



# Allotment Tenants Satisfaction Survey Results 2023/24

In 2022 / 2023 **122** Tenants were supplied with a survey form asking them to score from **1** (*very poor*) to **10** (*very good*), only **34 (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 2022/23	Scores for <u>2023/24</u>	Status
Q1	Boundary maintenance to: gates, fences, hedges	7 out of 10	8 out of 10	Improved
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	7 out of 10	6 out of 10	Requires Attention
Q5	Satisfaction with how queries/complaints are dealt with by the Council / Council Staff	8 out of 10	7 out of 10	Requires Attention
Q6	Levels of annual rent	9 out of 10	9 out of 10	Remained the same
Q7	Number of annual inspections (currently quarterly)	8 out of 10	8 out of 10	Remained the same