

West Lothian Council: Property Management & Development

Tenant survey 2010/11

Property Management and Development works with its customers, partners, stakeholders and other services of the council to deliver its services in the best way possible. As an integral part of this process we formally consult our tenants every two years to ensure that we meet your expectations and needs. Customer feedback is welcomed and we will review our services as a result of comments received. This document outlines the main actions we will take as a result of our latest tenant survey.

You Said: In order of importance, you said location was most important to you in your current choice of property.

We Did: The council's policy is to retain a balanced portfolio of commercial property, across both property type and location. As our customer base is predominantly local and new start, the council's policy will support development of business across West Lothian, and within the communities we serve.

You Said: Given the choice, you said improving the security of your property would be your top priority.

We Did: We have recently involved the local Crime Prevention Unit in a review of security at one of our schemes of small units, and will investigate whether this can be rolled out across the portfolio.

You Said: In considering certain aspects of our service particularly service delivery and timeliness, you said that our previously high standards had dropped.

We Did: We have discussed the survey results with our people at a team briefing session, and have reinforced the need to maintain a high level of service as a matter of routine good practice.

You Said: The condition of properties and the standard of repair and maintenance was a concern to several tenants.

We Did: We will be engaging with colleagues in Maintenance and Building Services to review the level of service we give to those tenants of properties where the council is responsible for repairs, and will endeavour to improve both the timeliness and quality of workmanship.

A detailed analysis of our tenant survey, and a full review of the outcomes of our customer consultation during 2010-2011 can be found on our web site -

http://www.westlothian.com/Home/growing_a_business/pmd/pmdinfo/supplementarypages/

or by emailing us at PropertyManagement@westlothian.gov.uk

If you don't have internet access please write to ask us to send you a copy:

West Lothian Civic Centre, Howden South Road, Livingston, EH54 6FF

We always welcome feedback and you shouldn't feel you need to wait until our next tenant survey in 2012. Please feel free to email us, or to write to us at the above addresses, or complete our Customer survey online at: www.pmdfeedback.co.uk or again email or write to us for a paper copy.

Thank you

April 2011