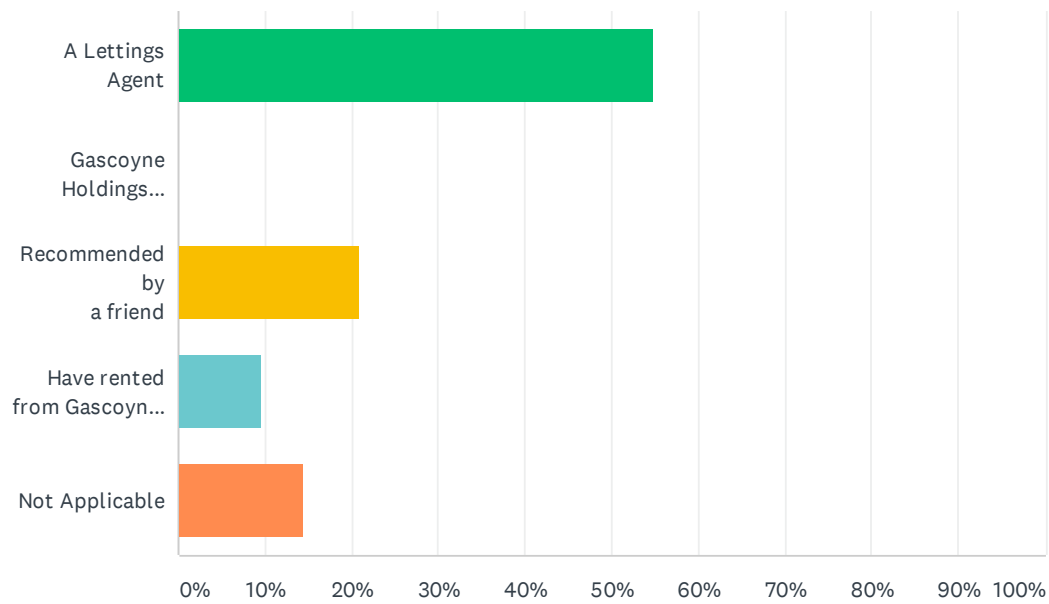


Q1 How did you hear about Gascoyne Holdings Ltd?

