



## **SATISFACTION SURVEY RESULTS**

### **1. INTRODUCTION**

- 1.1 During February and March a resident satisfaction survey had been undertaken to gauge Lawley residents' views on the stewardship services provided by IMS.
- 1.2 This report provides a summary of the results and actions that will be taken as a result of it.

### **2. METHODOLOGY**

- 2.1 Resident Representatives felt it was important that the survey was driven by the Committee in order to maximise responses, gather the most accurate data and also promote the work of the Committee to the community. As a result the questions were, in the main compiled by the Resident Representatives.
- 2.2 Surveys were sent to all residents regardless of tenure. Residents were could return the surveys in a pre-paid envelope or electronically via an electronic survey.
- 2.3 Surveys could be returned anonymously as it was felt that this would elicit more responses. As a result, no reminders were sent but reminders were put on Social media by both officers and Resident Representatives. Residents were given the option of providing their contact details in order to be entered into a prize draw, offered as an incentive to return the survey.
- 2.4 In all, a total of 1094 surveys were sent out. 249 were completed, giving a response rate of 22.8%. In terms of data reliability, the data carries a +/- 8% sampling error with a 95% confidence level. In layman's terms, when quoting a result of 50% satisfaction we can be 95% confident that the whole populations' response will lie between 42% and 58%.
- 2.5 Residents also had the option of providing their contact details so officers could contact them directly to address individual issues raised on the survey. We are in the process of making contact with 76 residents to address the issues or queries raised.
- 2.6 Officers and Resident Representatives met to discuss the results in detail and compile a list of actions and ideas to tackle some of the key issues raised.

### **3. RESULTS**

3.1 The full survey results can be found in appendix A. The following section provides a narrative on the main issues raised by the survey.

#### **3.2 Management of open space**

Just over half of residents were dissatisfied with the maintenance of the open spaces in Lawley Village. When looking at the responses, it is clear that the overwhelming majority of the issues are currently under the responsibility of the developers.

There is an urgency in getting areas handed over that are up to standard. Once the Legal agreements have been completed BVT will be in a position to take handover of some areas of open space and shared areas in 1a, 1b and phase 4.

BVT and David Deen are looking to develop interactive maps that set out who is responsible for particular areas, which should improve the information provided to residents.

As advocates for residents, it is also imperative that we provide better information on the action BVT are taking to try and resolve issues with the responsible parties. Resident Representatives have suggested that all issues are logged on the website and the action BVT have taken (i.e. contacted the customer care team re. a broken light, when we have followed it up, when we have escalated the issue etc).

BVT will also review the process we use to feedback to individuals, to ensure sufficient information is provided, and any follow-ups are made consistently.

BVT (along with the Parish Council) continue to work with the managing agents of the Village Centre to look at ways that standards can be driven up, especially in relation to litter.

#### **3.3 Parking**

Dangerous and obstructive parking is a fundamental problem in Lawley Village. It is clear that a multi-agency approach is needed, and whilst work has been undertaken previously with the school, Parish Council and local policing team, the process needs invigorating and BVT have committed to drive that process. In the first instance we will look to put more information on the website and in Newsletters.

Resident Representatives have suggested that we review how parking spaces (both private and visitor) are marked out to see if any improvements can be made.

#### **3.4 Value For Money**

59% of residents do not believe that IMS have provided value for money and many are not clear what the money pays for.

BVT have provided detailed information in the statements and on the website, and this has been supplemented by Community Charge workshops. A further review of the information provided is needed and has been incorporated into the works programme for later in 2016. Further to this, BVT will be looking at producing an

Annual Review for Lawley which will contain clearer information on what the Community charge pays for.

Illustrating VFM is a fundamental part of the work plan for 2016, and officers and residents are undertaking detailed analysis of a number of key areas such as open space management, and the administration charge. This is ongoing throughout the first half of 2016 and the results will help to inform the budget for next year.

### **3.5 IMS reputation**

The survey shows that overall satisfaction with IMS is not particularly high. This is not unexpected given that the expectations of what residents believe IMS should be delivering are very different to what IMS are able to deliver currently.

Officers and Resident Representatives are in agreement that the move from IMS to BVT, and the imminent hand over of land, provides an opportunity to move forward positively. It is imperative that BVT continue to develop effective communication methods and act as an effective advocate for residents moving forward.

### **3.6 Customer care**

Resident experiences with IMS staff are less positive than expected. However, satisfaction with IMS from a customer care perspective differs greatly depending on the issue. Where IMS have responsibility or some level of control over a process, satisfaction is much higher (such as in the case of alteration applications) in comparison to those where responsibility lies elsewhere (such as unfinished developer work).

BVT are reviewing a number of processes as part of the work programme, such as alterations and part of this will include reviewing timescales and methods of feedback.

