

Main Report

Prepared November 2022

Havering

STAR Survey 2022



**Kwest
Research**

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1. Introduction And Background To The Survey

In 2022, Havering Council commissioned Kwest Research to undertake a broad ranging survey of its tenants and leaseholders. The research follows on from previous similar survey projects undertaken by Kwest in 2017 and 2020.

The 2022 research was amended and designed during summer 2020 to include the Regulator of Social Housing’s draft Tenant Satisfaction Measures questions. In addition, a number of bespoke questions were added to cover key areas of interest to the organisation.

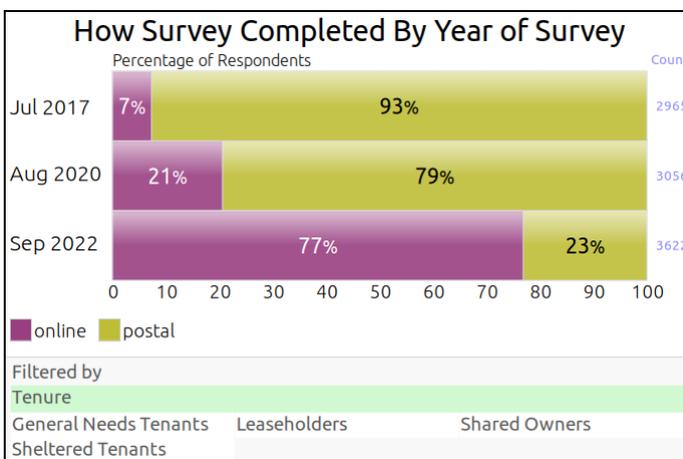
1.1 Important Factors To Consider When Interpreting Findings

Before outlining the methodology and response rate for the research, there are two major points that need to be taken into account when interpreting any findings from the 2022 survey.

Firstly, it is important to highlight the context of the research. The Covid 19 pandemic during 2020 and 2021 posed unprecedented challenges to the Council and severely impacted the ability to provide a full range of services to residents. The backlog of work created by the situation is still ongoing. Therefore, conducting the research some 2 years on will undoubtedly elicit responses from customers that are heavily and negatively influenced by the Covid experience as a whole and the disruption to services that the situation continues to impose. Falls in satisfaction have been observed in the findings for many social housing landlords and therefore, when reading this report, and especially when examining the year on year analysis, the effects of the pandemic should be borne in mind.

Secondly, the methodology for the survey (postal and email/SMS link) was severely compromised by the Royal Mail postal strikes that resulted in a decision to change the methodology for the project. This in turn has impacted the balance of replies from different techniques which has affected the satisfaction ratings returned. This is discussed in more detail below.

1.2 Comments On The Methodology & Response



The wave of postal strikes in 2022 had a significant impact on the response to the postal element of the research. Historically, the balance of a Postal-Digital mixed mode survey in the social housing sector is typically around 85% of responses returned postally and 15% by digital techniques. This pattern was broadly observed for the previous Havering survey in 2020, which saw around 8 in 10 responses from postal replies and 2 in 10 from email/online surveys.

FIGURE 1.1

However, the current survey has seen this trend dramatically reversed, with 77% of replies from digital methods and just 23% by post. This was driven by the decision to abandon the reminder postal mailing to non-respondents due to the strikes, and also as a result of undertaking multiple reminder email/sms invitations in attempts to maximise response.

The amended methodology adopted resulted in a number of significant differences compared to the 2020 survey:

1.2.1 Postal Response Numbers Are Very Low Compared To Previous Years

- The result of the postal strikes resulted in only about one-third of the expected postal responses being returned to Kwest for the first mailing. It appeared that the strikes delayed the return of completed postal questionnaires by at least 6-8 weeks, as Royal Mail seemed to allocate business reply mail as a very low priority. Based on data from the previous Havering projects, we believe that many more postal responses remain undelivered (both delivered to participants and sent back to Kwest from respondents).
- In total, by the time that data collection was closed (mid November 2022), only 858 postal responses had been received, versus an expected 1,500-1,800 from the first mailing alone. As a point of comparison, in 2020, more than 2,400 postal replies were received after three mailings.

1.2.2 Digital Response Numbers Are Very High Compared To Previous Years

- In contrast, in 2022, 2,973 respondents completed the survey digitally, primarily in response to email and text invitations (as opposed to log in details being provided in the letters accompanying postal questionnaires). This may, in itself, indicate that some postal questionnaires were not even delivered to those in the sample. This is five times as many digital responses as in 2020, and ten times as many compared to 2017.
- This increase in response numbers is presumably influenced by a number of factors. Firstly, Havering has continued to improve and update contact details as more residents use digital methods, allowing this method to be extended to a greater proportion of the population. Secondly, the relative ease of returning a digital survey compared to the effort of completing and returning a postal form makes this an attractive option. Thirdly, awareness of the postal strike may have led more participants to submit a digital response. Finally, the extra digital reminders that were sent out have further boosted numbers compared to previous years.

1.3 Impact Of The Fall In Postal Replies/Increase In Digital Replies

1.3.1 Satisfaction Levels Have Been Adversely Impacted

The 2022 results show that satisfaction levels have significantly decreased compared to 2020. Given the unusual circumstances leading to a different methodology and emphasis of digital versus postal replies, it is difficult to say with complete certainty to what extent this is driving changes in satisfaction. It can be concluded, however, that the balance of responses from postal and digital methods is a contributing factor. The examples below use tenant responses as a means of demonstrating that a heavier emphasis on digital responses has impacted satisfaction. In 2022, only 23% of tenant responses are postal, compared to 79% in 2020.

2022 tenant Postal responses return an Overall Satisfaction Score of 74% - versus 76% in 2022 (shown below in Figure 1.2) - A satisfaction drop of 2%

2022 tenant Digital responses return an Overall Satisfaction Score of 54% - versus 60% in 2022 (Figure 1.3 below) - A satisfaction drop of 6%

However, when the digital and postal responses are combined, Overall Satisfaction stands at 58%, compared to 73% in 2020 (Figure 1.4).

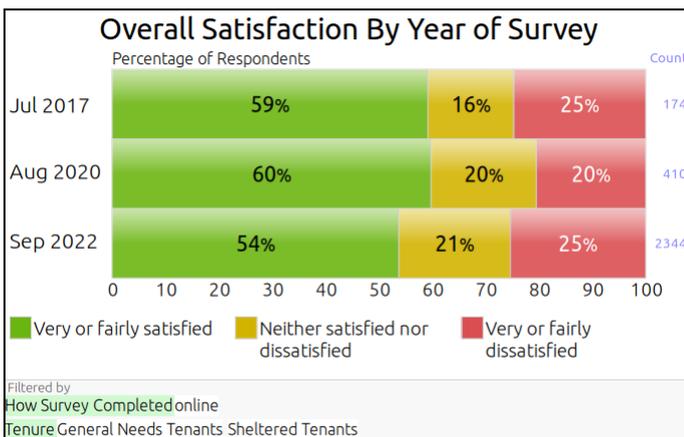


FIGURE 1.2

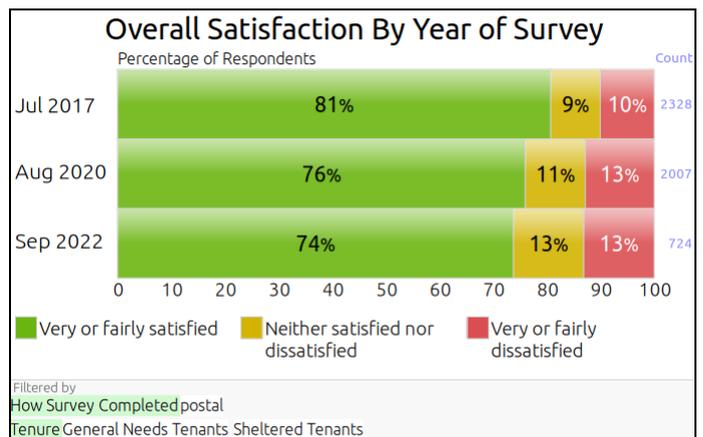


FIGURE 1.3

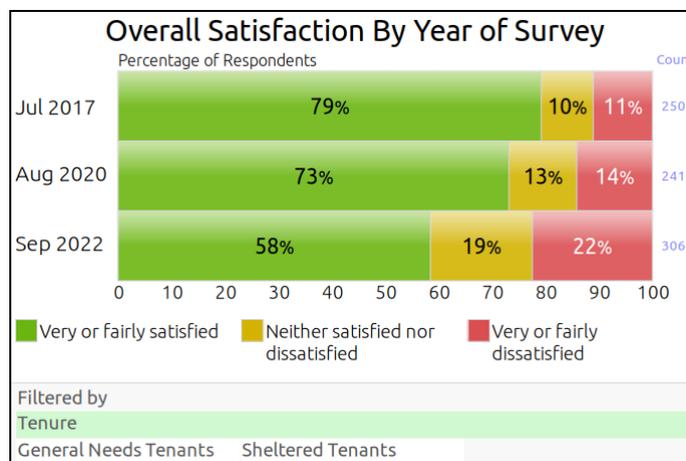


FIGURE 1.4

On the basis of the above findings, and in light of results obtained for other housing providers, it does appear that Havering satisfaction levels have fallen between 2020 and 2022.

Participants who have responded digitally are 19% less satisfied than those responding by post. Further analysis indicates that digital respondents are consistently less positive than postal participants, regardless of age.

There are a number of feasible explanations for this. It is possible that those who would never traditionally complete a postal questionnaire have been attracted to respond for the first time, being enticed to do so by the modernity and simplicity of the digital approach.

It likewise appears that the new digital respondents are tenants who have always been less satisfied than the type of tenants who have traditionally participated by post.

It is also possible that groups that were already less likely to be positive about service are further disillusioned by the continued disruption caused by Covid backlogs. This does appear likely to be the case as the drop in Havering satisfaction mirrors the results obtained for other London based authorities in recent months.

The cumulative effect of the current over-representation of digital respondents and their lower levels of satisfaction is that the current overall satisfaction 2022 score is just 58% versus 73% in 2020 - a drop of 15%. One obvious conclusion is that at least some of this drop can be attributed to a drop in service levels due to the pandemic, whilst some is due to the increase in digital participation, combined with the strike induced drop in postal participation.

1.3.2 The Profile Of Respondents Differs Between Techniques

Historically, those who respond using postal techniques are generally participative in nature, time-rich and often older, however, this is not the case with digital respondents. An analysis of the profile of respondents between techniques shows that digital participants are very different in nature, with a more critical outlook, generally younger, and with different perceptions of services.

Some tenanted households, where there are joint tenancy holders – often those with a younger profile – have had two invitations to participate. Where these residents are dissatisfied, they have the opportunity to give ‘two votes’ to express their views rather than one. In contrast, older households, which tend to be more positive, are more likely to be single person households responding by post, and so their views are diluted. This is particularly the case given the impact of the postal strike and the fact that only a single postal mailing was undertaken.

The method of survey response by age (including both leaseholders and tenants) is presented below for further reference.

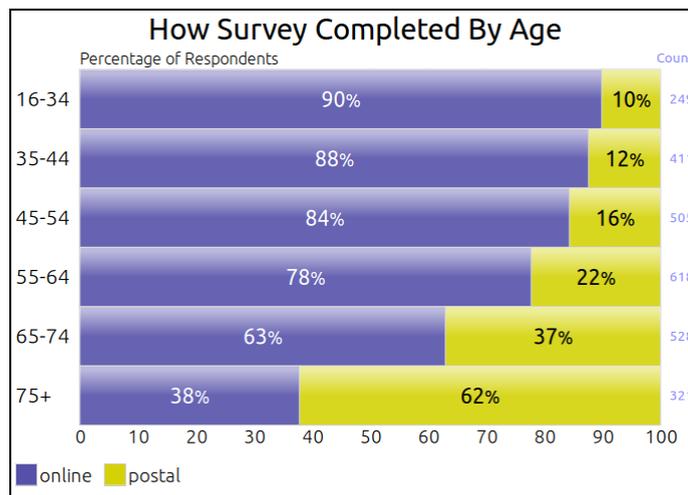


FIGURE 1.5

1.3.3 Differences In Response Technique Compromise Accurate Comparison

The unusual circumstances leading to different techniques being used to participate compared to previous surveys, the very different profiles of those opting to use postal and digital techniques and the contrasting opinions that they hold risk distorting year on year comparisons. For this reason, there are questions surrounding the main drivers for the fall in satisfaction that render it difficult to accurately compare results with complete certainty. However, given that the downward trend matches that observed for other London authorities post Covid, it can be concluded that service issues are contributing to lower ratings.

1.4 Recommendations For Future Methodology

The postal strikes, changing landscape of techniques used to complete surveys, the different profiles of respondents for each method, and the possible exclusion of groups with no access to digital means of participation have rendered the accurate monitoring of results very difficult.

Both digital and postal surveys are self-selecting in nature. Our recommendation for future research in the run up to the TSMs would be to adopt an alternative, less self-selecting approach that would even out response from different population groups and ensure that they are representative and accurate.

Our recommendation going forward would be that a telephone approach, supplemented by digital techniques would match the survey requirements well in a cost effective way. This method is not self-selecting in the same way and allows a representative sample to be targeted and controlled in a way that is not possible with postal and online surveys.

1.5 Methodology

In line with previous surveys undertaken in the Borough, all of Havering Council's 9,784 tenants were invited to take part in the survey. As properties can have joint tenancy holders, in some cases, this meant that more than one person per household was targeted. All 2,391 leaseholder households received a copy of the questionnaire. In addition, 600 Private Sector Housing (PSH) customers were included.

To maintain consistency in approach, a mixed methodology using online and postal distribution was selected for the research to provide a choice of completion techniques, with the aim of maximising response rates.

The approach proposed comprised email/sms link invitations to all those for whom Havering could provide contact details, followed by multiple mailings of a postal questionnaire. However, this methodology was compromised by a series of Royal Mail strikes, which resulted in serious disruption to the postal element. The impact of the strikes resulted in very few postal responses being returned. Given the disruption over a prolonged period, a reasonable decision was made by the Council to abandon the reminder postal mailings to non-respondents.

The amended approach therefore consisted of the following:

- Phase 1 – email and SMS link invitations to all those for whom Havering could supply contact details
- Phase 2 – reminder invitations were sent by email/SMS link to non-respondents
- Phase 2 – Postal mailing of a questionnaire, covering letter and reply paid envelope to all non-respondents and to all those with no email/mobile contact details.
- Phase 3 – a further digital reminder invitation by email/SMS link to non-respondents

1.6 Response Rates

In total, 3,831 responses were returned in time for analysis, representing a response rate of 30%. This is higher than the response rate of 25% achieved in 2020.

Response rates are higher for tenants (31%) and PSH customers (35%) than they are for leaseholders (23%). This is in line with previous Havering results, and results throughout the social housing sector.

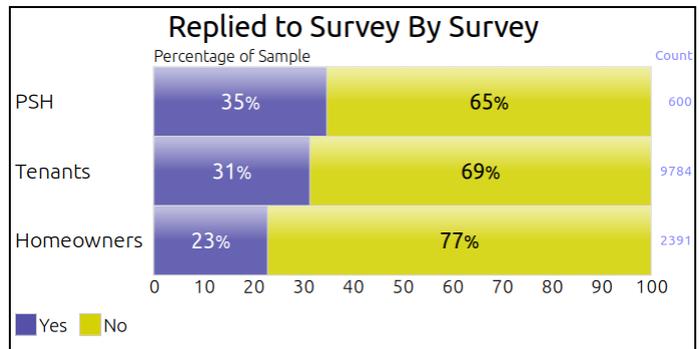


FIGURE 1.6

1.7 Accuracy Of Data

Overall statistical accuracy, assuming that the willingness to participate is independent of the subject’s view of the organisation is $\pm 1.3\%$ when using responses to represent the views of the organisation's 12,775 residents. This is calculated using the combined tenant, PSH and leaseholder responses.¹

Final data accuracy of $\pm 1.3\%$ overall allows the survey findings to be used with confidence. To explain, an accuracy level of $\pm 1.3\%$ means that if 50% of respondents answer “yes” to a yes/no question, then we know that between 48.7% and 51.3% of all households would give the same response, including those who did not return a completed survey form.

Analysis by a wide variety of sub-groups has been undertaken as part of the survey. It should be noted that where the number of respondents in a sub-group of the population is small, then accuracy of the data will be limited and findings should be interpreted with caution.

1.8 The Questionnaires Used In The Research

Three questionnaires were designed for the research project - one for tenants, one for leaseholders and one for PSH customers. Each version of the questionnaire contained a core of questions that allows comparisons across groups, as well as a number of tenure specific questions. Copies of each can be found in Appendix 1 of this report.

1.9 Analysis Of Results

Throughout this report, results are discussed for all residents as a single group (combining the views of tenants and leaseholders).

¹ “Residents” in this instance includes all tenants, including joint tenants, but only includes leaseholders at household level to reflect who was included in the survey.

In addition, analysis has been undertaken in a number of ways to provide deeper insight and understanding and is available via a series of graphical reports on Kwest's Online Analyst. In summary, analysis is provided in the following ways:

- Year of survey – All residents as a single group
- Year of survey – Tenants only
- Year of survey – Homeowners only
- Questionnaire type – Homeowners, Tenants and PSH Tenants
- Tenancy type – General Needs, Sheltered, PSH Tenants, Leaseholders, Shared Owners
- Property type – Bungalow, House, Flat, Maisonette & External Temporary Accommodation
- Number of bedrooms – 0/1, 2, 3+

Please note that all figures in the graphs are rounded to the nearest whole percentage point, which means that in some cases the figures in the graph may not always sum to 100%.

2. Executive Summary

2.1 Key Findings

The most notable finding from the 2022 results is that satisfaction levels have fallen significantly for many aspects of service compared to 2020.

The fall in satisfaction levels across the housing sector has already been referenced in this report. There are a number of possible explanations for this, including ongoing disruption and backlogs to services as a result of Covid - this trend has also been seen in the results of other social housing landlords in the past months. In addition, there is a heavier emphasis of younger, more critical residents using digital means of completing the Havering 2022 survey resulting in subsequent lower proportions of older, more positive residents completing postal questionnaires.

Before analysing results year on year in more detail, to demonstrate the general trend of falling satisfaction across the social housing sector, four examples of London Local Authorities are presented below alongside the 2022 Havering results, using the overall satisfaction with landlord question and tenant responses as an illustration. This comparison confirms that the Havering results are following a common pattern.

Social Housing Provider	% satisfied with overall service Latest Post Covid Survey	% satisfied with overall service Previous Survey
London Local Authority 1	62%	75%
London Local Authority 2	62%	81%
London Local Authority 3	60%	75%
London Local Authority 4	59%	69%
Havering Housing Services	58%	73%

TABLE 1 COMPARISON OF YEAR ON YEAR TENANT SATISFACTION WITH OVERALL SERVICE FOR 5 LONDON AUTHORITIES

2.2 Trends In The Data

- Residents who returned a reply via digital means are consistently less positive than those replying by postal questionnaire. This is regardless of age which is usually a key driver for satisfaction.
- Havering homeowners and tenants have very different relationships with their landlord; analysing the results reveals that those owning their property are more critical of many areas of service than their counterparts in rented accommodation. In contrast, sheltered tenants generally express more positive views than other tenure groups. This is a typical finding across the social housing sector which features in all the multi-tenure surveys that Kwest undertakes.
- Residents who are satisfied with the repairs service are significantly more likely to be happy with the overall service provided. Conversely, those who are unhappy with repairs are far more dissatisfied with the service provided.
- Older residents generally express more positive views than their younger counterparts. This is a very common finding in Kwest’s experience.
- Residents who have reported incidents of anti-social behaviour to Havering Housing Services are less likely to be satisfied with services than those who have not reported ASB. Furthermore, satisfaction with the handling of ASB cases has decreased markedly since 2017.

2.3 Year On Year Comparisons (Tenants & Leaseholders Combined)

Comparisons have been made against the data collected in the 2017 and 2020 surveys for residents as a single group (tenants and leaseholders) below. The findings for PSH customers have been excluded as they were not included in previous surveys. Falls in satisfaction have been observed across service areas.

All residents	% expressing satisfaction 2022	% expressing satisfaction 2020	% expressing satisfaction 2017
Satisfaction with overall service	55%	69%	76%
Satisfaction that Housing Services is easy to deal with	55%	64%	Not asked
Satisfaction that rent provides value for money	67%	75%	77%
Satisfaction that service charge provides value for money	47%	55%	58%
Satisfaction with overall quality of home	64%	73%	80%
Satisfaction with neighbourhood as a place to live	64%	73%	76%
Satisfaction with grounds maintenance	60%	71%	79%
Satisfaction that home is safe and secure	62%	75%	Not asked
Satisfaction with repairs service when last had a repair carried out	61%	72%	75%
Satisfaction with repairs to communal areas	40%	47%	59%
Satisfaction with the way Housing Services communicates regarding repairs	57%	69%	Not asked
Satisfaction with frequency of communication regarding repair jobs	50%	61%	Not asked

TABLE 2 YEAR ON YEAR SATISFACTION – TENANTS & LEASEHOLDERS COMBINED

2.4 Year On Year Comparisons – General Needs & Sheltered Tenants Combined

All Tenants Combined	% expressing satisfaction 2022	% expressing satisfaction 2020	% expressing satisfaction 2017
Satisfaction with overall service	58%	73%	79%
Satisfaction that Housing Services is easy to deal with	59%	68%	Not asked
Satisfaction that rent provides value for money	67%	75%	77%
Satisfaction that service charge provides value for money	53%	61%	61%
Satisfaction with overall quality of home	66%	73%	80%
Satisfaction with neighbourhood as a place to live	67%	76%	77%
Satisfaction with grounds maintenance	62%	73%	80%
Satisfaction that home is safe and secure	66%	75%	Not asked
Satisfaction with repairs service when last had a repair carried out	61%	72%	75%
Satisfaction with repairs to communal areas	42%	50%	59%
Satisfaction with the way Housing Services communicates regarding repairs	57%	69%	Not asked
Satisfaction with frequency of communication regarding repair jobs	50%	61%	Not asked

TABLE 3 YEAR ON YEAR SATISFACTION – GENERAL NEEDS AND SHELTERED TENANTS COMBINED

2.5 Year On Year Comparisons – Leaseholders & Shared Owners Combined

Leaseholders & Shared Owners	% expressing satisfaction 2022	% expressing satisfaction 2020	% expressing satisfaction 2017
Satisfaction with overall service	44%	51%	53%
Satisfaction that Housing Services is easy to deal with	39%	49%	Not asked
Satisfaction with Homeownership Team	40%	48%	Not asked
Satisfaction that service charge provides value for money	25%	34%	34%
Satisfaction with information on lease obligations and terms	47%	52%	53%
Satisfaction with Housing Services webpages being useful for homeowner information	31%	36%	31%
Satisfaction with neighbourhood as a place to live	51%	61%	69%
Satisfaction with grounds maintenance	50%	61%	70%

TABLE 4 YEAR ON YEAR SATISFACTION LEASEHOLDERS & SHARED OWNERS COMBINED

2.6 Highest And Lowest Rated Services

As a preliminary step towards understanding strengths and weaknesses, undertaking a simple ranking exercise of responses to satisfaction questions enables the highest and lowest rated services to be identified.

