashworth Mansions (leaving aside the gardens - there is a separate questions on the gardens); and on the other hand keeping the service charges and major works charges as low as possible. Of course the board's aim is always to seek best value for money, regardless of the standard we are aiming at.Please tick the box that most closely reflects your views and, if possible, state your reason why (or anything else you feel is relevant).

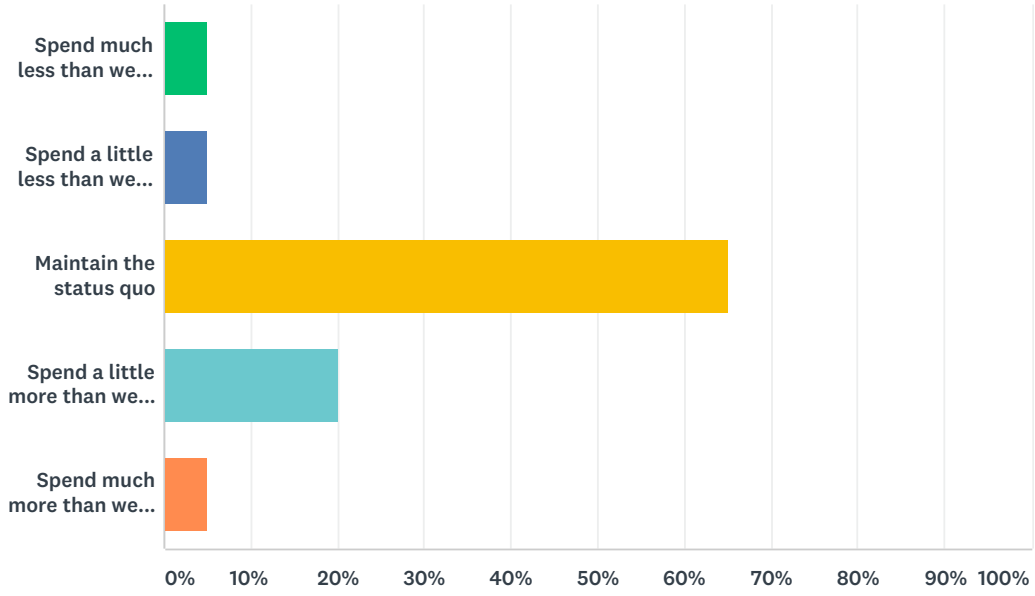
Answered: 41 Skipped: 0



ANSWER CHOICES	RESPONSES	
Spend much less than we do now — even if it means a considerably lower quality and frequency of maintenance	2.44%	1
Spend a little less than we do now – even if it means a little lower quality and frequency of maintenance	7.32%	3
Maintain the status quo	51.22%	21
Spend a little more than we do now – if it means a little better quality and frequency of maintenance	31.71%	13
Spend much more than we do now — if it means a considerably higher quality and frequency of maintenance	7.32%	3
TOTAL		41

Q11 We would like separately to hear your views about the gardens (between the blocks and in front of each one). In particular concerning the balance between on the one hand maintaining the highest standards in the upgrading and maintenance of the gardens; and on the other hand keeping the service charges and major works charges relating to the gardens as low as possible.Please tick the box that most closely reflects your views.

