

ONE WARRINGTON GARDENS MANAGEMENT COMPANY Ltd.

Consultation of Owners on Building Services and Service Charges

May 2018

Dear Fellow Owners,

As mentioned during the recent AGM we, the Board of Directors, are writing to consult all property owners with regards to the building services and Service Charges at One Warrington Gardens (OWG).

As explained at the AGM, for a number of years our outgoings have exceeded our income and this needs to be addressed urgently. The Board are continuing to economise wherever possible, and we are confident that there will be savings going forward. However, as we are sure you can appreciate, one of the greatest single expenses relates to the Porter/Caretaker services; should these remain unchanged then we will have no choice but to raise the service charges by a considerable amount.

We are therefore seeking your views so that we may take them into consideration when implementing changes moving forward. There will be many mixed opinions, some undoubtedly opposing ones, however please be assured that any decisions made by the Board of Directors will be made in the interest of all, and with the sole intention of improving the building to the standard that we all expect.

We kindly ask you to complete the following questionnaire so that it is received by Thursday 17th May using one of the options below:

- By email: info@wb19.co.uk using the email header "OWG Service Questionnaire".
- By post: Addressed to "Westbourne Block Management, OWG Service Questionnaire, 19 Eastbourne Terrace, London, W2 6LG".
- By hand: Place in a sealed envelope and post in the "Suggestions" letter box in Reception.

All questionnaires will be forwarded to the OWG Board of Directors and will remain anonymous.

We look forward to receiving your views and appreciate your support.

Yours Gratefully,

OWG Directors

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1) How satisfied are you with the current overall Porter/Caretaker arrangements?

(This question is about the actual service provided, e.g. current hours of attendance, collection of rubbish, cleanliness of the building, security presence, etc., and not about the individuals themselves)

0	1	2	3	4	5	6	7	8	9	10
Extremely Dissatisfied		Indifferent						Extremely Satisfied		

2) How happy are you with the current Service Charge fees?

0	1	2	3	4	5	6	7	8	9	10
Extremely Dissatisfied		Indifferent						Extremely Satisfied		

3) How much value for money do you feel you receive for your Service Charge?

0	1	2	3	4	5	6	7	8	9	10
Extremely Poor Value		Indifferent						Extremely Good Value		

4) How happy would you be to retain the **current** level of Porter/Caretaker service in exchange for a 10-15% **increase** to your Service Charge?

0	1	2	3	4	5	6	7	8	9	10
Extremely Unhappy		Indifferent						Extremely Happy		

5) How happy would you be to have a **lower** level of Porter/Caretaker service and **no increase** to your current Service Charge?
(An example of 'lower level of service' would be shorter Porterage hours, no weekend cover, no out-of-hours attendance, etc.)

0	1	2	3	4	5	6	7	8	9	10
Extremely Unhappy			Indifferent					Extremely Happy		

6) How happy would you be to have a 20-25% **increase** to your Service Charge to achieve an **increased** level of Porter/Caretaker service?
(An example of 'increased level of building service' would be longer Porterage hours, more weekend cover, 24 hour attendance, etc.)

0	1	2	3	4	5	6	7	8	9	10
Extremely Unhappy			Indifferent					Extremely Happy		

7) How important is it that a Porter/Caretaker is on duty during weekends and Public Holidays?

0	1	2	3	4	5	6	7	8	9	10
Full Weekend and Holiday Cover			Saturday Mornings Only					No Weekend or Holiday Cover		

8) How important is it for you to see familiar faces working in the building (e.g.: full-time staff vs agency staff)?

0	1	2	3	4	5	6	7	8	9	10
Not At All Important			Indifferent					Extremely Important		

9) How satisfied are you with the overall cleanliness of the building?

0	1	2	3	4	5	6	7	8	9	10
Extremely Dissatisfied			Indifferent					Extremely Satisfied		

10) Should the Porter/Caretaker always be at the Reception, except in emergencies, or is it acceptable for them to be away from the desk during their normal working hours to carry out other duties in the building (changing lightbulbs, cleaning, etc.), as long as they are on call with a phone/pager/radio?

0	1	2	3	4	5	6	7	8	9	10
Should Always be at Reception	Indifferent									Work Around Building but On Call

11) Is it acceptable for the Porter/Caretaker to be away from the desk for short periods (e.g. to collect rubbish, or to assist residents with shopping/luggage)?

0	1	2	3	4	5	6	7	8	9	10
Should Always be at Reception	Indifferent									Should Assist for Short Periods

12) Should the Porter/Caretaker wear a formal uniform (suit, shirt and tie) issued by One Warrington Gardens or could they wear their own suitable, smart-casual clothing (open-collar shirt and trousers)?

0	1	2	3	4	5	6	7	8	9	10
Formal Uniform at Our Expense	Indifferent									Personal Smart-casual Clothes

Please provide any additional comment or suggestions below.

We would like to thank you very much for your time and input in this survey, your help and support is gratefully appreciated.

OWG Directors.