Initial analysis reveals that residents (all resident groups combined, including PSH) are most positive about the following:

- Value for money of rent: **66%** satisfied
- The neighbourhood as a place to live: **64%** satisfied
- Overall quality of homes: **63%** satisfied
- Satisfaction that home is safe and secure: **62%** satisfied
- Satisfaction with service for last repair **61%** satisfied

In contrast, views are more critical relating to:

- Satisfaction with repairs to communal areas: **40%** satisfied
- Housing Services listening to views and acting upon them: **33%** satisfied
- Handling and outcome of complaints: **33%** and **21%** satisfied respectively
- Handling and outcome of ASB cases: **32%** and **16%** satisfied respectively

2.7 Service Priorities

When asked to provide their viewpoint about which service areas should be prioritised, residents' responses show that key service priorities identified are in keeping with those reported in other research across the housing sector and are broadly consistent with those from the previous survey. Repairs and maintenance form the most important service (identified as a top priority by 66%). Other priorities highlighted include value for money (38%) and overall quality of homes (37%).

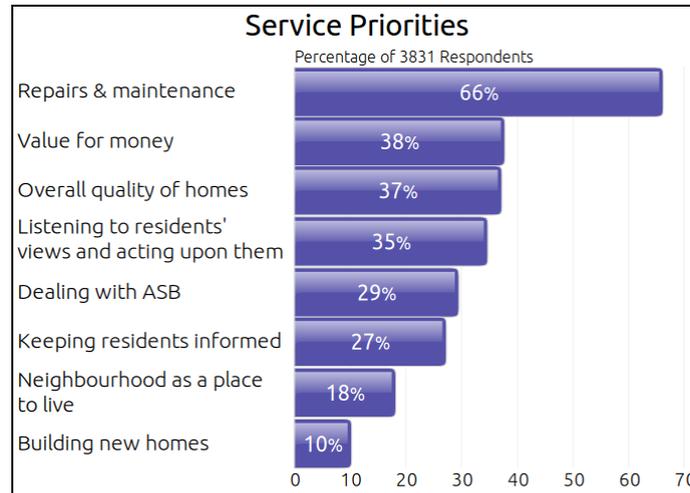


FIGURE 2.1

Analysis by questionnaire type reveals that tenants' top priorities are repairs and maintenance (72%) and the quality of their home (43%), whilst homeowners' priorities are value for money (61%), repairs and maintenance (45%) and listening to residents' views and acting upon them (42%).

PSH tenants are also most likely to prioritise repairs (59%) versus 36% citing building new homes.

2.8 Analysis By Respondent Group

Closer analysis of the findings reveals that Havering tenants are consistently more positive about homes and services than homeowners. This is a very common finding in Kwest’s experience and reflects the different relationship the tenure groups have with the organisation. The following table provides a summary of responses to a wide range of satisfaction questions at an overall level and broken down by questionnaire type. Shared owners are not presented separately, due to the very small number of responses from this group.

Service Area	% satisfied all groups combined	% satisfied tenants	% satisfied PSH tenants	% satisfied homeowners
Satisfaction that home is safe and secure	62%	66%	53%	46%
Satisfaction that Havering provides a home that is well maintained and safe	56%	59%	45%	43%
Satisfaction with value for money of rent	66%	67%	57%	-
Satisfaction with area as a place to live	64%	67%	67%	51%
Satisfaction with overall quality of home	63%	66%	46%	59%
Overall satisfaction with services provided by landlord	55%	58%	49%	44%
Satisfaction that Housing Services is easy to deal with	54%	59%	44%	39%
Satisfaction with value for money of service charges	47%	53%		25%
Satisfaction that Havering keeps residents informed about things that matter	43%	45%	44%	37%
Satisfaction that Havering listens to residents’ views and acts upon them	33%	36%	36%	21%
Satisfaction with repairs service in last 12 months	59%	60%	49%	-
Satisfaction with repairs to communal areas	40%	42%	42%	32%

TABLE 5 SATISFACTION WITH DIFFERENT SERVICE AREAS

3. Overall Services

As part of the Havering survey, a series of questions was included to ascertain a broad perspective of residents' general views and satisfaction with their homes and the key service areas provided by the organisation. A question to determine the most important services was also included. This section of the report provides an overview of residents' opinions on Havering Housing Services' homes, overall service and value for money.

3.1 Key Findings

66% are satisfied with value for money of their rent

55% are satisfied with the overall service they receive

55% agree that Housing Services treats residents fairly and with respect

54% are satisfied that Housing Services is easy to deal with

47% are satisfied with the value for money of their service charge but **33%** are dissatisfied

3.2 Satisfaction With Overall Service

Overall, 55% of residents express satisfaction with the services provided by Havering Housing Services, whilst 24% are dissatisfied. Satisfaction levels are lower than those returned in 2020.

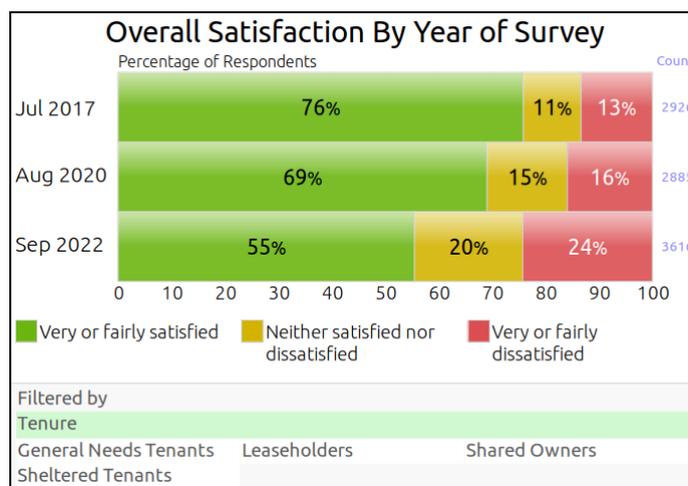


FIGURE 3.1

Analysing findings in different ways reveals differences in view between sub-groups of the Havering population. For example, Homeowners are more critical than Havering tenants. This is a pattern that is repeated throughout the survey results. PSH tenants are less likely to be satisfied than other tenants.

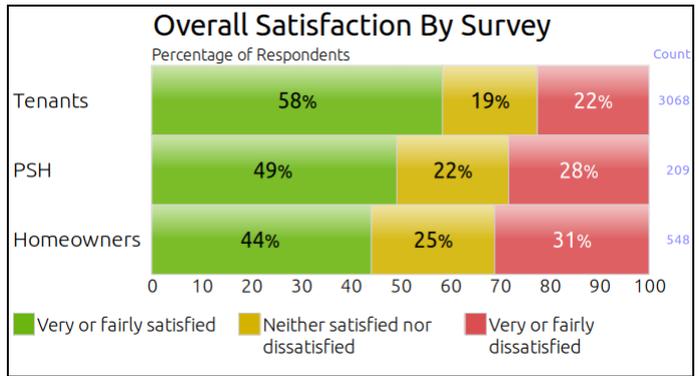
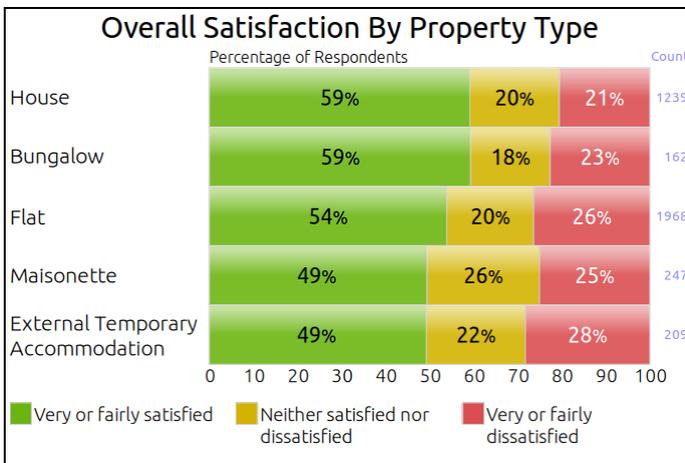


FIGURE 3.2



Analysis by property type reveals that residents living in external temporary accommodation and maisonettes are less likely to express satisfaction with service, than those in other home types.

FIGURE 3.3

3.3 Treating Residents Fairly And With Respect

One of the new TSM questions asks residents to report to what extent they agree that their housing provider treats them fairly and with respect. As a whole, combining the responses of tenants and leaseholders, 55% agree that this is the case. In contrast, 17% disagree.

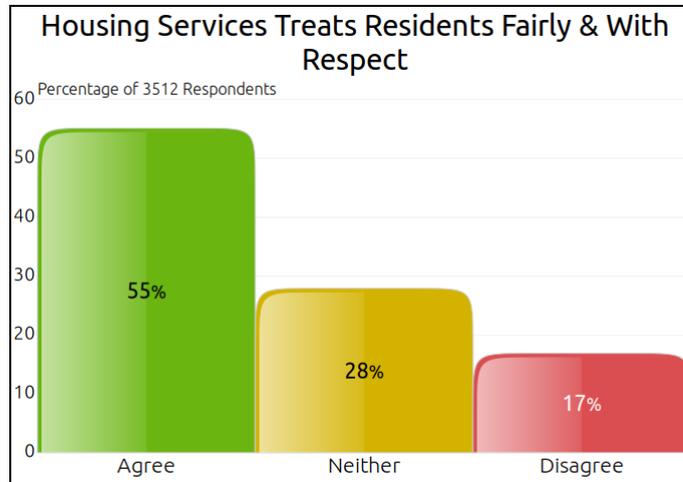
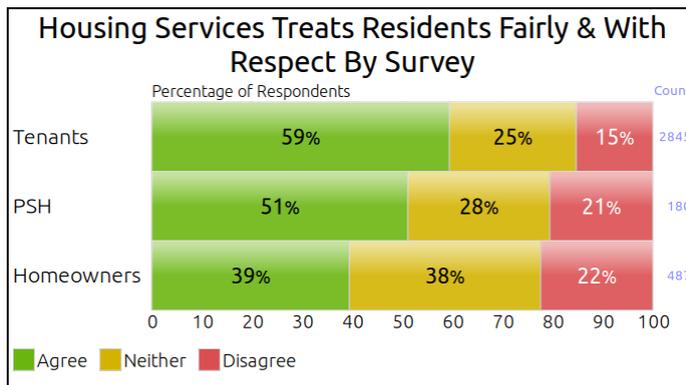


FIGURE 3.4



Further analysis reveals that tenants and PSH customers are more likely to consider they are treated fairly and with respect than homeowners.

FIGURE 3.5

Residents in bungalows and houses have more positive views on this measure than those in other property types.

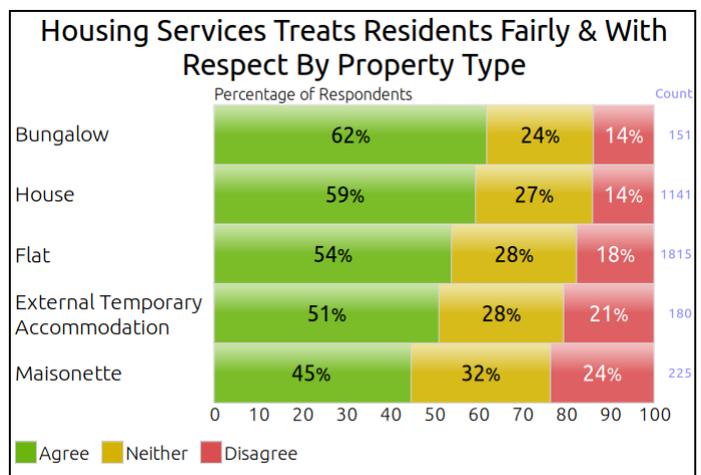


FIGURE 3.6

3.4 Value For Money

Value for money for rent features amongst the most highly rated services. 67% of general needs and sheltered tenants consider that their rent provides good value for money.

As might be expected, ratings for service charge are lower, with 47% of residents expressing satisfaction with value for money in this area.

In line with other service areas, ratings have fallen compared to 2020.

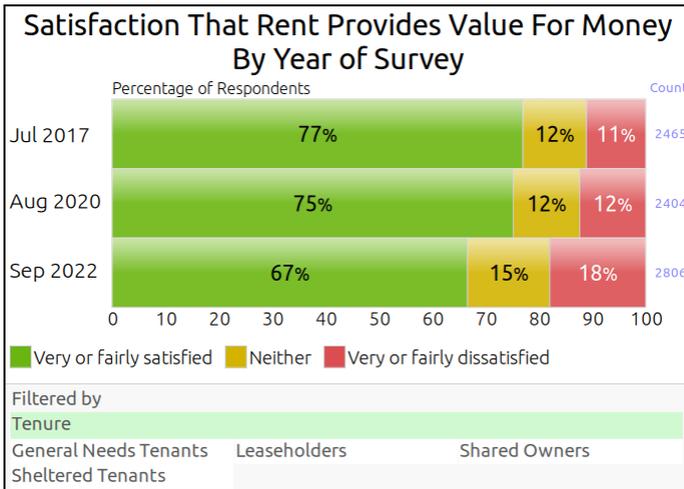


FIGURE 3.7

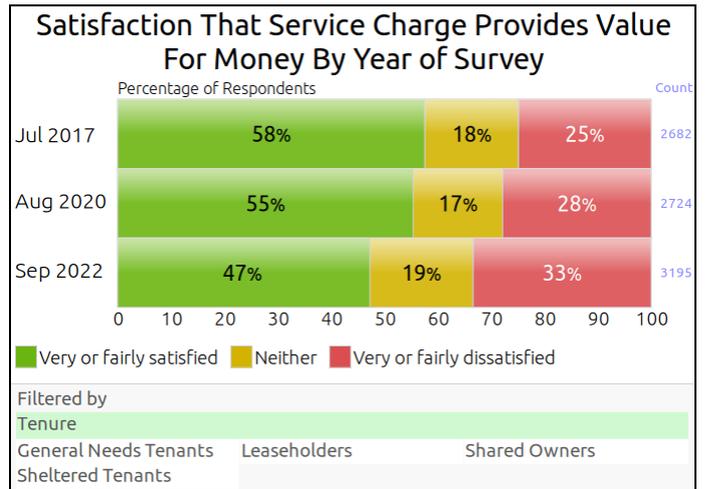


FIGURE 3.8

Analysis by tenure reveals that sheltered customers are far more likely to be satisfied with value for money than other groups. Owners are more critical about the value received from service charge than tenants in rented accommodation.

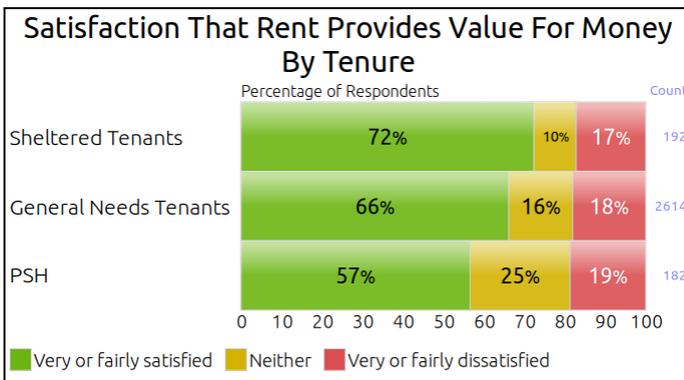


FIGURE 3.9

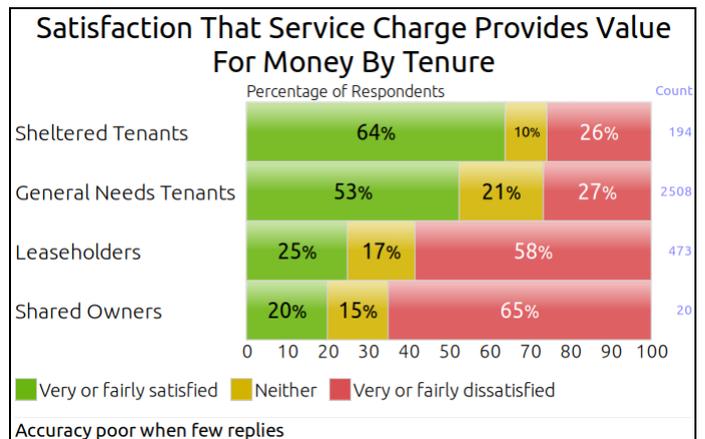


FIGURE 3.10

Residents in bungalows and houses return higher ratings on these measures than other groups. In contrast, residents in flats and maisonettes are far more likely to describe themselves as dissatisfied with service charge.

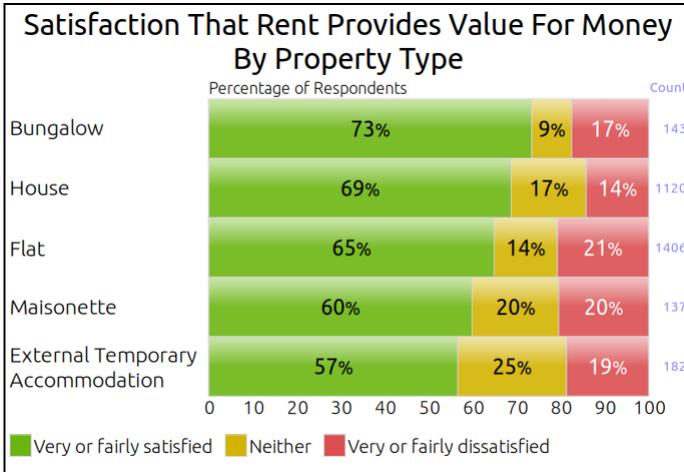


FIGURE 3.11

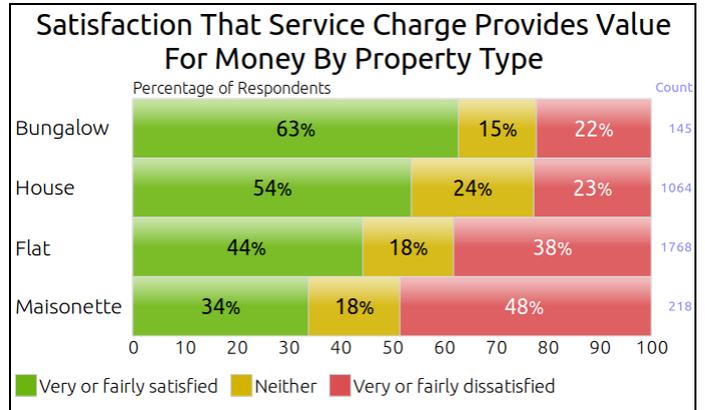


FIGURE 3.12

Opinions of rents are broadly similar when analysed by number of bedrooms in the home. Residents in two bedroomed properties are more negative about service charge than other groups.

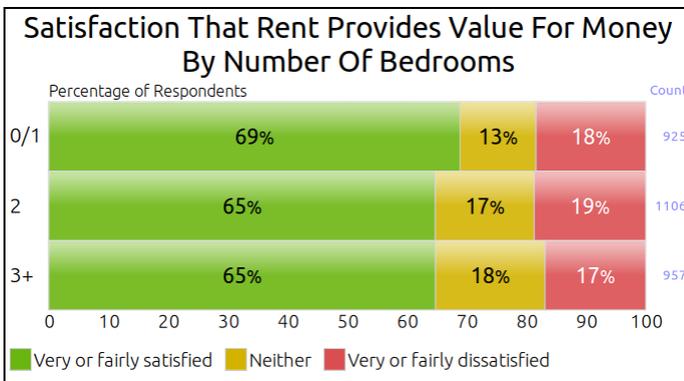


FIGURE 3.13

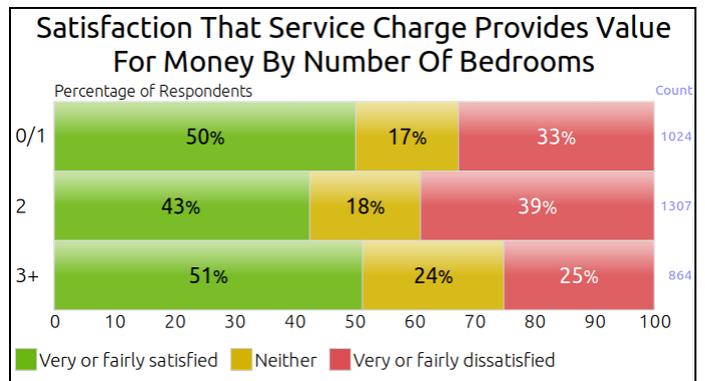


FIGURE 3.14

3.5 Perceptions Of Dealing With Havering Housing Services

Just over half of all residents (54%) consider Housing Services to be easy to deal with, whilst around a quarter (26%) are dissatisfied with this element of service.

Analysis by tenure type reveals that sheltered tenants form the most positive group when rating Havering as being easy to deal with, followed by general needs tenants. Both PSH customers and homeowners are less likely to describe themselves as satisfied and are more likely to be dissatisfied.

