

## **SURVEY OF RESIDENTS & LEASEHOLDERS AT RSH & CP Summary Results 2023**

### **Introduction**

We recently invited residents and leaseholders at RSH & CP to complete a survey seeking their views on a range of matters about the RSH & CP site and management.

A total of 41 responses were received with a good representation of both City Point and Royal Standard House leaseholders and residents. Some 92 comments were also received providing useful feedback on a wide range of issues.

The consultative exercise has provided the Board with a greater understanding of residents' collective views – perhaps the broadest range of views the Board has ever had. Whilst any survey of this nature will contain divergent views, given the number of participants, we are pleased that there was overall a good degree of consistency in the points raised.

As a result, the key findings - i.e. those issues having the highest shared priorities for respondents - will help the Board and the Managing Agent align effort and resources with the priorities of leaseholders and residents, particularly as work starts on plans for the next 5+ years in the life of the site.

### **Summary of results**

In overall terms, respondents were happy with most aspects of the site and maintenance. At a time of economic stress and rising costs, there was not a massive desire to spend more than necessary – particularly on maintenance - and there was insufficient support for a number of the new 'great ideas' mentioned. The operation of the gates and the response from the managing agent were the largest cause for concern.

Generally, the vast majority of respondents were supportive of the way the Company manages potential issues. Communication is seen as very important and News from the Board is, overall, well received. There were, however, a number of concerns expressed regarding the need for significant improvement in communications from the Managing Agent to individual leaseholders, where specific matters had been reported or were in progress.

A great number of comments were received reflecting a variety of views, but with some common themes. These have been taken into account together with the quantitative results.

### **Next**

We have already started to consider what actions we need to take now and in the longer term. In the short term any comments relating to current maintenance and gardening issues have already been passed to the Managing Agent for action.

Other things we are doing:-

1. Pursuing the improvements to the gates, which we hope will make them more secure and easier to use. The main vehicle gate was upgraded earlier this year and should now be more reliable than they have been for many years. You now are able to open the gates at greater distance with your gate fob.
2. Discussing your comments with the Managing Agent to improve the response from them.
3. Putting together better information and instructions regarding the bins.
4. Looking at options and pros and cons for a secure parcel delivery area on site.

5. Including a quick review of solar panel options in our 5 year + plan for the site to check for any sensible options. We will hold off on all other 'great ideas' as there was insufficient support for them, including for electric vehicle charging.
6. A review of energy usage, including more information to residents about potential savings.
7. Keeping a tight control on expenditure on non-essential maintenance, decorating and cleaning of the buildings, grounds and garden – especially this year. However, we will continue to instruct necessary repairs especially where damage can affect the buildings.

The AGM in September will provide an opportunity to further review and discuss the results of the survey.

### **Special Note**

Two respondents complained that some residents are using communal electricity to charge their cars. We do not believe this to be the case and encourage any leaseholder with such concerns to communicate them to the Managing Agent. (We are aware of one incident where a resident, as an emergency measure, used electricity to trickle charge a flat battery, and reported this to the Managing Agent at the time, making payment for the electricity used).

Whilst two respondents thanked the Board for their work, another respondent felt the Board were biased in their action. As the Board must look after the interests of leaseholders as a whole, which will at times mean acting against the interests of some leaseholders, a divergence in views is not unexpected. However, the Board tries hard to operate in an independent and unbiased way on behalf of all leaseholders and residents - this is one of the reasons why we undertook the survey.

### **Thank You!**

We are extremely grateful to all those who kindly took the trouble to complete the questionnaire and we thank you for your assistance in helping the Board to understand your views and priorities.

We would also like to thank those who attended the Open Forums introduced to allow residents the opportunity to meet and engage freely with Directors on site matters that are of interest to them helping to aid mutual understanding and trust

These events take a lot of effort to organise, and so we are also pleased to see that they are well supported.

Our big thanks also to Bob Garland, one of leaseholders who took the time to produce all the independent analysis for us. His detailed overview of the results – which has not been edited by the Board - is attached as an appendix.

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Duncan Moffatt,  
Martyn Knight  
Suzie Reeves,  
Dave Silver  
Philip Wrigley

**Directors, RSH & CP Company Ltd**  
**June 2023**