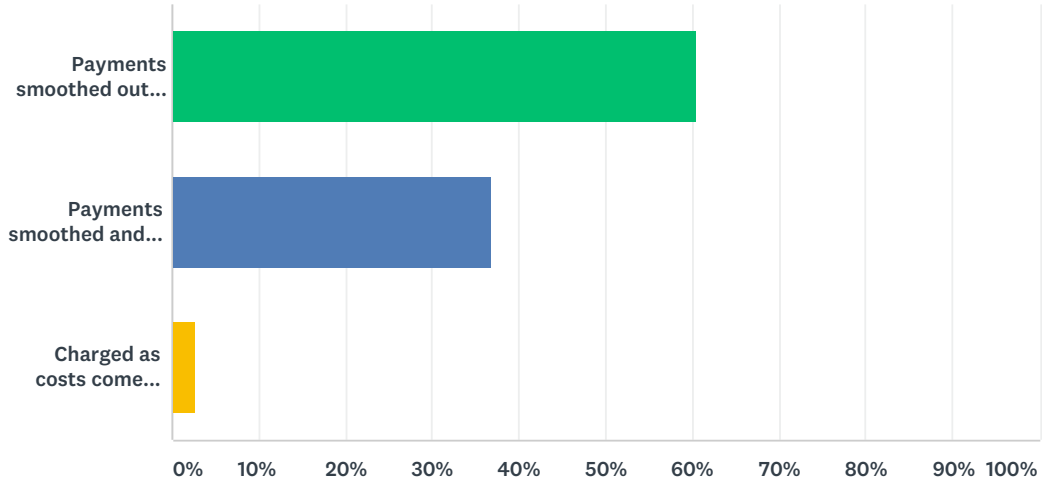
Answered: 40 Skipped: 1



ANSWER CHOICES	RESPONSES	
Spend much less than we do now — even if it means a considerably lower quality of garden and frequency of garden maintenance	5.00%	2
Spend a little less than we do now – even if it means a little lower quality of garden and frequency of garden maintenance	5.00%	2
Maintain the status quo	65.00%	26
Spend a little more than we do now – if it means a little better quality of garden and frequency of garden maintenance	20.00%	8
Spend much more than we do now — if it means a considerably higher quality of garden and frequency of garden maintenance	5.00%	2
TOTAL		40

Q12 Thinking about longer-term projects, for example the major works programme we carry out every ten years, would you prefer the costs of these to be smoothed out as far as possible, for example in the form of a so-called 'sinking fund'; or would you rather be charged for these as they came along, even though that would mean larger changes in what you paid from year to year?Please tick the box that most closely represents your views and, if possible, give the reasons (or anything else you feel is relevant to this question).

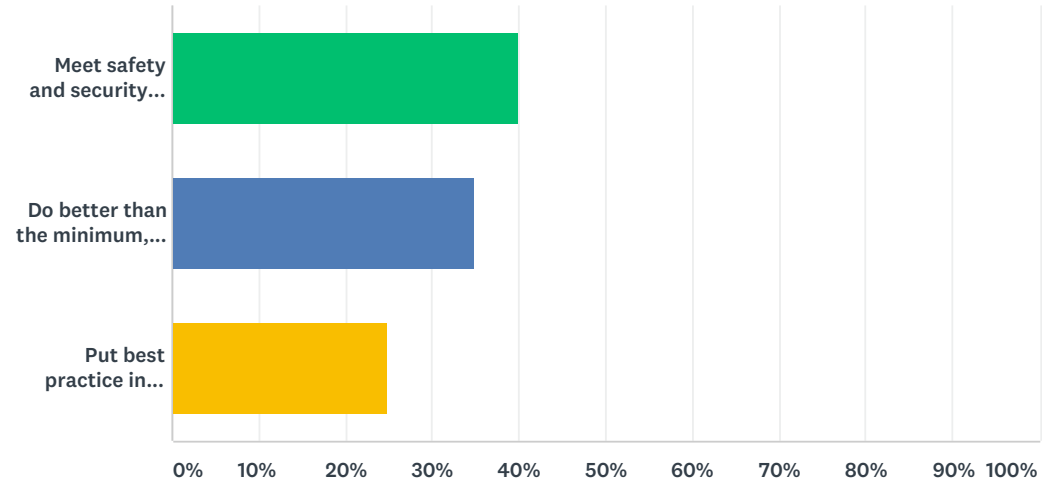
Answered: 38 Skipped: 3



ANSWER CHOICES	RESPONSES	
Payments smoothed out as far as possible	60.53%	23
Payments smoothed and costs charged – in equal balance	36.84%	14
Charged as costs come along	2.63%	1
TOTAL		38

Q13 Security is a major issue for residents and owners as is safety - in particular fire safety. We are in the process of confirming that we have everything in place to meet fire safety standards. We would though like to understand attitudes towards any effort and spend we might make on top of this.Please tick the box that most closely represents your opinion. Concerning security and safety questions the board should:

Answered: 40 Skipped: 1

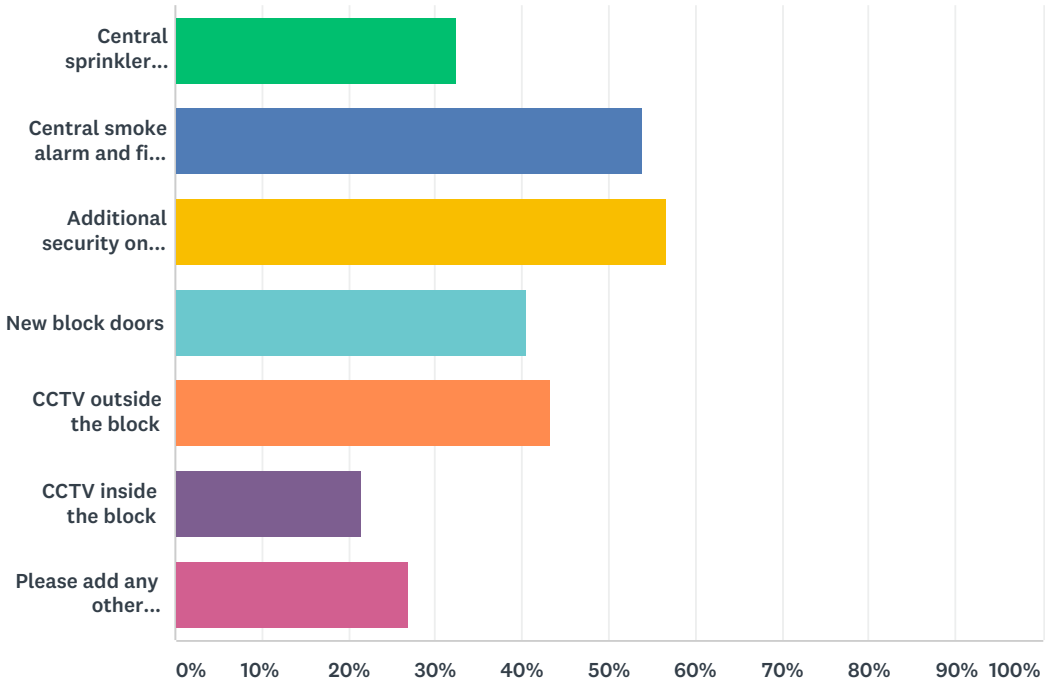


ANSWER CHOICES	RESPONSES	
Meet safety and security requirements as per Council Policy – Fire, Police etc. Spend only as required	40.00%	16

Do better than the minimum, which may or may not involve additional financial contributions	35.00%	14
Put best practice in place, which would mean paying additional financial contributions	25.00%	10
TOTAL		40

Q14 There are additional measures over and above the current security and safety features we have in place that we could explore.Please tick the box next to any of the ideas below where you would be interested in hearing more about the costs and benefits.

