

REPORT OF A SURVEY OF RESIDENTS & LEASEHOLDERS' VIEWS ON PREVAILING SITUATION AT ROYAL STANDARD HOUSE AND CITY POINT APRIL 2023

Introduction

As one element of the Board of Directors' more consultative, participative style of management at RSH&CP, residents and leaseholders were invited to complete a questionnaire seeking their opinions on a wide range of issues relating to life on the site.

The key findings, i.e., those issues having the highest shared priorities for respondents, will help the Directors to formulate a rolling Development Plan for the site, to shape its development and practices over the next four or five years.

This initiative complements earlier Open Forums that have been introduced to allow residents the opportunity to meet and engage freely with Directors on site matters that are of interest to them, which has aided mutual understanding and trust.

The Directors are extremely grateful to all those who kindly took the trouble to complete their questionnaires, and thank them for their assistance in helping the Board to understand their views and priorities.

Response profile

41 responses were received, as follows:

14 from RSH

27 from CP

29 responses (71% of total) were from leaseholders living on site

7 responses (17%) were from leaseholders who live off site

5 responses (12%) were from tenants in residence.

The level of response was encouraging for a survey of this depth and provides a level of confidence that allows the Directors to be guided by the findings.

Findings

Qu 1. Maintenance

The issues deemed to require most improvement were:

1. Operation of the gates: by far the highest level of complaint in this category, with 79% of respondents wanting improvement, and RSH residents significantly more unhappy than CP
2. Managing Agent's responses to maintenance issues, with 50% of respondents not happy with the service, a view shared equally between RSH and CP

The most well-received aspects of maintenance were:

3. The maintenance of gardens: 90% happy overall
4. The cleaning and maintenance of the grounds: 83% happy
5. The internal cleaning of the building: 81% happy
6. The standard of internal decoration: 80% happy

RSH and CP respondents were equally happy about the gardens, while CP residents were marginally happier than RSH residents about issues 4, 5 and 6.

The issues requiring some improvements were:

7. The performance/maintenance of lifts: 70% happy overall, though CP residents were far less happy about the lifts than RSH dwellers
8. The maintenance and repair of the building: 68% happy overall, with RSH and CP having roughly equal views on this aspect.

Qu 2. Responses to the 'good idea' questions

The ideas most welcomed as 'good ideas' were, in priority order:

1. Provide a secure area for parcel deliveries: 63% overall deeming it a great idea, with RSH residents significantly more enthusiastic than CP for this feature
2. Investigate the benefits/implications of solar panels: 58% deem it a great idea, with CP residents keener on this than RSH
3. Provide communal electric charging points for cars: 56% believe this a great idea, with CP respondents marginally keener than RSH

An idea generating lower level of enthusiasm was:

4. Providing more storage for bikes: 49% great idea, with CP three times more enthusiastic than RSH

The ideas less well-favoured were:

5. Providing more/better gym equipment: 34% great idea
6. On-site concierge service for minor maintenance, etc: 33% great idea

The ideas least well supported were:

7. Door entry system to ring phone: 30% great idea
8. Further enhancing the gardens: 22% great idea

Qu 3. Do we need to change the way we deal with things as a Company?

Issue	It's important and needs improving	It's important and the balance is right	It's not important – do less of it	Not bothered/don't know	Comments
1.Communications/engagement with residents	22%	76%	0%	2%	Percentage of RSH respondents exceeded CP 4:1 in seeking improvement
2. Stricter enforcement of the parking code	22%	66%	2%	10%	Percentage of RSH respondents exceeded CP 2:1 in seeking improvement
3. Oversight of apartments being rented out	39%	44%	0%	17%	Percentage of CP respondents exceeded RSH roughly 3:2 in seeking improvement
4. More attention given to dealing with nuisance caused by other residents	21%	59%	5%	15%	Percentage of CP respondents exceeded RSH roughly 3:2 in seeking improvement

Qu 4. How important are the following?

Issue	Important	Not so important
1. Spending time and money to reduce communal electricity usage in the long term	79%	21%
2. Reducing expenditure as far as possible on 'not so essential' work	72%	28%
3. Maintaining the highest possible standards on sit, even if this means increased costs	65%	35%

There were no major differences between RSH and CP responses on this issue

Qu 5. What do you think of News from the Board

It's good for general information	89%
I don't bother reading it	3%
Never seen it	3%
Could be improved	5%

CP respondents were generally more satisfied than RSH respondents on this issue

Conclusion

The survey, which attracted responses from roughly half the leaseholders/residents, has served its purpose well, in that respondents' opinions and collective priorities are now considerably clearer than previously. The findings will help considerably in enabling the Board to formulate priorities and set goals and costed targets for the future development of the site. These goals can be achieved within an evolving programme of actions over several years.

Analysis of the findings suggests that they fall roughly within four main categories, as follows:

1. Issues deemed to be of the highest collective importance to respondents

- Improvement in the operation of the vehicle gates
- Improvement in the Managing Agent's responses to maintenance issues
- Provision of a secure area for parcel deliveries in both RSH and CP
- Spending time and money to reduce communal electricity usage in the long term

2. Issues deemed to be at the next level of need/improvement

- Reducing expenditure as far as possible on 'not so essential' works
- Investigate the benefits/implications of solar panels
- The performance/maintenance of lifts in both RSH and CP
- Oversight of apartments being rented out
- Provision of communal charging points for cars
- Maintenance and repair of the buildings

Most or all of the above issues could presumably be incorporated within a first-stage Development Plan for the site, as an evolving programme.

3. Issues which residents generally appear most satisfied with, include:

- Maintenance of the gardens
- News from the Board
- The Company's communications/engagement with residents
- The cleaning and maintenance of the grounds
- The internal cleaning of the buildings
- The standard of internal decoration

4. Issues which might feature in a later stage of the Development Plan, once the earlier issues have been addressed, include:

- Provision of more storage for bikes at CP
- Provision of more/better gym equipment
- Stricter enforcement of the parking code
- More attention given to dealing with nuisance caused by other residents
- The feasibility of an on-site concierge service for minor maintenance, etc

Finally, the experience gained from this initial survey has added considerably to the collective knowledge and understanding of leaseholders/residents' needs and priorities. Any future surveys of this nature will be informed and refined by the experience of this one.

Grateful thanks are extended once again to everyone who participated.

Board of Directors
RSH and CP
May 2023