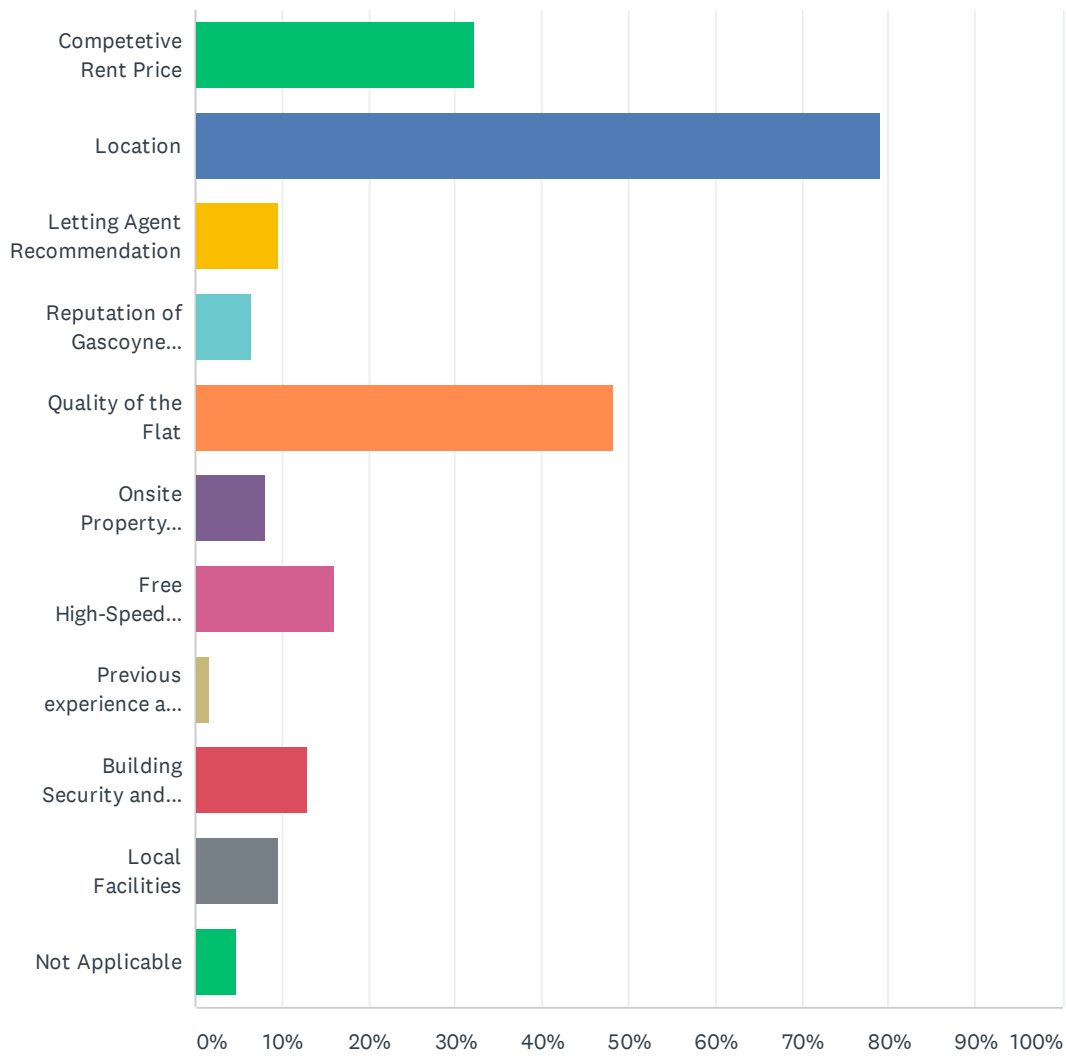
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
A Lettings Agent	54.84%	34
Gascoyne Holdings website	0.00%	0
Recommended by a friend	20.97%	13
Have rented from Gascoyne Holdings previously	9.68%	6
Not Applicable	14.52%	9
TOTAL		62

