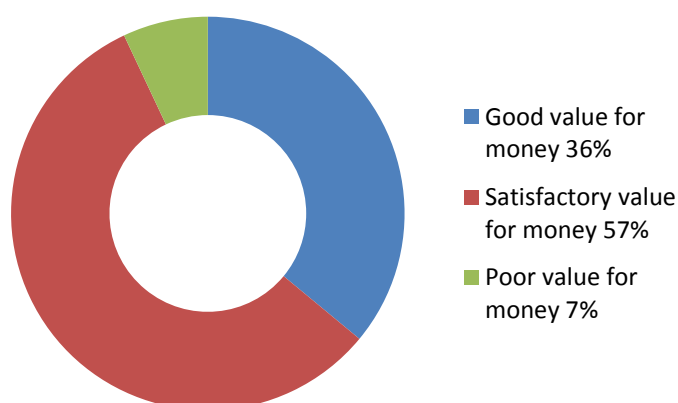


BAM ESTATE 2015 SURVEY RESULTS

98% would recommend BAM as a place to live

The survey took place in May and received one hundred responses. Eighty one of the responses were from leaseholders residing on the estate, nine from leaseholders residing elsewhere and ten from tenants. Of these, 51% have already recommended BAM as a place to live, 47% would if asked and 2% are indifferent.

Does the service charge deliver value for money?



How you rated the Estate services

In the table below, 5 represents 'Excellent', 4 'Good', 3 'Adequate', 2 'Poor' and 1 'Very poor'. For example 68% think the gardens are excellent and the average score out of five for the gardens is 4.65

Service	5	4	3	2	1	Average score
Upkeep & appearance of buildings	28	60	10	2	0	4.14
Appearance/maintenance of gardens	68	29	3	0	0	4.65
Efficiency of the communal hot water service	27	46	19	5	2	3.90
Efficiency of the communal heating service	18	47	26	8	2	3.70
Efficiency of the rubbish collection service	54	37	9	0	0	4.45
Cleaning of the interior common parts	28	46	21	5	0	3.96
Cleaning of the exterior common parts	23	41	28	7	1	3.79
Provisions for security on the Estate	21	51	27	1	1	3.89
Responsiveness of Estate staff to queries	38	47	12	3	0	4.19
Level & frequency of information circulated about the Estate	30	57	11	1	1	4.13

We also received a lot of comments and suggestions

These are being shared with relevant committees. The communications team will address issues raised over the coming months. We'd like to thank everyone who took part in the survey – the feedback is greatly appreciated.