

«Correspondence_Name»
«Address_Line_1»
«Address_Line_2»
«Address_Line_3»
«Address_Line_4»
«Address_Line_5»
«Address_Line_6»

Date 30 January 2025

Our Ref

Dear «Correspondence_Name»,

TELL US HOW WE'RE DOING

Property:«Full_Address»

We're the registered property factor for your block and as part of our work to continually improve our services, we'd like to know what you think about the factoring service you receive as an owner in a multi-storey block. Your feedback will help us identify any areas where we need to make improvements and I'd be grateful if you would complete a short questionnaire.

The quickest and easiest way to complete the questionnaire is online at
<https://www.edinburgh.gov.uk/factoringsurvey>


Alternatively, you can fill out and return the enclosed questionnaire in the prepaid envelope.

Please submit one form of feedback only. All responses are treated in strict confidence. The online survey is open until **Monday 7 March 2025** however, if replying by post please make sure this arrives no later than **Friday 28 February 2024**, so we can process your feedback.

Details of the factoring services we provide can be found in the written statement of services we sent you and can also be found on our website
www.edinburgh.gov.uk/private-housing/property-factors

Yours sincerely




Head of High-Rise Management and Investment

Multi-Storey Billing Team, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG
multistorey.billing@edinburgh.gov.uk

Property Factor Registration Number: PF000350

Factoring Questionnaire

Please tick the relevant box for each question.
All answers are treated in strict confidence.

- 1. Which multi-storey block is your home in (this will help us to direct any issues identified to the relevant teams)?**

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- 2. Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by the Council?**

- | | |
|---------------------------------------|--------------------------|
| a. Very satisfied | <input type="checkbox"/> |
| b. Fairly satisfied | <input type="checkbox"/> |
| c. Neither satisfied nor dissatisfied | <input type="checkbox"/> |
| d. Fairly dissatisfied | <input type="checkbox"/> |
| e. Very dissatisfied | <input type="checkbox"/> |

- 3. In your opinion, which of the following best describes the way in which owners in your block organise themselves to deal with the Council?**

- | | |
|---|--------------------------|
| a. There are no fixed arrangements | <input type="checkbox"/> |
| b. There is a formal owners or residents association that works with owners | <input type="checkbox"/> |
| c. The owners act together but there is no formal owners or residents association | <input type="checkbox"/> |
| d. One owner tends to deal with the Council on behalf of others | <input type="checkbox"/> |
| e. Don't know | <input type="checkbox"/> |

- 4. In general, how easy or difficult is it to sort out common repairs to the block when they are needed?**

- | | |
|--------------------|--------------------------|
| a. Very easy | <input type="checkbox"/> |
| b. Fairly easy | <input type="checkbox"/> |
| c. Quite difficult | <input type="checkbox"/> |
| d. Very difficult | <input type="checkbox"/> |

5. Perceptions of service:

Overall, how would you rate value for money of the service provided by the Council?

- a. Very good value for money ☐
- b. Fairly good value for money ☐
- c. Neither good nor poor value for money ☐
- d. Fairly poor value for money ☐
- e. Very poor value for money ☐
- f. I don't know ☐

6. Satisfaction with Repairs:

How would you rate the following services provided by the Council in your building

- a. Maintenance and cleaning of lifts:
Very Good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐
- b. Maintenance and cleaning of communal areas:
Very Good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐
- c. For communal repair work with value of up to £50 per flat (delegated authority repairs), acting promptly when repairs/maintenance is required:
Very Good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐
- d. Keeping buildings and entrances secure:
Very Good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐

7. Perceptions of management services:

How would you rate the performance of the Council on the following?

- a. Presenting detailed and accurate bills to owners:
Very Good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐
- b. Collecting payments from owners:
Very Good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐

- c. For communal repair work with value of up to £50 per flat (delegated authority repairs), organising work efficiently and in a reasonable time:
- Very Good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐
- d. Keeping owners informed of what is going on:
- Very Good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐
- e. Use of reliable contractors:
- Very Good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐
- f. Making routine checks:
- Very Good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐

8. Management of Ad Hoc Repairs:

In your opinion, does the Council carry out the following?

- | | | |
|---|-----------------------------|------------------------------|
| a. Notify residents about emergency repairs | No <input type="checkbox"/> | Yes <input type="checkbox"/> |
| b. Consult with owners about the cost before starting work | No <input type="checkbox"/> | Yes <input type="checkbox"/> |
| c. Inform residents of the timescale for getting the work completed | No <input type="checkbox"/> | Yes <input type="checkbox"/> |
| d. Payments required before starting work | No <input type="checkbox"/> | Yes <input type="checkbox"/> |

9. Management of Planned Works to common areas of your block (e.g. lift replacement programme):

In your opinion, how well are these works communicated to you well in terms of what the process is, why the work is required, approximately how much it will cost and how long it will take?

Very Good ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐

10. Management of Complaints:

Have you made a complaint in last 12 months

Yes
☐

No
☐ If no go to Question 13

11. If you made a complaint, how satisfied were you with the way in which the council dealt with your complaint?

Very satisfied,

☐

Satisfied,

☐

Neither satisfied nor dissatisfied,

☐

Dissatisfied,

☐

Very dissatisfied.

☐

12. If you made a complaint, to what extent do you agree or disagree with the following statements

a. We acknowledged the complaint:

Strongly agree,

☐

Agree,

☐

Neither agree nor disagree,

☐

Disagree,

☐

Strongly disagree

☐

b. We informed you how it would be handled:

Strongly agree,

☐

Agree,

☐

Neither agree nor disagree,

☐

Disagree,

☐

Strongly disagree

☐

c. We informed you who would be handling the complaint:

Strongly agree,

☐

Agree,

☐

Neither agree nor disagree,

☐

Disagree,

☐

Strongly disagree

☐

13. How would you like to complete surveys in the future? We'd value your opinion and your preference in completing future surveys – our aim is to capture as many views as possible to help us to deliver excellent service. Would you prefer

a. Online

☐

b. Paper copy

☐

14. Are there any additional comments you would like to make:

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