Answered: 37 Skipped: 4

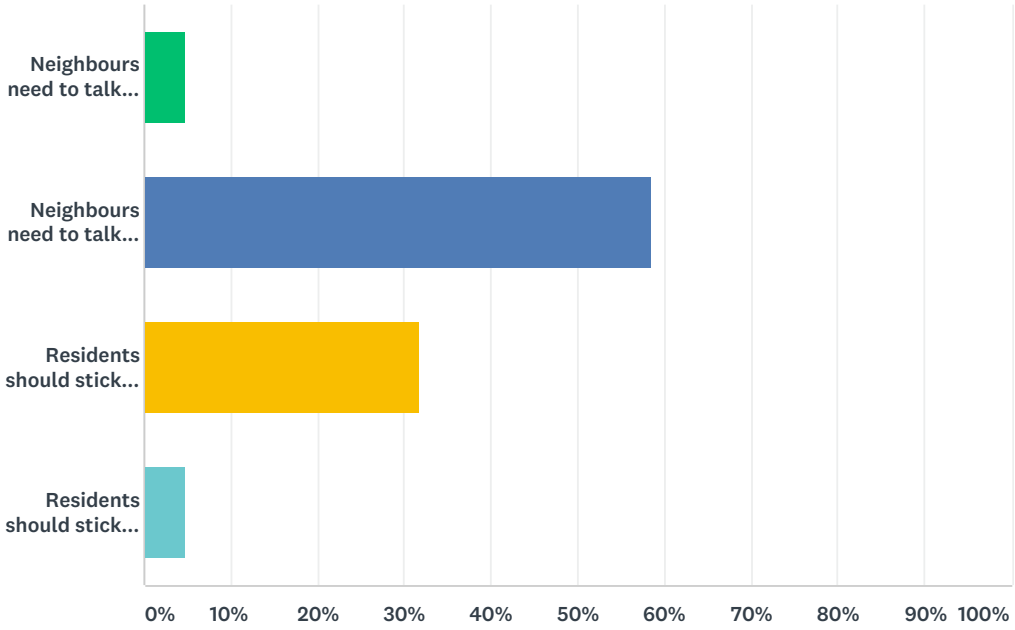


ANSWER CHOICES	RESPONSES	
Central sprinkler system in common areas	32.43%	12
Central smoke alarm and fire detection system	54.05%	20
Additional security on block doors	56.76%	21
New block doors	40.54%	15
CCTV outside the block	43.24%	16
CCTV inside the block	21.62%	8
Please add any other suggestion. In addition please comment with any views you may have about privacy relating to some of these possibilities, e.g. CCTV	27.03%	10
Total Respondents: 37		

Q15 From time to time, residents complain about noise or other nuisance from neighbouring flats or from the gardens. Sometimes this is due to the

installation of uncovered wooden flooring (despite a requirement in all leases to maintain carpeting in rooms except kitchens and bathrooms). Other disputes arise from leaks or from activities outside in the gardens (especially in the summer).Please tick the box that most closely represents your views about how these and other nuisances should be dealt with.

Answered: 41 Skipped: 0

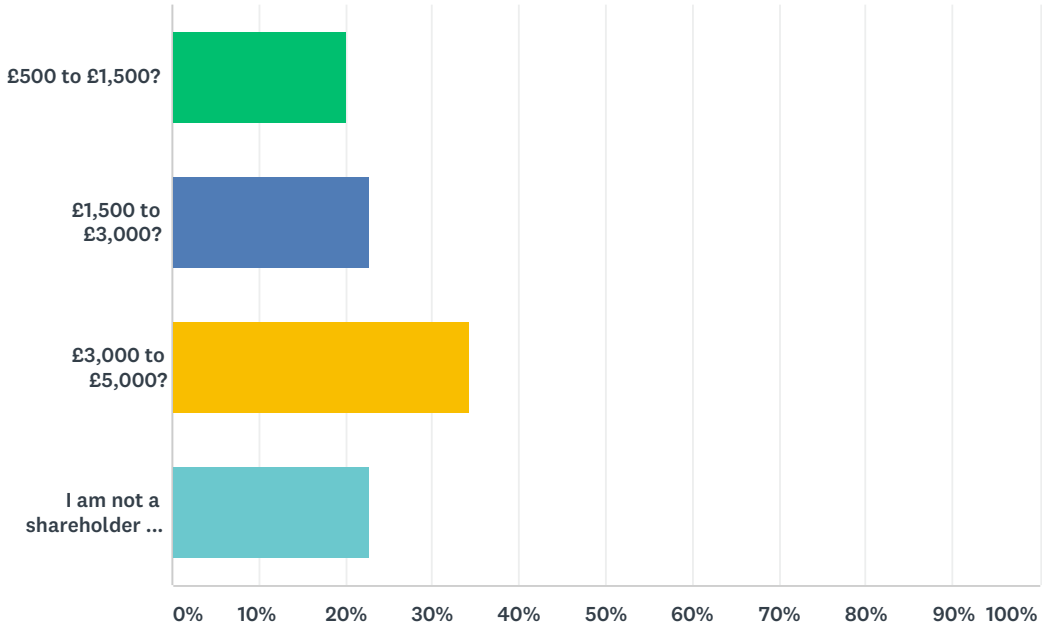


ANSWER CHOICES	RESPONSES	
Neighbours need to talk to each other and come to their own agreements. The board and managing agents should not get involved	4.88%	2
Neighbours need to talk to each other and come to their own agreements. However, if they have made serious effort and cannot do so then the managing agent/board should get involved if the dispute concerns an important issue (affecting quality of life etc.)	58.54%	24
Residents should stick to the rules and the managing agent/board should settle disputes between neighbours when the dispute concerns an important issue (affecting quality of life etc.)	31.71%	13
Residents should stick to the rules and the managing agent/board should settle disputes between neighbours	4.88%	2
TOTAL		41

Q16 The board is currently investigating the best way to offer lengthy (still to be decided but potentially between 100 to 999 year) tenor extensions of revised leases to shareholders in the most cost-efficient manner. This is proving complex and time-consuming, however the Board expects to be able to offer extended and modernised leases in due course, and at a price that is in any event a great deal less than the cost of extending existing leases through the statutory process. The principle is to recover

costs associated with the lease extension.Despite current uncertainties about the final price, it would be useful to gauge shareholders' interest in purchasing a new, extended lease at different cost points. If you are a shareholder of Ashworth Mansions Limited, please let us know at what price bracket you would be interested to take up a modernised and longer lease?

