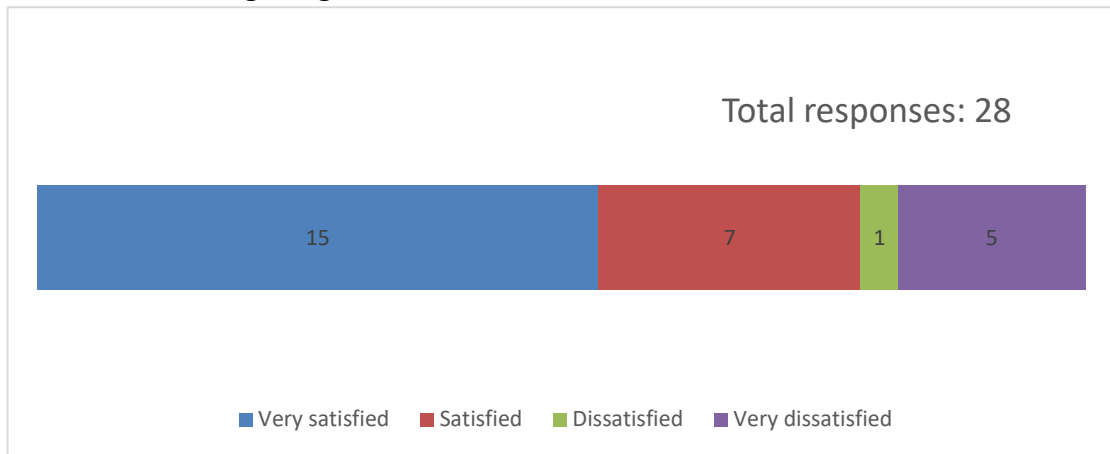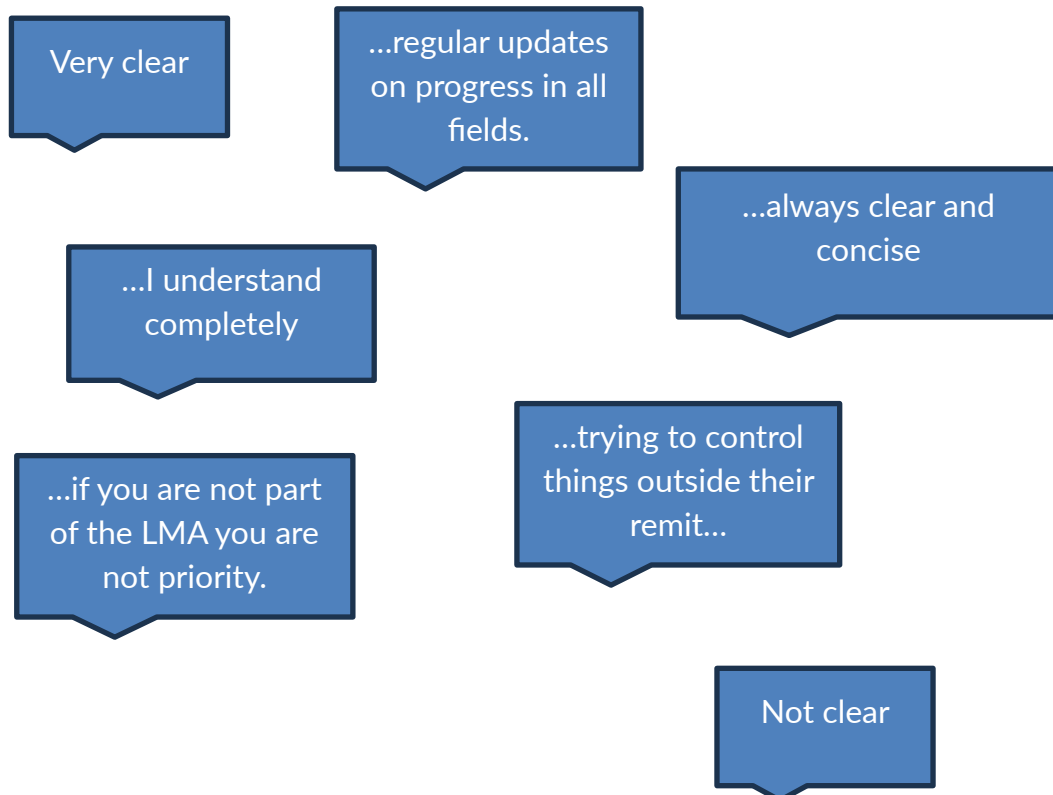# Nightingales Tenants Association CIC
Local Management Agreement feedback results

