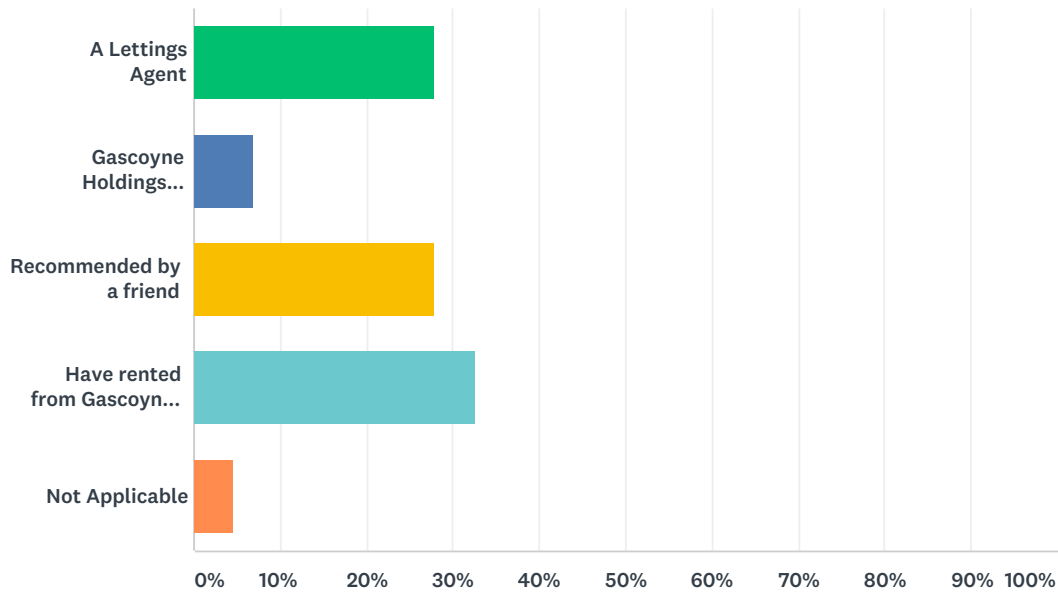




Q1 How did you hear about Gascoyne Holdings Ltd?