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

Answered: 62 Skipped: 0

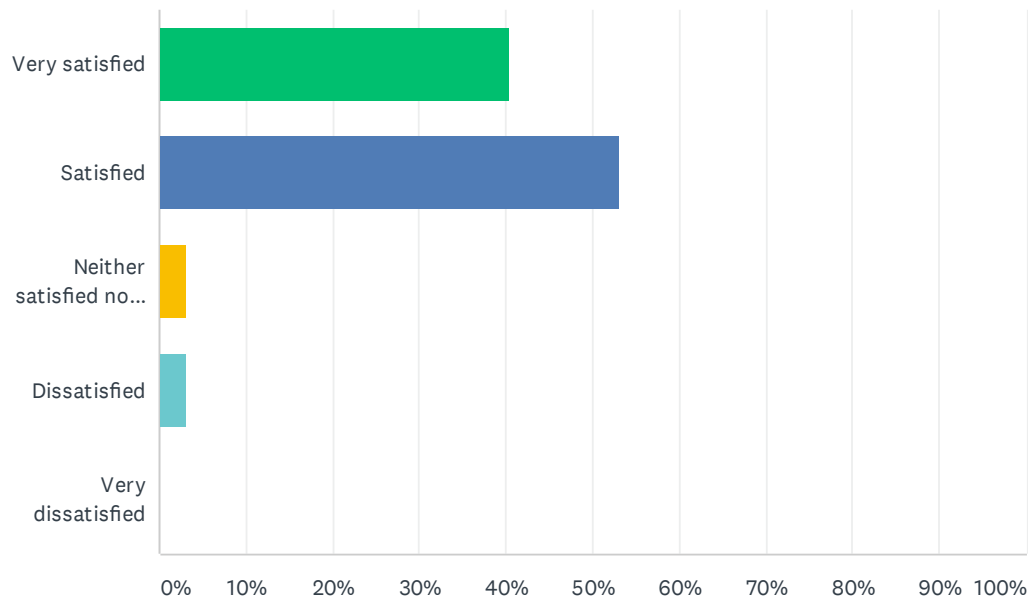


TENANT SURVEY - LONDON 2020

ANSWER CHOICES	RESPONSES	
Competitive Rent Price	32.26%	20
Location	79.03%	49
Letting Agent Recommendation	9.68%	6
Reputation of Gascoyne Holdings Ltd	6.45%	4
Quality of the Flat	48.39%	30
Onsite Property Management Office	8.06%	5
Free High-Speed Fibre Optic Broadband	16.13%	10
Previous experience as a tenant of Gascoyne Holdings	1.61%	1
Building Security and Overnight Security Guard	12.90%	8
Local Facilities	9.68%	6
Not Applicable	4.84%	3
Total Respondents: 62		

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

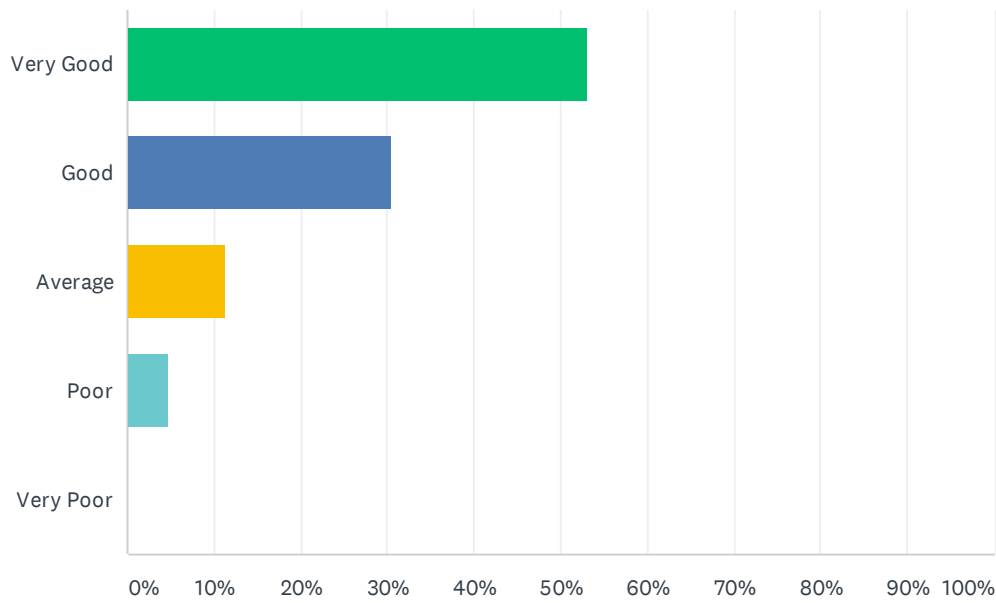
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	40.32%	25
Satisfied	53.23%	33
Neither satisfied nor dissatisfied	3.23%	2
Dissatisfied	3.23%	2
Very dissatisfied	0.00%	0
TOTAL		62

