

# GB Scores Excellent in Mid Mosten Resident Survey

A resident survey was undertaken recently by Manchester City Council following our completion of works at Mid Mosten as part of HIF. The results which are shown below are excellent, well done to Charlie Hill and his team.

## Section One - PSH Staff

	Y%	N%	D/K%
1. Did you receive enough information on the scheme before it started?	97 (96%)	4 (4%)	0 (0%)
2. Was the info clear and easy to understand?	100 (99%)	0 (0%)	1 (1%)
3. Were the staff polite and helpful?	100 (99%)	1 (1%)	0 (0%)
4. Overall, were you satisfied with the performance of housing staff?	99 (98%)	2 (2%)	0 (0%)

## Section Two - Contractors Staff

	Y%	N%	D/K%
1. Did the contractors show valid and up to date ID?	94 (93%)	6 (6%)	1 (1%)
2. Were the contractors polite and helpful?	100 (99%)	0 (0%)	1 (1%)
3. Did the contractors turn up on time for appointments	97 (96%)	2 (2%)	2 (2%)
4. Overall, were you satisfied with the performance of contractor's staff?	100 (99%)	1 (1%)	0 (0%)

## Section Three – The Works

	Y%	N%	D/K%
1. Overall, are you satisfied with the quality of work?	99 (98%)	2 (2%)	0 (0%)
2. Taking everything into account were you satisfied with the scheme?	98 (97%)	3 (3%)	0 (0%)

Mid Moston was a facelift scheme comprising of 106 terraced properties in the Moston area of Manchester. Works comprised of new gutters, windows and doors. It also included brick cleaning to all front elevations and grind out and re point. All properties had new bay roofs and some also had garden boundary walls.

