

Frequency tables for questions in MEMO Residents' Satisfaction Survey - June/ July 2011

Total number of properties	561
Total number of residents responding	82

Q.1 Are you a tenant of Westminster Council, a leaseholder or a sub tenant?			
Code	Response item	Frequency	Percent
1	Tenant	47	57%
2	Leaseholder	29	35%
3	Sub tenant	6	7%
Total		82	

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	18	38%
2	11 to 20 years	15	31%
3	21 to 30 years	9	19%
4	Over 30 years	6	13%
Total		48	

Q.3 How many adults usually live here?			
Code	Response item	Frequency	Percent
1	1 adult	42	53%
2	2 adults	27	34%
3	3 adults	7	9%
4	4 or more	3	4%
Total		79	

Q.3a How many children under 12 years of age usually live here?			
Code	Response item	Frequency	Percent
0	0 children	39	81%
1	1 child	6	13%
2	2 or more children	3	6%
Total		48	

Q.4 How many people living in your household are under 16 years old?			
Code	Response item	Frequency	Percent
0	0	72	88%
1	1	5	6%
2	2	3	4%
3	3	2	2%
Total		82	

Q.5 How many people living in your household are 60 years or over?			
Code	Response item	Frequency	Percent
0	0	52	63%
1	1	18	22%
2	2	12	15%
Total		82	

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	71	87%
2	No	11	13%
Total		82	

Q.7 Are you a member of MEMO?

Code	Response item	Frequency	Percent
1	Yes	27	33%
2	No	36	44%
3	Don't know	19	23%
Total		82	

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	19	23%
2	No	17	21%
3	Don't know	46	56%
Total		82	

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	14	18%
2	Satisfied	58	73%
3	Dissatisfied	6	8%
4	Very dissatisfied	1	1%
Total		79	

Q.9b The way maintenance is dealt with?

Code	Response item	Frequency	Percent
1	Very satisfied	13	16%
2	Satisfied	57	72%
3	Dissatisfied	9	11%
4	Very dissatisfied	0	0%
Total		79	

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

Code	Response item	Frequency	Percent
1	Very satisfied	13	16%
2	Satisfied	60	76%
3	Dissatisfied	4	5%
4	Very dissatisfied	2	3%
Total		79	

Q.9d The courtesy of repair staff?

Code	Response item	Frequency	Percent
1	Very satisfied	26	35%
2	Satisfied	46	61%
3	Dissatisfied	2	3%
4	Very dissatisfied	1	1%
Total		75	

Q.9e The caretaking and cleaning of the estate and communal areas?			
Code	Response item	Frequency	Percent
1	Very satisfied	31	38%
2	Satisfied	41	51%
3	Dissatisfied	8	10%
4	Very dissatisfied	1	1%
	Total	81	

Q.9f The courtesy of MEMO staff?			
Code	Response item	Frequency	Percent
1	Very satisfied	24	31%
2	Satisfied	51	66%
3	Dissatisfied	0	0%
4	Very dissatisfied	2	3%
	Total	77	

Q.9g Repairs in the communal areas?			
Code	Response item	Frequency	Percent
1	Very satisfied	16	22%
2	Satisfied	51	70%
3	Dissatisfied	5	7%
4	Very dissatisfied	1	1%
	Total	73	

Q.9h Maintenance in the communal areas?			
Code	Response item	Frequency	Percent
1	Very satisfied	15	20%
2	Satisfied	53	72%
3	Dissatisfied	5	7%
4	Very dissatisfied	1	1%
	Total	74	

Q.9i Level of lighting on stairs and balconies?			
Code	Response item	Frequency	Percent
1	Very satisfied	18	23%
2	Satisfied	50	63%
3	Dissatisfied	10	13%
4	Very dissatisfied	1	1%
	Total	79	

Q.9j Level of lighting in and around the estate?			
Code	Response item	Frequency	Percent
1	Very satisfied	17	21%
2	Satisfied	59	72%
3	Dissatisfied	1	1%
4	Very dissatisfied	5	6%
	Total	82	

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	14	19%
2	Satisfied	49	68%
3	Dissatisfied	7	10%
4	Very dissatisfied	2	3%
	Total	72	

Q.10b The way in which we consult you about issues on the estate?				
Code	Response item	Frequency	Percent	
1	Very satisfied	18	24%	
2	Satisfied	48	63%	
3	Dissatisfied	8	11%	
4	Very dissatisfied	2	3%	
Total		76		

Q.10c The newsletters and information you receive from MEMO?				
Code	Response item	Frequency	Percent	
1	Very satisfied	24	30%	
2	Satisfied	48	61%	
3	Dissatisfied	5	6%	
4	Very dissatisfied	2	3%	
Total		79		

Q.10d The quality of your home?				
Code	Response item	Frequency	Percent	
1	Very satisfied	24	30%	
2	Satisfied	50	63%	
3	Dissatisfied	3	4%	
4	Very dissatisfied	3	4%	
Total		80		

Q.10e Your neighbourhood as a place to live?				
Code	Response item	Frequency	Percent	
1	Very satisfied	41	50%	
2	Satisfied	36	44%	
3	Dissatisfied	3	4%	
4	Very dissatisfied	2	2%	
Total		82		

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	2	3%	
2	Slight problem	37	47%	
3	Not a problem	39	50%	
Total		78		