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

Answered: 62 Skipped: 0

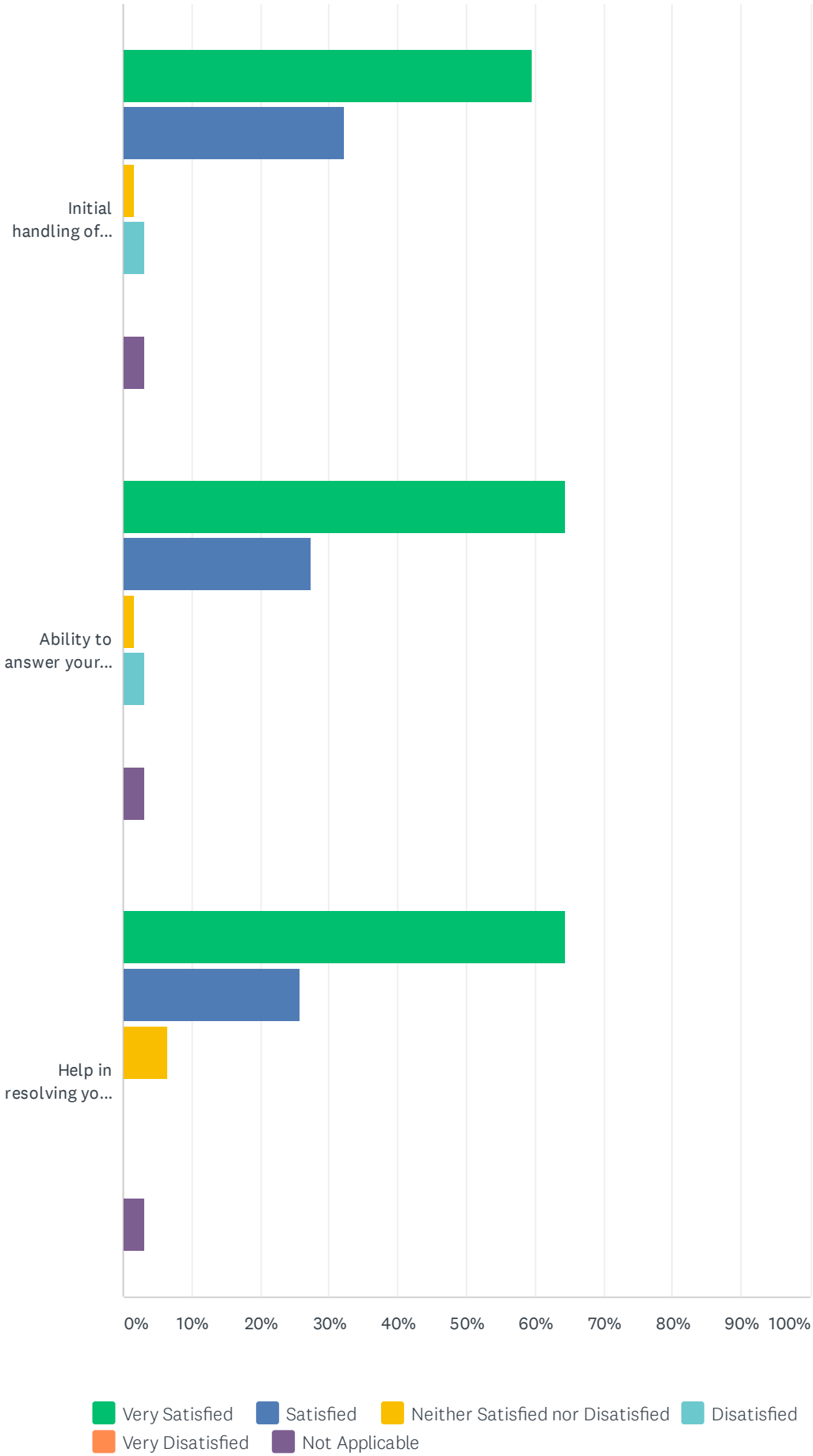


ANSWER CHOICES	RESPONSES	
Very Good	53.23%	33
Good	30.65%	19
Average	11.29%	7
Poor	4.84%	3
Very Poor	0.00%	0
TOTAL		62

