



# Allotment Tenants Satisfaction Survey Results 2022/23

In 2022 / 2023 **122** Tenants were supplied with a survey form asking them to score from **1** (*very poor*) to **10** (*very good*), only **33 (28%)** 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 2021/22 | Scores for <u>2022/23</u> | Status             |
|-----|--|--------------------|---------------------------|--------------------|
| Q1  | Boundary maintenance to: gates, fences, hedges   | 8 out of 10        | 7 out of 10               | Requires attention |
| Q2  | Road and Pathway maintenance   | 7 out of 10        | 7 out of 10               | Remained the same  |
| Q3  | On site water provision  | 9 out of 10        | 9 out of 10               | Remained the same  |
| 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        | 8 out of 10               | Improved           |
| Q6  | Levels of annual rent  | 9 out of 10        | 9 out of 10               | Remained the same  |
| Q7  | Number of annual inspections (currently March, May, August & November)                 | 8 out of 10        | 8 out of 10               | Remained the same  |