### **3.7 Involvement**

A similar amount of residents are satisfied that IMS encourage involvement in the management of the Village than those who are dissatisfied. Over half of residents stated that this was a priority over the next three years.

The LVMC is a significant step forward in terms of high level involvement in the management of Lawley Village. There will also be an opportunity for residents to become involved in the Scrutiny Panel once the legal agreements are signed. Further opportunities will be explored over the next 12 months with the community events group that starts in April.

Following discussions Officers and Resident Representatives will be exploring the concept of Asset Based Community Development and how this might positively be applied at Lawley.

### **3.8 Community activities**

Over half of respondents wanted to see increased activities for residents. There is an extensive programme of activities organised for 2016 that covers a wide range of activities for all ages and household types. However, the events and the purpose of them will be driven by an events group that is currently being formed, and will be led

by both officers and residents. The group will use the results of the survey to develop future programmes.

### **3.9 Priorities**

Improvement to the environment was by far the biggest priority, and reflects the fundamental concerns raised by residents throughout the survey. Officers and Resident Representatives will explore how best we can focus on this priority; the handover of land is fundamental, as is raising these concerns with the developers as a result of the survey, and on an ongoing basis.

There may be opportunities to utilise the £30,000 resident funding budget to support some projects and these will be looked at over the coming weeks.

ASB was also seen as a high priority. This is surprising as ASB is not felt to be a significant issue in Lawley. ASB was not particularly raised in the surveys, or in terms of reporting to IMS or the police. It may be that residents feel this should be a high priority in order that it does not become an issue. Further consultation will be undertaken at events etc., where we can ascertain if specific problems exist.

### **3.10 Representatives**

The results show that a significant number of residents are not clear about the Resident Representatives, or how to contact them. Officers will support Resident Representatives to look at how they can promote their work more effectively over the coming months.

## **4. ACTION PLAN**

4.1 Following any further comments from Committee an action plan will be compiled and will be monitored regularly at Committee.

## **5. PUBLISHING THE RESULTS**

5.1 Resident Representatives have suggested that results should be communicated in a narrative form, to all residents, with a focus on changes that will be made as a result. Regular progress could then be communicated in the form of a “you said we did” update. A copy of the full result will be made available on the website and upon request.

## **6. RECOMMENDATION**

6.1 **The Committee is asked to comment on the findings and make further suggestions in response to the results.**

**Becci Youlden**  
**Head of Stewardship and New Communities**

## Appendix A

## IMS and You

1. Taking everything into account, how satisfied are you with the overall Stewardship service provided by IMS?					
Satisfied		Dissatisfied		Don't Know	
N <sup>o</sup>	%	N <sup>o</sup>	%	N <sup>o</sup>	%
90	<b>36</b>	128	<b>52</b>	29	<b>12</b>

2. How satisfied are you with Lawley Village as a place to live?					
Satisfied		Dissatisfied		Don't Know	
N <sup>o</sup>	%	N <sup>o</sup>	%	N <sup>o</sup>	%
202	<b>82</b>	43	<b>17</b>	2	<b>1</b>

3. How satisfied are you with the maintenance of the open areas in Lawley Village?					
Satisfied		Dissatisfied		Don't Know	
N <sup>o</sup>	%	N <sup>o</sup>	%	N <sup>o</sup>	%
103	<b>42</b>	134	<b>54</b>	10	<b>4</b>

**What are your top 3 issues with the open spaces?**

- 75 – Quality of open spaces (i.e. fallen/dead trees, lack of green spaces, lack of/untidy parks, ponds unattended to, lack of bins)
- 58 – Poor maintenance (i.e. communal areas, hedge trimming, courtyards, grass not maintained, lack of weeding)
- 52 – Litter
- 38 – Parking (limited, park in wrong places)
- 27 – Dog fouling
- 19 – Lawley Square – generally untidy
- 18 – Lighting (lack of/broken)
- 18 – Quality of street furniture (i.e. broken bollards, etc)
- 17 – Poor state of roads (i.e. dirty, damaged, and not finished)
- 15 – Construction problems (i.e. dirt, damage, rubbish)
- 13 – Unfinished work (walls, fences, etc)

- 7 – Poorly maintained gardens
- 6 – Bins left out
- 4 – Poor traffic management
- 3 – Residents breach covenants
- 3 – Awful Christmas tree
- 3 – Nothing is IMS's responsibility with an additional 2 comments IMS do not respond back

The following separate comments: ugly bridge, no gritting, not even policed, too many houses, not enough open space, want more amenities, Lightmoor make Lawley look like a poor relation, don't have garden grass cut or windows cleaned, fee too high for single parent, need road signs, David Wilson took out mature trees, lack of consistency with alteration applications.