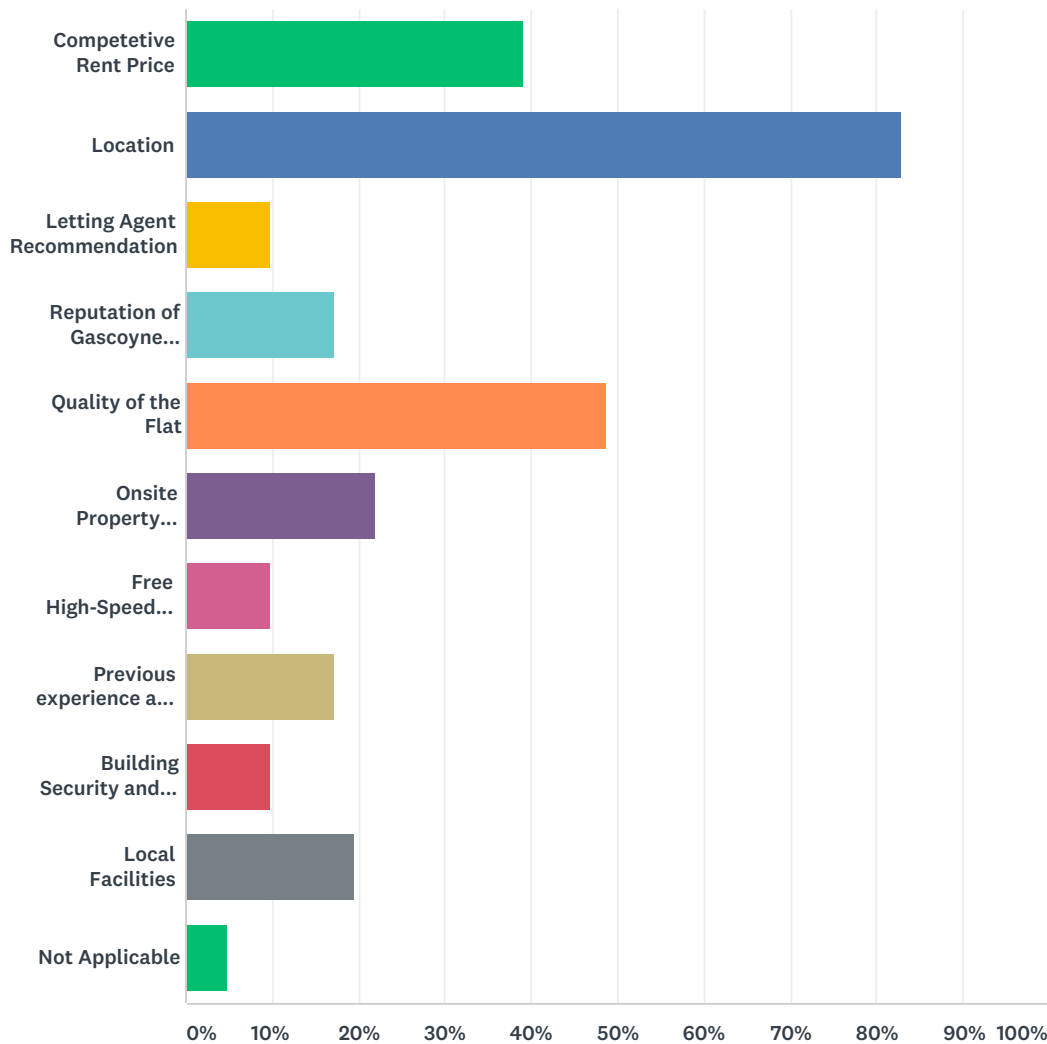
Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
A Lettings Agent	27.91%	12
Gascoyne Holdings website	6.98%	3
Recommended by a friend	27.91%	12
Have rented from Gascoyne Holdings previously	32.56%	14
Not Applicable	4.65%	2
TOTAL		43

Q2 Why did you decide to rent from Gascoyne Holdings Ltd? You may tick more than one answers

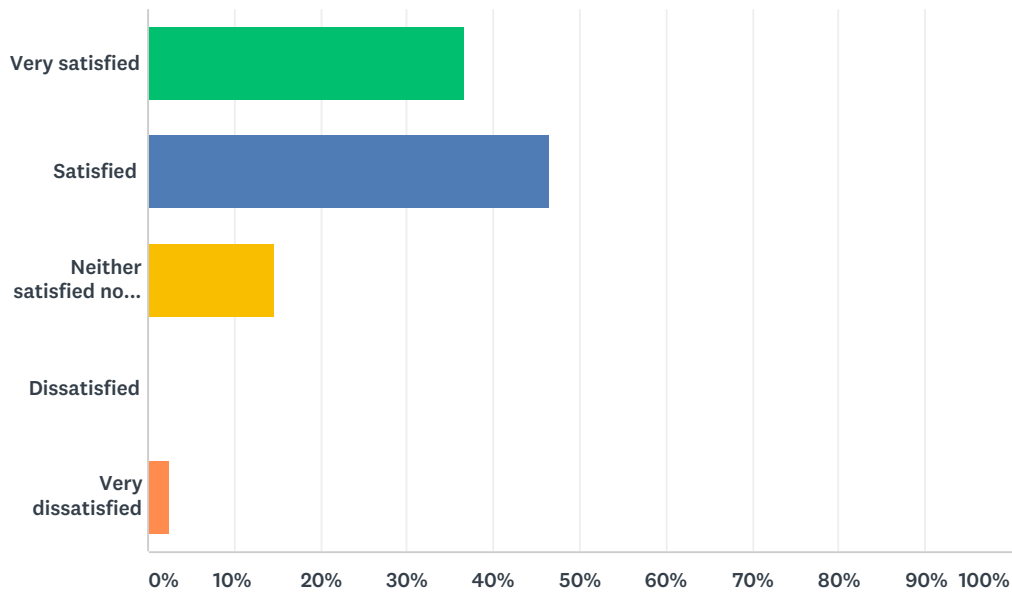
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Competitive Rent Price	39.02%	16
Location	82.93%	34
Letting Agent Recommendation	9.76%	4
Reputation of Gascoyne Holdings Ltd	17.07%	7
Quality of the Flat	48.78%	20
Onsite Property Management Office	21.95%	9
Free High-Speed Fibre Optic Broadband	9.76%	4
Previous experience as a tenant of Gascoyne Holdings	17.07%	7
Building Security and Overnight Security Guard	9.76%	4
Local Facilities	19.51%	8
Not Applicable	4.88%	2
Total Respondents: 41		