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

Answered: 62 Skipped: 0

TENANT SURVEY - LONDON 2020

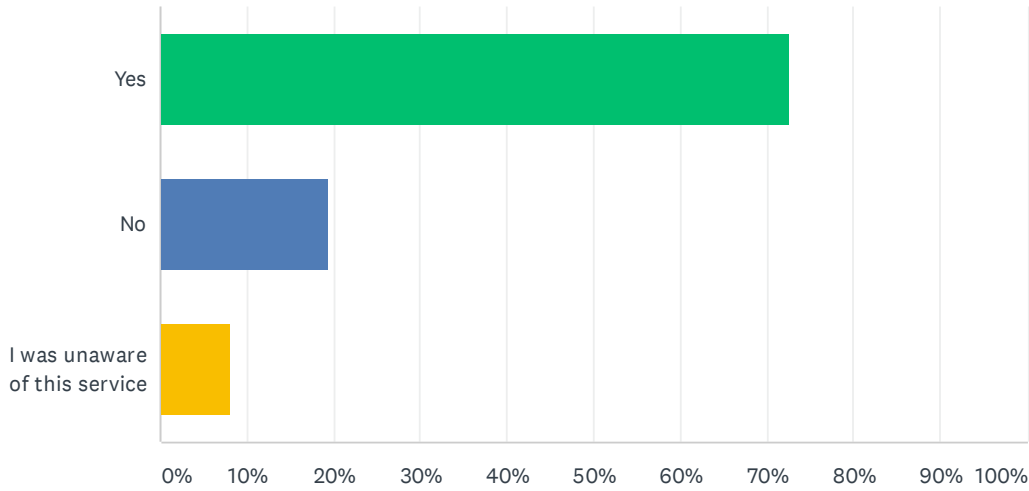


TENANT SURVEY - LONDON 2020

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISATISFIED	DISATISFIED	VERY DISATISFIED	NOT APPLICABLE	TOTAL
Initial handling of your enquiry	59.68% 37	32.26% 20	1.61% 1	3.23% 2	0.00% 0	3.23% 2	62
Ability to answer your questions	64.52% 40	27.42% 17	1.61% 1	3.23% 2	0.00% 0	3.23% 2	62
Help in resolving your problem	64.52% 40	25.81% 16	6.45% 4	0.00% 0	0.00% 0	3.23% 2	62

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

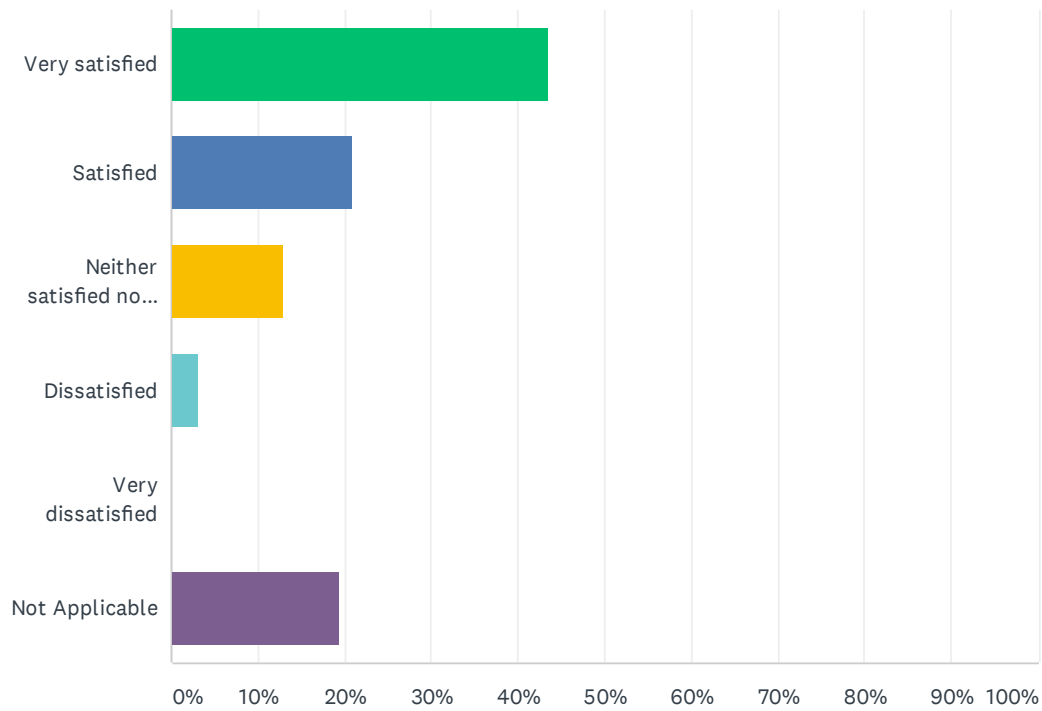
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	72.58%	45
No	19.35%	12
I was unaware of this service	8.06%	5
TOTAL		62