4. How satisfied are you that IMS listens to your views and acts upon them?					
Satisfied		Dissatisfied		Don't Know	
N <sup>o</sup>	%	N <sup>o</sup>	%	N <sup>o</sup>	%
57	<b>23</b>	99	<b>40</b>	90	<b>37</b>

5. How satisfied are you that IMS encourages residents to participate in community activities?					
Satisfied		Dissatisfied		Don't Know	
N <sup>o</sup>	%	N <sup>o</sup>	%	N <sup>o</sup>	%
133	<b>54</b>	62	<b>25</b>	52	<b>21</b>

6. How satisfied are you that IMS encourages residents to set standards and priorities in the delivery of stewardship services?					
Satisfied		Dissatisfied		Don't Know	
N <sup>o</sup>	%	N <sup>o</sup>	%	N <sup>o</sup>	%
83	<b>34</b>	101	<b>41</b>	63	<b>25</b>

7. How satisfied are you that IMS encourages your involvement in setting priorities for the stewardship fund are used?					
Satisfied		Dissatisfied		Don't Know	
N <sup>o</sup>	%	N <sup>o</sup>	%	N <sup>o</sup>	%
75	<b>27</b>	136	<b>49</b>	67	<b>24</b>

**8. To what extent do you agree or disagree with the following...?**

<b>a) IMS provides an effective and efficient service</b>					
Agree		Disagree		Don't Know	
Nº	%	Nº	%	Nº	%
62	<b>25</b>	137	<b>56</b>	47	<b>19</b>

<b>b) IMS treats its residents fairly</b>					
Agree		Disagree		Don't Know	
Nº	%	Nº	%	Nº	%
87	<b>35</b>	85	<b>35</b>	75	<b>30</b>

<b>c) IMS has a good reputation in my area</b>					
Agree		Disagree		Don't Know	
Nº	%	Nº	%	Nº	%
48	<b>19</b>	141	<b>57</b>	58	<b>23</b>

<b>d) I trust IMS</b>					
Agree		Disagree		Don't Know	
Nº	%	Nº	%	Nº	%
56	<b>23</b>	121	<b>50</b>	67	<b>27</b>

<b>e) IMS provides Value for Money</b>					
Agree		Disagree		Don't Know	
Nº	%	Nº	%	Nº	%
55	<b>22</b>	144	<b>59</b>	48	<b>19</b>

## Any other comments about your relationship with IMS?

- 51 – Paying charge and not getting anything for it/don't know what paying for/not value for money
- 19 – Told my issue is not IMS responsibility
- 8 – Parking needs addressing
- 8 – Covenants not adhered to and not enforced
- 5 – Could not comment as recently moved in
- 3 – No action from last survey/ comments not acted upon
- 3 – Walkabouts times need changing to evenings/weekends
- 3 – Didn't know about IMS Stewardship
- 3 – Good communications/response to emails/telephone calls etc
- 2 – IMS Officers are good

## Contact with IMS in the last 12 months

### 10. Have you had any reason to contact IMS in the last 12 months?

	N <sup>o</sup>	%
Yes	127	<b>52</b>
No	119	<b>41</b>

### What was your contact in relation to?

Contact type	N <sup>o</sup>	%
Parking	34	<b>28</b>
Alterations	22	<b>18</b>
Stewardship Charge	17	<b>14</b>
Unfinished building work	14	<b>11</b>
Poor quality of open space	12	<b>10</b>
Lighting	11	<b>9</b>
Breaches	6	<b>5</b>
Bins	4	<b>3</b>
Community events/ involvement	3	<b>2</b>
ASB/Neighbour issue	3	<b>2</b>
Dog poo	3	<b>2</b>
IRS	2	<b>2</b>
Litter	2	<b>2</b>

### If you have had any reason to contact IMS in the last 12 months

#### 11. How satisfied were you with the ease of getting hold of the right person?

Satisfied		Dissatisfied		Don't Know	
N <sup>o</sup>	%	N <sup>o</sup>	%	N <sup>o</sup>	%
65	<b>54</b>	46	<b>39</b>	8	<b>7</b>



### **Additional analysis**

<b>Issue</b>	<b>Satisfied %</b>	<b>Not satisfied %</b>
Alterations	67	37
Unfinished building work/ open spaces	38	67
Parking	41	59
Stewardship Charge	69	31

<b>12. How satisfied were you with the helpfulness of staff?</b>					
<b>Satisfied</b>		<b>Dissatisfied</b>		<b>Don't Know</b>	
<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>
71	<b>56</b>	52	<b>41</b>	4	<b>3</b>

### **Additional analysis**

<b>Issue</b>	<b>Satisfied %</b>	<b>Not satisfied %</b>
Alterations	82	11
Unfinished building work/ open spaces	56	44
Parking	41	59
Stewardship Charge	75	25

