

ITEM 8

**WESTMINSTER COMMUNITY HOMES LTD
BOARD REPORT**

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| TITLE OF REPORT: | Tenants Survey Results 2019 |
| DATE: | 4 th December 2019 |
| ORIGINATOR: | Sophie Sheekey |

APPROVE

DISCUSS

NOTE

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| EXECUTIVE SUMMARY: | This report provides a summary of the results received from the Tenants Survey 2019. There were 109 returns and overall the results were excellent with high levels of satisfaction expressed across a range of our activities. Some areas of concern were raised in respect of property condition and ASB which are all being followed up individually by the management team. |
| BOARD ACTION REQUESTED | The Board is asked to note this report. |

1. Background

- 1.1 In August 2019 Westminster Community Homes (WCH) Resident Satisfaction Survey was sent to all Intermediate and Assured Tenants via an online digital survey and paper copies.
- 1.2 The survey consisted of 6 Multi-choice questions and sub questions many of which we keep similar to those that are asked by Westminster Council. We included some new questions such as “Do you trust Westminster Community Homes” And “Do you think Westminster Community Homes have friendly and approachable staff”. We reduced the number of pages by simplifying questions within the survey to make it easier for our tenants to complete.

2. Maximising returns

- 2.1 To maximise the response rate recipients were advised that each completed survey will be put into a prize draw for the chance to win one of three £50 gift vouchers. Once the winner is picked for this year we will add that to our newly updated website, in the hope to encourage further responses next year. Survey responses were 109 compared to

last year's 105 surveys, a 4% rise. 247 contacts were emailed this year and a number of those had the survey posted to them and asked to return to their nearest estate office.

3. Results

- 3.1 The survey asked how satisfied or dissatisfied tenants were with various aspects of their housing services. To determine the satisfaction results and for the purpose of this report responses for "very" and "fairly" have been grouped together.
- 3.2 The survey showed positive feedback for WCH with 91% of respondents saying that they trusted WCH and that WCH have friendly and approachable staff. Comparably, 63% of WCC tenants felt this way.
- 3.3 91% of WCH tenants were satisfied with the overall service provided.

4. Housing and Services

- 4.1 When asked how 'likely' our tenants were to recommend WCH as a Landlord, on a scale of one to ten, ten being most likely, 91% of tenants chose to select between 7 and 10. Last year, our result was 90% and the year before that 88%.
- 4.2 90% of WCH tenants are satisfied with the quality of their home, and within this all the Intermediate rent tenants are satisfied which matched last year's result.
- 4.3 88% of our tenants felt that the rent for their home was value for money, compared with 89% last year. Comparably, Westminster Council tenants reported that 59% of tenants were satisfied with their property being value for money.
- 4.4 74% of tenants reported that they were satisfied with the way repairs and maintenance are being managed, compared to 46% of WCC tenants. We have responded individually to any tenant who informed us that they were dissatisfied with repairs and are currently looking to use Quinn London for void works in future. Some Assured tenants have expressed that they could benefit from a modernisation of their kitchen or bathroom. It could be beneficial for the housing management team to investigate this more closely for refurbishments to begin taking place of units which have not been updated in ten years or more.
- 4.5 76% of tenants reported that they were satisfied that they felt safe in their neighbourhood, compared with 70% of WCC tenants. Last year the satisfied response rate was at 69% so we have an increase of 7% which is encouraging. Of the remainder of tenants, 21 tenants have told us that they had to report anti-social behaviour. Where it has been reported to the WCH team or the housing management team for each case we are working closely with the claimant and in many cases the

ASB is coming from another tenant within the block, often Notting Hill Genesis tenants. We work closely with Genesis and the Police to ensure our tenants are safe or, in extreme cases, the tenant is offered alternative accommodation if they feel threatened.

4.6 When asked which area our resident's felt could use some improvement the tenants responded to a table which contained the following options. The figure to the left is this year's result and compared to the right column, last year's result. We included None as an option for people which 33 tenants chose this year.

| Activity | <i>Percentage</i> | This year | Last year's result |
|---|-------------------|-----------|--------------------|
| None | <i>30.28%</i> | 33 | N/A |
| Anti-Social Behaviour | <i>20.18%</i> | 22 | 26 |
| Estate services (cleaning and gardening) | <i>12.84%</i> | 14 | 16 |
| Communal Repairs | <i>11.93%</i> | 13 | 28 |
| Major Works | <i>5.50%</i> | 6 | 19 |
| Other | <i>3.67%</i> | 4 | 36 |
| Advice about your tenancy | <i>3.67%</i> | 4 | 6 |

5. Housing Management

5.1 91% of tenants are satisfied with the service they receive from their Housing Manager which is the same as last year's result.

5.2 We had some great feedback for the housing management team received in the comments section on the survey including "Very satisfied with service level provided by WCC Team."

6. Communication and information

6.1 87% of tenants believed that they receive enough opportunity to participate in housing management and decisions.

6.2 81% of tenants feel that we listen to their views and act upon them. In previous years this result was 73% so we have seen an improvement in this area.

6.3 Tenants were asked how they pay their monthly rent: 37% stated that they pay by Direct Debit which is an increase from 34% in the last survey. All intermediate rent tenants pay by Direct Debit.

7. ASB

7.1 There has been an improvement in the number of residents who have had to report cases, decreasing from 15% last year to 13%.

7.2 ASB is a reoccurring theme in the responses we are receiving from our tenants and it has become one of our priorities that we pay more attention to the tenant’s complaints of disruptive or anti-social behaviour. WCH and WCC housing management team have been keeping regular checks on the tenants who reported ASB and have forwarded their complaints to the relevant local managers.

7.3 One of the key areas of complaints has been from our tenants who live in buildings owned and managed by Genesis Notting Hill Group. The complaints are ongoing and we often do not receive any response even though in some instances these relate to serious disrepair (such as roof leaks etc.). The most serious case raised through this survey involved a GNH property which resulted in us offering alternative accommodation. We are now compiling a list of complaints in order to start legal proceedings against GNH for rent loss.

8.3 Satisfaction of how the report was dealt with remains at 26% and dissatisfied down from 21% to 10%.

9. Other comments

9.1 The tenants were asked for their current economic status. The table below compares these results with the two previous surveys:

| | 2017 | 2018 | 2019 |
|-----------------------------------|------|------|------|
| Full time employment | 29% | 24% | 38% |
| Part time employment | 26% | 28% | 20% |
| Permanently sick/disabled | 14% | 16% | 5% |
| Unemployed and available for work | 24% | 25% | 30% |
| Retired | 1% | 4% | 4% |
| Full time education | 1% | 3% | 3% |
| No comment | 5% | | 0% |

9.2 The tenants were asked to describe their household. The answers were as follows:

| | |
|--------------|-----|
| Single adult | 42% |
|--------------|-----|

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|---|-----|
| One adult with at least one child under 16 | 27% |
| Two adults with at least one child under 16 | 20% |
| Two adults | 7% |
| Other | 4% |

- 9.3 The results of this year's survey on the whole are positive and the responses have improved for most of the questions. This year's results will be published on the WCH website.
- 9.4 In free text comment boxes many respondents mention that they are happy with the service they receive.