

Frequency tables for questions in MEMO Residents' Satisfaction Survey - May /June 2010

Total number of properties	561
Total number of residents responding	60

Q.1 Are you a tenant of Westminster Council, a leaseholder or a sub tenant?			
Code	Response item	Frequency	Percent
1	Tenant	36	60%
2	Leaseholder	20	33%
3	Sub tenant	4	7%
Total		60	

Q.2 How long have you or your household been a resident on Millbank Estate?			
Code	Response item	Frequency	Percent
1	1 to 10 years	17	28%
2	11 to 20 years	22	37%
3	21 to 30 years	11	18%
4	Over 30 years	10	17%
Total		60	

Q.3 How many adults usually live here?			
Code	Response item	Frequency	Percent
1	1 adult	35	59%
2	2 adults	16	27%
3	3 adults	5	8%
4	4 or more	3	5%
Total		59	

Q.3a How many children under 12 years of age usually live here?			
Code	Response item	Frequency	Percent
0	0 children	14	82%
1	1 child	1	6%
2	2 or more children	2	12%
Total		17	

Q.4 How many people living in your household are under 16 years old?			
Code	Response item	Frequency	Percent
0	0	41	89%
1	1	3	7%
2	2	1	2%
3	3	1	2%
Total		46	

Q.5 How many people living in your household are 60 years or over?			
Code	Response item	Frequency	Percent
0	0	26	47%
1	1	20	36%
2	2	9	16%
Total		55	

Q.6 Do you know that Millbank Estate is managed by a Tenant Management Organisation (TMO) which is a company run by residents for the benefit of residents called Millbank Estate Management Organisation (MEMO)?

Code	Response item	Frequency	Percent
1	Yes	54	92%
2	No	5	8%
Total		59	

Q.7 Are you a member of MEMO?

Code	Response item	Frequency	Percent
1	Yes	29	50%
2	No	20	34%
3	Don't know	9	16%
Total		58	

Q.8 If not, would you like to be a member, which costs 10 pence each and entitles you to vote and have your say about the way MEMO and the estate are run?

Code	Response item	Frequency	Percent
1	Yes	11	39%
2	No	13	46%
3	Don't know	4	14%
Total		28	

Q.9a How satisfied are you with the following services that MEMO provide:

The way repairs is dealt with?

Code	Response item	Frequency	Percent
1	Very satisfied	10	17%
2	Satisfied	33	56%
3	Dissatisfied	9	15%
4	Very dissatisfied	7	12%
Total		59	

Q.9b The way maintenance is dealt with?

Code	Response item	Frequency	Percent
1	Very satisfied	12	21%
2	Satisfied	36	62%
3	Dissatisfied	6	10%
4	Very dissatisfied	4	7%
Total		58	

Q.9c The standard of repairs carried out by MEMO?

Code	Response item	Frequency	Percent
1	Very satisfied	11	19%
2	Satisfied	34	60%
3	Dissatisfied	9	16%
4	Very dissatisfied	3	5%
Total		57	

Q.9d The courtesy of repair staff?

Code	Response item	Frequency	Percent
1	Very satisfied	14	27%
2	Satisfied	34	65%
3	Dissatisfied	2	4%
4	Very dissatisfied	2	4%
Total		52	

Q.9e The caretaking and cleaning of the estate and communal areas?			
Code	Response item	Frequency	Percent
1	Very satisfied	21	35%
2	Satisfied	34	57%
3	Dissatisfied	5	8%
4	Very dissatisfied	0	0%
	Total	60	

Q.9f The courtesy of MEMO staff?			
Code	Response item	Frequency	Percent
1	Very satisfied	18	30%
2	Satisfied	37	62%
3	Dissatisfied	4	7%
4	Very dissatisfied	1	2%
	Total	60	

Q.9g Repairs in the communal areas?			
Code	Response item	Frequency	Percent
1	Very satisfied	9	16%
2	Satisfied	36	63%
3	Dissatisfied	9	16%
4	Very dissatisfied	3	5%
	Total	57	