<b>13. How satisfied were you with how quickly staff could deal with your enquiry?</b>					
<b>Satisfied</b>		<b>Dissatisfied</b>		<b>Don't Know</b>	
<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>	<b>N°</b>	<b>%</b>
60	<b>48</b>	60	<b>48</b>	5	<b>4</b>

### **Additional analysis**

<b>Issue</b>	<b>Satisfied %</b>	<b>Not satisfied %</b>
Alterations	62	38
Unfinished building work/ open spaces	44	56
Parking	53	47
Stewardship Charge	75	25

14. How satisfied were you with the outcome of your query?					
Satisfied		Dissatisfied		Don't Know	
N°	%	N°	%	N°	%
42	<b>33</b>	76	<b>60</b>	8	<b>7</b>

### **Additional analysis**

Issue	Satisfied %	Not satisfied %
Alterations	76	<b>24</b>
Unfinished building work/ open spaces	22	<b>78</b>
Parking	37	<b>62</b>
Stewardship Charge	80	<b>20</b>

## **Community Development and Involvement**

15. How satisfied are you that you have been encouraged to participate in the management of Lawley Village?					
Satisfied		Dissatisfied		Don't Know	
N°	%	N°	%	N°	%
95	<b>39</b>	93	<b>38</b>	55	<b>23</b>

16. How satisfied are you with the community events and activities provided by IMS?					
Satisfied		Dissatisfied		Don't Know	
N°	%	N°	%	N°	%
107	<b>44</b>	91	<b>37</b>	47	<b>19</b>

10. Have you had any reason to contact IMS in the last 12 months?		
	N°	%
Yes	127	52
No	119	41

17. Were you aware (before receiving this survey) of the following:				
	Yes		No	
	N <sup>o</sup>	%	N <sup>o</sup>	%
That Lawley has elected representatives	144	<b>59</b>	102	<b>41</b>
Who your elected representative is?	62	<b>25</b>	183	<b>75</b>
How to contact your elected representative?	55	<b>22</b>	190	<b>78</b>

If you have had contact with your elected representative, overall:-

18. How satisfied were you with the ease of getting hold of the right person?					
Satisfied		Dissatisfied		Don't Know	
N <sup>o</sup>	%	N <sup>o</sup>	%	N <sup>o</sup>	%
10	<b>8</b>	11	<b>8</b>	112	<b>84</b>

19. How satisfied are you with how the Resident Representative was able to help with your enquiry?					
Satisfied		Dissatisfied		Don't Know	
N <sup>o</sup>	%	N <sup>o</sup>	%	N <sup>o</sup>	%
10	<b>8</b>	8	<b>6</b>	110	<b>86</b>

20. How satisfied are you with the Resident Representation?					
Satisfied		Dissatisfied		Don't Know	
N <sup>o</sup>	%	N <sup>o</sup>	%	N <sup>o</sup>	%
25	<b>17</b>	36	<b>24</b>	88	<b>59</b>

What should IMS prioritise spending on in the next three years?

Qn.		Yes		No		Don't Know N <sup>o</sup>
		N <sup>o</sup>	%*	N <sup>o</sup>	%*	
21.	Increased activities for residents	100	<b>51</b>	96	<b>49</b>	33
22.	Increased community participation	121	<b>62</b>	73	<b>38</b>	31
23.	Improve environment	224	<b>97</b>	8	<b>3</b>	5
24.	ASB	155	<b>78</b>	45	<b>22</b>	28
25.	Grants and Funding	82	<b>31</b>	104	<b>69</b>	32
26.	Working with partners	124	<b>66</b>	65	<b>37</b>	39

\*based on yes and no answers only

## 27. What community events and activities are you and your household interested in?

Activity	N°
Seasonal activities	140
Events for families	110
Large scale fun days	102
Events for children	88
Sporting events/activities	80
Charity events	74
Creative events	73
Adult only events	67
Events for young people	64
Events for older people	28
Events by phase	26

### Suggestions for community events

- 2015 Lawley fun day was excellent. Cheese and wine event. Christmas panto was excellent. German market is good VFM. Phase activities.
- A craft fair or small market
- A large fun day would be a good idea. Sports day for young children
- Activities on a weekend.
- Any events that bring the community together and although I'm not anti children, not everyone living here has children so maybe events that can include couple or single people. Day trips.
- As a family of 2 full time working parents it would be great to see more weekend activities.
- Bingo
- Charity football matches  
Proper Christmas tree/lights and event in Lawley Square.  
Mini German Market
- Christmas 2015 was a disaster. Weather had a part to play but the situation with the tree was a joke.
- Christmas lights on the Square would be a good community festival event. Fireworks display / bonfire night. Summer festival.
- Christmas Lights, Christmas Switch on, Good Christmas Tree
- Christmas tree lighting event.`
- Dog walking groups
- Easter & Summer Family fun days. Christmas lights & lighting up activities.
- Easter egg hunts. Fun days. Christmas activities / lights. Halloween walks around neighbourhood.
- Events that people who work can attend, not coffee mornings.
- Events to build community relationships e.g. BBQs, Picnics, etc
- Events would be good if the timetable worked around family life and work times. Some people miss out because of work commitments (shift work) and out of school clubs.
- Funding support for the local scouting group
- Get the older residents together for say coffee morning?
- Get to know your neighbours / Community / IMS