Q3 How satisfied are you with the appearance and condition of your flat?

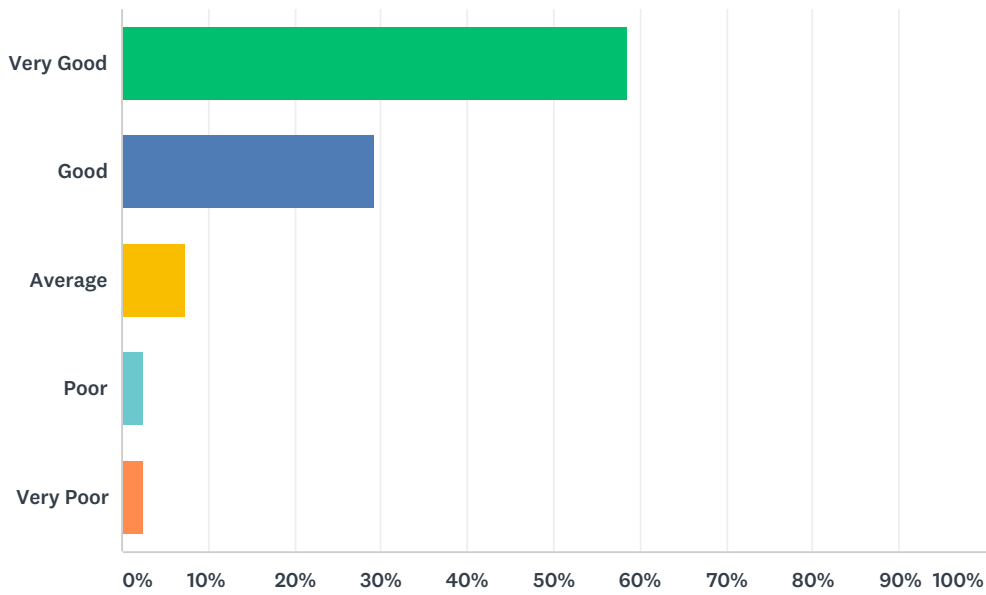
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very satisfied	36.59%	15
Satisfied	46.34%	19
Neither satisfied nor dissatisfied	14.63%	6
Dissatisfied	0.00%	0
Very dissatisfied	2.44%	1
TOTAL		41

Q4 How would you rate the upkeep and maintenance of the communal areas of the building you live in?

