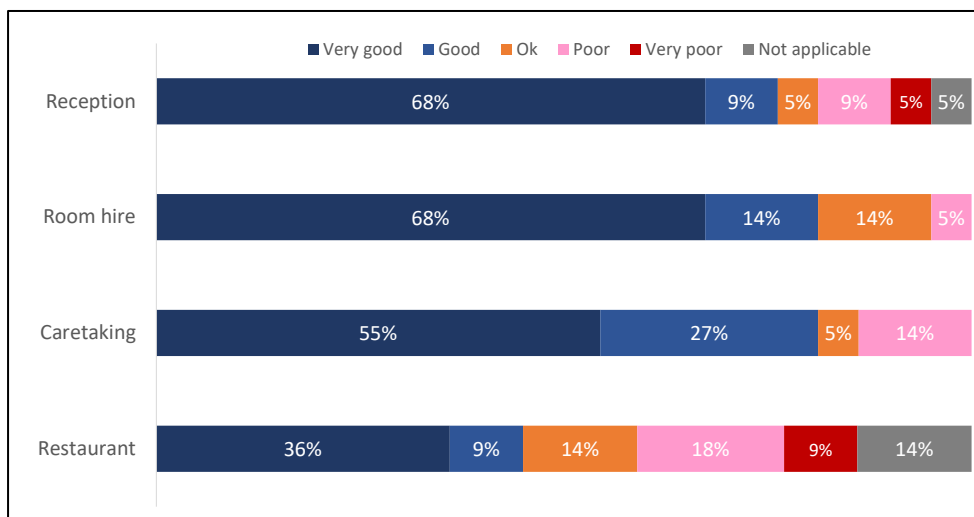


## Room Hire Analysis (independent)

TCCA conducted a user satisfaction survey amongst users. In total 22 people responded, with 19 responses to the English version of the survey and 3 to the Turkish version. Responses to both surveys have been analysed and are presented together.

People predominantly used the TCCA for room/hall hire. A wide range of events were given as the reason behind the hire including a birthday party, seminars, counselling, and advice sessions as well as religious meetings, including mevlits (prayers in memory of lost loved ones). Satisfaction with different elements of the service provided by the TCCA were generally high. Three out of four people (75%) said that the service provided by reception was 'very good' (68%) or 'good' (9%) (see figure 1). Satisfaction was even higher for room hire and caretaking (with 82% saying 'very good' or 'good' for both). Ratings for the restaurant fell with around one in three people saying 'very good' (36%) and around one in ten saying 'good' (9%).

Figure 1 Service ratings



Users were also asked to rate the cleanliness of TCCA. On a scale of 1 to 5, where 1 means 'very poor' and 5 means 'very good' 50% gave a score of 5, 27% a score of 4 and 18% a score of 3, just one person gave a score of 1.

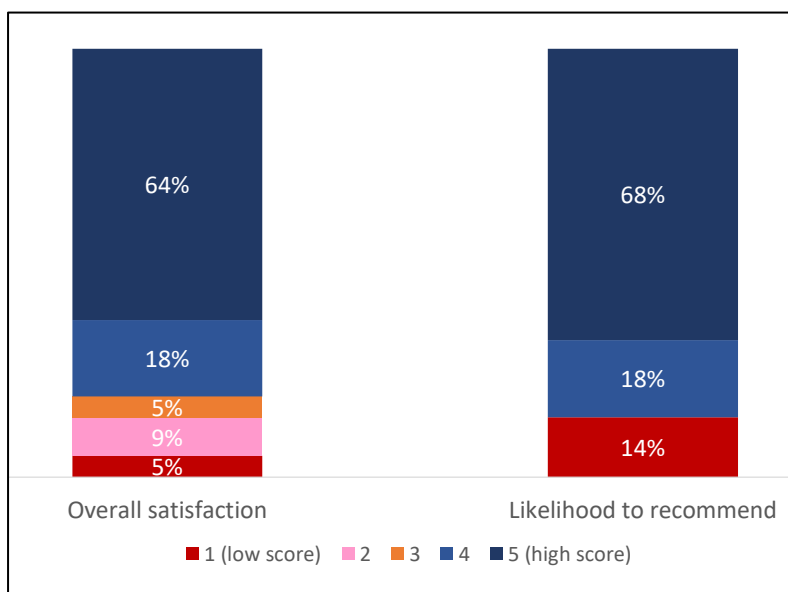
Users were asked to describe their experience of the TCCA. On the whole responses were overwhelmingly positive. One user described the TCCA as '*empowering organisations*'. Another user described her experience when she hired the hall for her daughter's birthday '*it was brilliant. Any questions I had were answered and any help I needed the caretaker was more than helpful*'. Another commented '*building really good, staff really good, no issues*' and another '*welcoming and helpful when needed photocopying*'. One user described in Turkish '*toplantılarda bulundum. Gayet faydalı toplantılar organize edildi*' (I found myself at meetings, they organised useful meetings). Only three people described a negative experience; two of these were in relation to being charged more than expected and the third related to the restaurant '*restaurant staff were extremely rude and tried to throw us out before our booking ended*'. One user gave mixed feedback with the restaurant, again, the source of negative sentiment '*poor restaurant otherwise great service*'.

The survey also asked about any other services that the TCCA should be offering. The following suggestions were offered (they are presented in no particular order):

- Internet/wifi, mentioned by two people.
- A user's group, possibly on a monthly basis – the user didn't elaborate on what they would like from the group.
- More access to equipment and refreshments
- Advice for drug and mental health issues
- Youth groups and children's services
- Use of kitchen when hiring room.
- Children's party packages

Overall satisfaction levels with the TCCA were high. 64% of people gave a score of 5 (very satisfied) and 18% gave a score of 4. Only one person gave a score of 1 (very dissatisfied). A similar proportion said that they were likely to recommend TCCA with 68% giving a score of 5 (very likely).

Figure 2 Overall satisfaction and likelihood to recommend



By way of conclusion, users were given the opportunity to offer any final feedback. Seven respondents had nothing further to add. Six respondents took the opportunity to express thanks to the TCCA, one of whom singled out Chief Executive Officer Erim Metto and Manager Sultan Mehmet for praise while adding *'all the team were amazing'*. Three other users also expressed praise for the staff: *'staff are very professional'*, *'fantastic staff'* and *'yes, management staff are amazing, professional and extremely client based...restaurant not so'*. One user commented *'I like the TCCA and it's a great venue'*, while another added *'will book again once the pandemic is over'*. One user commented in Turkish *'hizmet en yuksek seviyededir'* (service at the highest level).

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