- Get together in communal areas
- Holiday activities in half term for parents and children. Adult only trips night out in Birmingham.
- Horse riding for the children youth club for the older children more parks
- I don't think our stewardship fee should be spent on issues the police & council should deal with, or social events only a small number of people would want to attend.
- I have a learning disability, events I could attend would be good. Most things I have seen are for Children.
- IMS to act more for children and younger children instead of grown people acting like aeroplanes on car parks during Lawley running club meeting. Seeing IMS are all for the good of the community and providing activities for the young children and families of Lawley Village.
- Inter Phase "It's a knockout!"  
Inter Phase "Round Robin" League, a 6 month long competition that comprises of golf, netball, 5 a-side football, rounders that pits each phase against each other but fosters community and encompasses all age groups
- It is important that the events organised reflect what MOST people want. Spending considerable sums on selective event/activities is unfair for those who are not going to participate.
- It would be helpful to have a newsletter distributed by post occasionally as if you don't use Facebook (which I don't) you have no idea
- Kids 5 a side football match. Adult walking. Orienteering. Geo caching. Sports Day. Walking Group. Gen Knowledge quiz (not about football) Tug of war.
- Make sure Xmas tree is vertical!!
- market fayre with stalls  
carol singing around the tree on the square  
fun run  
quiz night  
summer fayre
- More activities for Lawley, too much of our money is used at Lightmoor Village fate etc, involves the whole family.
- More subsidised trips to the beach, leisure parks, museums etc. Community gardening projects - herb planters. Youth activities.
- Music festival for up and going musicians
- Nature trails / walks. Family firework display. Craft Market. Farmers Market.
- Not that we are against community spirit but why should we pay for these activities and have people from other areas come and then people that turn up later that pay IMS have nothing left.
- Open air film on the green. Activities linked to international events. Street party for Queen's birthday.
- Please be aware that a number of residents work full time so events should be planned in evenings and weekends to include most people.
- Queen 90th Birthday Street Party
- Quiz night. Local Run. Local Bike Ride.
- Regenerating the orchard/communal area. Organise time on a weekend in the spring for a general gardening / tidy up of the area and include a picnic lunch. Bingo nights. Competitions. Craft sessions. Quiz nights. Kids holiday sessions.
- Regular quiz nights. Street parties, fun days.

- Send information about activities via post unless looking on Facebook activities are missed. Wasn't there a newsletter? Can't this be done more often?
- Street BBQs, Party, Easter Egg Hunt
- Street parties, Christmas festivals/markets. Utilise the square in Lawley rather than just using it for takeaways, close it for market stalls to encourage the community to get together.
- Street Parties.
- Summer BBQ, Carol Singing, Childrens' Christmas Party, Treasure hunt, Rounders
- Summer BBQ, Christmas Events, Easter Egg Hunt
- Summer BBQ. Christmas Craft, Harvest, Charity events.
- Summer fete, Easter Egg Hunt
- Summer sport days. Street Parties (Olympics, Football/Queens Birthday. Santa Grotto). Active twitter/Facebook & website for increased management.
- The Christmas Tree was terrible! I have a young and it would have been nice to see a lovely decorated tree not surrounded by building materials.
- There has been very few activities for adults only, myself and my brothers all live in Lawley and we are all under 30 with no children. Seems like IMS are only concerned with those that have children, despite the fact the 3 of us actually OWN our homes.
- Things for young adults and mixed aged groups pub quiz
- Try actually running events for people that work in the week instead of silly times that don't suit working people.
- We are not on the Facebook page and as such we are not made aware of events which take place which is likely to exclude us and others.
- We feel that more money should be spent on making this lovely estate a better place to live, for example - dog wardens (fed up with treading in poo), speed control before someone gets killed, penalties for stupid parking - all things were told to expect when we moved here
- We have grown children and are semi-retired, there only seems to be activities for families.
- We have large open grass spaces but no effort to put on summer events in these spaces seems a missed opportunity.
- When activities are organised the only way we know about them is Facebook and a newsletter that we see once a year. As a reminder to residents perhaps do a leaflet drop a week or two prior to the date as a reminder to residents
- Why are none of the above 21-27 questions about how to spend our money on the things we expect it to be spent on? Communal areas and garden spaces are so poor when they were sold to us as landscaped area. Too much priority is taken on getting permission from us, when we are actually trying to make our properties better than how they were when we bought.
- Why not help the people that do have a valid reason (i.e. illness, disability etc) by keeping their gardens etc in a nice condition - surely that would also work out what is not working on estates? Hold estate walk round out of office hours (most residents are working during the current times).
- Wine Cheese tasting. Historical talks about local area. Gardening events (talk competitions) walking / Rambling not the estate walkabouts. Craft fairs. Breakfast mornings. Film nights.

