

PROPERTY MANAGEMENT BEST VALUE REVIEW

USER SURVEY

"Property Management" is defined as "the acquiring, buying, selling of property and arranging and advising on the maintenance and use of property".

"Property" refers to both land and buildings.

As users or occupiers of Council Property we are interested in your views on the way in which the Council manages that property and your answers to the following questions would be greatly appreciated.

Q1a Do you know who to contact regarding property issues? Yes No

Q1b If Yes, who is it? _____

Q2 Generally, how easy or difficult is it to obtain help on property matters?

Very easy	<input type="checkbox"/>
Easy	<input type="checkbox"/>
Difficult	<input type="checkbox"/>
Very difficult	<input type="checkbox"/>
Not tried	<input type="checkbox"/>

Q3 If you have recently contacted a Council department for help or advice about property issues, how satisfied were you with:

	1	2	3	4	5
(a) Speed of response					
(b) Politeness of response					
(c) Effectiveness of response (How useful was advice)					

[1=Very satisfied 2=Satisfied 3=Neither 4=Dissatisfied 5=Very dissatisfied]

Q4 Thinking about the premises you occupy or are involved with what do you feel about its adequacy for your purposes?

Excellent	<input type="checkbox"/>
Adequate	<input type="checkbox"/>
Less than adequate	<input type="checkbox"/>
Totally inadequate	<input type="checkbox"/>

Q5 Do you feel that you are adequately consulted and informed about Council plans which might affect your property?

	Consulted	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
	Informed	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Q6 How satisfied are you with the terms under which you occupy property?

1	2	3	4	5

[1=Very satisfied 2=Satisfied 3=Neither 4=Dissatisfied 5=Very dissatisfied]

Q7 How satisfied are you with the service you receive for repairs and maintenance?

1	2	3	4	5
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[1=Very satisfied 2=Satisfied 3=Neither 4=Dissatisfied 5=Very dissatisfied]

Q7

How satisfied are you with the arrangements for carrying out repairs and maintenance?

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