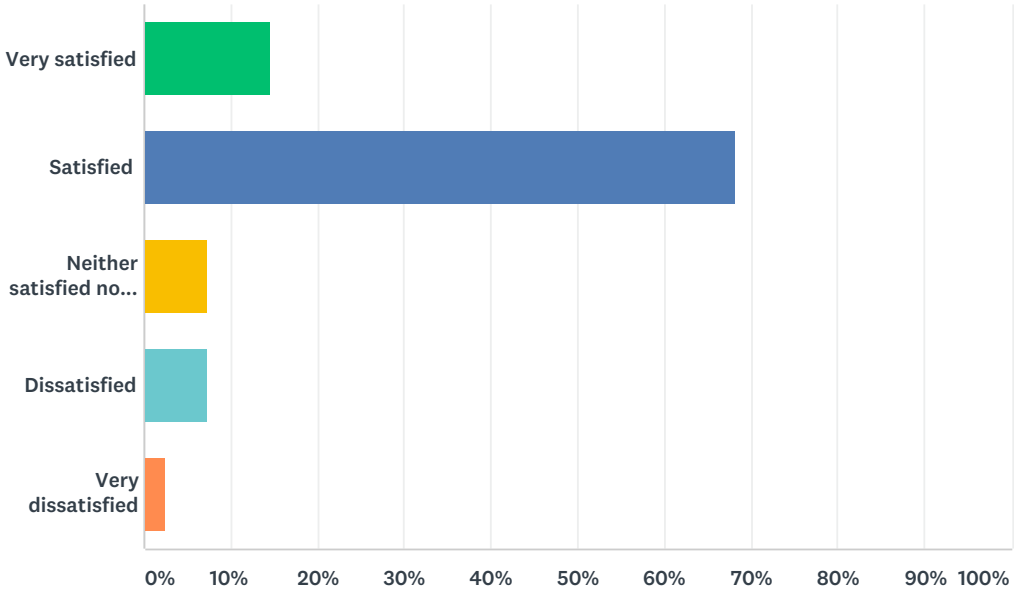
Answered: 35 Skipped: 6



ANSWER CHOICES	RESPONSES	
£500 to £1,500?	20.00%	7
£1,500 to £3,000?	22.86%	8
£3,000 to £5,000?	34.29%	12
I am not a shareholder / don't know / no opinion	22.86%	8
TOTAL		35

Q17 We are anxious neither to over-burden you with unwanted communications, nor to keep you in the dark on things you would like to have known about or be asked about. We would like to know about your level of satisfaction with current communications - and if possible the reasons why (e.g. frequency, level of detail, clarity, channel), or anything else you feel is relevant:

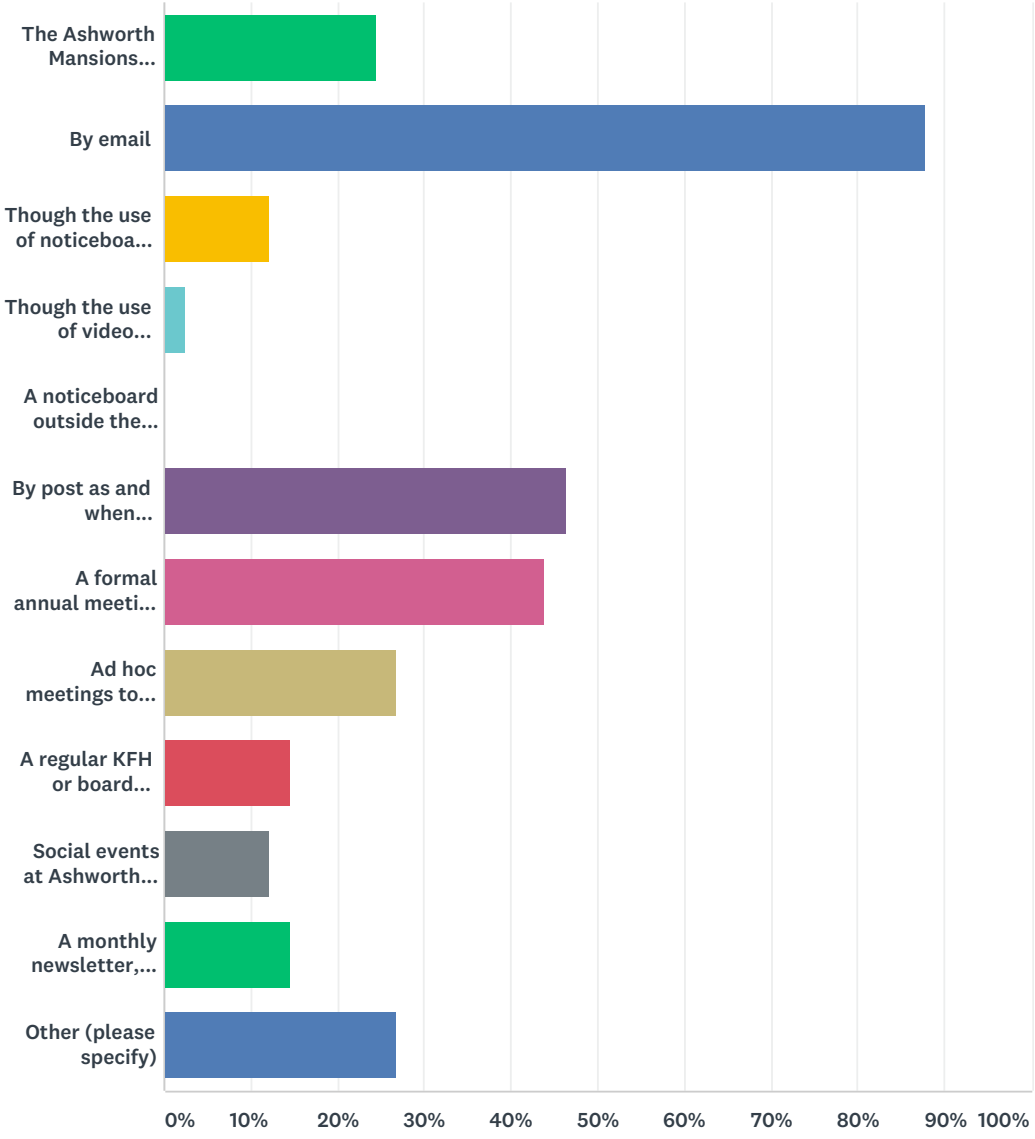
Answered: 41 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	14.63%	6
Satisfied	68.29%	28
Neither satisfied nor dissatisfied	7.32%	3
Dissatisfied	7.32%	3
Very dissatisfied	2.44%	1
TOTAL		41

Q18 Communications options have changed a great deal in recent years. For legal reasons some items have to be sent in hard copy. Leaving this aside, please tick any of the following that you would welcome the Board and KFH using to communicate with you:

Answered: 41 Skipped: 0



ANSWER CHOICES	RESPONSES	
The Ashworth Mansions website	24.39%	10
By email	87.80%	36
Though the use of noticeboards in stairwells	12.20%	5
Though the use of video screens in stairwells	2.44%	1
A noticeboard outside the caretakers' room	0.00%	0
By post as and when appropriate	46.34%	19
A formal annual meeting of residents and leaseholder	43.90%	18
Ad hoc meetings to consult on specific items	26.83%	11
A regular KFH or board surgery at Ashworth Mansions	14.63%	6
Social events at Ashworth Mansions	12.20%	5
A monthly newsletter, through the post or posted through the front door	14.63%	6
Other (please specify)	26.83%	11

Total Respondents: 41

Q19 Board members are unpaid for the role and are currently all both leaseholders and residents at Ashworth Mansions. They are naturally interested in doing the best job possible to address the needs of all residents and owners. We would like to know (in addition to the answers you have already given) what else you would like us to do or do differently? Please comment below.Many thanks for participating in this survey. We will circulate results in due course.The Board.

Answered: 17 Skipped: 24