Q.9h Maintenance in the communal areas?			
Code	Response item	Frequency	Percent
1	Very satisfied	12	21%
2	Satisfied	35	61%
3	Dissatisfied	9	16%
4	Very dissatisfied	1	2%
	Total	57	

Q.9i Level of lighting on stairs and balconies?			
Code	Response item	Frequency	Percent
1	Very satisfied	16	27%
2	Satisfied	31	53%
3	Dissatisfied	11	19%
4	Very dissatisfied	1	2%
	Total	59	

Q.9j Level of lighting in and around the estate?			
Code	Response item	Frequency	Percent
1	Very satisfied	16	27%
2	Satisfied	37	63%
3	Dissatisfied	6	10%
4	Very dissatisfied	0	0%
	Total	59	

Q.10a How satisfied do you feel about the following: The opportunities for getting involved in MEMO and influencing decisions?			
Code	Response item	Frequency	Percent
1	Very satisfied	11	20%
2	Satisfied	36	67%
3	Dissatisfied	5	9%
4	Very dissatisfied	2	4%
	Total	54	

Q.10b The way in which we consult you about issues on the estate?

Code	Response item	Frequency	Percent
1	Very satisfied	13	22%
2	Satisfied	35	60%
3	Dissatisfied	7	12%
4	Very dissatisfied	3	5%
	Total	58	

Q.10c The newsletters and information you receive from MEMO?

Code	Response item	Frequency	Percent
1	Very satisfied	17	29%
2	Satisfied	32	55%
3	Dissatisfied	8	14%
4	Very dissatisfied	1	2%
	Total	58	

Q.10d The quality of your home?

Code	Response item	Frequency	Percent
1	Very satisfied	20	36%
2	Satisfied	28	51%
3	Dissatisfied	4	7%
4	Very dissatisfied	3	5%
	Total	55	

Q.10e Your neighbourhood as a place to live?

Code	Response item	Frequency	Percent
1	Very satisfied	28	47%
2	Satisfied	31	53%
3	Dissatisfied	0	0%
4	Very dissatisfied	0	0%
	Total	59	

Q.11a How much of a problem do you think the following is in our area:**Litter and rubbish?**

Code	Response item	Frequency	Percent
1	Serious problem	1	2%
2	Slight problem	27	46%
3	Not a problem	31	53%
	Total	59	

Q.11b Vandalism?

Code	Response item	Frequency	Percent
1	Serious problem	2	3%
2	Slight problem	17	29%
3	Not a problem	39	67%
	Total	58	

Q.11c Noise from other people?

Code	Response item	Frequency	Percent
1	Serious problem	9	15%
2	Slight problem	23	39%
3	Not a problem	27	46%
	Total	59	

Q.11d Graffiti?			
Code	Response item	Frequency	Percent
1	Serious problem	0	0%
2	Slight problem	15	27%
3	Not a problem	41	73%
Total		56	

Q.11e Dogs (inc mess)?			
Code	Response item	Frequency	Percent
1	Serious problem	14	24%
2	Slight problem	18	31%
3	Not a problem	27	46%
Total		59	

Q.11f Other crime?			
Code	Response item	Frequency	Percent
1	Serious problem	2	4%
2	Slight problem	15	27%
3	Not a problem	38	69%
Total		55	

Q.11g Problems from neighbours?			
Code	Response item	Frequency	Percent
1	Serious problem	5	9%
2	Slight problem	14	25%
3	Not a problem	37	66%
Total		56	

Q.11h Noise from traffic?			
Code	Response item	Frequency	Percent
1	Serious problem	7	12%
2	Slight problem	18	31%
3	Not a problem	34	58%
Total		59	

Q.11i Drug dealing/usage?			
Code	Response item	Frequency	Percent
1	Serious problem	1	2%
2	Slight problem	12	22%
3	Not a problem	42	76%
Total		55	

Q.11j Racial harassment?			
Code	Response item	Frequency	Percent
1	Serious problem	0	0%
2	Slight problem	2	4%
3	Not a problem	54	96%
Total		56	

Q.11k People causing damage to your home?			
Code	Response item	Frequency	Percent
1	Serious problem	2	3%
2	Slight problem	3	5%
3	Not a problem	53	91%
Total		58	

