**HIGHCROSS SURVEY RESULTS DECEMBER 2019**

**A SUMMARY OF RESULTS ACROSS ARCUS, BAR, CIRCUS, & QUAD BLOCKS - NOV 2019**

Thank you for taking the time to help and improve our property management services. This survey was distributed to 120 Leasehold apartment owners and to a further 96 residents who rent apartments at Highcross. We received 51 completed surveys across all four blocks Arcus, Bar, Circus & Quad. This equates to a 23.62 % overall response.

Which form of communication(s) do you prefer?

We was quite surprised that letters were the second preferred option in front of texts. Please note, that if you register onto our designated website: [www.compass-bm.com](http://www.compass-bm.com) you will receive updates by email.

Occupant Status:

**Circus & Quad:** Are you aware that **Compass Block Management (CBM**) is your property managing agent at Highcross and responsible for maintaining the communal areas and all services within your apartment block?

**Arcus & Bar:** Are you aware that **Compass Block Management (CBM**) is property managing agent at Highcross and responsible for maintaining the communal district heating system, Fire Alarm System, garden areas, insurance, security/caretaker, water lab testing, and the fabric of the building including the roof and solar heating within your apartment block?

This question showed that many residents didn’t know who to contact in the Arcus and Bar Block. For clarity if you have a problem with the communal district heating system, fire alarm system, garden areas, insurance, security/caretaker, water, or a roof leak, then please raise the issue on www.compass-bm.com.

If you have any issues regarding the communal areas and services within your apartment block, who do you contact?

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Have you had cause to report any issue(s) regarding the communal areas and/or services in your apartment block?

If yes, within which time periods have any reports been made?

26 issues were mentioned in the survey but on our designated website 72 issues have been reported since April 2016.

The most reported issues relate to the heating and hot water and waste management. The heating and hot water were reports due to the gas supply being disconnected at The Bar over ten days for nonpayment of the gas bill by Centrick Property. Waste management reports were as a result of some residents leaving large bulky items in the bin areas and the poor service from Leicester City Council Refuse Team.

How efficiently has any issue that you’ve reported been dealt with?

We aim to carry out repairs as efficiently as possible but resolving some of the problems can be delayed when it is necessary to access individual apartments. Also, we sometimes need to monitor some repairs for a period of time such as, for example, mains pressured pipe work repairs to district heating system, before completing remedial redecoration to ceilings and walls. Some issues that were reported to us were regrettably not within our remit as the Managing Agents and had to be passed to the freeholder and/or the freeholder’s development contractor, Sir Robert McAlpine, to be dealt with.

How well does CBM keep you informed regarding matters generally relating to the maintenance and upkeep of the communal areas and services for your apartment block?

The results although very positive could be improved and we hope that following this survey, owners and tenants will register on to our designated website [www.compass-bm.com](http://www.compass-bm.com) and thereafter will be automatically kept up to date on matters relating to Highcross by e-mail.

Regarding any contact that you have had with CBM, please rate (1 = excellent, 2 = good, 3 = adequate, 4 = poor, 5 = very poor) your dealings with the following:

Although the rating is predominately Good or Excellent, there apparently remains scope for some improvement and hopefully at the meeting we can hear your views on how this could be achieved.

Uriah was appointed on this development when it first opened, and his wealth of experience and knowledge is second to none. The scores not surprisingly show this and we particularly note the one comment suggesting that a pay rise should be given.

Jason King has been your Property Manager since July 2011. It should be noted that when CBM and Jason were appointed your development was scoring only 23% from an external auditor on the management systems in place and building legislation compliance. We are pleased to report your buildings are currently graded at 99% for engineering H&S and 94.7% for the compliance review and engineering maintenance audit.

Have you used the CBM Reporting Portal?

We hope that following this survey that everyone will register onto [www.compass-bm.com](http://www.compass-bm.com) .

If yes, please rate (1 = excellent, 2 = good, 3 = adequate, 4 = poor, 5 = very poor) it’s ease of use:

We are encouraged that 12 people have rated the reporting website as adequate or good, and this is an excellent way of keeping track of faults being reported and keeps a logbook of all issues raised on the development. Hopefully, more people will now register to use it.

Have you registered to the CBM website for Highcross to access general information regarding your apartment block and to receive updates regarding Highcross and your apartment block?

We hope that following this survey that everyone will register onto [www.compass-bm.com](http://www.compass-bm.com) .

If yes, how useful have you found this website?

We hope that when more people register that more people will be able to make comment our website.

Is there any improvement to this website that you would recommend?

We have raised a few suggestions to website team, and we hope these small improvements will be made to site to make it easier for the user to be updated of issues surrounding the block.

Overall, how would you rate CBM as your managing agent?

Thank you for your endorsement and we strive continue to improve year on year, We hope that communication and efficiency will be improved when more people log onto the website [www.compass-bm.com](http://www.compass-bm.com) and we have raised the one negative assessment with the freeholder who will oversee Sir Robert McAlpine, and confirm the date when the one inaccessible window will be cleaned by the Highcross shopping Centre window cleaner.

Would you recommend CBM to a friend or an associate?

Again, we are pleased to see that the clear majority of respondents are satisfied with our service but also understand there is always room for improvement.

Do you think that any of the following would help us improve our service?

A resident’s association and regular drop in surgery scored highly from the completed surveys returned. The percentage of owners/tenants wanting an association was 6.01% and a regular drop in was 4.62%.

Thank you for taking the time to complete this survey.