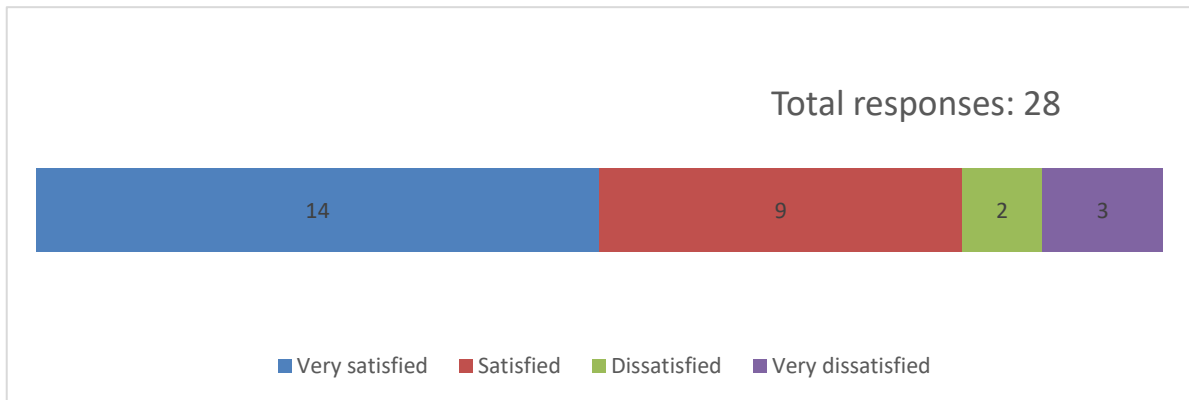1. **Taking everything into consideration, how satisfied are you with the running of the LMA at Nightingales?**

Total responses: 28

15	7	1	5

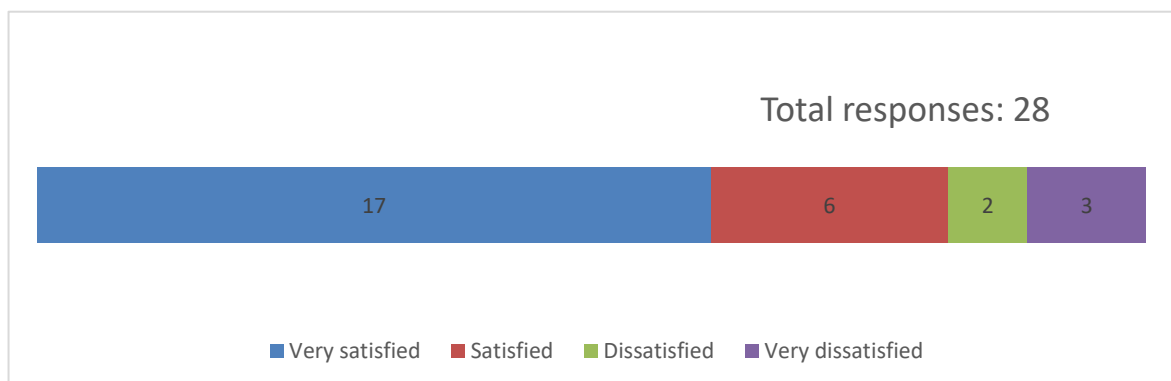■ Very satisfied   ■ Satisfied   ■ Dissatisfied   ■ Very dissatisfied