Q.11b Vandalism?				
Code	Response item	Frequency	Percent	
1	Serious problem	1	1%	
2	Slight problem	16	21%	
3	Not a problem	61	78%	
Total		78		

Q.11c Noise from other people?				
Code	Response item	Frequency	Percent	
1	Serious problem	14	18%	
2	Slight problem	34	43%	
3	Not a problem	32	40%	
Total		80		

Q.11d Graffiti?			
Code	Response item	Frequency	Percent
1	Serious problem	1	1%
2	Slight problem	7	9%
3	Not a problem	72	90%
Total		80	

Q.11e Dogs (inc mess)?			
Code	Response item	Frequency	Percent
1	Serious problem	12	15%
2	Slight problem	25	30%
3	Not a problem	45	55%
Total		82	

Q.11f Other crime?			
Code	Response item	Frequency	Percent
1	Serious problem	1	1%
2	Slight problem	16	21%
3	Not a problem	58	77%
Total		75	

Q.11g Problems from neighbours?			
Code	Response item	Frequency	Percent
1	Serious problem	6	8%
2	Slight problem	26	33%
3	Not a problem	47	59%
Total		79	

Q.11h Noise from traffic?			
Code	Response item	Frequency	Percent
1	Serious problem	8	10%
2	Slight problem	25	32%
3	Not a problem	46	58%
Total		79	

Q.11i Drug dealing/usage?			
Code	Response item	Frequency	Percent
1	Serious problem	2	3%
2	Slight problem	6	8%
3	Not a problem	71	90%
Total		79	

Q.11j Racial harassment?			
Code	Response item	Frequency	Percent
1	Serious problem	2	3%
2	Slight problem	2	3%
3	Not a problem	75	95%
Total		79	

Q.11k People causing damage to your home?			
Code	Response item	Frequency	Percent
1	Serious problem	2	3%
2	Slight problem	1	1%
3	Not a problem	75	96%
Total		78	

Q.11l Parents not taking responsibility for the behaviour of children?			
Code	Response item	Frequency	Percent
1	Serious problem	7	9%
2	Slight problem	28	35%
3	Not a problem	45	56%
Total		80	

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	22	27%
2	Satisfied	56	69%
3	Dissatisfied	2	2%
4	Very dissatisfied	1	1%
Total		81	

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	34	41%
2	No answer	48	59%
Total		82	

Q.13a Comments

BBQ `s
 Activities for mature residents
 Childrens ASB Academy course during holidays; Young leadership course.

Party- Drinking, dancing and singing

More outings during Summer time, bingo, cinema seaside.
 Theatre outings

Bingo for all. Christmas Party for children like they used to be. Table for sales in the courtyard. More activities for childrens and old people.
 Cycling

Sport for teens.

Cooking or food show or competition.

A fun day for the childrens, like they have in Peabody Estate, more outings for the OAP`s who are unable to get out very far.
 More outings for the community.

I don`t understand why the time and money is wasted on Social outings, this isn`t a club, it`s just a place to live and I feel the money would be better spent on upgrading the haalways. The recent Community Day was great- Well done!

Summer BBQ, Pimms party.

Day Trips, Staff trips.
 Day out to seaside, AOP outings. Charge a small fee if want to bring a friend and charge a fee if not
 More joint activities e.g with Tate.
 Jumble sale in one courtyard, once every 3 months?

I think Memo should have organized a street party for the Royal Wedding- perhaps for other

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	38	46%
2	No answer	44	54%
	Total	82	

Q.14a Comments

SEE FORMS

Overall, very impressed with way MEMO is run. Both office staff and committee do great job.

Noise reduction; improvement of communal areas; Better glazing

Encourage residents to take on more responsibility to avoid dropping litter on stairwells/ Communal areas. Bicycles sometimes left on stairwells, landings, contrary to fire regulations. Again, we would encourage residents to take on more responsibility to avoid dropping litter on stairwells/ Communal areas. Since new carpet have been fitted the ground floor should be cleaned at least twice a week. For the staircase and the upper floors, once a week is satisfactory.

Encouragement of more plants in the courtyard, more getting to know your events.

As a leaseholder am very interested in all maintenance programmes, eg: Annual gas Service.

Housing

I would like to thank MEMO. I've lived here for a year and enjoy it- The staff are all really helpful and friendly. Enjoyable place to live.

Too many lights on the stairwells- waste of electricity and bad for environment.

Getting rid of grubby carpeting on all stairs and re-placing with lino which can easily be washed and lasts longer than carpeting. Carpeting just cannot be kept as clean as lino. The stained carpeting is very embarrassing when I have visitors. I have spoken to neighbours who feel as strongly as I do.

TV Aerials

Prompt Repairs

Keeping rent rates down

I would love the Millbank Estate to push for dog mess bins around the Estate and up and down Erasmus Street where it is a particular problem.

More storage cupboards

Making residents more aware of noise

Security at rear of ground floor blocks, enforce no access by school children to retrieve balls by after school club attendees.

Replacing and repairing- I think the windows should be changed to double glazing.

Make homes warm for older people

Can something be done to buffer the noise from the Causton Street playground, maybe a fence to the railings? This would also deter the youths from the playground, using Gainsborough courtyard as an extension of the play area.

Would like more benches in the courtyard to sit in the Summer and chat with neighbours.

Tenant's safety

Racial Harassment, rude neighbours, childrens playing in the courtyard.

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).

Parenting Classes

The interiors of the buildings look like primary schools.

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