- Youth club type activities, family fun days, charity based events.
- Celebratory events Queens Birthday Rugby & Football world cup events  
There is now where to view these games as the only pub Grazing Cow does not show sports or encourage it. A very big minus. We're not young hoodlums and know how to behave but we do love our National Sports
- All family events - for a female unable to conceive that is disabled – Unfair

### **Other comments from Survey- Your relationship with IMS**

- £250 pa doesn't get me a lot. I honestly couldn't tell you what has been done by IMS in the vicinity of my property.
- A total waste of time. We knew that the money has to be paid but the value of service is rubbish. Cannot understand what service I get, we have no courtyard so we have no benefit of this charge.
- After contacting IMS numerous times over non maintenance of area still nothing is done. I am paying for a service I am not receiving. Lighting not working, rubbish from site all over private gardens, pavements not finished after 4 years and or damaged from goods vehicles.
- Any email I have sent has been replied to satisfactorily. Enjoy community events well worth the money, but hard to get them to take responsibility for open areas.
- Anything I write in this box will largely be ignored in real action unless you send around the PR Contractor again in which case we got a nice feeling for a few weeks
- Apart from cutting the grass I see no other benefits.
- Apart from the very infrequent communication through the post I have no relationship with IMS apart from paying money of course! So I don't know how they are helping me or my community.
- Bins & parking / properties is not enforced causing damage & congestion. Roads still not maintained.
- Bins still out in frontages. Cars not in car ports. TV Dish overlooking House.
- Despite living in Lawley Village for 4 months I have seen little evidence of IMS as an organisation that benefits residents
- Don't have a relationship with IMS. Parking by residents on pavements, and not using their driveways behind gates.
- Don't see what we get for our money
- Except for sending this and an invoice this is the only contact. Visibility I have from IMS in 12 months. I am struggling to see the point of you. Any meeting are organised in the day (it's a commuter town) and community participation seems to be to tick a box. I don't mind paying the fee however I do expect output and communication.
- Expensive and areas are not maintained and some resident's gardens are a mess!
- From my contact with IMS I have considered them to be very poor they don't take responsibility for certain things which is their responsibility.
- Generally perception is very poor, IMS are more interested in sending letters for bins left out and satellite dishes than actually finding out what residents care about.
- Glad we can pay Community Charge via direct debit!

- Have seen no evidence of any service of IMS around our property. I have spoken to Persimmon about the poor standard of this grass outside our house and nothing has been done. This is our main issue. Other issues such as untidy bushes around houses, dented bollards, etc. doesn't seem the good value for money.
- I am reserving judgement until I have lived here a bit longer, but I am disappointed with the maintenance and upkeep of public areas enforced by IMS.
- I believe that IMS should not charge its residents full charges until builds are complete as they are unable to provide the service that they say they are offering.
- I can't see what we are paying for if the road has not been adopted yet.
- I did not know anything about IMS stewardship
- I don't see what IMS provides other than a Xmas card and yearly fee letters.
- I don't understand questions 6 & 7
- I feel that our relationship with IMS is very poor. On all the times we have contacted them we have been told this (our issues) are nothing to do with them! We have been laughed at by builders for complaining to them directly and it has been made a joke of. Recently my son (aged 5) was nearly knocked over outside our house by a speeding car as I was about to put him in the car for school. I believe there is no respect for the residents already living here and the only focus is on getting the other houses sold to make more money! I am very upset by the way we have been treated and would like to discuss these matters further. As a mother of a small baby and being on maternity leave I have witnessed many times daily issues within this area.
- I feel their word is their bond.
- I feel we get little or no return for our annual fee. If this is the annual survey what happened to last year's survey.
- I find IMS are paid an extortionate amount and it appears their priority is to remind residents of the strict covenant rules that only apply to the estate on the Church side. The new housing estate are allowed satellite dishes UPVC windows, Why??
- I find Ironstone has not honoured their contract with Residents. I do know there is a lot of projects going on but to finish one instead of starting others would be an idea.
- I genuinely do not know what we pay IMS for. The only evidence I have seen is the embarrassment of the Christmas Tree put up in the main square.
- I have been on Estate 'walkabouts' but find that my observations and recommendations are not acted on! The appearance of the estate will deteriorate if not looked after properly.
- I have mentioned several times in surveys like this how dangerous the two trees are situated in the road at the top of Church Croft by Arleston Lane / Pepper Mill - causing loads of near accidents as there is no room for cars to turn into Church Croft if a car is coming and nearly hit each other head on. Also the bollards are a safety hazard as make manoeuvring very narrow and will be very dangerous if icy or snow and cars slide on the road. Please remove them!
- I have moved in recently and would have expected to be contacted by a resident representative to discuss work you complete and how I could help if I wanted.