2. **Thinking of the correspondence received in relation to the LMA, how clear is it as to what responsibilities are within the remit of the LMA and what still needs to be reported to the council?**
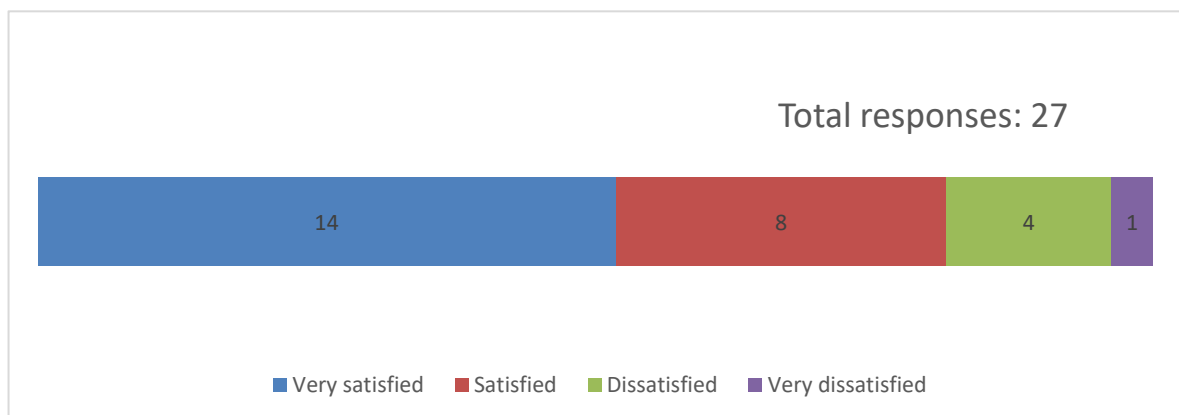
Very clear

...regular updates on progress in all fields.

...always clear and concise

...I understand completely

...trying to control things outside their remit...

...if you are not part of the LMA you are not priority.

Not clear

3. **Thinking of the communal cleaning, how satisfied are you with the service provided by the current cleaning contractor?**

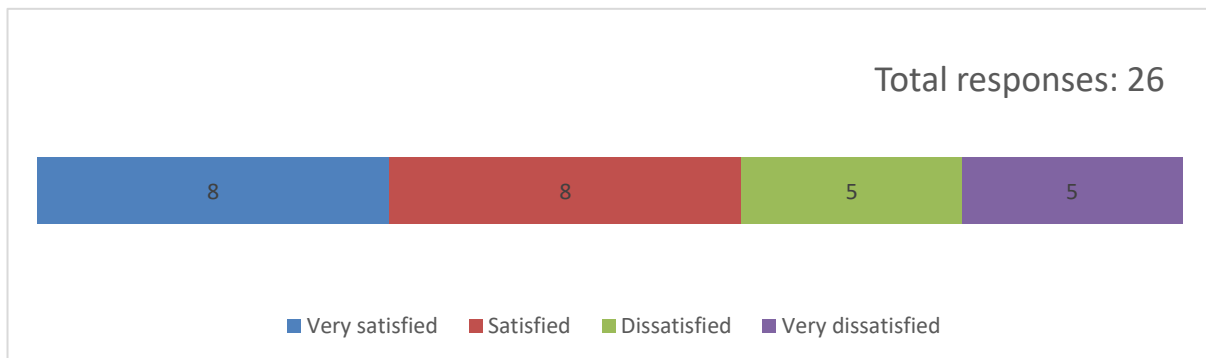Total responses: 28

14	9	2	3

■ Very satisfied ■ Satisfied ■ Dissatisfied ■ Very dissatisfied

4. **Thinking of the minor repairs, how satisfied are you with the service provided by the current maintenance contractor**

Total responses: 28

17	6	2	3

■ Very satisfied ■ Satisfied ■ Dissatisfied ■ Very dissatisfied

5. **Thinking of the communal gardening and grounds maintenance, how satisfied are you with the current contractors?**