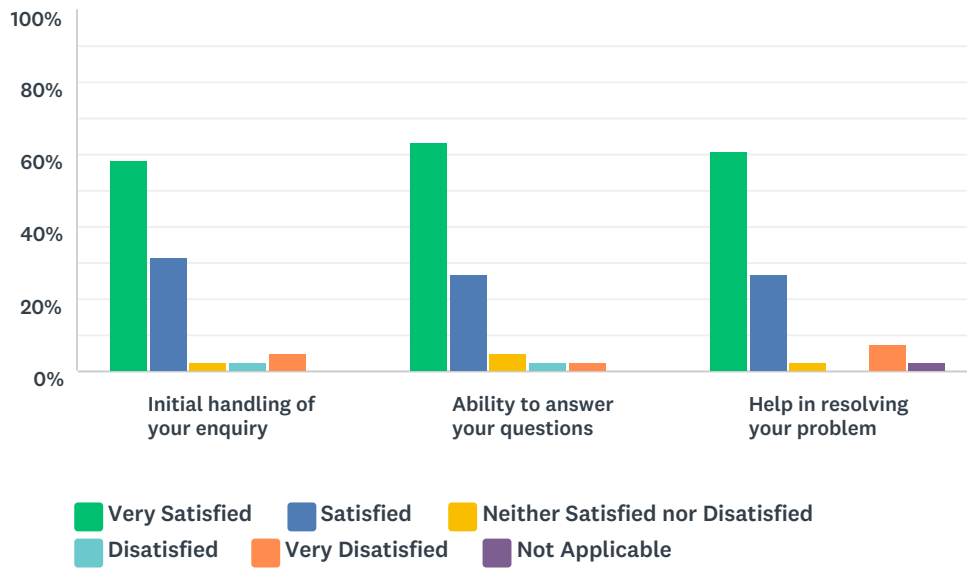
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Good	58.54%	24
Good	29.27%	12
Average	7.32%	3
Poor	2.44%	1
Very Poor	2.44%	1
TOTAL		41

Q5 When contacting Gascoyne's London Management Office how satisfied have you been with the response?

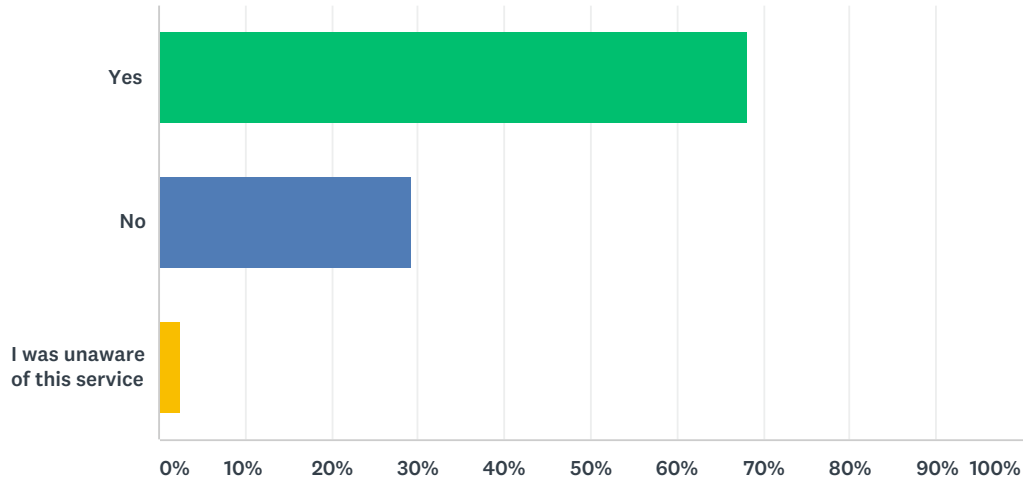
Answered: 41 Skipped: 3



	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISATISFIED	DISATISFIED	VERY DISATISFIED	NOT APPLICABLE	TOTAL
Initial handling of your enquiry	58.54% 24	31.71% 13	2.44% 1	2.44% 1	4.88% 2	0.00% 0	41
Ability to answer your questions	63.41% 26	26.83% 11	4.88% 2	2.44% 1	2.44% 1	0.00% 0	41
Help in resolving your problem	60.98% 25	26.83% 11	2.44% 1	0.00% 0	7.32% 3	2.44% 1	41

Q6 Gascoyne Holdings recently installed free high-speed fibre-optic broadband in all their flats. Have you signed up with 'Hyperoptic' to receive this service?