- I live in Barrack close by Morrisons. Anytime I have approached Ironstone about the metal fence that was up it was a case of there is nothing we can do. That is not very helpful or supportive for residents.
- I seem to pay a great deal of money for limited services. Though some things are probably not IMS they should be. Buses trying to drive down Birchfield Drive with double & triple parking impossible. Emerging from Barrack Close blind spot turning right. People using shops parking in private spots. Poor lighting.
- I stopped trying to report anything to them as they always deflect blame to others instead of acting as responsible intermediaries between the developers, builders, local authority etc to get the issues resolved.
- I wish I knew who to contact and for what - at the moment it is not clear what is IMS/Developers/Council. Also where is the office now?
- I would like to know what you do with your money, as the fund seems to be very high as do your wages
- If you are charging £250 a year I would expect a lot more than cutting grass every couple of months. As stated above driving and walking around Lawley is a joke. I would not have moved here if I knew it would be like this.
- IMS always use the excuse the estates have not been handed over from developers so I feel we are in limbo.
- IMS do not respond or listen to concerns of residents.
- IMS has shown a lack of ability to resolve any of our issues - we pay a large sum of money to IMS and nothing to show for it! Sort out parking issues. Make residents use allocated parking.
- IMS is a dictatorship. It is ridiculous that private home owners have to ask for permission to make modifications to their homes.
- IMS need to build a relationship with everybody. The way this can be done is by helping to listen to us rather than dismissing our thoughts. It's great to send a survey and request the £250.00 but IMS has to action things. Saying it not our concern yet is not an answer
- IMS provides value for money? This is completely untrue, IMS pick and choose which items of the original contracts that the residents signed up to. We were told they would be responsible for roads open spaces after 6 years Stewardship this has not happened. There would be no commercial vehicles on the site this is also untrue! Bins were to be stored out of sight this is also untrue being one of the only residents to put bins on to our property we received a letter advising us to put our bins away.
- Lack of explanation of monies spent. Un-adopted area - standard answer. Slow response time. Lack of ability to rectify certain issues. E.g. parking.
- Lot of money for not a lot of service, don't know what you actually do.
- Many issues have a great degree of "buck passing" with no clear answers as to who is actually responsible.
- Meetings have been scheduled for Saturdays, not good for those of us that work, evenings may be worth considering. Parking rules & regs not enforced, people not use their own garages/drives, using communal spaces.
- My views are about IMS as an entity and not any individuals. I would like to emphasise that I am happy with the relationship I have with IMS officers but feel IMS the entity has not delivered what was promised when we bought our property. 7 years ago.
- Need to keep notice boards up to date!
- No visible evidence of what our £250 actually gets spent on.
- non-existent and paying money for nothing. Already pay council tax.

- Not been in the property long so unable to comment at this point in time.
- Not engaging with residents - every time I ask a question it's not their area! No proactivity.
- Not had much to do with them yet but cannot understand what the money is spent on? We own a detached property with no communal parking - what are we paying for? No info pack or contact details before this arriving.
- Not really sure what IMS do? Not sure how my money is spent. Do we get a say?
- Not sure what IMS role is. Do not understand why for the past 2 years we have paid the Stewardship fee when our road was still under the builders and that IMS said they couldn't help until it had been adopted by them. Has this now happened?
- Not sure what you do for me and my area
- Not very enforcing. Don't get back to residents when issues are raised. Not enough estate inspections. IMS shouldn't wait until a walkabout to pick up issues breaches of TP1. Prioritise budgets on estate appearance / management.
- Only direct dealings with IMS have been us paying them! I can't see anything that they have done for me other than make me poorer. Even the estate walkabout happened during the working day - these should be at the weekend when more people can attend. Feel that is very unfair that the upkeep costs are charged to everyone not just residents who benefit (i.e those with courtyards and green areas). I might as well throw £250 away for all the value I get from you.
- Only involvement has been sky dish which was ok. Streets not adopted, IMS not yet responsible for much of the area so very unclear what we are actually paying for.
- Other than paying for the service and seeing a small patch of grass mowed in summer I have no idea what you provide for us.
- Over charged
- Over the past have found them very helpful. Please could I put gravel or slate on my front garden as I am an OAP and cannot get down to do it, cannot afford a gardener? As other residents have done and the plants are useless and look out of place.
- Overpaid for very little result. Sold this lovely idea of managed community. AWFUL!
- Parking not dealt with. Open areas are a mess. Flower beds damaged by people driving over them due to poor parking. Bins left out permanently. Not being dealt with all things promised by builders. IMS not responsible for most things, the builders do nothing.
- Paying for IMS when IMS have not taken full ownership of everything stated in contracts. More needs to be done over drug taking in flats on Smallhill Road overlooking the park, smell drifts over and is very prominent. Very close to children playing.
- Personally don't have an issue with IMS but I pay a stupid amount of money a year for fancy newsletters and a nice office. I don't really see how the money I spend benefits me, my courtyard is a mess, rubbish, weeds and wheelie bins. Not a place I would recommend other people to live in. People don't respect communal areas and leave their cars blocking other people. Check the courtyard out between 2 and 4 Clips Moor. Bins and a car parked not in a space and being in the way all the time!