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

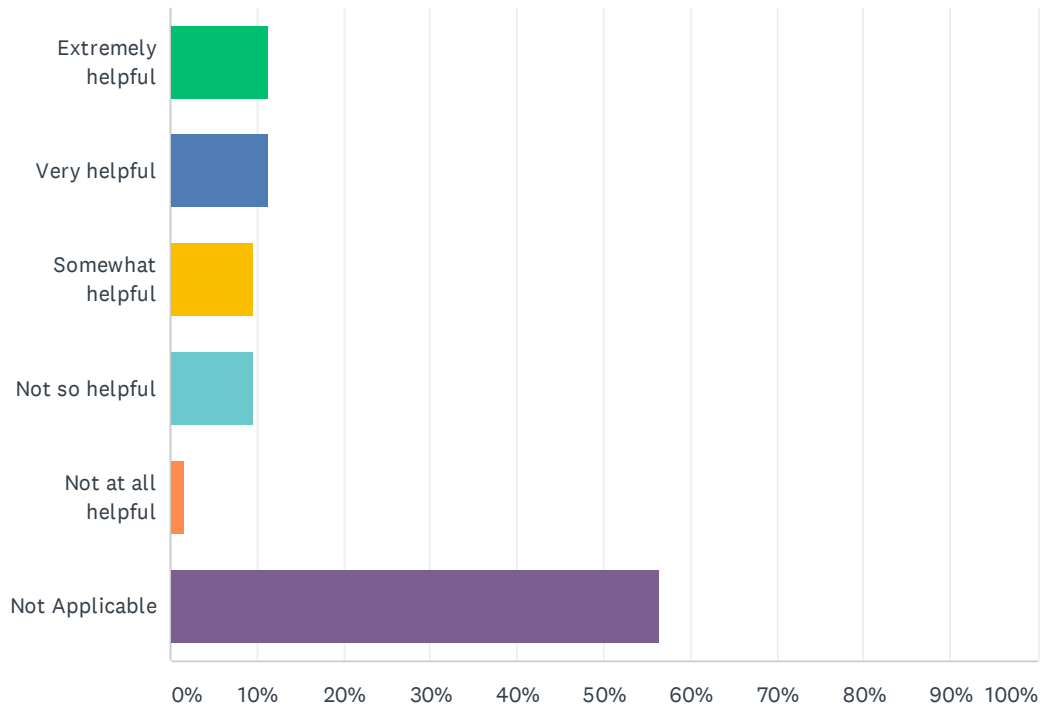
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	43.55%	27
Satisfied	20.97%	13
Neither satisfied nor dissatisfied	12.90%	8
Dissatisfied	3.23%	2
Very dissatisfied	0.00%	0
Not Applicable	19.35%	12
TOTAL		62

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

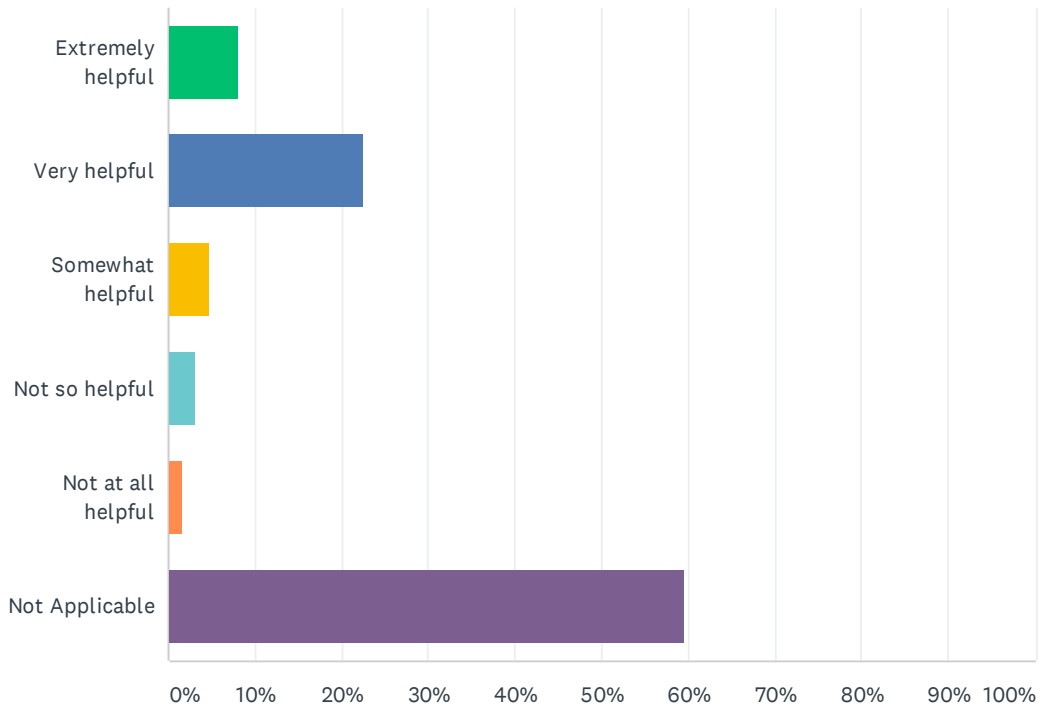
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely helpful	11.29%	7
Very helpful	11.29%	7
Somewhat helpful	9.68%	6
Not so helpful	9.68%	6
Not at all helpful	1.61%	1
Not Applicable	56.45%	35
TOTAL		62

