



Allotment Tenants Satisfaction Survey Results 2019/20

In 2018 / 2019 **132** Tenants were supplied with a survey form asking them to score from **1** (*very satisfied*) to **10** (*very dis-satisfied*), **59 (44.6%)** were completed and returned.

In 2019 / 2020 **163** Tenants were supplied with a survey form asking them to score from **1** (*very satisfied*) to **10** (*very dis-satisfied*), **57 (35%)** were completed and returned.

Tenants were asked to feedback on the following seven questions listed below.

No.	Questions: How satisfied are you with.....	Scores for 2018/19	Scores for 2019/20	Status
Q1	Boundary maintenance to: gates, fences, hedges	7 out of 10	7 out of 10	Remained the same
Q2	Road and Pathway maintenance	7 out of 10	8 out of 10	Improved
Q3	On site water provision	8 out of 10	9 out of 10	Improved
Q4	Management of overgrown / vacant plots	6 out of 10	7 out of 10	Improved
Q5	Satisfaction with how queries/complaints are dealt with by the Council / Council Staff	6 out of 10	7 out of 10	Improved
Q6	Levels of annual rent	8 out of 10	9 out of 10	Improved
Q7	Number of annual inspections (currently March, May, August & November)	7 out of 10	8 out of 10	Improved