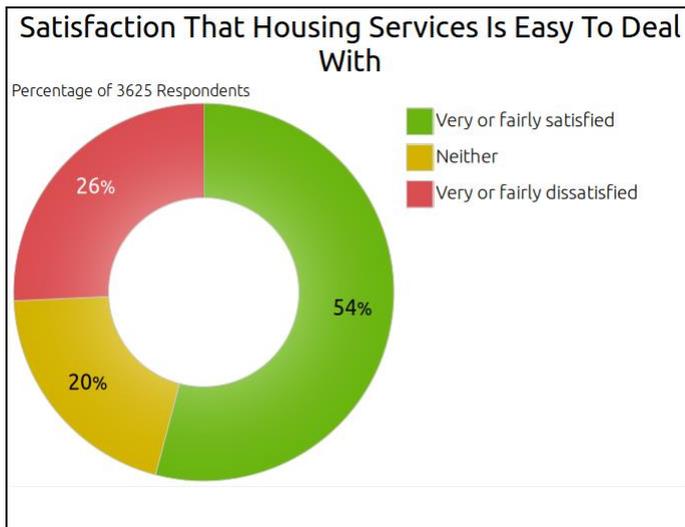


FIGURE 3.15

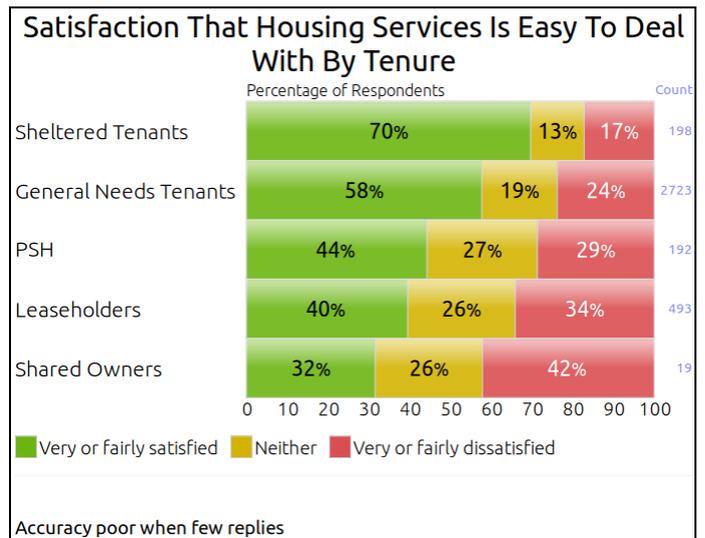


FIGURE 3.16

A breakdown of results by property type reveals that those in bungalows and houses are most likely to return positive opinions in this area.

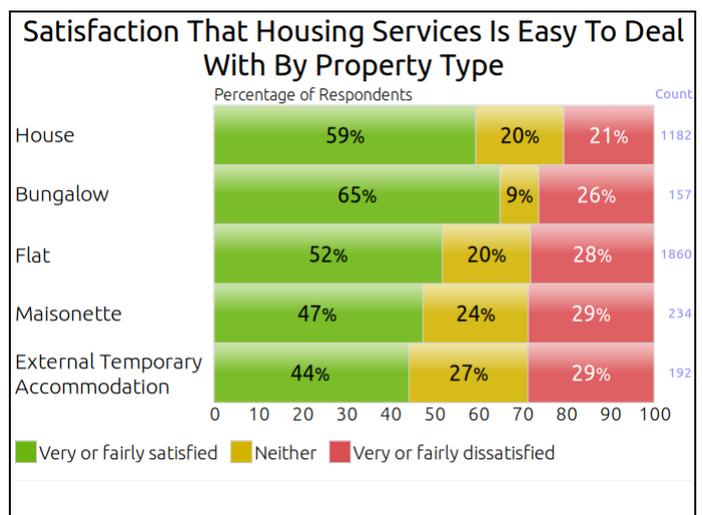


FIGURE 3.17

4. Homes

4.1 Key Findings

63% are satisfied with the overall quality of their home

62% are satisfied that their home is safe and secure

56% are satisfied that their home is well maintained and safe to live in

4.2 Quality Of Homes

63% of all residents are satisfied with the quality of their home, whilst 21% are dissatisfied.

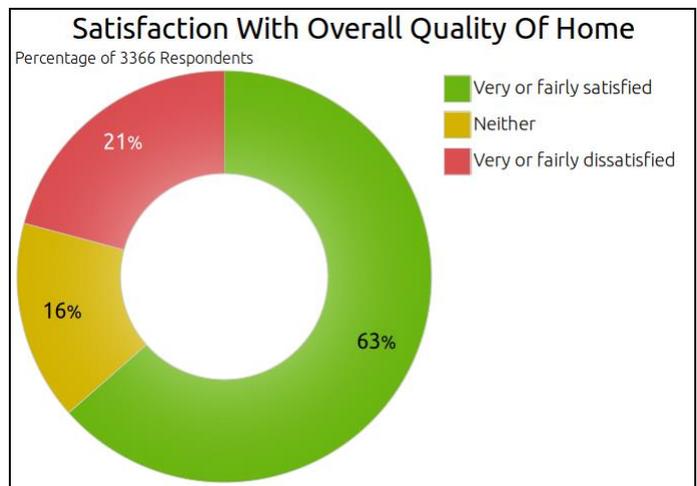
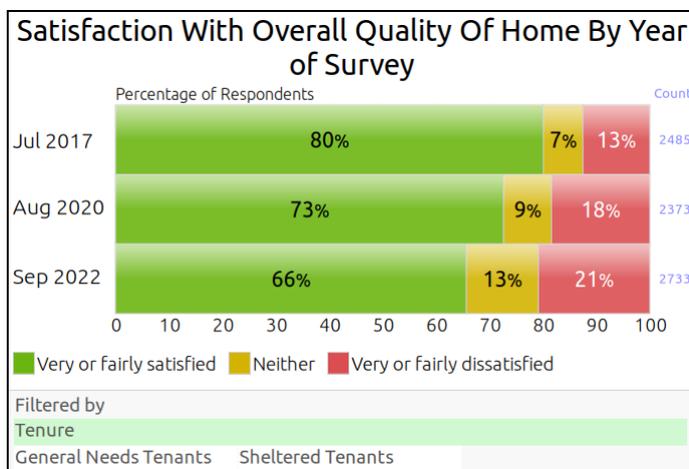


FIGURE 4.1



The question relating to home quality was only asked of tenants in 2020. Comparison of views with the 2020 results reveals that ratings have fallen.

FIGURE 4.2

Analysis by tenure reveals that tenants are more likely to express satisfaction with home quality than either leaseholders or PSH customers.

Residents in bungalows have more positive views than those living in other property types. In contrast, people living in external temporary accommodation have lower satisfaction and higher levels of dissatisfaction than other groups.

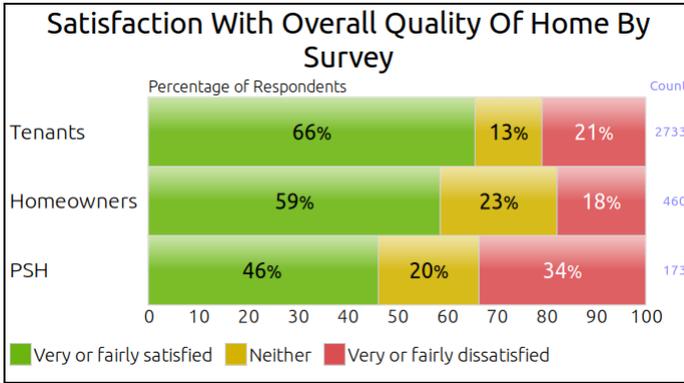


FIGURE 4.3

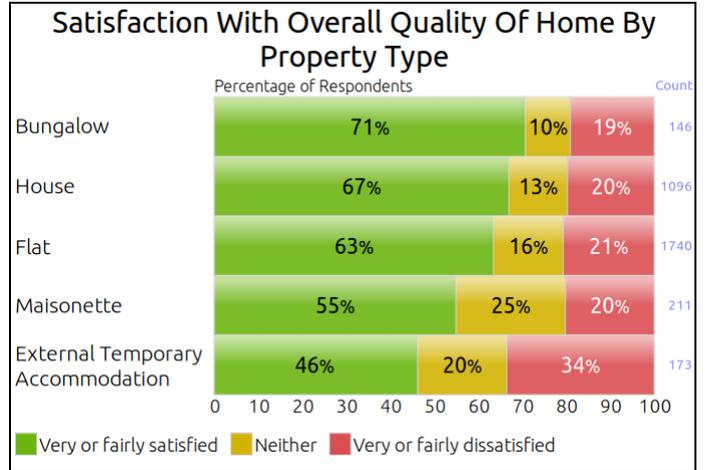
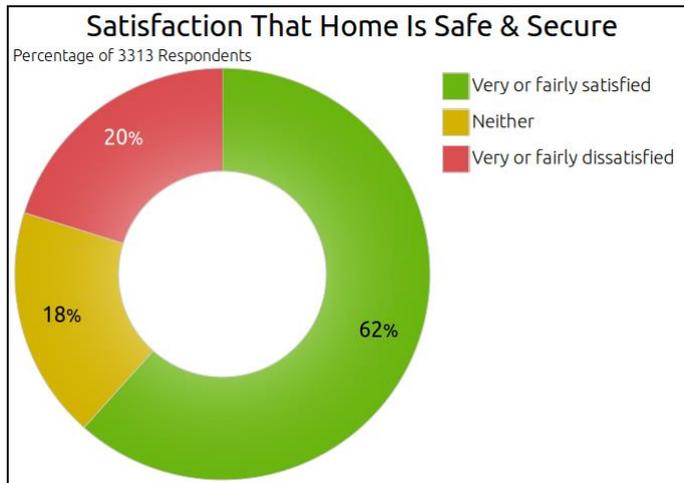


FIGURE 4.4

4.3 Safety And Security Of Homes



62% of residents confirm that they are satisfied that Havering Housing Services provides a home that is safe and secure.

FIGURE 4.5

Analysis by year of survey reveals that ratings have fallen for perceptions of home safety and security.

General needs and sheltered tenants are more likely to register positive views regarding this element of their home.

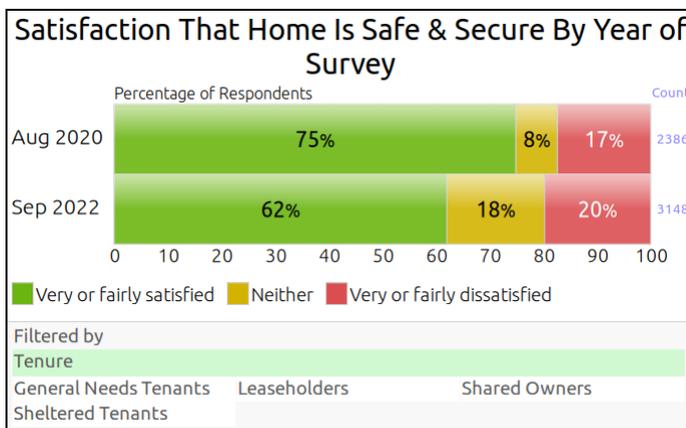


FIGURE 4.6

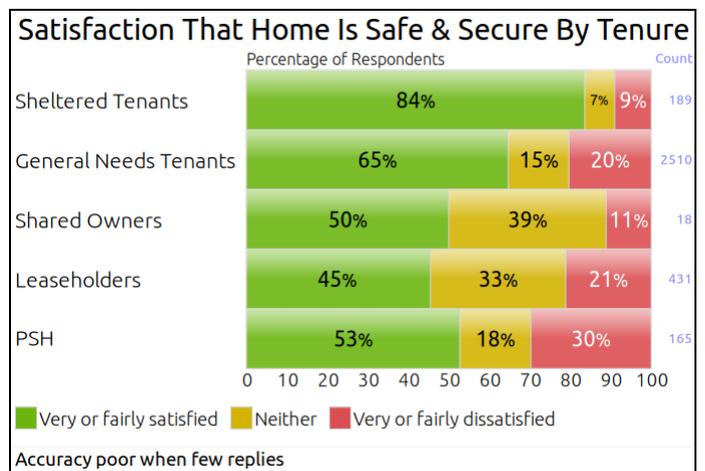


FIGURE 4.7

4.4 Homes In Terms Of Being Well Maintained And Safe To Live In

A new question was included in the 2022 survey which asked residents to consider the building they live in and to say how satisfied they are that Havering Housing Services provides a home that is well maintained and safe to live in. Responses to this question reveal that 56% describe themselves as satisfied, whilst 27% are dissatisfied. Although this was the draft TSM wording, the question is no longer included in the final version as it has been converted into two separate questions on the home being safe and being well maintained.

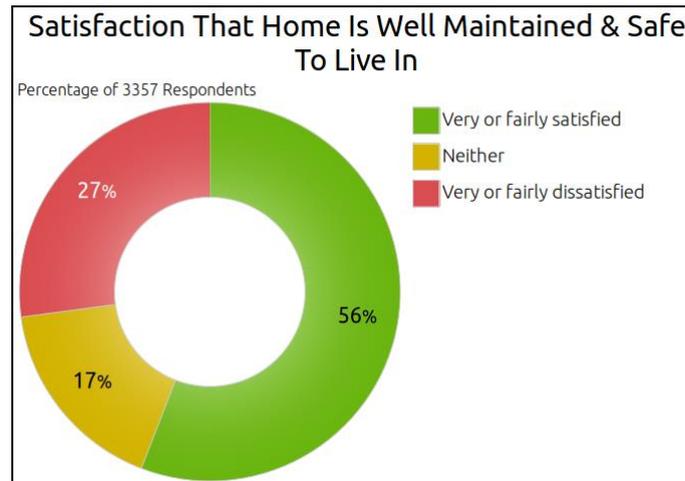


FIGURE 4.8

78% of sheltered tenants are satisfied that Havering provides a home that is well maintained and safe to live in compared to 58% of general needs tenants. Homeowners and PSH customers are more critical on this measure.

Those living in houses and bungalows express higher levels of satisfaction than those in flats and maisonettes.

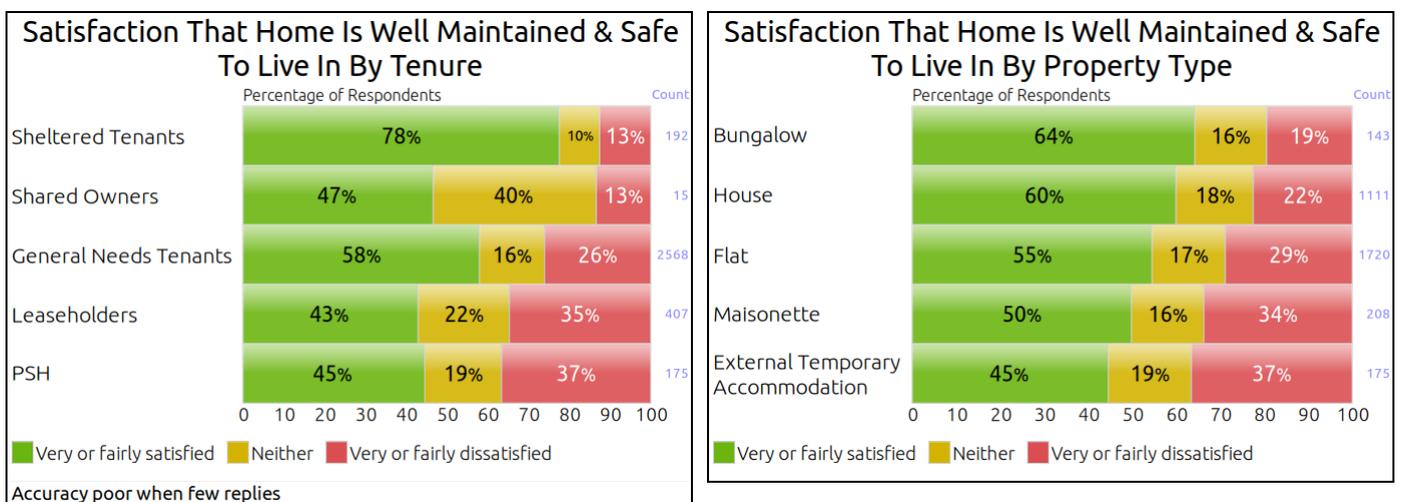


FIGURE 4.10

FIGURE 4.9

5. Services For Sheltered Tenants

Sheltered tenants were asked about their satisfaction with various aspects of their scheme. Views are most positive about how easy it is to access all areas of homes and schemes, with 88% expressing satisfaction. In contrast, opinions are less positive about the time taken for a telecare officer to visit in response to an alarm being activated.

Closer analysis reveals that sheltered tenants' satisfaction with many aspects of the scheme and the support received has fallen since 2020.

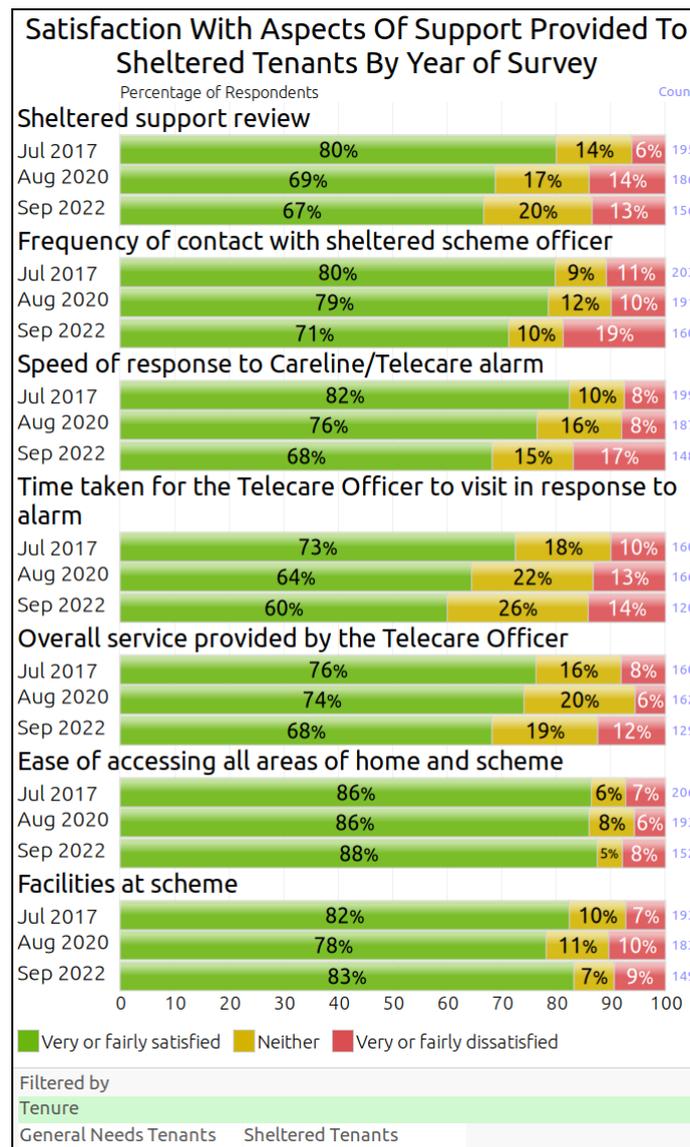


FIGURE 5.1

6. Neighbourhoods And Estates

In recent years, residents have increasingly looked to housing providers to take on a wider responsibility for the environment and neighbourhoods around homes. This section of the report examines residents’ opinions of neighbourhoods and associated services for communal areas.

6.1 Key Findings

64% are satisfied with their neighbourhood as a place to live

60% are satisfied with grounds maintenance

53% are satisfied that Housing Services keeps communal areas clean, safe and well maintained

50% are satisfied with overall estate services

45% consider their neighbourhood to be declining

6.2 Overall Satisfaction With Neighbourhoods

Analysis of the survey findings reveals that neighbourhoods are generally well regarded by most Havering residents, with 64% satisfied with their area as a place to live. Views of neighbourhoods follow the same pattern of results seen elsewhere in the research, with satisfaction levels falling compared to the previous survey.

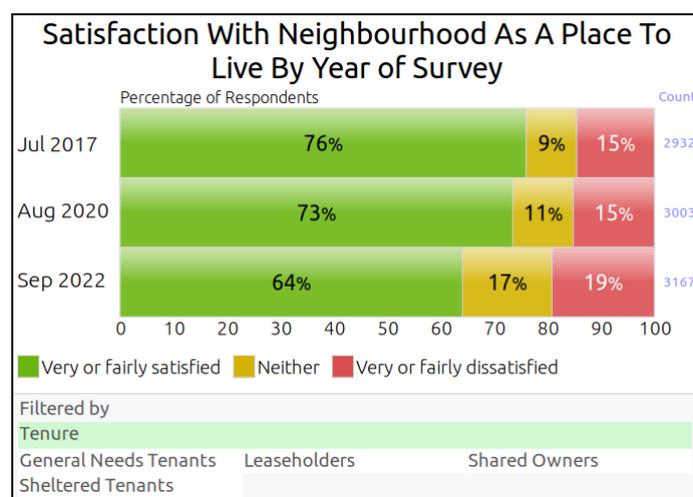
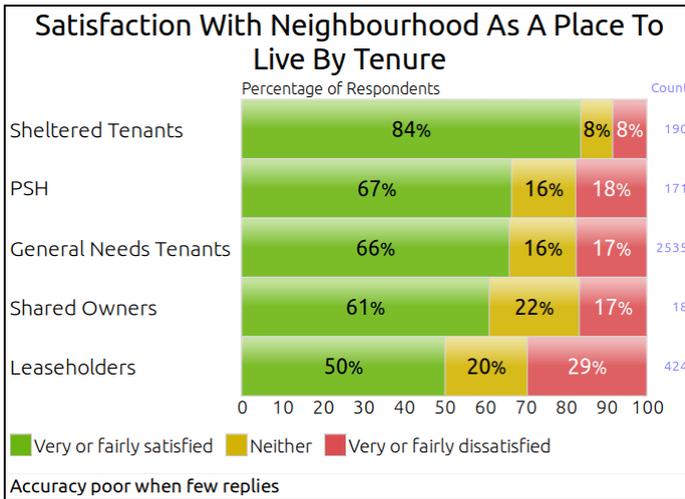


FIGURE 6.1



Analysis by tenure reveals that leaseholders have much lower satisfaction levels than other groups.