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

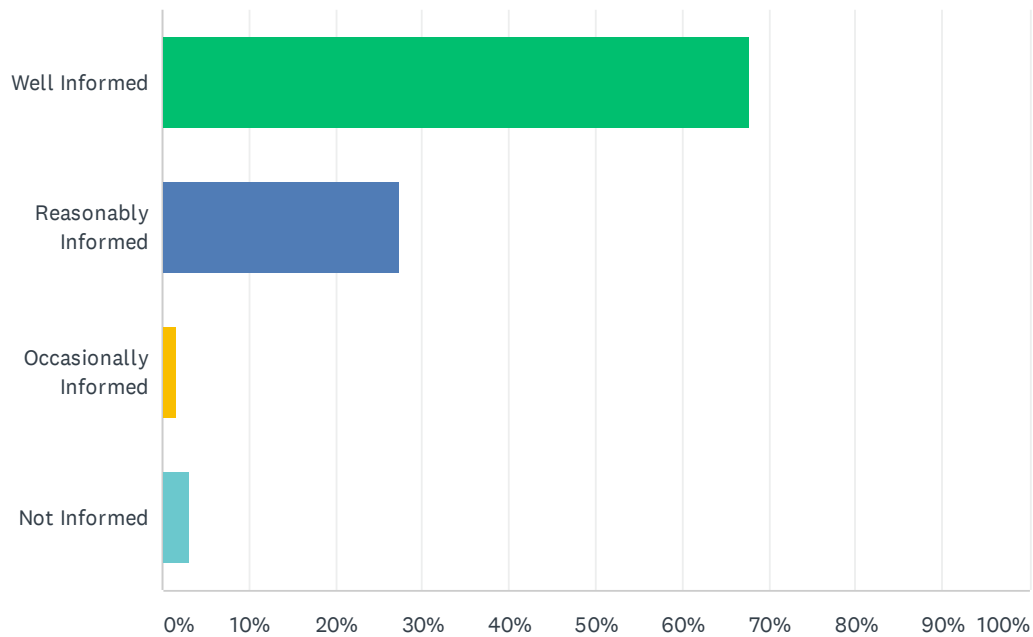
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely helpful	8.06%	5
Very helpful	22.58%	14
Somewhat helpful	4.84%	3
Not so helpful	3.23%	2
Not at all helpful	1.61%	1
Not Applicable	59.68%	37
TOTAL		62