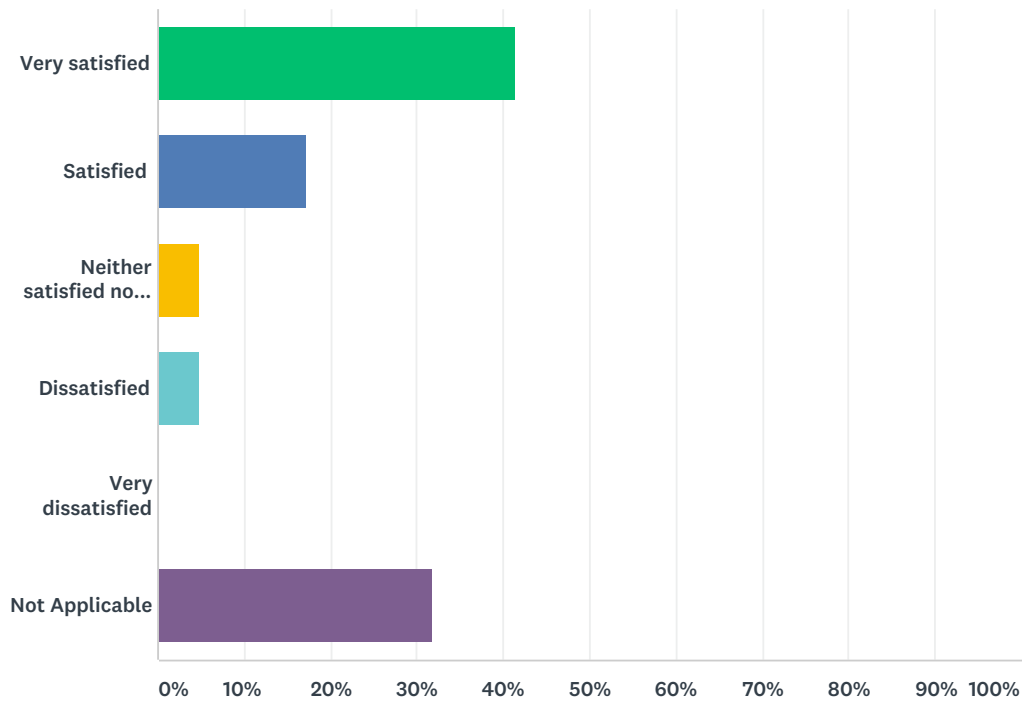
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	68.29%	28
No	29.27%	12
I was unaware of this service	2.44%	1
TOTAL		41

Q7 If you are using the free 'Hyperoptic' high-speed broadband service, how satisfied or dissatisfied are you with the service?

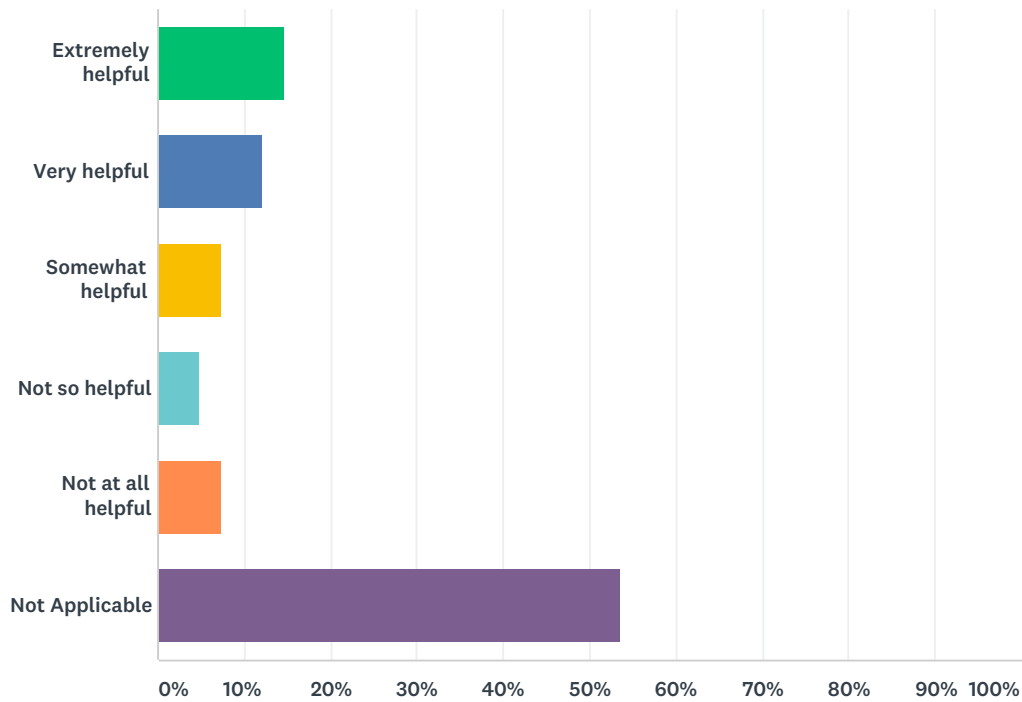
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very satisfied	41.46%	17
Satisfied	17.07%	7
Neither satisfied nor dissatisfied	4.88%	2
Dissatisfied	4.88%	2
Very dissatisfied	0.00%	0
Not Applicable	31.71%	13
TOTAL		41