FIGURE 6.2

Residents who live in flats and maisonettes have less positive views of their local area than those in other property types. Conversely, those in bungalows and houses are more likely to express satisfaction with their neighbourhood as a place to live.

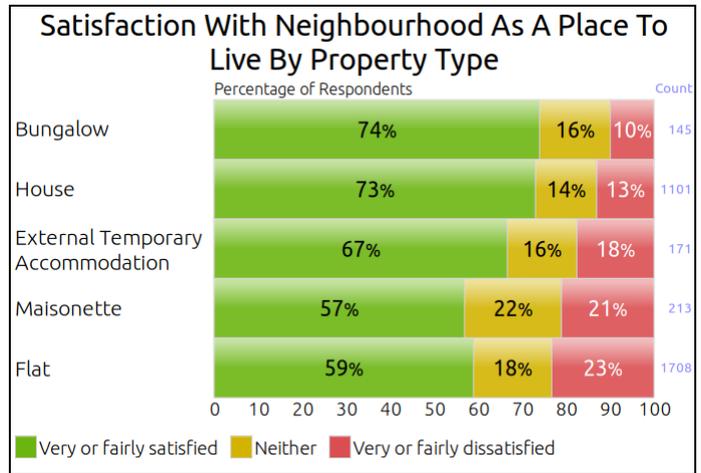


FIGURE 6.3

6.3 Perceptions Of The Way That Neighbourhoods Are Changing

Views of the way that local areas are changing mirror opinions recorded at the time of the previous survey. Many residents have negative perceptions regarding how neighbourhoods have changed in the past 3 years, with 45% reporting a deterioration, compared to only 17% noting an improvement.

Leaseholders are more likely to consider their area to be changing for the worse.

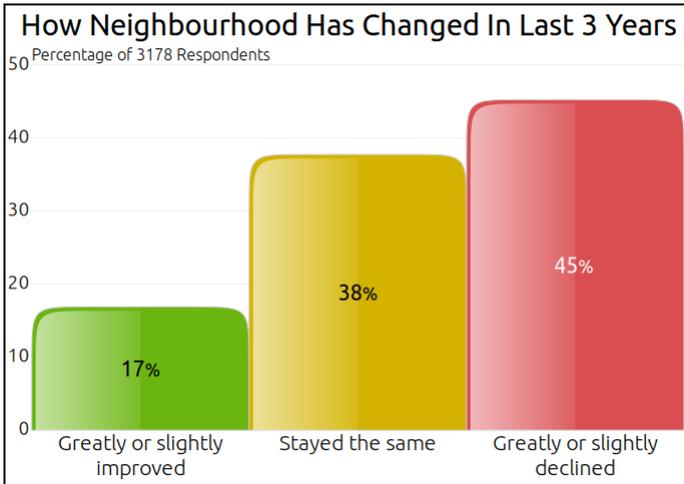


FIGURE 6.4

In line with findings from the 2020 survey, residents who have reported ASB issues to Havering in the last year are far less likely to be satisfied with their area and are more likely to consider that where they live has changed for the worse.

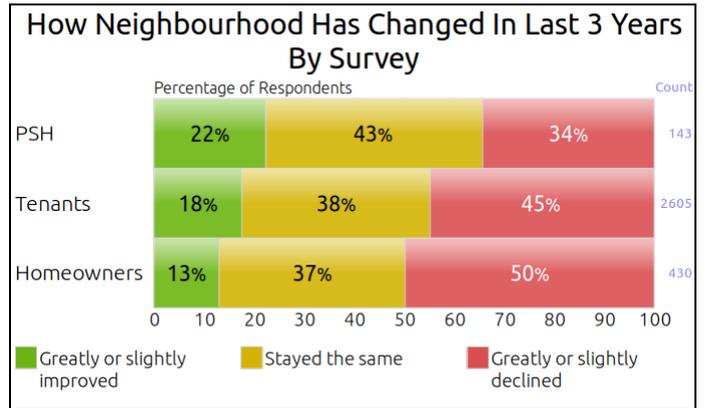


FIGURE 6.5

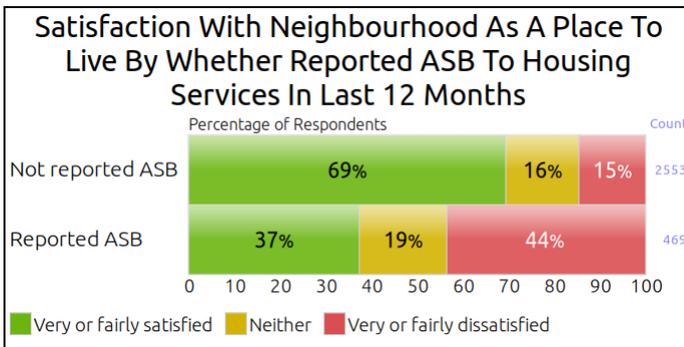


FIGURE 6.6

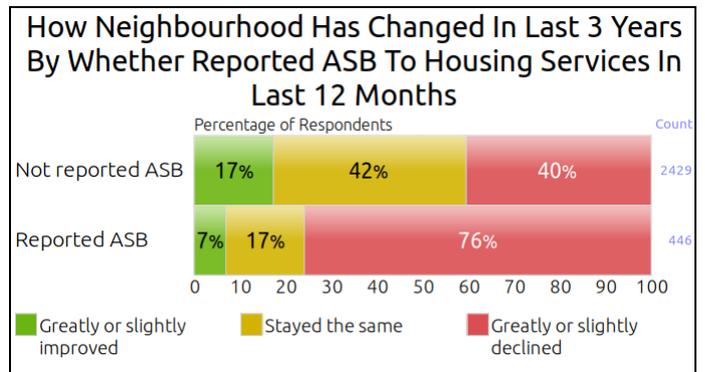
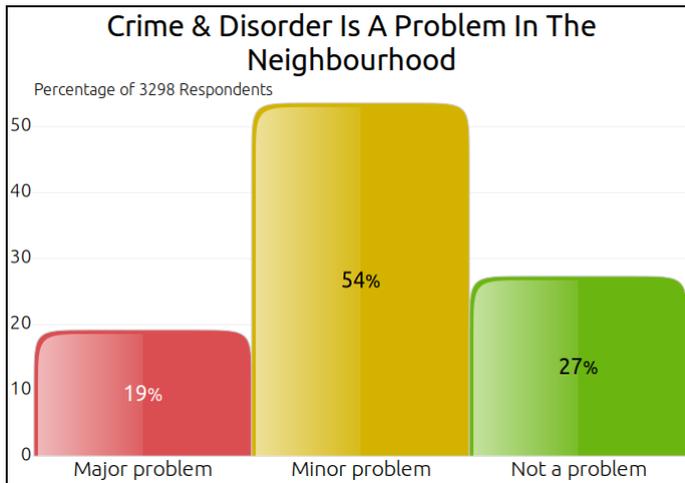


FIGURE 6.7

6.4 Perceptions Of Crime And Disorder In Neighbourhoods



Around a quarter of residents (tenants and leaseholders combined) do not consider crime and disorder to be problems in their area. In contrast, 54% feel these are minor issues, whilst a further 19% class them as major problems.

FIGURE 6.8

More detailed analysis of sub-groups within the population reveals differing views of crime and disorder. For example, a breakdown by tenure group confirms that whilst tenants and leaseholders share broadly similar views, sheltered residents are more likely to be positive.

Those living in bungalows are less likely to consider crime and disorder to be problems than other tenure groups.

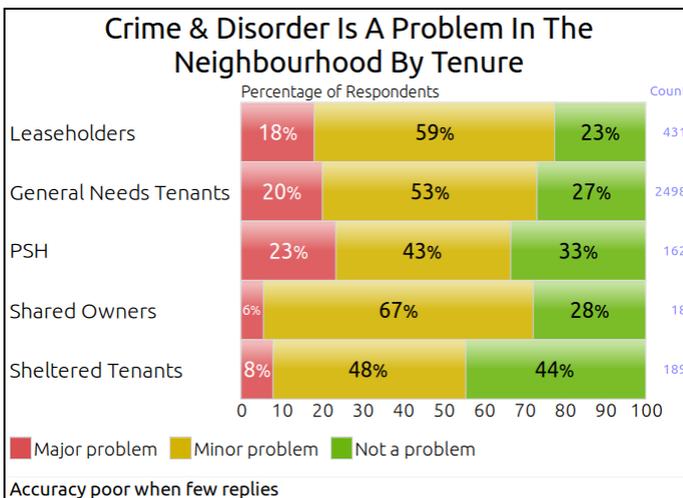


FIGURE 6.9

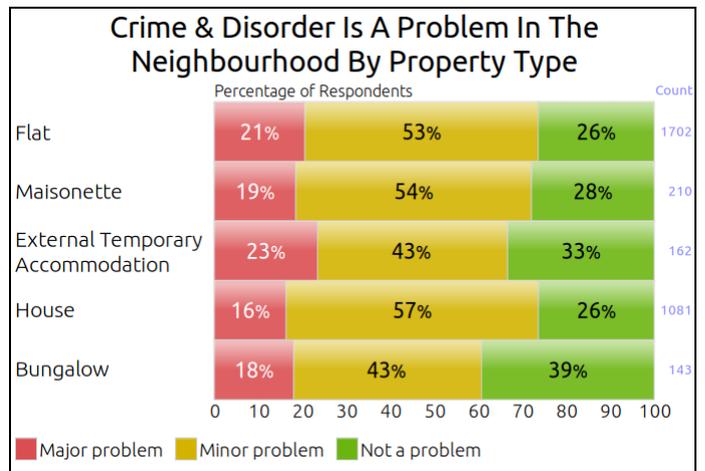
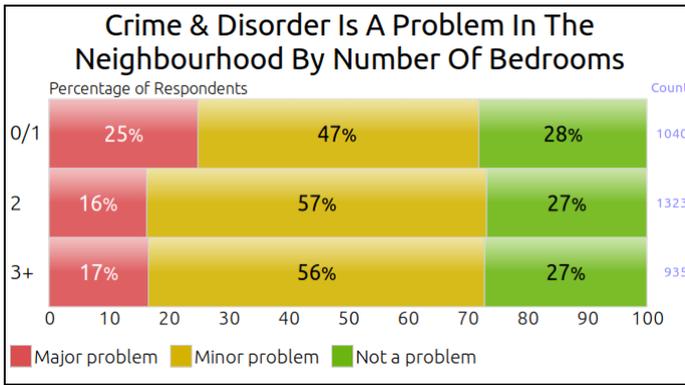


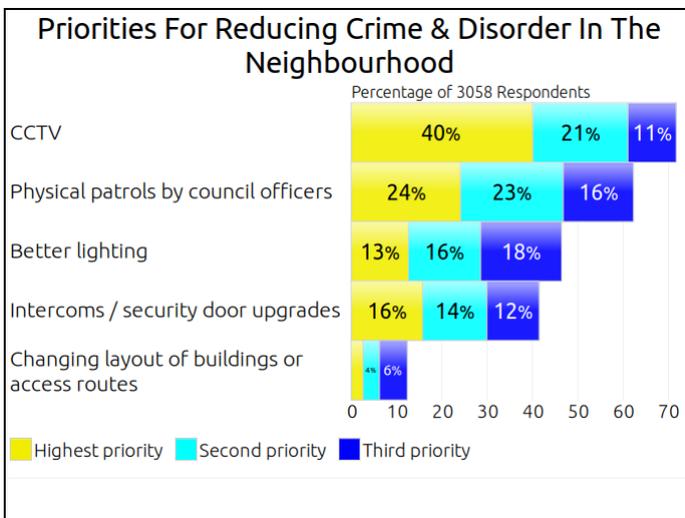
FIGURE 6.10



Residents in smaller properties with 0/1 bedrooms are more likely to consider crime and disorder to be major issues compared to those in homes with more bedrooms.

FIGURE 6.11

6.5 Resident Priorities For Tackling Crime And Disorder



As part of the survey, residents were asked to identify ways of reducing crime and disorder where they live. The results show that new or upgraded CCTV is the option most likely to be identified as a top priority, followed by physical patrols by council officers. Methods such as better lighting or intercoms/security door upgrades are less likely to be highlighted as being of the highest priority.

FIGURE 6.12

Additional analysis shows that all resident groups identify CCTV as the highest priority for tackling crime.

6.6 Preferred Options For The Introduction Of CCTV

The preferred option for introducing CCTV that is supported by the largest proportion of residents (42%) would be a mix of fixed cameras and vehicle(s) to undertake patrols or deploy mobile cameras. 23% support the introduction of cameras in known crime hotspots only. 35% of residents report that they have no opinion regarding CCTV.

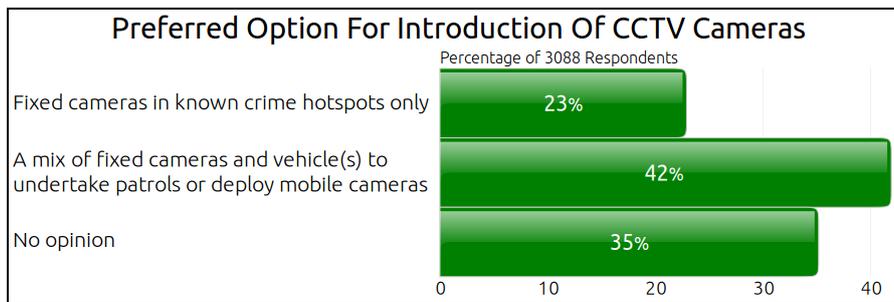


FIGURE 6.13

The results below illustrate the views of different population groups regarding CCTV in local areas.

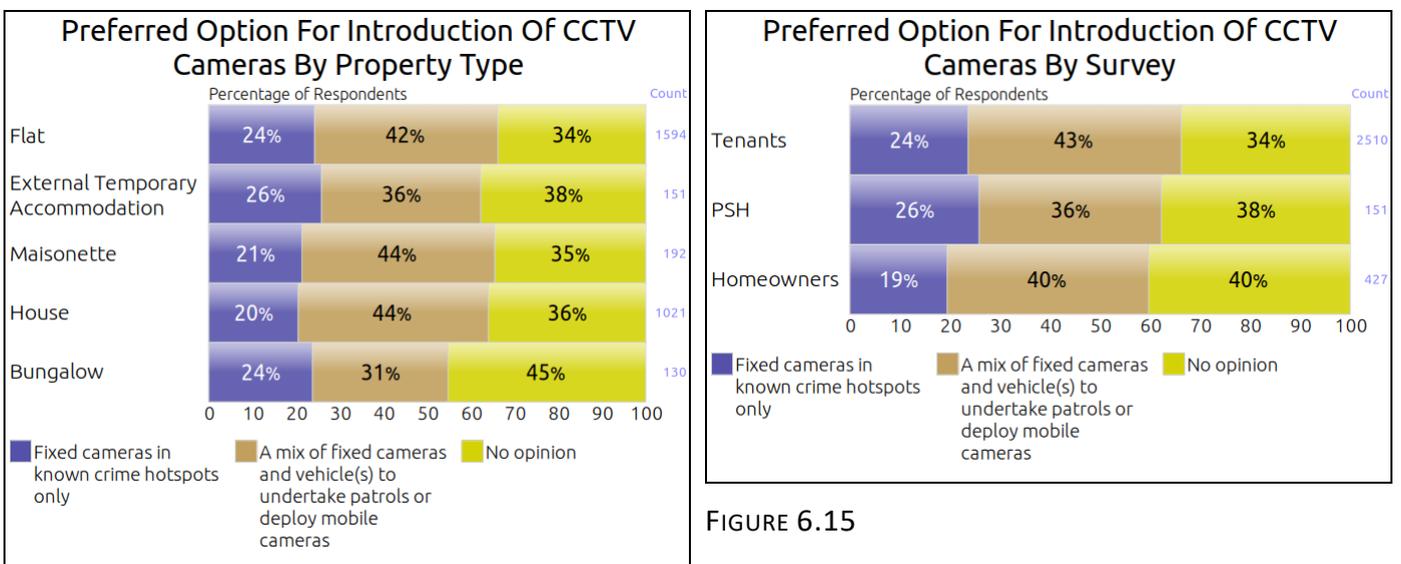
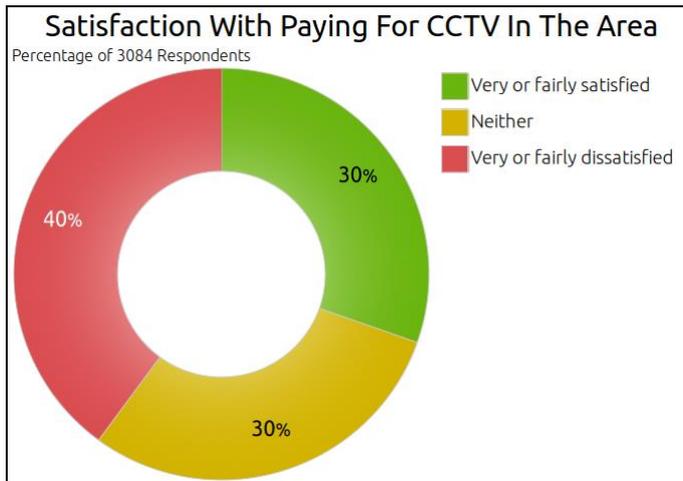


FIGURE 6.15

FIGURE 6.14

6.7 Views On Paying For CCTV



30% of residents overall confirm that they would be satisfied with paying for CCTV in the area, compared to 40% who would be dissatisfied with this arrangement. The proportion opposed to the idea is greater than the percentage supporting such a scheme.

FIGURE 6.17

In additional comments returned as part of the survey response, many residents report that they are already charged for CCTV but do not think that cameras are installed where they live, or say that the cameras do not work.

A third or less of those in all property types would be happy with an arrangement to pay for CCTV.

Tenants are more likely to say that they would be satisfied with paying for CCTV than homeowners.

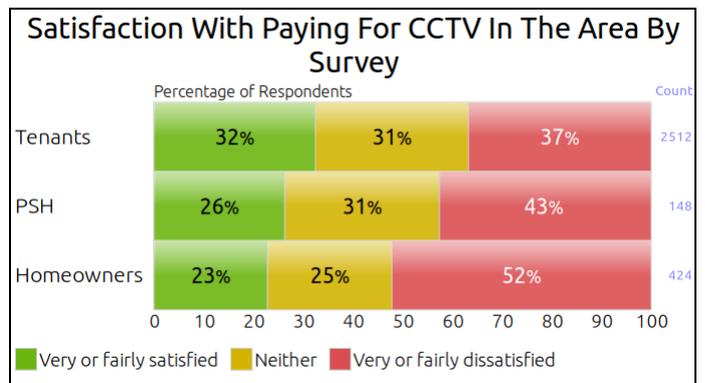
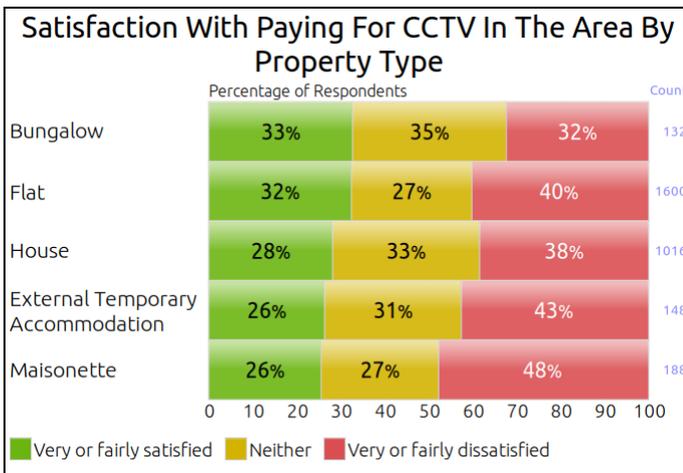


FIGURE 6.18

FIGURE 6.17

6.8 Estate Services Provided By Havering Council

Around half of all Havering’s residents live in a building that has shared communal areas. Housing Services provides a wide range of services for those living in these developments including grounds maintenance, grass cutting and cleaning internal and external areas.

Seven in ten homeowners live in a building that shares communal areas, compared to around half of tenants and four in ten PSH tenants.

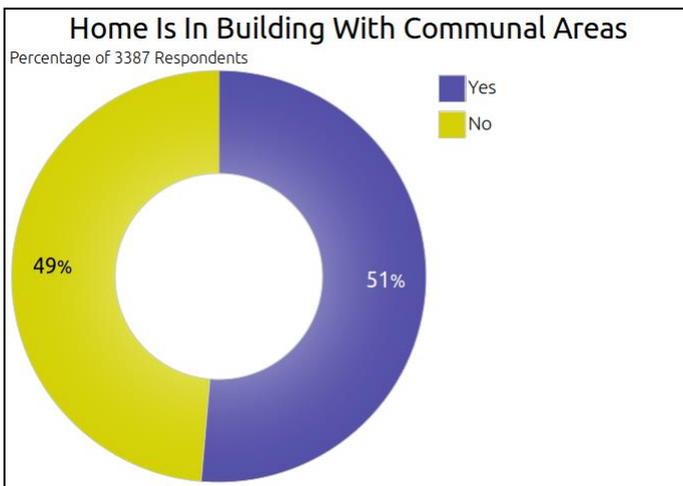


FIGURE 6.19

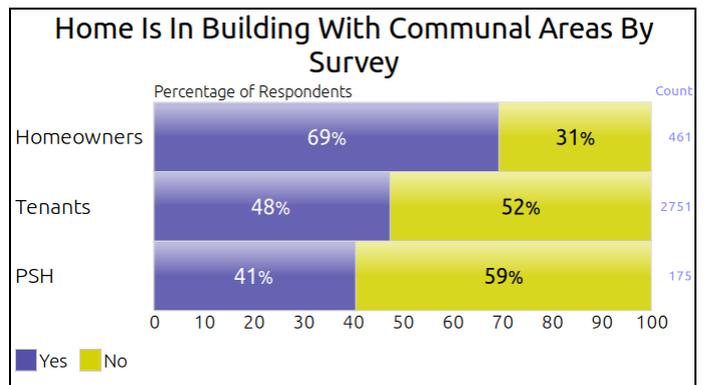


FIGURE 6.20

6.9 Grounds Maintenance

In 2020, resident ratings for grounds maintenance saw a fall that was primarily driven by restrictions imposed by the coronavirus pandemic. Results from 2022 indicate that satisfaction levels have continued to drop. Overall, six in ten residents are satisfied with the grounds maintenance services provided by Havering Housing Services, compared to 71% in 2020.