Q.11l Parents not taking responsibility for the behaviour of children?			
Code	Response item	Frequency	Percent
1	Serious problem	4	7%
2	Slight problem	21	36%
3	Not a problem	33	57%
Total		58	

Q.12 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by MEMO?			
Code	Response item	Frequency	Percent
1	Very satisfied	19	32%
2	Satisfied	27	46%
3	Dissatisfied	10	17%
4	Very dissatisfied	3	5%
Total		59	

Q.13 MEMO is planning some social activities for the coming months to help us bring our community together. Are there any activities or events that you think we should consider?			
Code	Response item	Frequency	Percent
1	Provided answer	25	42%
2	No answer	35	58%
Total		60	

Q.13a Comments

Daytrip to Brighton
morning coffee/tea event
Visit House of Commons, Cinema, Music Matinees. Chess & board games, afternoon tea

cinema nights/film screenings,chelsea flower show visits

Cheese & wine evening; tea & coffee sessions; theatre visits (with carer)
Sports competitions Kids v kids, adults v adults (ie darts, pool, snooker, table tennis)

theatre/west end, cinema, seaside during summer (Brighton)

Free short course from Chelsea College of Art as compensation for increased litter, traffic and noise since relocating to Millbank.

Open day for residents to meet MEMO staff and Committee Members to find out who does what.

Summer BBQ or picnic in gardens, walks along river, parks, local interests, visits to art galleries

Activities with tenants in the community itself, esp children...make friends with other children.

older people not considered very much - everything is for families with young children.

Bring back kids christmas party and bingo for all ages, table top sale, trips to coast etc, drop ins for chat and info.

Concentrate on running the estate than socialising

Activities in evenings for people who work
street/block/estate party
Outdoor BBQ for neighbourhood.
Cup cakes and home made lemonade.

Stalls for residents to bring food to sell.

Q.14 The Management Committee is keen to plan for the future of MEMO and Millbank Estate. Please let us know which issues or priorities you think we should focus on in the future.

Code	Response item	Frequency	Percent
1	Provided answer	30	50%
2	No answer	30	50%
	Total	60	

Q.14a Comments

SEE FORMS

Overall, very impressed with way MEMO is run. Both office staff and committee do great job. Worked With AS on tender evaluation and found her to be very professional and knowledgeable during process.

Noise proofing, ensuring Millbank Schools alarm does not go off at odd times!

Website for MEMO.

More taller bike racks, Internet/Satellite TV... - SEE FORM

As you are doing to involves all as a community. A big thank you to all the team for superb running of the estate who are not only efficient but who have my greatest respect & trust for the extremely good work they have done for us as a community and for our estate.

making more flats available for those wanting to move home.

still not sure how secure main door is in foyer - inlocked in mornings everyday

Improve communication (internetand mailshots), window replacement.

Replacement of carpet

repairs, security, major works.

Windows

Double glazing, rubbish chutes cleaning, stop people hanging clothes out of windows to dry air - SEE FORM

TV Aerial

What about providing help for tenants/leaseholders wanting to carry out simple DIY jobs (washers on taps, carrying heavy objects etc)?

maintain pleasant calm, civilised atmosphere of Millbank.

TV Reception, Block representatives, MEMO Website - SEE FORM

Noise from 88 bus - could route change after midnight to go along river?

Dog mess, putting metal gate back onto the wall of the front of Hogarth House.

make homes warm for older people - SEE FORM

Invest in soundproofing - SEE FORM

Modernise infrastructure across the estate. Energy Efficiency, Windows Replacement.

speedy & efficient problem solving and repairs, care for old and vulnerable people, arguments between neighbours.

New windows for Gainsborough, new gated entry system both ends of courtyard, take actions against tenants who sublet, tell new tenants how to respect their homes and their neighbours wishes (noise).

Kitchen upgrades

repair faults promptly and check things are done correctly.

review policy permitting wooden flooring.

securing more funding for essential upgrades and maintenance eg security cameras to eliminate unruly behaviour.

Keeping communal entry halls clean, uncluttered & well panted - no prams.