- Please advise what is being done about cars parking on the main roads in the Village, constricting traffic flow to single lanes and obstructing visibility when turning out of side roads? Not only is it an inconvenience but also very dangerous.
- Really don't see why residents should pay for services twice. IMS & Council.
- Reported lamppost not working several occasions BVT assured me he would report fault still not working...
- Something needs to be done about visitor parking in that residents use these spaces & also parking in the street. This is horrendous & needs to be addressed.
- The annual charge is far too high and can't be justified.
- The fee we pay towards supposed services is too high. If IMS has provided a service, it would be beneficial for this service to be made known / publicised.
- The role of IMS seems very unclear. I have not seen any use of the community fund which my household has paid.
- There are weeds and litter in the front and back gardens next to me. There is also a problem with the courtyard at the rear of my property. There is a car permanently parked there and sometimes up to 3. The paving has not been finished as promised.
- There is no relationship. We bought a house here because it had a management service to keep the estate nice. A few examples Parking all over is dreadful, pavements are not finished.
- These questions should be less about what our relationship is like, and should be more about Value for money we get as residents. What we actually see our money being spent on.
- They just sit behind the developers and don't do anything apart from take our money.
- They need to adopt my area (Barrack Close) as I pay into their funds and received nothing back. If they haven't adopted my area why should I pay. Seems unfair.
- Value for money. I cannot see what I'm getting 5 years in!! Scrap it all - save the money!! Waste of money!
- Very poor management. Resident's concerns of poor parking facilities. Trees placed in street and constantly being damaged.
- Was constantly fobbed off that it wasn't an IMS issue when regarding a street light not working.
- Wasn't told about service till after we had signed. It's a rip off. Stop wasting my money on crap like this survey.
- They don't enforce simple rules. i.e. rubbish untidy gardens grass areas. They say they don't monitor the Lawley webpage but sometimes make comments. We only ever learn about things happening by going on Facebook which is mostly a negative medium and ends up as a finger pointing slanging match not constructive.
- We have rarely seen IMS employees tending to the estate. We have not been asked how we would like to prioritise how our fees are spent. We have been paying fees for nearly 3 years now, yet the estate is still a building site with unfinished paths, roads and spaces.
- We pay a lot of money for absolutely nothing! IMS have no power, no interest. We have been grossly misled when purchasing our house with regard to the service provided by IMS - not happy people at all!!

- We played by the rules to get Sky TV installed when we first moved in. Now it seems it's just a free for all with Sky boxes appearing everywhere. IMS seems to do very little in return for the yearly charge.
- What is the policy on Solar Panels/Renewable energy? It would be good to see same. Walk arounds always seem to be in the day when most people are at work.
- When we bought our house they sold the stewardship fee, with promises that sounded very good value for money. I have not seen that put into practise at all and when questioned we have been fobbed off.
- When we purchased our house we were told by the solicitor about all of the rules and regulations which we abide by. It's a shame lots of our neighbours don't. For sale boards up outside a neighbour's house, caravans, sign written commercial vehicles, bins left out for 2 weeks after being emptied. When you do the estate walk arounds why aren't these thing picked up on? I pay the £250 as I agreed to but I don't think its value for money but I like living here. Tell us more about what you do for us then people may feel a little less disgruntled with you and when did you elect the resident reps as I've never been told about them.
- Where is our money spent? It's not obvious. Covenants are not enforced.
- Why is it people park cars on the road side, but they have parking garage. Also dog poo all over the place, IMS must do something about that.
- Would be better to have fees on a Direct Debit in advance