Tenants hold more positive views of grounds maintenance than homeowners.

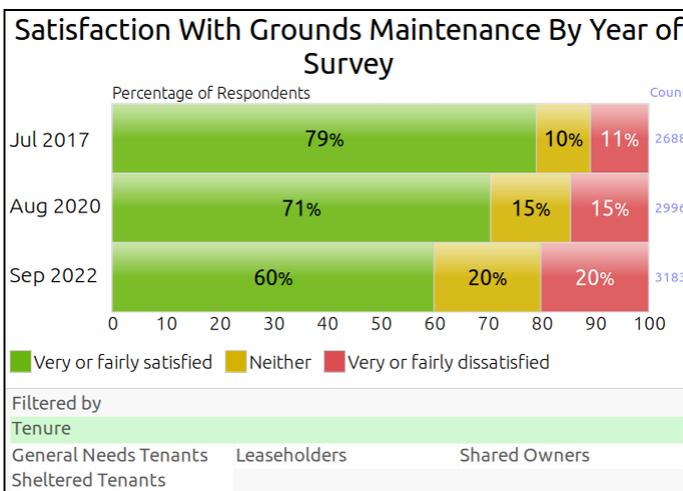


FIGURE 6.21

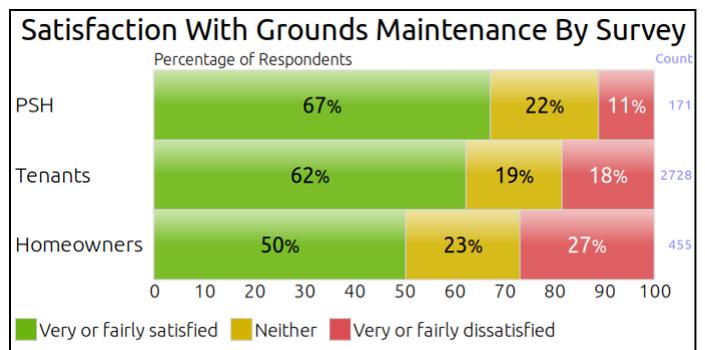
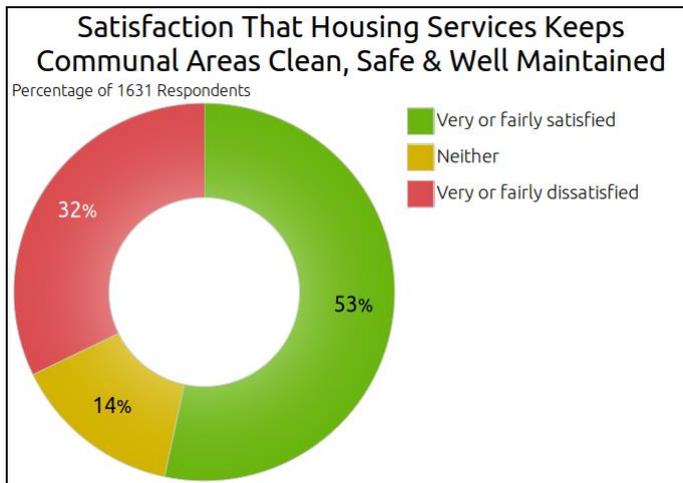


FIGURE 6.22

6.10 Satisfaction With Cleanliness, Safety & Maintenance Of Communal Areas



53% of all residents consider that Housing Services keeps communal services clean, safe and well maintained. In contrast, 32% are dissatisfied with this area of service. This question was included in the draft TSMs but has since been significantly changed in the final version so these results will not be comparable with the future TSM question on this measure.

FIGURE 6.23

In line with other findings throughout the research, tenants hold more positive views than homeowners.

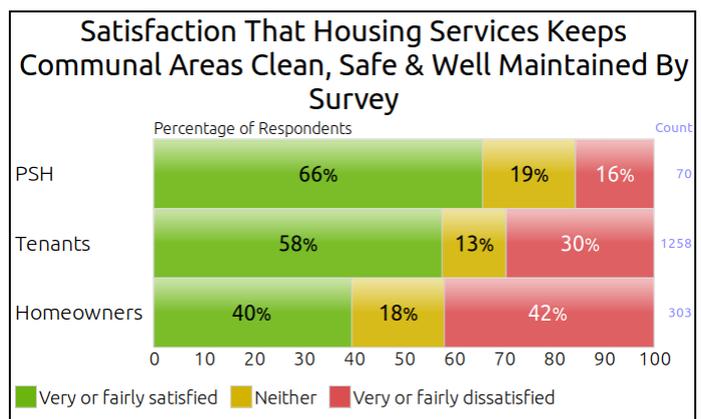
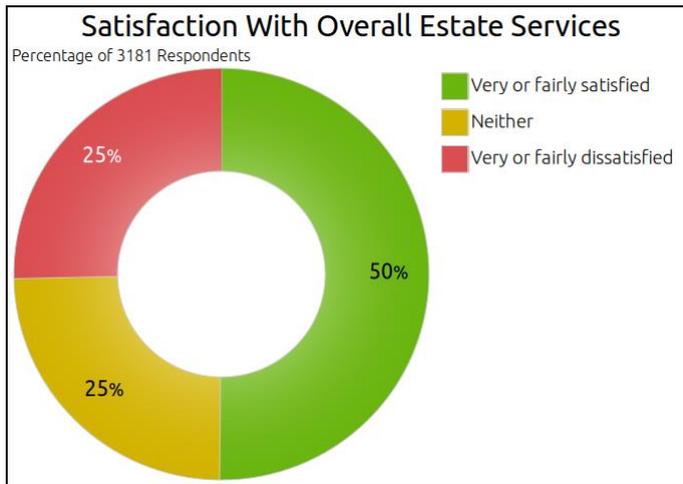


FIGURE 6.24

6.11 Satisfaction With Overall Estate Services



Half of all residents report that they are satisfied with the overall estate services provided, whilst 25% are dissatisfied.

FIGURE 6.25

Tenants are far more likely to be satisfied with estate services overall than homeowners. Homeowners are also more likely to be dissatisfied.

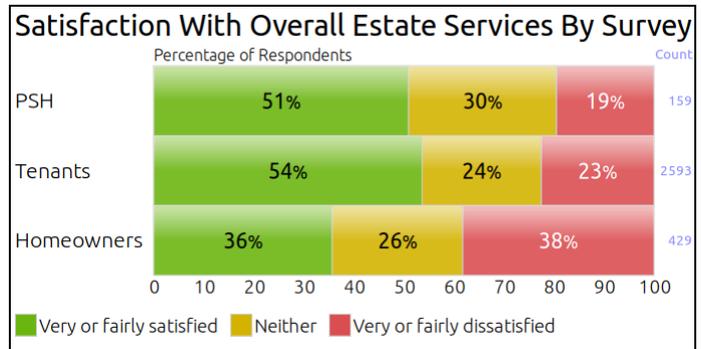


FIGURE 6.26

7. Voids (Empty Properties)

7.1 Key Findings

11% of tenants have moved to a new home in the last two years

54% were satisfied with their home quality on moving in

56% % are satisfied with home quality after 6 months

91% are satisfied with the information provided on moving in

63% are satisfied with the lettings process overall

7.2 Moving In

11% of Havering tenants have moved to a new address in the last two years. These customers were asked about their new property: 54% were satisfied with the quality of their home when they first moved in, whilst 30% were dissatisfied. Of those who have been at their new address for half a year or more, 56% are satisfied with the overall quality of their home after six months.

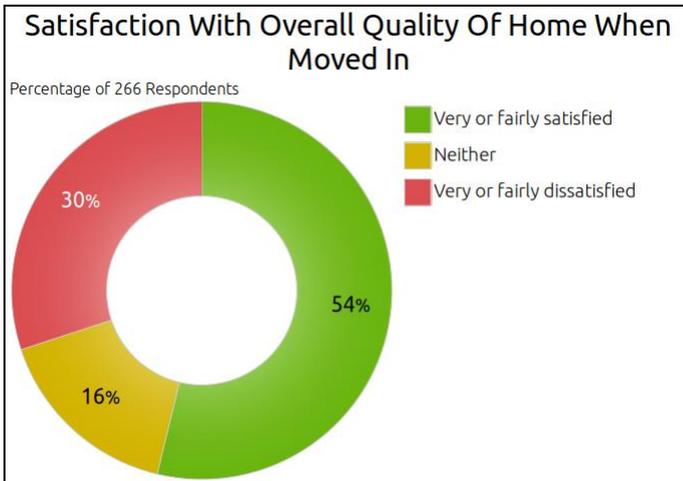


FIGURE 7.1

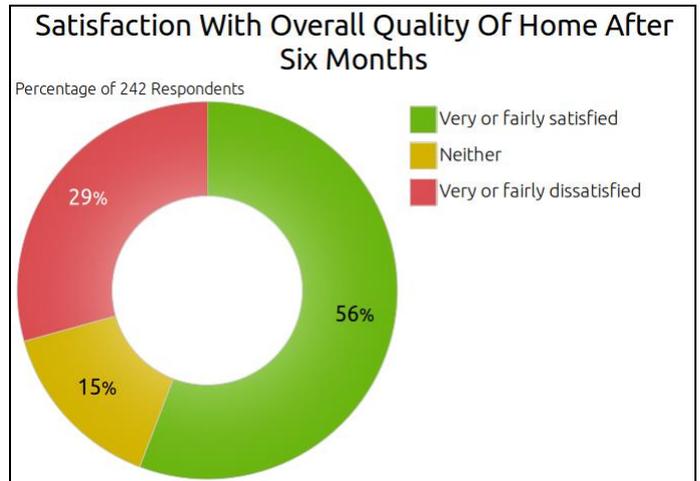


FIGURE 7.2

7.3 Information Provided On Moving In

56% of new tenants received information on moving in (such as appliance manuals, residents' handbook, etc.). Information is well regarded with 91% reporting that they are satisfied.

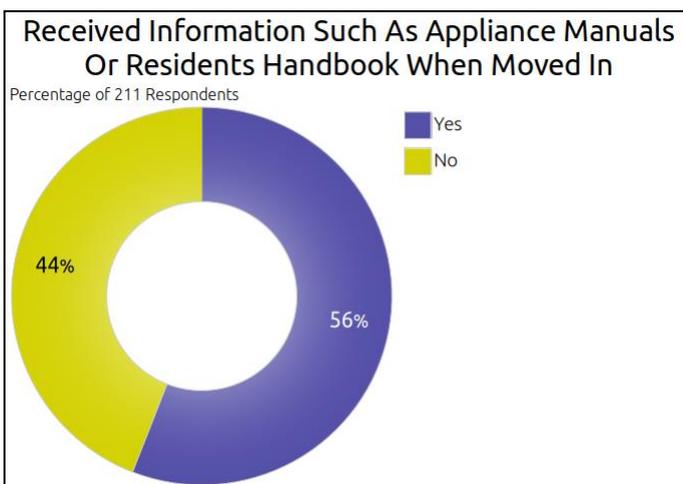


FIGURE 7.3

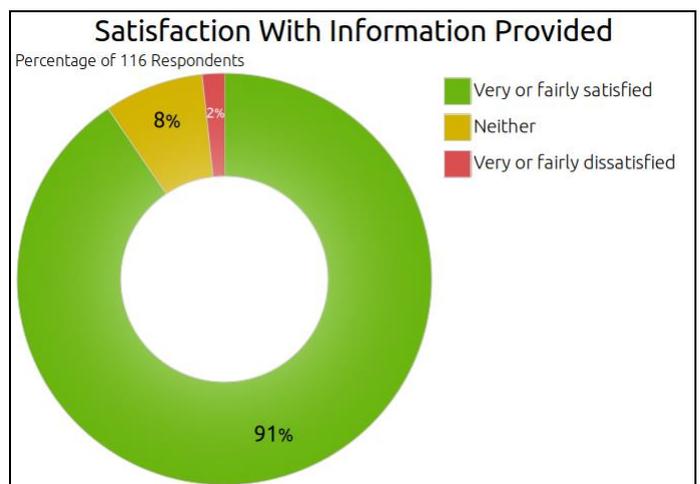
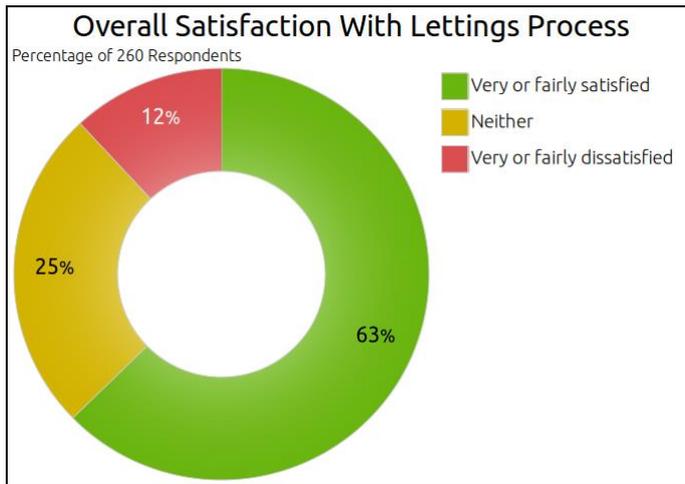


FIGURE 7.4

7.4 Overall Satisfaction With The Lettings Process



63% of new tenants express satisfaction with the overall lettings process, whilst 12% are dissatisfied.

FIGURE 7.5

7.5 PSH Customers – New Homes

The number of PSH respondents is small and therefore findings should be considered with caution due to the limited accuracy levels of the data. Results are presented for interest and reference only.

Around a quarter (23%) of PSH tenants have moved into a new home in the last 12 months.

Around six in ten PSH tenants rate the way they were kept informed during the moving process as good.

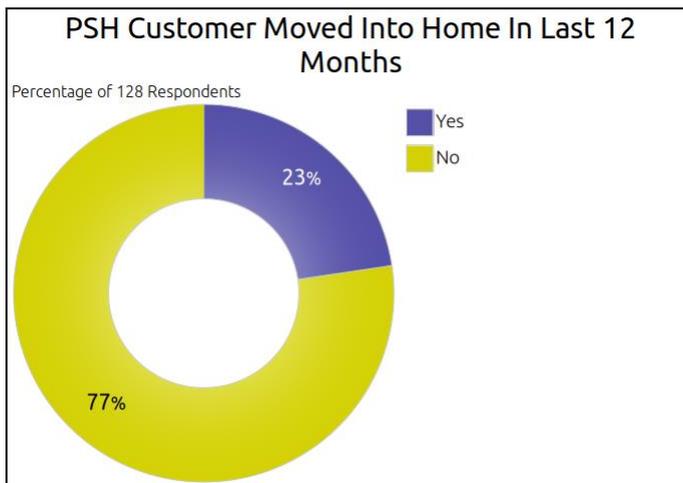


FIGURE 7.6

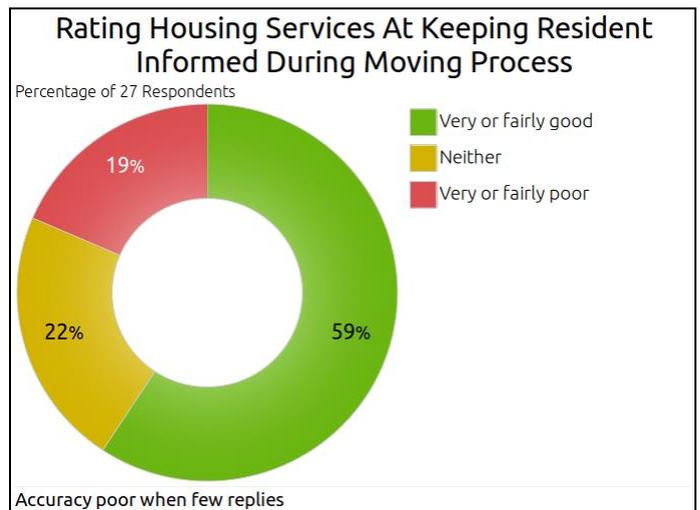
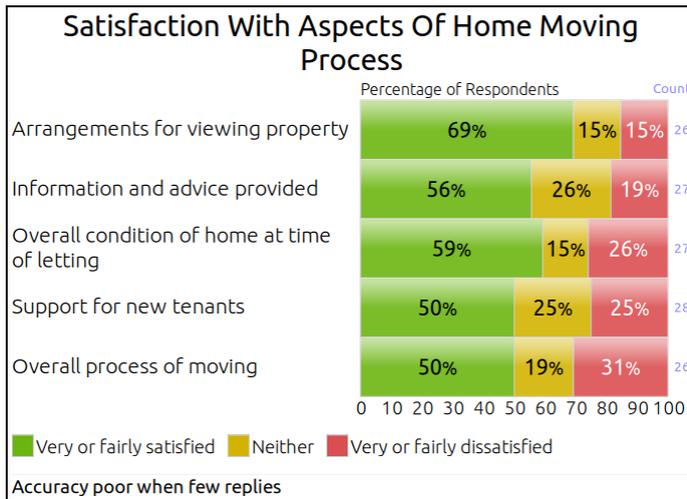


FIGURE 7.7

7.6 Rating Aspects Of The Moving Process



The most highly rated aspect of the home moving process is arrangements for viewing the property – seven in ten new PSH tenants are satisfied with this element of the service. In contrast, the lowest ratings are returned for the overall process of moving and support for new tenants. Around half of new tenants are satisfied with each of these services.

FIGURE 7.8

7.7 Dealing With Outstanding Repairs

There were outstanding repairs in around half of new homes when PSH tenants moved in.

Six in ten PSH tenants (60%) were satisfied with the way Housing Services dealt with outstanding reports, whilst three in ten (30%) were dissatisfied.

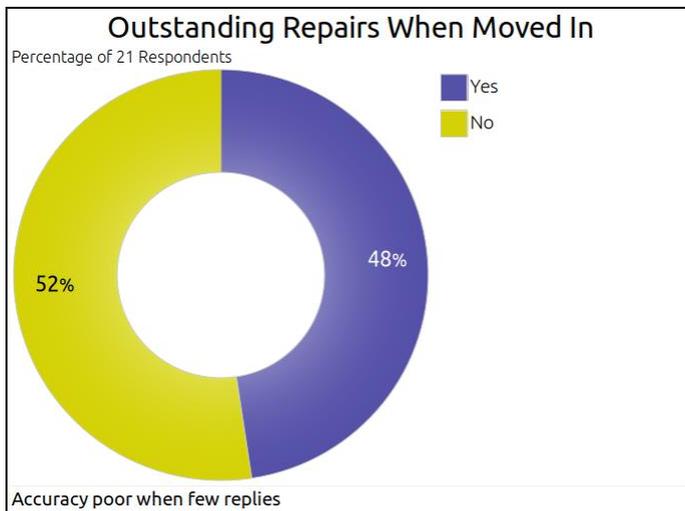


FIGURE 7.9

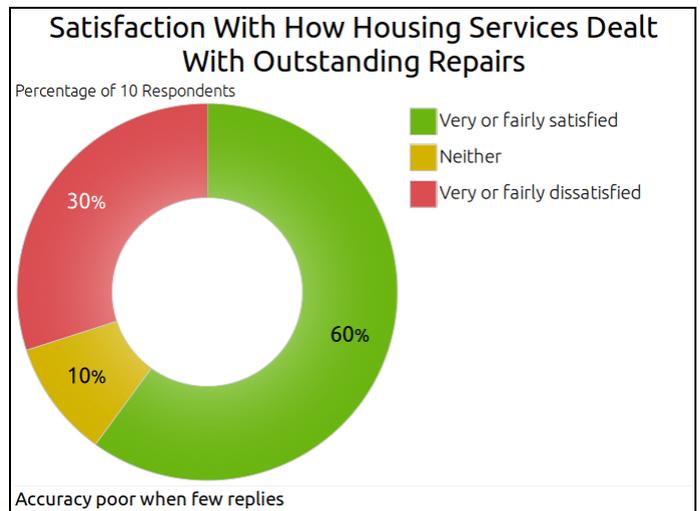


FIGURE 7.10

8. Homeowners

8.1 Key Findings

49% are satisfied with how easy their service charge statement is to understand

47% are satisfied with the information provided about their obligations under the terms and conditions of their lease

40% are satisfied with the service provided by the Homeownership Team, whilst **31%** are dissatisfied

8.2 Satisfaction With Service From The Homeownership Team

40% of homeowners are satisfied with the service they receive from the Homeownership Team, whilst 31% are dissatisfied. Satisfaction levels have fallen since the previous survey in 2020.

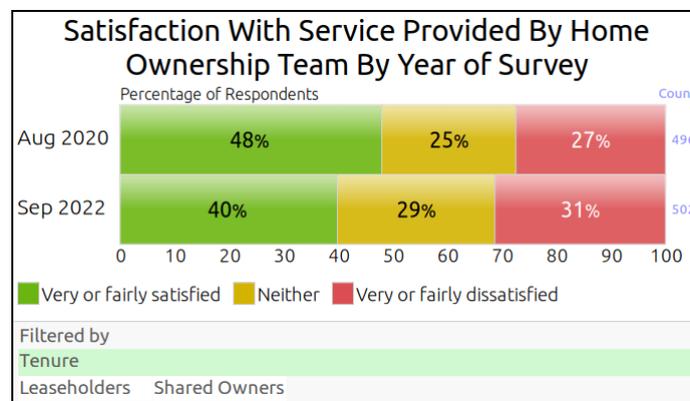


FIGURE 8.1

8.3 Satisfaction With Aspects Of The Service Charge

Homeowners were asked about their satisfaction with aspects of their service charge statement. Views are most positive about how easy the statement is to understand, with 49% expressing satisfaction.