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

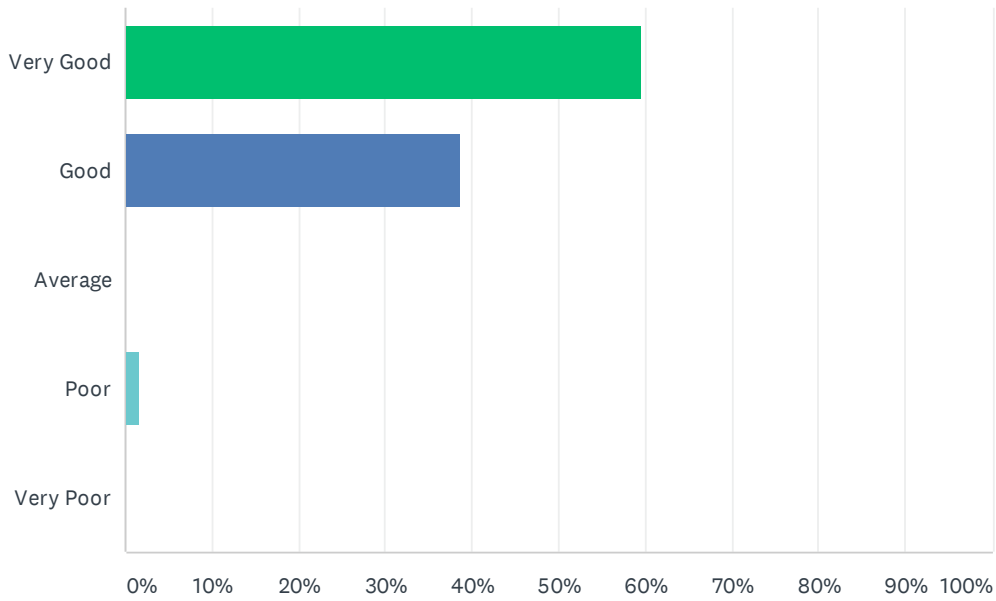
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Well Informed	67.74%	42
Reasonably Informed	27.42%	17
Occasionally Informed	1.61%	1
Not Informed	3.23%	2
TOTAL		62

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

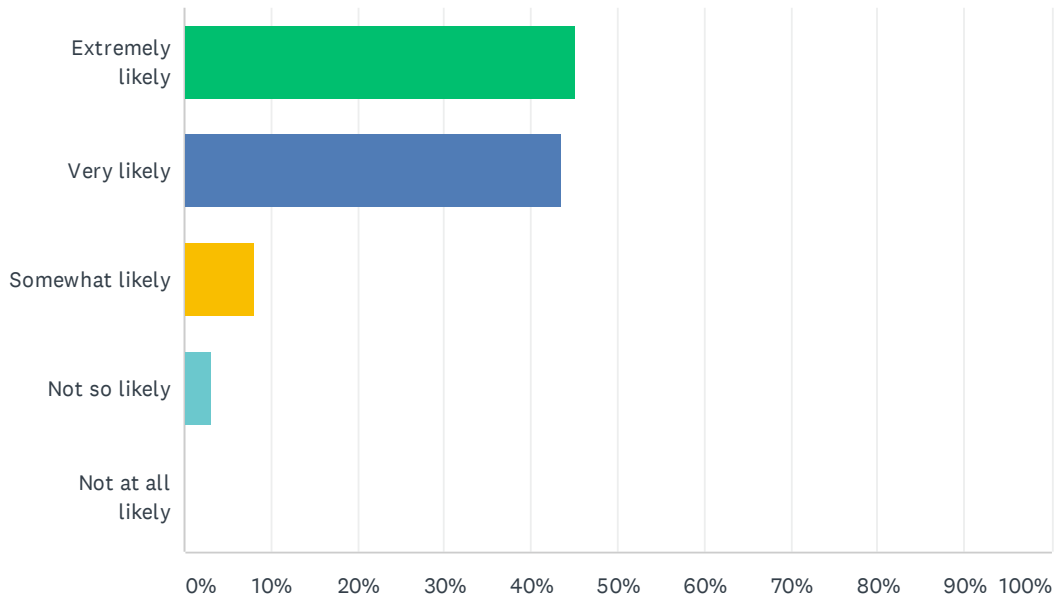
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	59.68%	37
Good	38.71%	24
Average	0.00%	0
Poor	1.61%	1
Very Poor	0.00%	0
TOTAL		62

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

Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely likely	45.16%	28
Very likely	43.55%	27
Somewhat likely	8.06%	5
Not so likely	3.23%	2
Not at all likely	0.00%	0
TOTAL		62