Total responses: 27

14	8	4	1

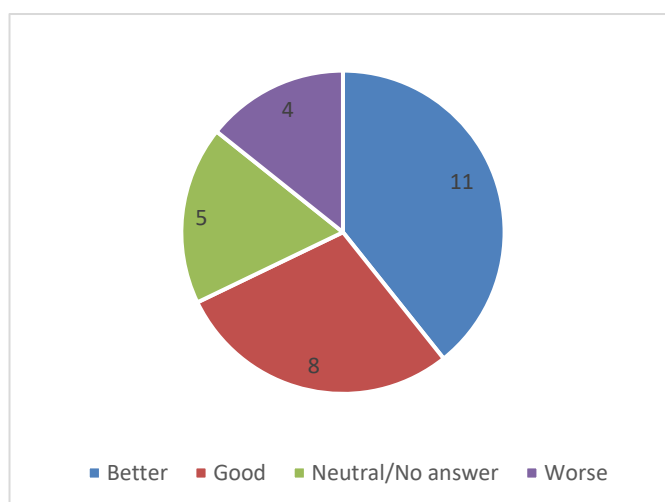■ Very satisfied ■ Satisfied ■ Dissatisfied ■ Very dissatisfied

6. **Thinking of the Local Lettings Plan which prioritises property allocation to local residents, how satisfied are you with the implementation of this?**
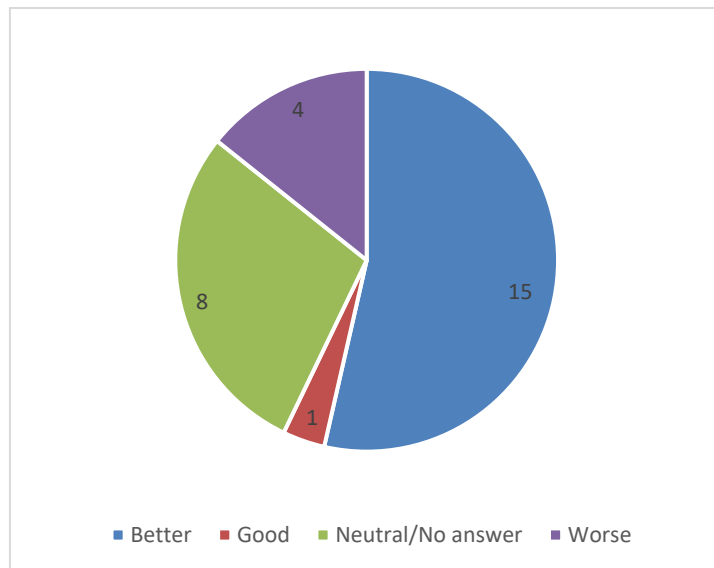
Total responses: 26

8	8	5	5

■ Very satisfied ■ Satisfied ■ Dissatisfied ■ Very dissatisfied

7. **If you have answered "dissatisfied" in any of the previous 4 questions, please explain more here**

"We want good allocation to flats who are clean and of good standards"
"Cleaning could be better was told there was going to be a deep clean 3 weeks ago"
"Does not work..."
"I have used Arun Repairs services and will do as have got no faith in the committee running this."
"...the committee only thinks about themselves not Nightingales as a whole"
"...extremely poor medical condition ignored"
"Arun should be more careful who they let sheltered housing property to"
"The council are using Nightingales as a dumping ground for problem tenants"

8. **Do you think the services provided under the LMA provide good/better value for money?**

11

8

5

4

■ Better ■ Good ■ Neutral/No answer ■ Worse

9. **Do you think the services provided under the LMA provide the same/better level of service?**

10. **Thinking of communications received from Nightingales Tenant's Association CIC in relation to the LMA, how satisfied are you that you are kept informed about decisions made by them?**

Decisions should be notified to all residents...

Not at all satisfied...

We were told... a member of the committee would be in the office... I've not seen anyone in there at all...

We receive newsletters.

Very satisfied.

Very helpful/caring.

Always kept up to date.