In contrast, views are less positive about the information provided about how the charges are calculated (34% satisfied) and the consultation received when Housing Services sets the service charge levels (31% satisfied).

In both cases, a higher proportion of homeowners (41% in each case) expresses dissatisfaction on these measures. Satisfaction has fallen since 2020.

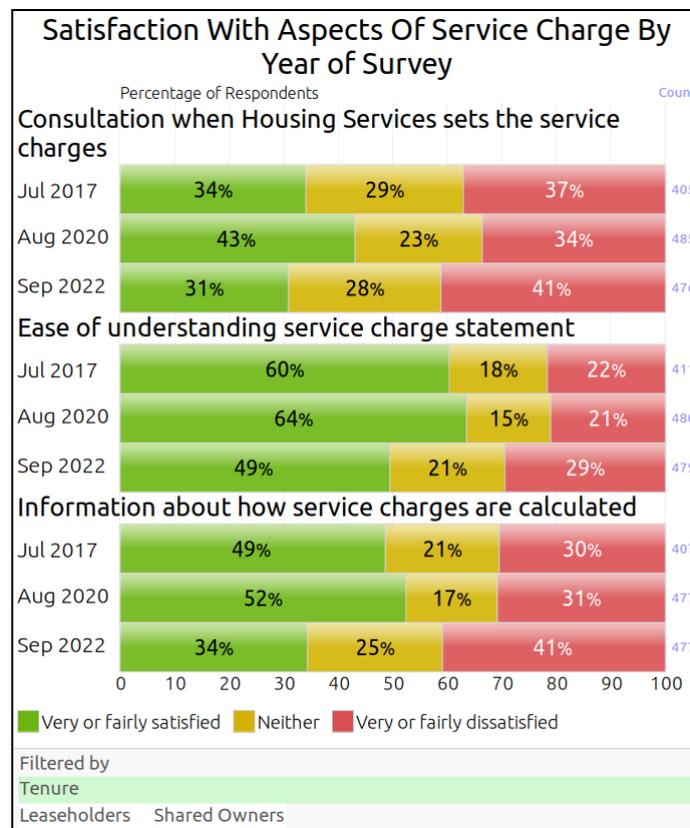


FIGURE 8.2

8.4 Satisfaction With Information And Advice For Homeowners

As part of the survey homeowners were asked to rate the information and advice they receive from Housing Services. 47% state that they are satisfied with the information and advice relating to their obligations under the lease, whilst 23% are dissatisfied.

Perceptions of the usefulness of Housing Services’ web pages as sources of information are less positive, with 31% satisfied and 23% dissatisfied. It is also notable that a sizeable 46% return a response of ‘neither’ on this measure, perhaps suggesting they have limited experience of using the website.

Satisfaction on both these measures have fallen since 2020.

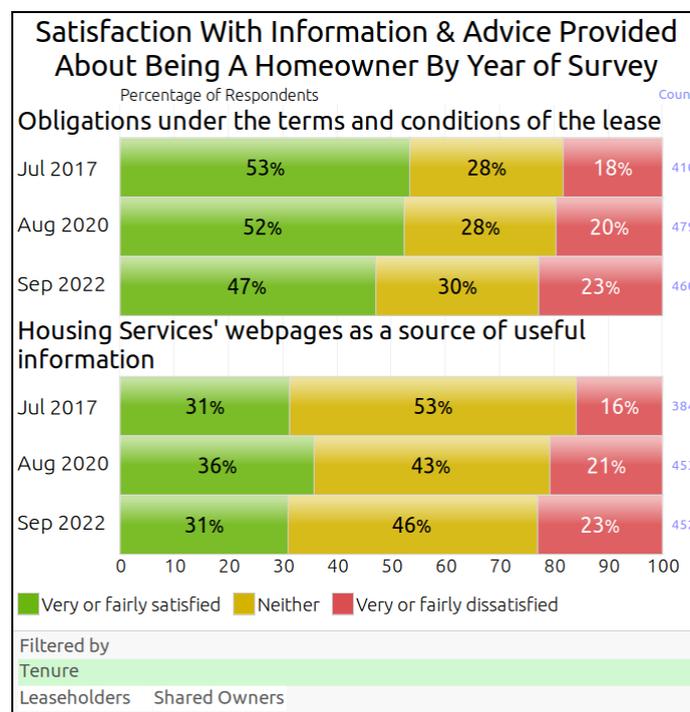


FIGURE 8.3

9. Dealing With Anti-Social Behaviour & Complaints

Dealing with anti-social behaviour is a challenge for all social housing landlords. Incidents of ASB are taken very seriously by Havering Housing Services and a variety of approaches is used to engage with local residents and deal with disruptive behaviour. Havering offers an on-line reporting service via the Council’s website as well as taking enquiries via the Contact Centre. ASB publications are also provided, such as guides to dealing with issues and an ASB diary to aid with gathering evidence. Support is provided by specialist Officers and Havering takes a multi-agency approach if cases involve solutions including a range of partners.

9.1 Key Findings - ASB

15% of all residents have reported an incidence of ASB.

32% of all residents are satisfied with Housing Services' approach to dealing with anti-social behaviour

17% of residents who have reported ASB to Housing Services in the last 12 months are satisfied with the council's approach to dealing with this, whilst **66%** are dissatisfied

16% are satisfied with final outcome of their ASB case, whilst **65%** are dissatisfied

68% of all residents would be willing to report ASB to Housing Services in the future.

9.2 Key Findings - Complaints

26% of residents have made a complaint

58% know how to make a complaint

33% of all residents are satisfied with Housing Services approach to complaint handling

21% of residents who have made a complaint to Housing Services in the last 12 months are satisfied with how this has been handled, whilst **63%** are dissatisfied

21% are satisfied with final outcome of their complaint, whilst **65%** are dissatisfied

9.3 General Views On Housing Services' Approach To ASB

As part of the new TSM questions that come into force from April 2023, all social housing providers will have to ask customers about their satisfaction with the organisation's approach to handling anti-social behaviour. Typically, such questions were historically only asked of those who had reported an ASB incident in the preceding twelve months.

32% of all Havering residents are satisfied with Housing Services' approach to handling anti-social behaviour, whilst 29% are dissatisfied.

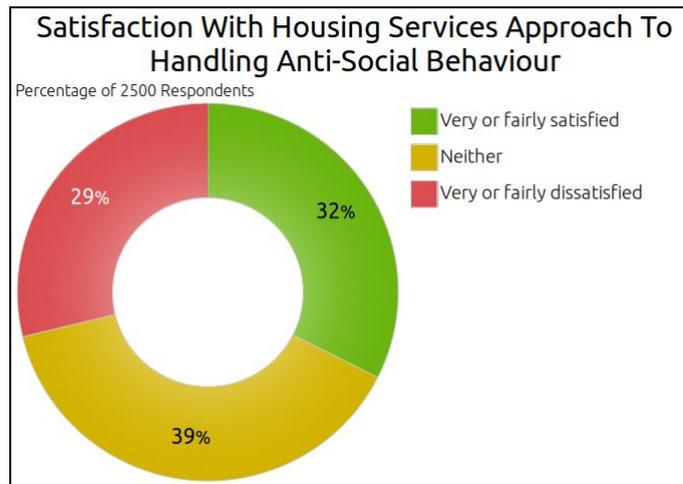
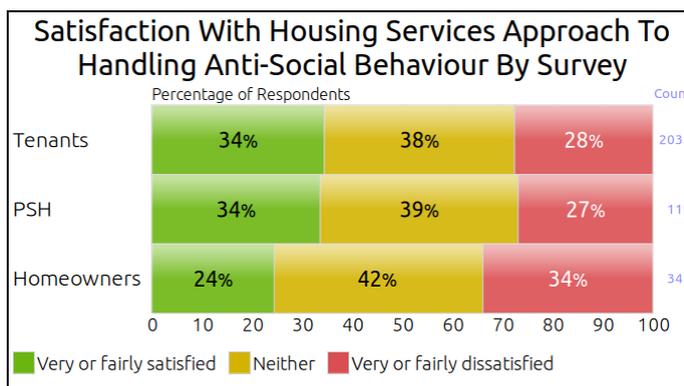


FIGURE 9.1



Tenants and PSH customers are more positive about Housing Services' approach to handling anti-social behaviour than homeowners.

FIGURE 9.2

9.4 Reporting Anti-Social Behaviour

15% of residents have reported an incident of anti-social behaviour to Housing Services in the last 12 months, a slight increase on previous years.

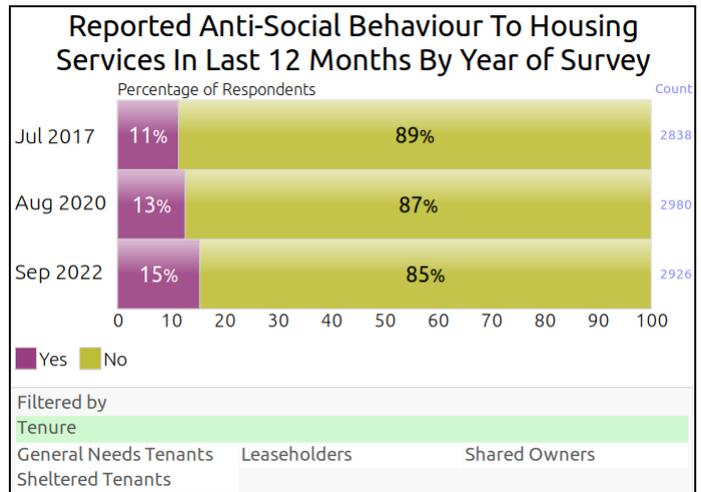
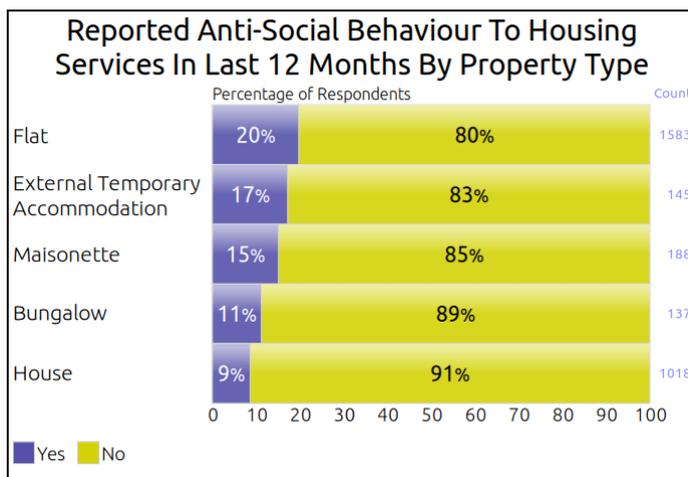


FIGURE 9.3



Residents living in flats are more likely than those in houses to have reported anti-social behaviour to Housing Services in the last 12 months.

FIGURE 9.4

9.5 Perceptions Of The Way ASB Cases Are Handled

Although 32% of all residents are satisfied with Housing Services’ approach to handling anti-social behaviour, amongst residents who have reported an incident in the last twelve months, this figure falls to 17% with 66% expressing dissatisfaction.

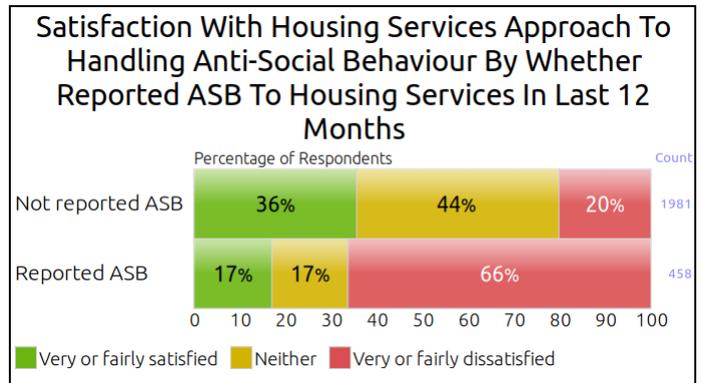
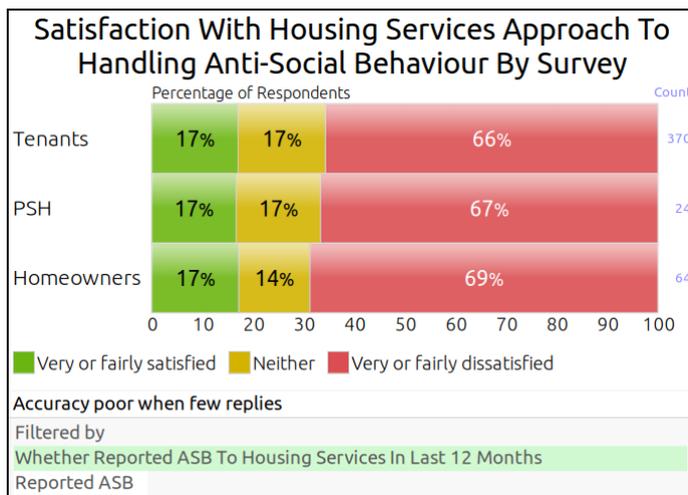


FIGURE 9.5



High proportions of all groups are dissatisfied with the way that their ASB incident was dealt with.

FIGURE 9.6

9.6 Satisfaction With Final Outcome Of ASB Case

Cases of ASB can be notoriously difficult to resolve, and in line with this, residents are far more likely to be dissatisfied than satisfied with the final outcome of reporting ASB (16% satisfied versus 65% dissatisfied - a similar pattern of findings to that observed for overall satisfaction with the way the ASB complaint was dealt with where 17% are satisfied versus 66% dissatisfied). Year on year analysis shows that satisfaction is broadly in line with 2020.

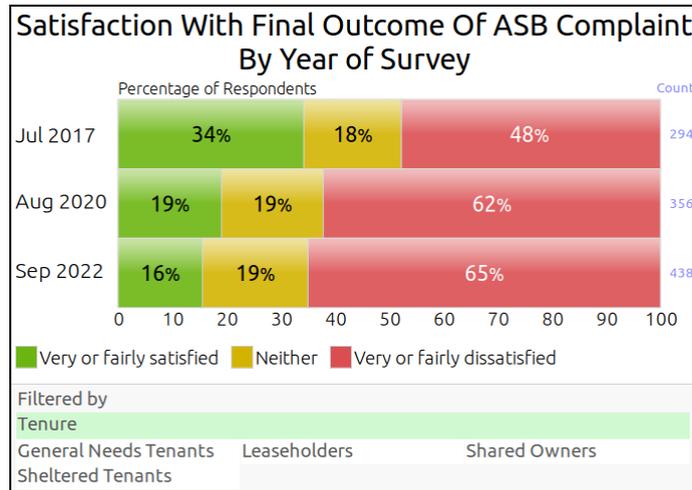


FIGURE 9.7

9.7 Reporting ASB In The Future

Over half of residents who have reported ASB to Havering would be willing to report such behaviour again to the Council. However, a sizeable minority of 33% feels reluctant to contact Housing Services about a similar issue in the future. This pattern of findings is very similar to that obtained in previous years.

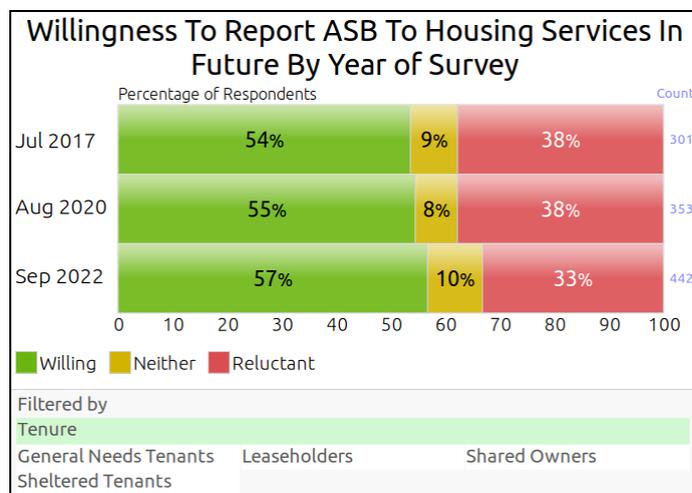


FIGURE 9.8

All residents were asked about their willingness to report anti-social behaviour in future. Those who have not reported an incident of anti-social behaviour in the last twelve months are more likely to express willingness to do so in the future than those who have made an ASB complaint.

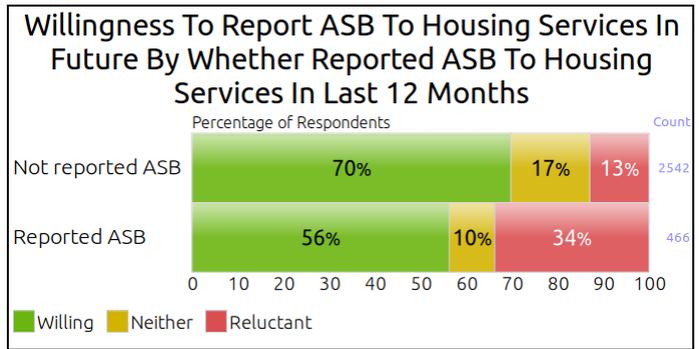
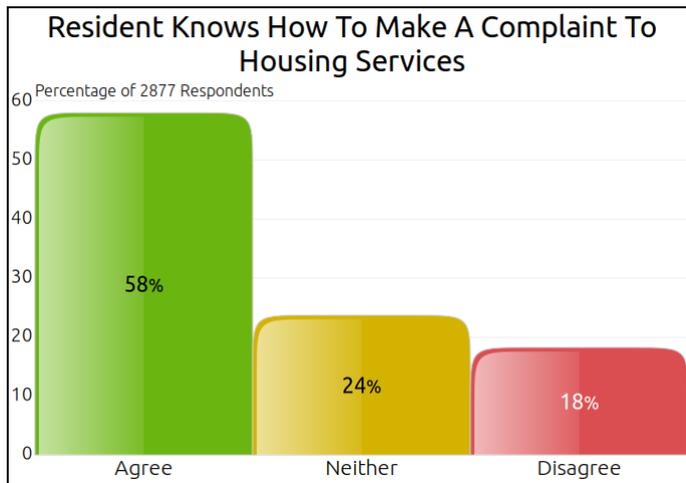


FIGURE 9.9

9.8 Knowledge Of How To Make A Complaint

At the time the Havering questionnaires went to print, the Regulator of Social Housing had not finalised the TSMs to be asked from April 2023. Therefore, the surveys included the draft questions, which had been published as part of the consultation on the introduction of the TSMs. One such question, which has been removed from the, now published, final version of the TSMs, asked about residents’ awareness of how to make a complaint.



58% of customers agree that they would know how to make a complaint to Housing Services if they are not happy with the services they receive.

FIGURE 9.10

Tenants are more likely than homeowners to agree that they know how to make a complaint.

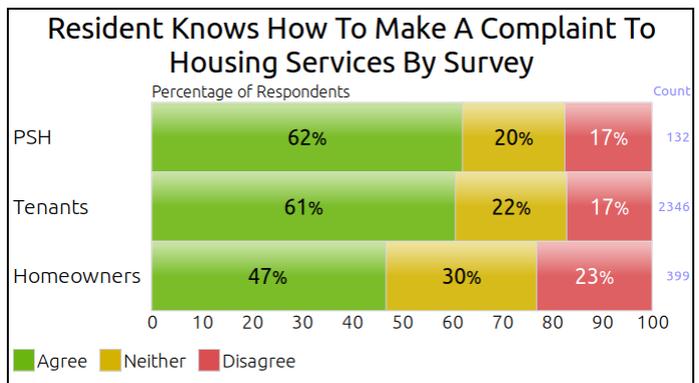


FIGURE 9.11

9.9 Reporting Complaints

26% of residents have made a complaint to Housing Services in the last 12 months, an increase since the previous survey.

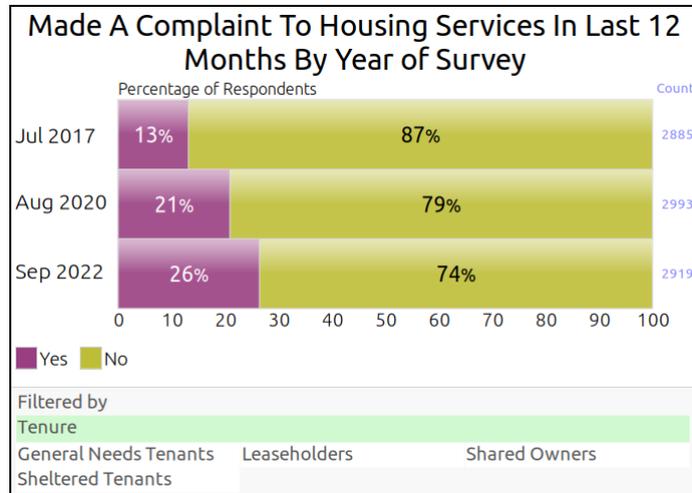


FIGURE 9.12

PSH customers are the group most likely to have made a complaint whilst sheltered tenants are least likely to have complained to Housing Services in the last twelve months.

