Shop tenant Customer Care Surveys 2008/09

Results

1) In comparison with the private sector, I would prefer to have the Council as my landlord

Strongly agree	**71%**
Tend to agree	**18%**
Neither agree nor disagree	**6%**
Tend to disagree	
Strongly disagree	
No Answer	**5%**

2) I am satisfied with the location of my shop

Strongly agree	**59%**
Tend to agree	**12%**
Neither agree nor disagree	**29%**
Tend to disagree	
Strongly disagree	

3) The Council currently provides a free public car park in Bridlington Road, South Oxhey which benefits the shops. There is also free parking outside the shops in Baldwins Lane Croxley Green and also in Bedmond Green

Are you satisfied with this service?

Strongly agree	**65%**
Tend to agree	**12%**
Neither agree nor disagree	**18%**
Tend to disagree	
Strongly disagree	**5%**

4) The Free car parking assists my business

Strongly agree	**71%**
Tend to agree	
Neither agree nor disagree	**18%**
Tend to disagree	**6%**
Strongly disagree	**5%**

5) The Council has a policy of restricting user clauses to ensure essential traders are maintained
Do you agree with this policy?

Strongly agree	**76%**
Tend to agree	**6%**
Neither agree nor disagree	**6%**
Tend to disagree	
Strongly disagree	**6%**
No Answer	**6%**

6) How can the Council encourage more shopping in the local area?

Comments:

Some shops need a facelift, a small grant to assist shops to improve their façade would attract more customers
Limit the number of similar trades within certain areas-encourage different activites to increase diversity
Let the shops buy their freehold
Ensure free parking is maintained, encourage High Street names to locate in the area
Parking meters to be installed to deter non-paying customers from abusing the free parking
Big names locating in area would attract more customers to the area, benefitting local shops

7) Overall, I am reasonably satisfied with the Council service as my landlord

Strongly agree	**71%**
Tend to agree	**29%**
Neither agree nor disagree	
Tend to disagree	
Strongly disagree	