Q8 If you have ever contacted Gascoyne Holdings 'Out of Hours' security guard please rate how helpful this service was.

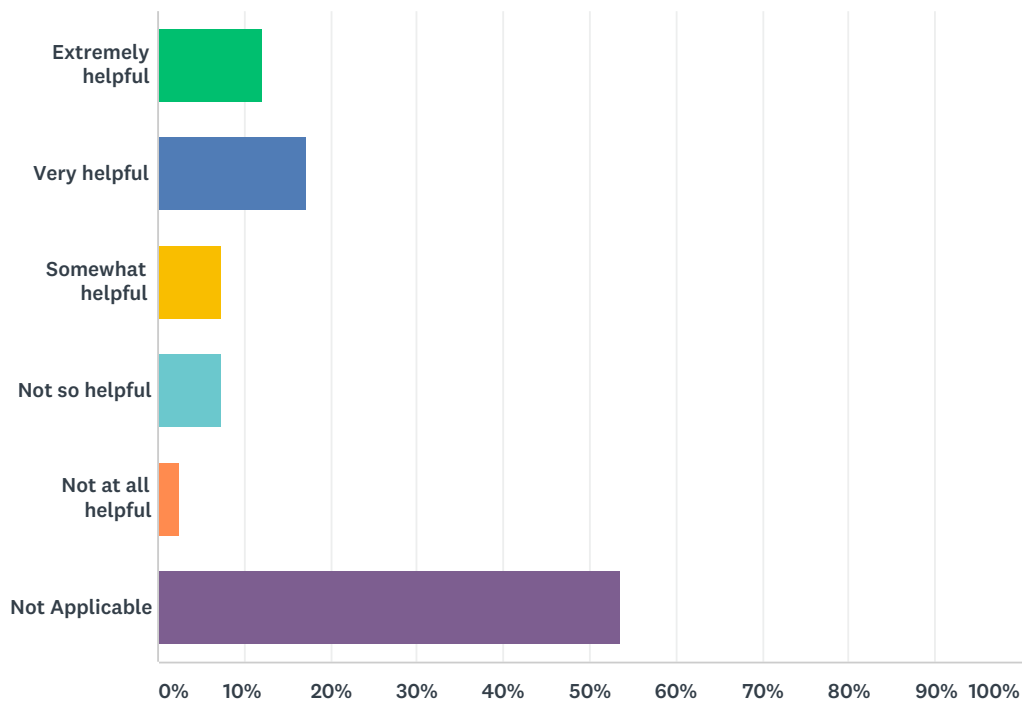
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Extremely helpful	14.63%	6
Very helpful	12.20%	5
Somewhat helpful	7.32%	3
Not so helpful	4.88%	2
Not at all helpful	7.32%	3
Not Applicable	53.66%	22
TOTAL		41

Q9 If you have ever phoned Gascoyne Holdings 'Out of Hours' emergency number please rate how helpful this service was.