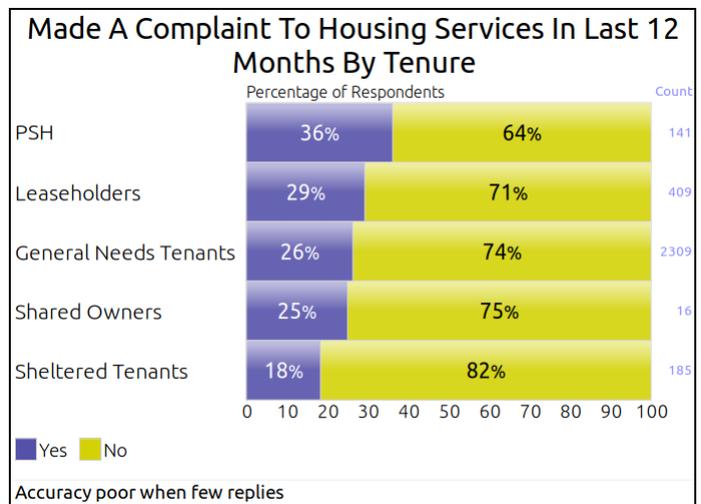
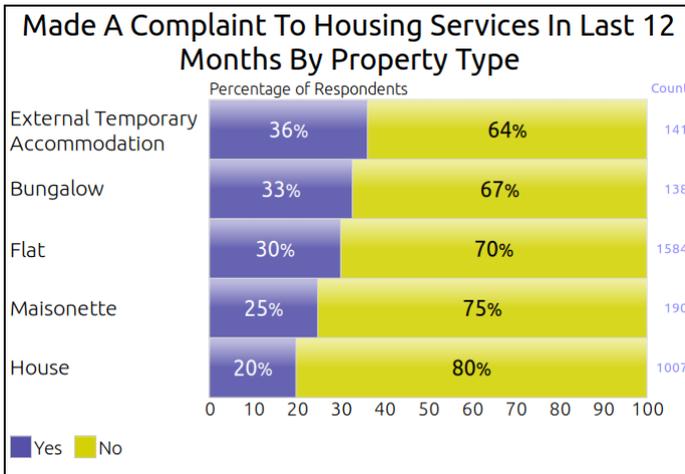


FIGURE 9.13



Residents living in houses are less likely to have made a complaint than customers living in other types of property.

FIGURE 9.14

9.10 Satisfaction With The Complaints Service

In the initial draft of the TSM questions, the guidance stated that the complaints handling question was to be asked of everyone. This has been amended in the final version of the TSMs and is now only asked of those who report making a complaint in the last twelve months.

Results show that customers who have made a complaint are less satisfied with Housing Services' approach to complaints handling than those who have not submitted a complaint.

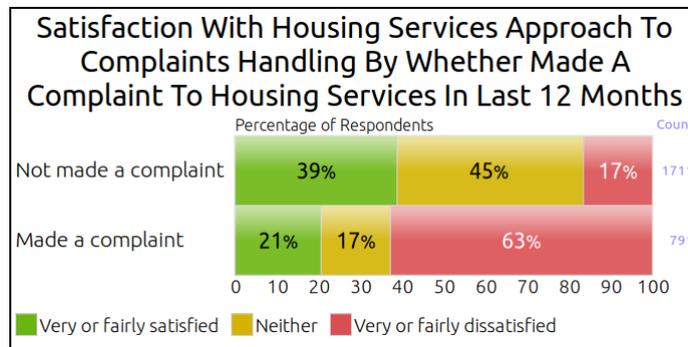


FIGURE 9.15

In line with the findings for the ASB service, residents who have made a complaint are far more likely to be dissatisfied than satisfied with both the handling and outcome of the issue.

21% are satisfied with the final outcome of their complaint.

Residents' dissatisfaction with the outcome of their complaint has increased slightly since the previous survey.

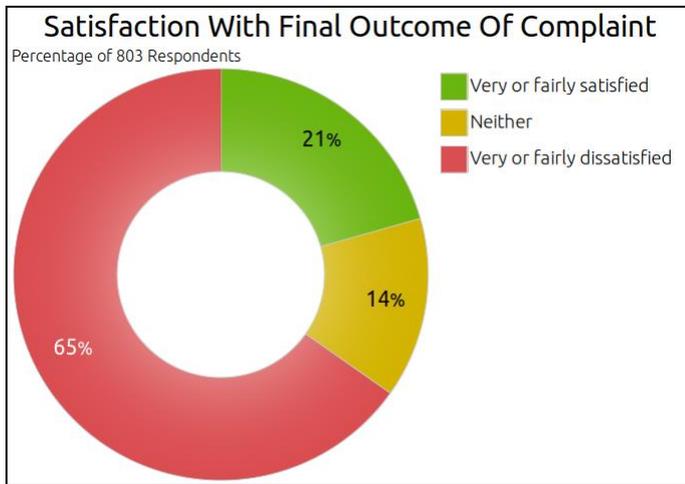


FIGURE 9.16

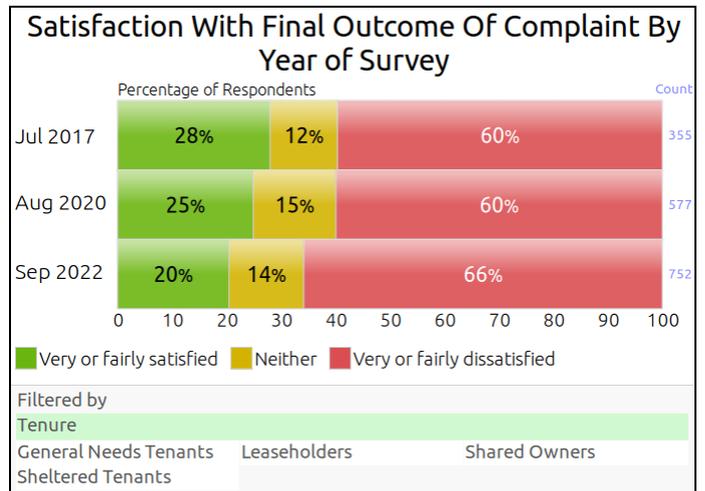


FIGURE 9.17

10. Repairs & Major Works

Repairs and maintenance form the cornerstone of services for social housing providers and are arguably the most crucial factor in service delivery. Repairs generally form the most common reason for contacting a landlord and therefore, achieving good satisfaction levels in this area is key. The significance of the service has also been highlighted in work carried out by HouseMark as part of its STAR analysis, confirming that the service is a key driver of overall satisfaction with the housing provider.

The importance of the service in the eyes of Havering customers is illustrated by the finding that 66% of residents identify the service as a top priority, whilst 65% of tenants and PSH customers have received a repair in the last year. In addition, 79% of those tenants and PSH customers who express satisfaction with the repairs service over the last 12 months are also satisfied with the overall service provided by Havering. In contrast, just 24% of those who are dissatisfied with the repairs service express satisfaction with the overall service they receive. Full details are shown in the graphs below.

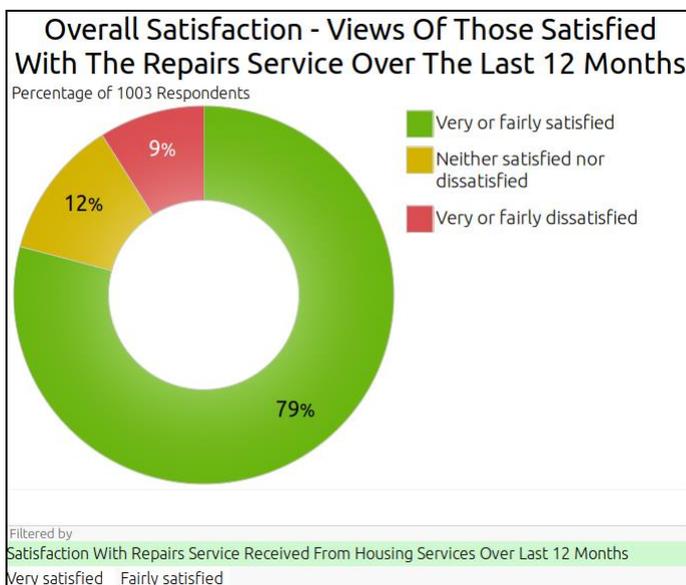


FIGURE 10.1

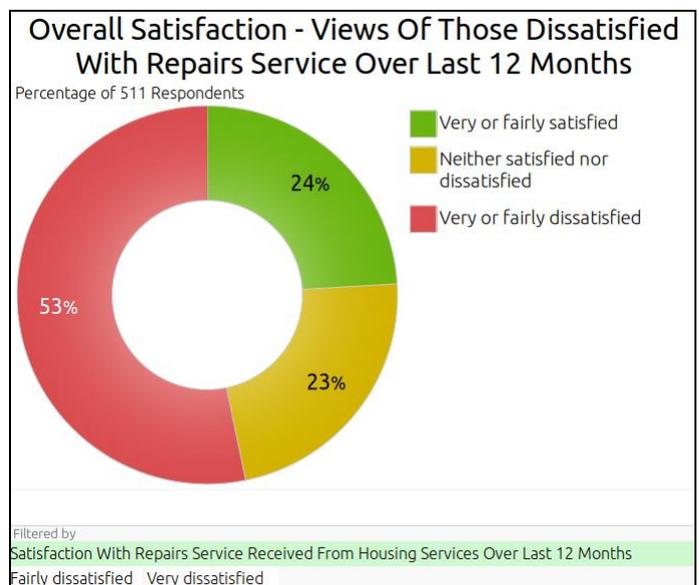


FIGURE 10.2

10.1 Key Findings

66% of all residents identify repairs and maintenance as a top service priority

59% of tenants and PSH customers are satisfied with the repairs service they have received over the last 12 months

61% are satisfied with the service they received for their last repair

54% are satisfied with the time it took to complete their last repair

40% of all residents are satisfied with repairs to communal areas

10.2 Repairs In The Past 12 Months

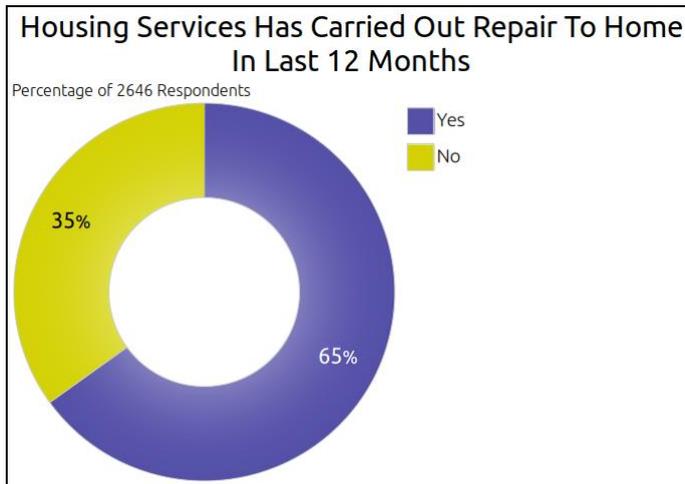


FIGURE 10.3

65% of tenants and PSH customers have had a repair carried out in their home over the past 12 months. This is a higher figure than at the time of the previous survey in 2020, when 57% of residents reported that this was the case.

The incidence of receiving repairs is broadly consistent across tenure groups.

Similar proportions of tenants and PSH customers in flats and houses have received repairs in the past year.

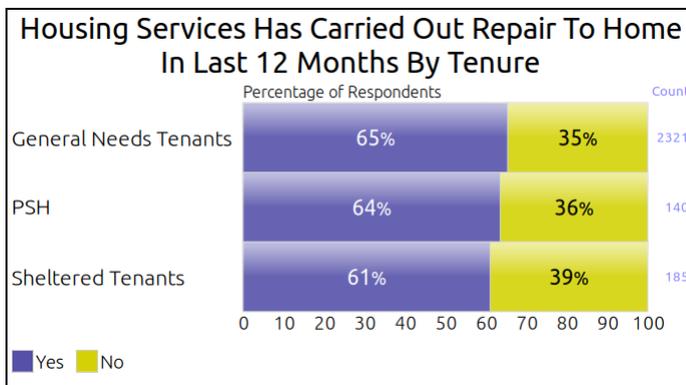


FIGURE 10.4

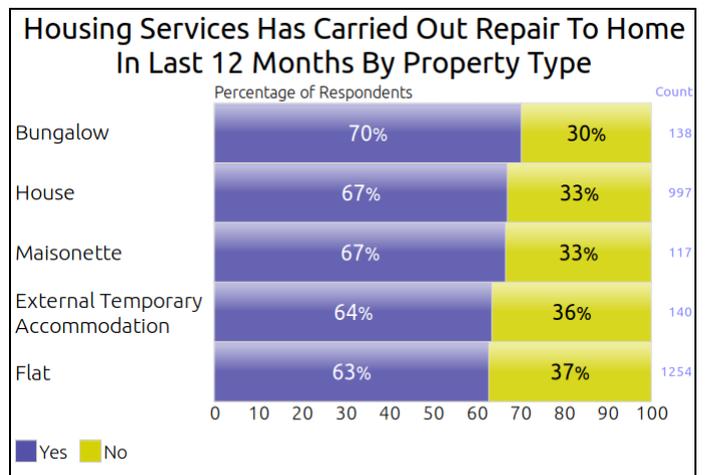
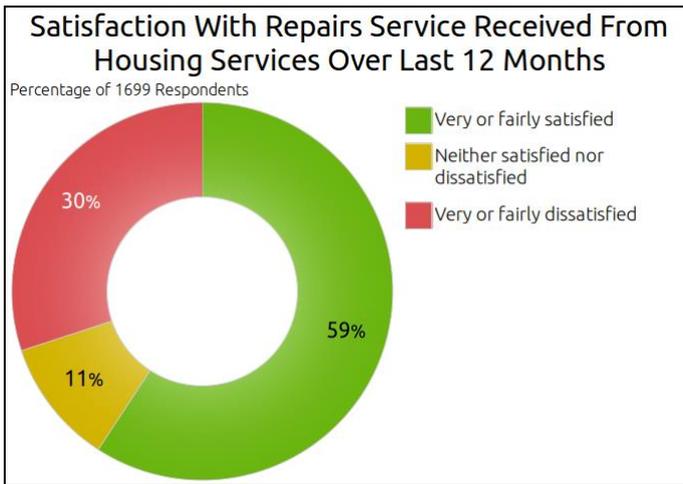


FIGURE 10.5

10.3 Satisfaction With The Repairs Service In The Past 12 Months

Like many housing providers, Havering has suffered severe disruption to service as a result of the covid pandemic. The after effects of this period have inevitably led to a significant backlog of other work taking months to clear. The extended time between the problem first occurring and the repair finally being completed will have increased dissatisfaction with the service. Views of the repairs service are very mixed.



Survey responses show that 59% of tenants report satisfaction with the repairs service they have received during the past 12 months, whilst 30% are dissatisfied.

FIGURE 10.6

Sheltered tenants are more likely to express satisfaction with the service than other tenure groups. Those in flats and houses share similar satisfaction levels of the service.

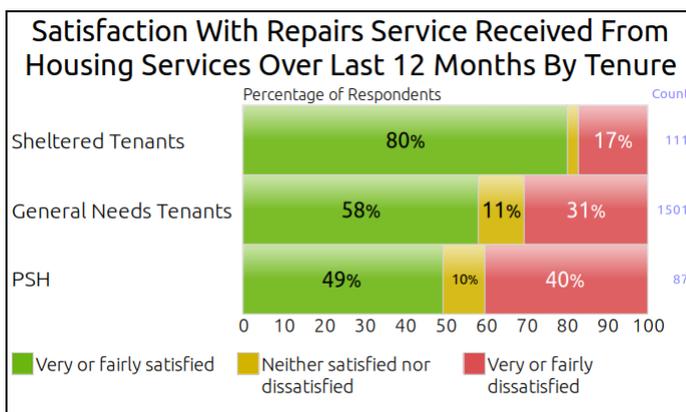


FIGURE 10.7

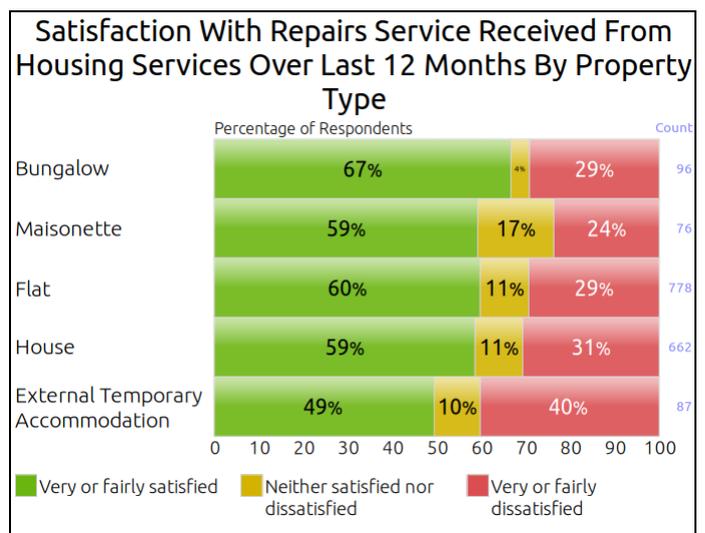


FIGURE 10.8

10.4 Views Of Service The Last Time The Repair Service Was Used

In addition to rating the repairs service over the past 12 months, residents were also asked to give their ratings for the service they received for their last repair. Findings are presented below.

10.4.1 Satisfaction With The Time Taken To Complete The Last Repair

Ratings for the time taken to complete the most recent repair are slightly less positive than for the service overall at 54% satisfied and 34% dissatisfied.

Sheltered tenants return more positive views than other tenant types.

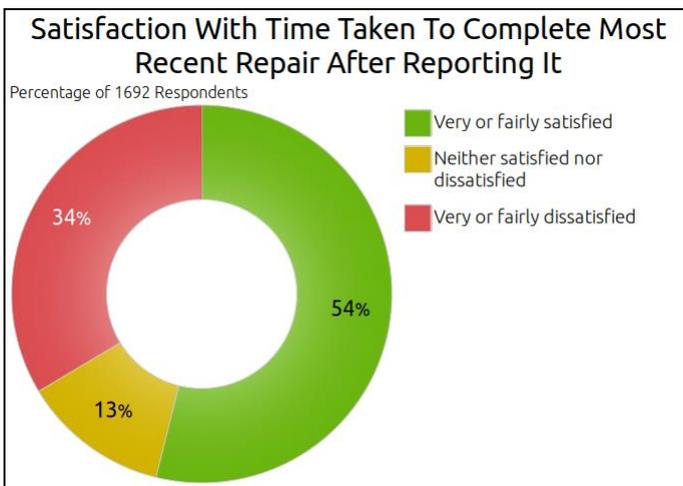


FIGURE 10.9

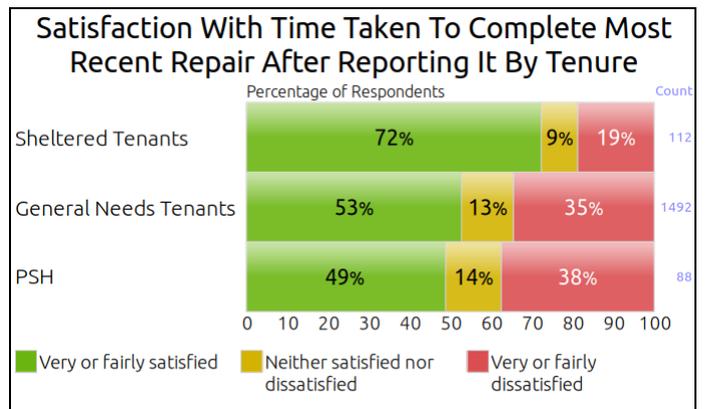


FIGURE 10.10

10.4.2 Satisfaction With Service The Last Time The Service Was Used.

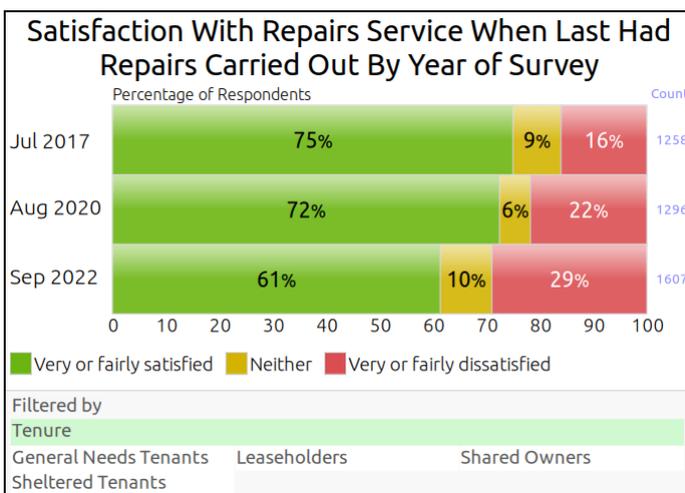


FIGURE 10.11

Satisfaction with the service provided the last time the service was used is very similar to the results reported for service in the past 12 months. 61% report that they are satisfied, whilst 29% are dissatisfied.

Satisfaction scores are lower than those achieved for the previous survey. This trend is apparent across a number of surveys conducted on behalf of London based social housing providers.

In line with results across the research, sheltered customers are far more likely to return positive satisfaction scores than other tenant types.

Findings are broadly in line across most property types.

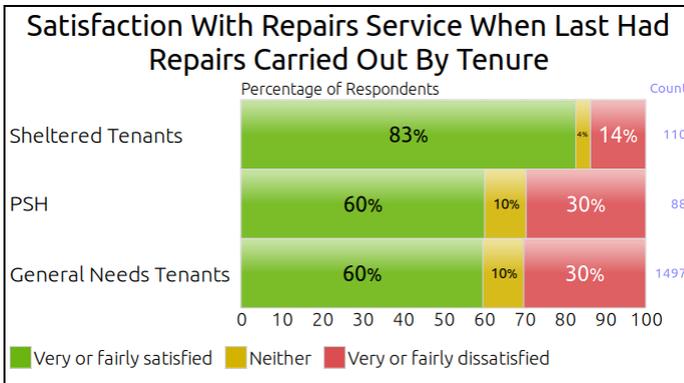


FIGURE 10.12

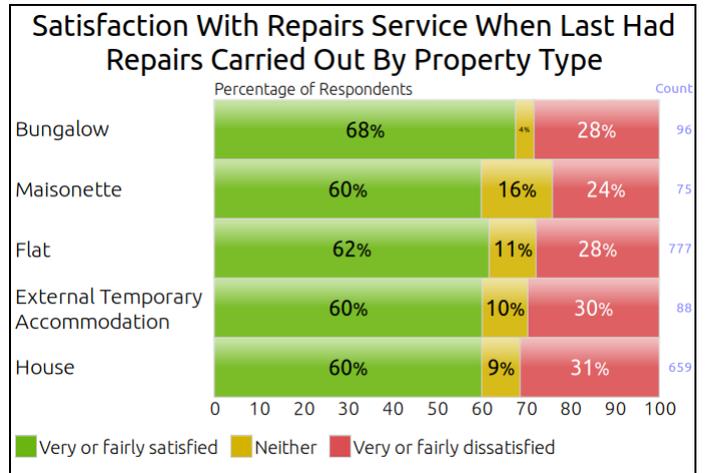


FIGURE 10.13

10.4.3 Rating Aspects Of The Last Completed Repair

Residents were asked to rate various aspects of their last completed repair to provide a fuller picture of the experience and the strengths and weaknesses of the service. Analysis of responses reveals that the most positively rated element is the attitude of operatives undertaking the work with 77% rating this as good. In contrast, customers are more critical about the time take to undertake work, with 60% rating this as good.