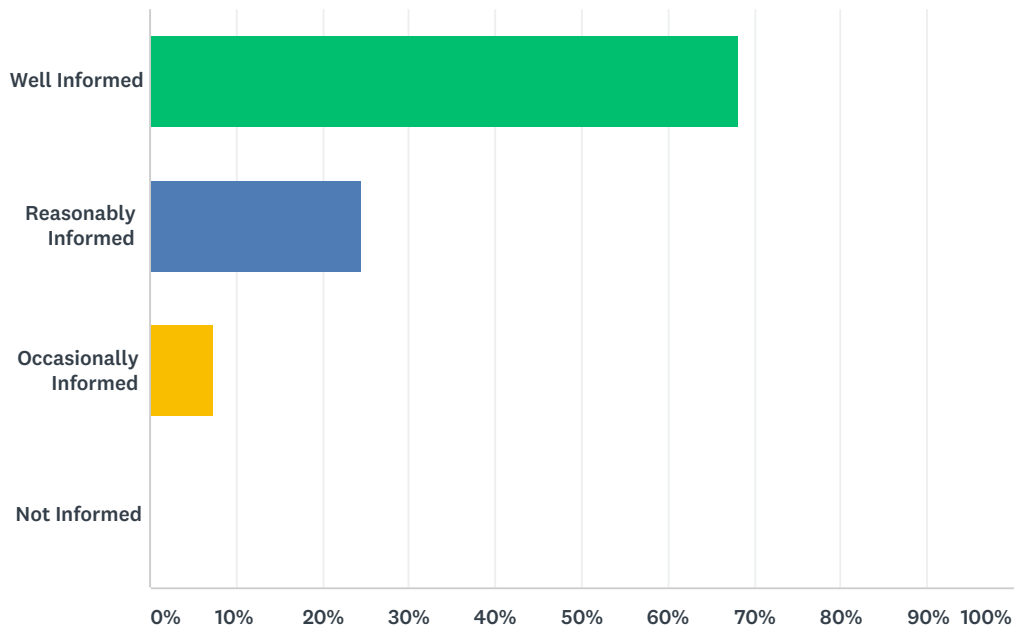
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES
Extremely helpful	12.20% 5
Very helpful	17.07% 7
Somewhat helpful	7.32% 3
Not so helpful	7.32% 3
Not at all helpful	2.44% 1
Not Applicable	53.66% 22
TOTAL	41

Q10 How well do you think Gascoyne Holdings keeps you informed of maintenance issues?

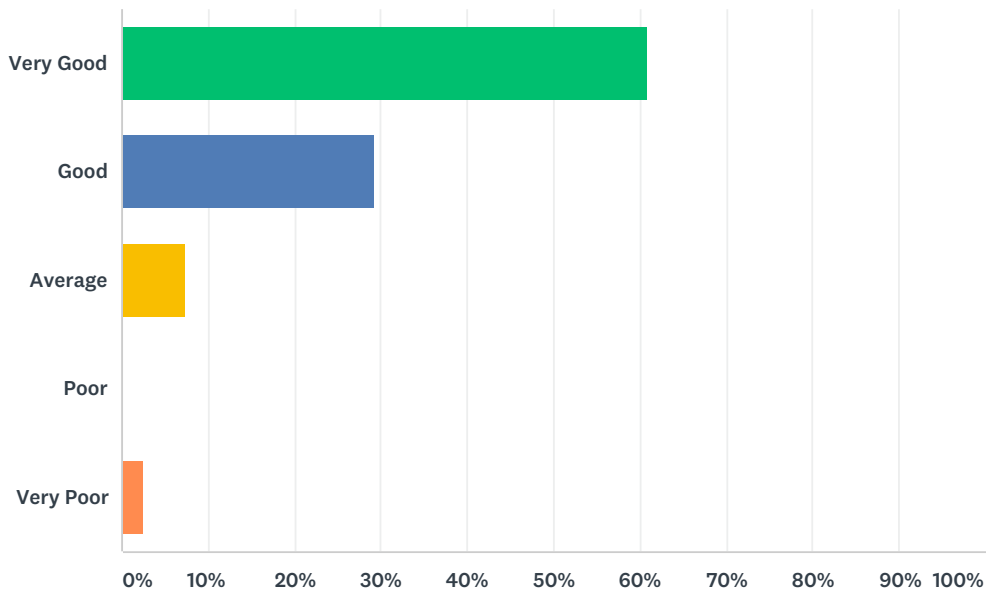
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Well Informed	68.29%	28
Reasonably Informed	24.39%	10
Occasionally Informed	7.32%	3
Not Informed	0.00%	0
TOTAL		41

Q11 How would you rate the overall performance of the Gascoyne Holdings Limited property management service?

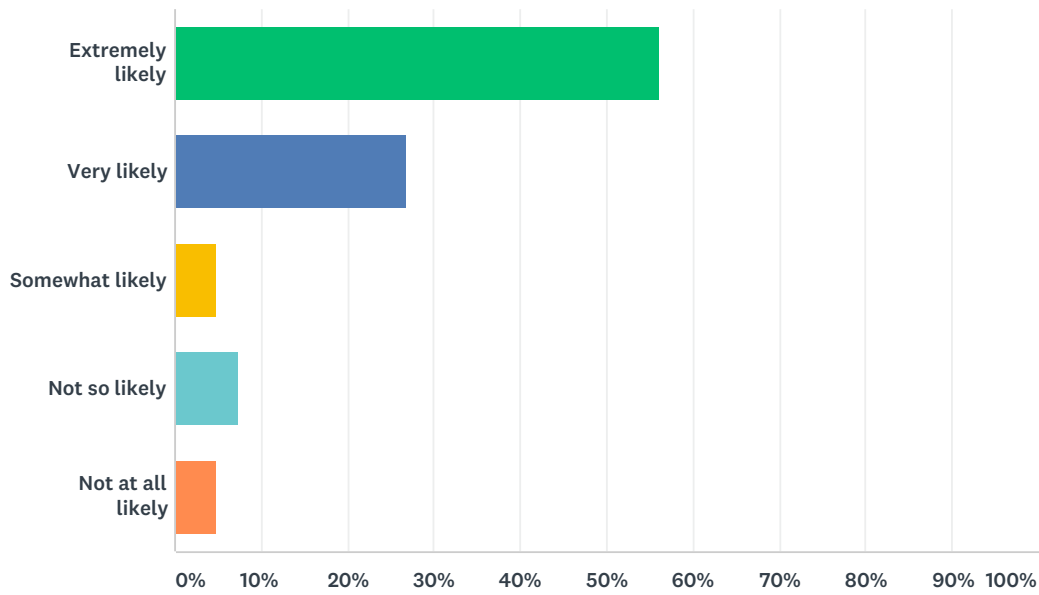
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very Good	60.98%	25
Good	29.27%	12
Average	7.32%	3
Poor	0.00%	0
Very Poor	2.44%	1
TOTAL		41

Q12 How likely are you to recommend Gascoyne Holdings Limited to others?

Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES	
Extremely likely	56.10%	23
Very likely	26.83%	11
Somewhat likely	4.88%	2
Not so likely	7.32%	3
Not at all likely	4.88%	2
TOTAL		41

Q13 Optional: If you would like to submit your contact details that would be helpful to us. They will only be used in the analysis of this survey. They will not be shared with any other organisation.

Answered: 14 Skipped: 30

ANSWER CHOICES	RESPONSES	
Name	92.86%	13
Company	0.00%	0
Address	92.86%	13
Address 2	64.29%	9
City/Town	64.29%	9
State/Province	0.00%	0
ZIP/Postal Code	78.57%	11
Country	0.00%	0
Email Address	64.29%	9
Phone Number	64.29%	9