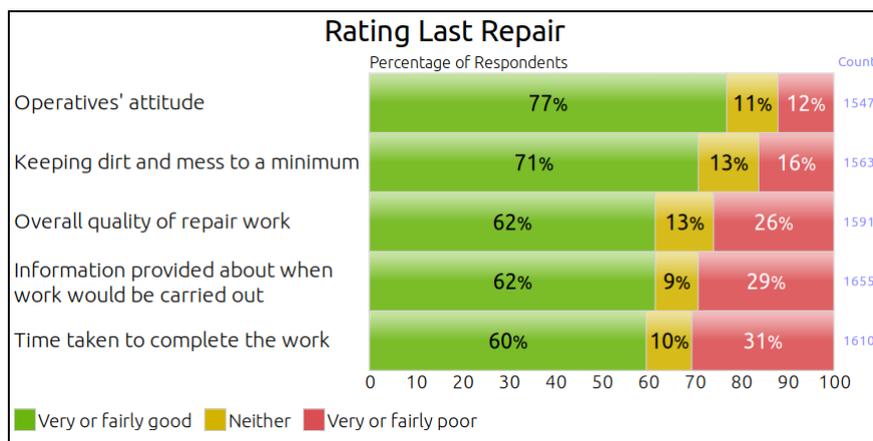


FIGURE 10.14

10.5 Repairs In Communal Areas

Four in ten residents are happy with repairs that are undertaken in communal areas, compared to 31% expressing dissatisfaction. Year on year analysis reveals that satisfaction has fallen in this area.

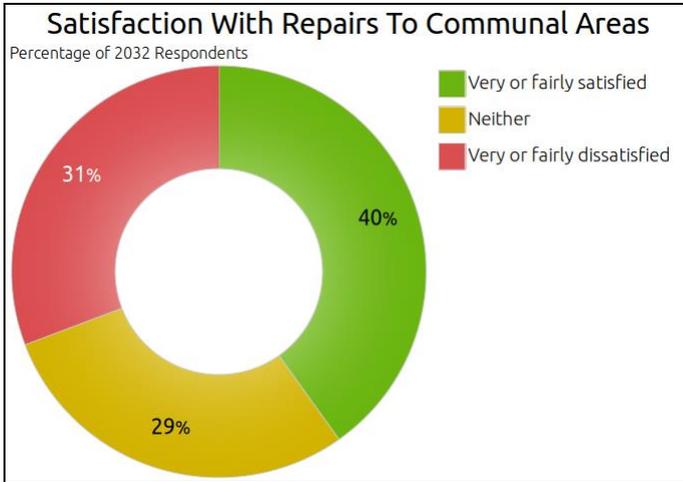


FIGURE 10.15

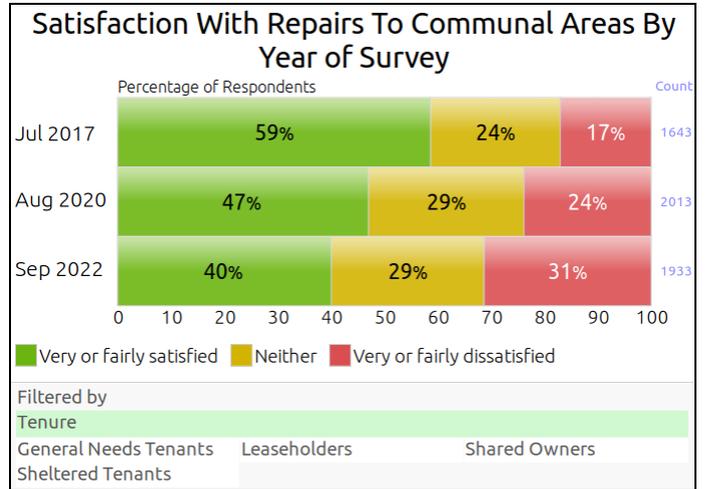


FIGURE 10.16

A breakdown by tenure confirms that sheltered residents are more likely to be satisfied than other tenure groups.

Those living in flats and maisonettes are more likely to be dissatisfied with communal repairs

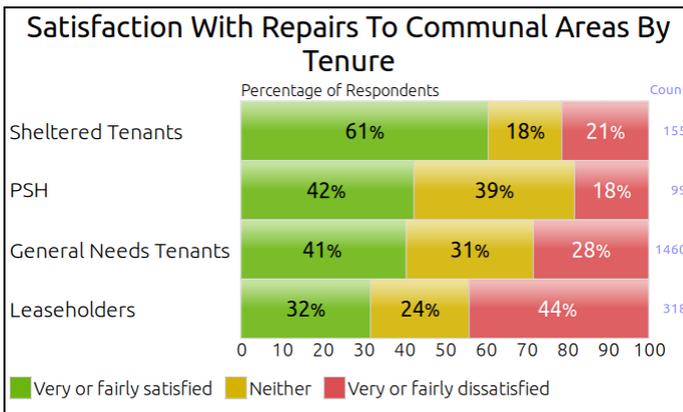


FIGURE 10.17

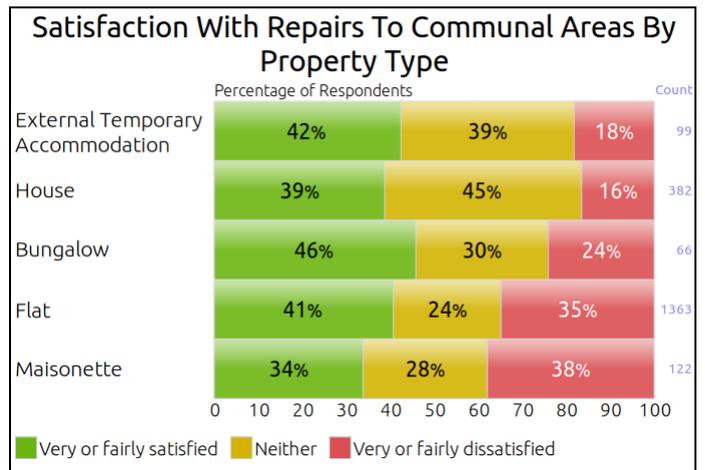


FIGURE 10.18

10.6 Major Works

Havering residents were asked about their experience of the Council’s major works programme in the last two years (for example, new kitchens, bathrooms, double glazing, central heating, wall insulation or roofing). 20% of residents report that they have had work carried out during this time, which is in line with results from the 2020 survey.

Those in bungalows and houses are more likely to have had major works undertaken.

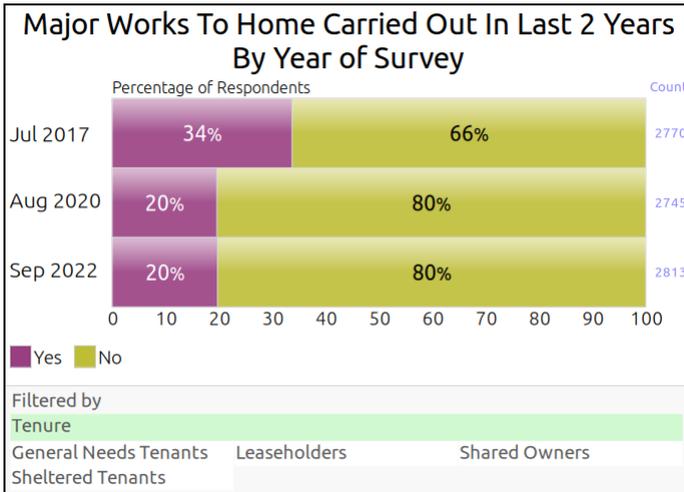


FIGURE 10.19

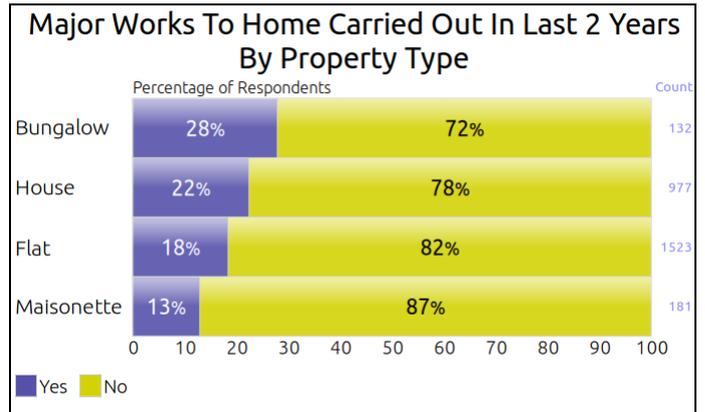


FIGURE 10.20

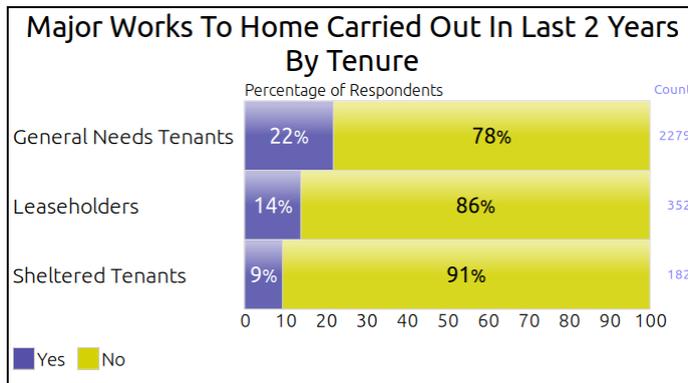


FIGURE 10.21

In line with findings at the time of the previous survey, general needs tenants are more likely to have received major works than other tenure groups.

10.7 Rating Aspects Of Major Works

Residents who have received major works were asked to give their opinion on various elements of the work. Tenants and leaseholders were asked slightly different versions of the questions to meet their needs. The responses from tenants and leasehold groups are presented separately below.

An initial analysis for tenants reveals that the most positive ratings are returned for the attitude of operatives carrying out the works. The time taken to complete work receives the lowest ratings for both tenants and owners. Leaseholders' views are far more mixed, with higher proportions registering dissatisfaction.

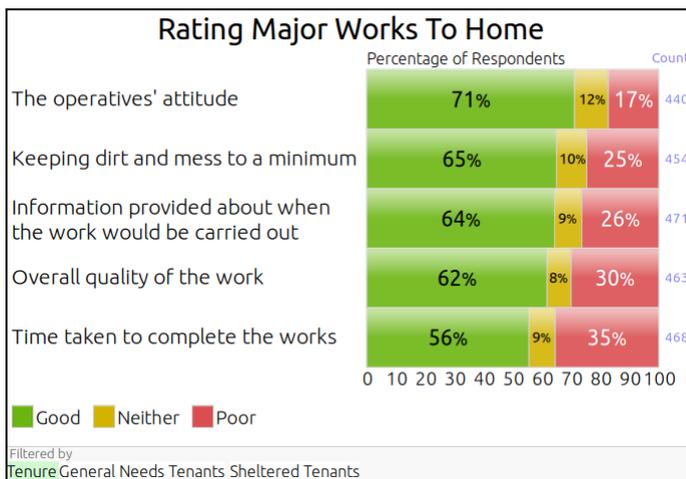


FIGURE 10.22

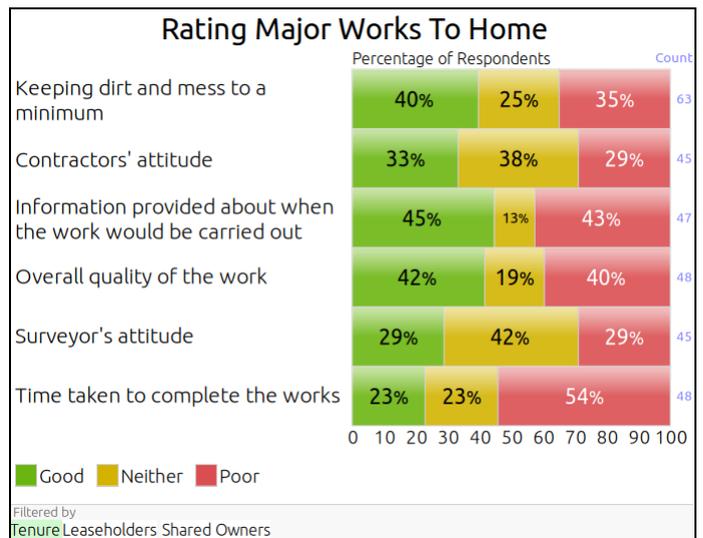


FIGURE 10.23

11. Communication And Consultation

Havering Council offers a variety of communication and information methods for its customers, including online resources, leaflets, accounts accessed via the Council's website, email updates and newsletters. The Council also provides a range of ways for residents to get more involved, through Residents' Groups, Community Representatives and Participation Panels. This section of the report contains information relating to resident perceptions of the way they are consulted and informed.

11.1 Key Findings

33% of all residents are satisfied with the extent Housing Services listens to views and acts upon them, whilst **33%** are dissatisfied

43% of all residents are satisfied with the way Housing Services keeps them informed

The most popular means of being informed and keeping in touch is via email – highlighted by **47%**

11.2 Listening To Views And Acting Upon Them

Views on the way that Havering Housing Services listens to residents' views and acts upon them are extremely mixed, with 33% expressing satisfaction and 33% dissatisfaction.

Analysis by tenure reveals that tenant groups are far more likely to be satisfied with this element of service than homeowners. This is in line with results throughout the research.

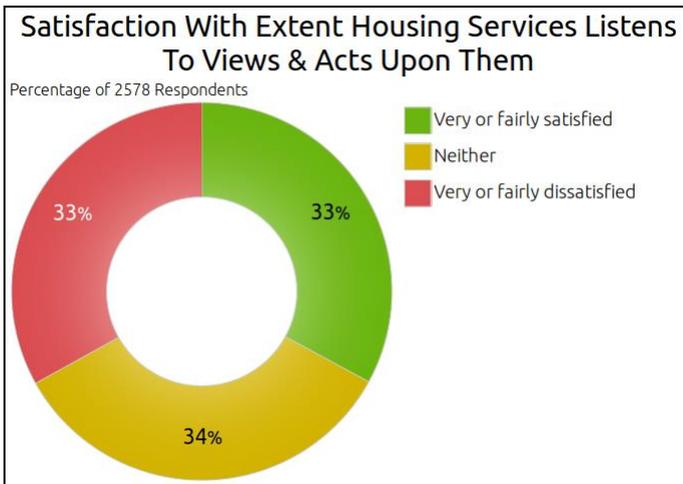


FIGURE 11.1

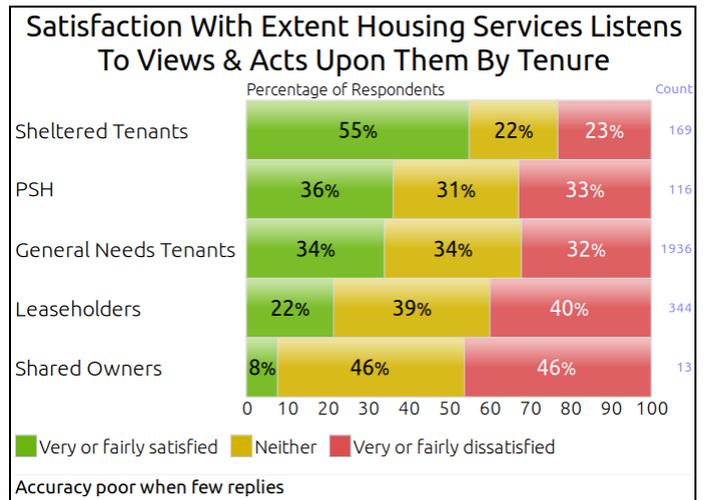


FIGURE 11.2

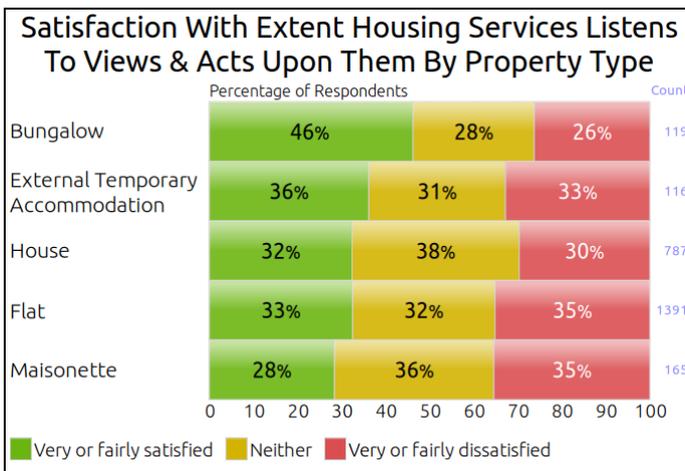


FIGURE 11.3

Analysis by type of property reveals that those living in bungalows register more positive ratings than other groups. The views of those in houses, flats and maisonettes are broadly in line.

11.3 Being Kept Informed About Things That Matter To Residents

Views on the way that residents are kept informed about things that matter to them are more positive than those returned for the extent to which Housing Services listens and acts. However, results are still mixed. 43% of residents expressing satisfaction and 27% dissatisfaction.

Tenure analysis reveals that in line with other results, owners are more critical than their tenant counterparts. Sheltered residents are most likely to register positive views.

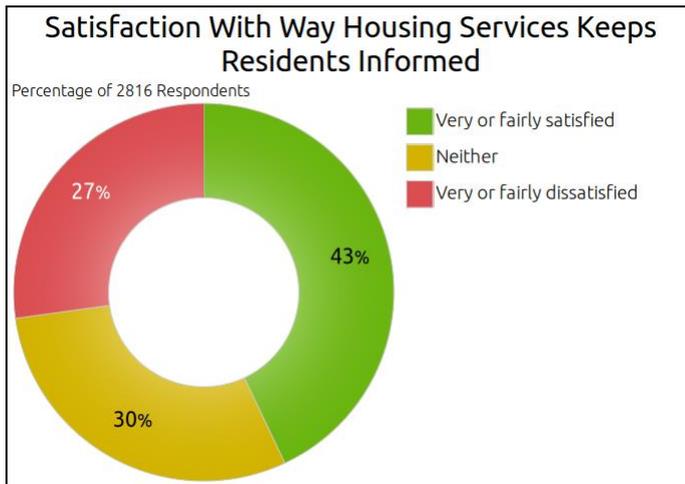


FIGURE 11.4

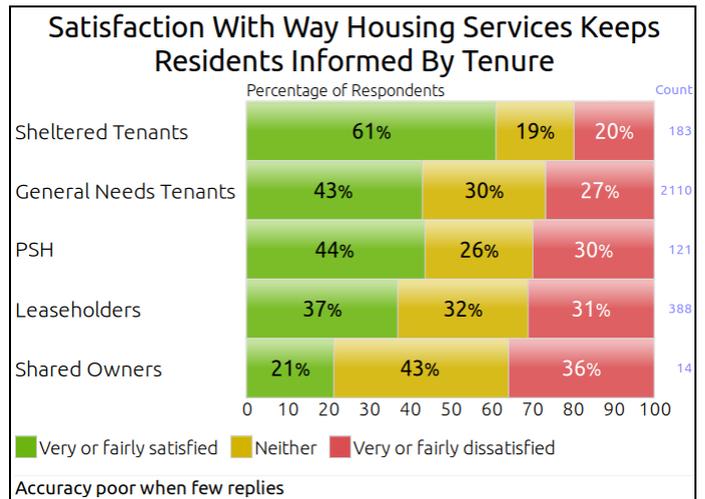


FIGURE 11.5

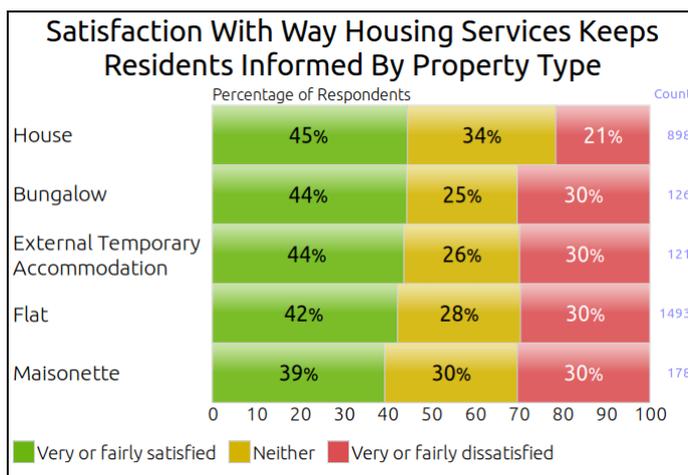


FIGURE 11.6

Satisfaction levels are very broadly in line across different property types. Levels of dissatisfaction are slightly lower amongst those living in houses.

11.4 Preferred Methods For Being Kept Informed/Getting In Touch

The pattern of results in this area has altered slightly compared to the 2020 results. In 2022, the most commonly selected method for getting in touch and being kept informed is via email – selected by 47%. This is followed by the telephone, at 37% and in writing, which is chosen by 34%. In contrast, at the time of the last survey, the telephone was the most popular choice at 53%, followed by in writing (46%) and email (46%). This is likely to reflect the higher proportion of digital responses to the most recent survey.

Homeowners are more likely to favour email contact than other groups.

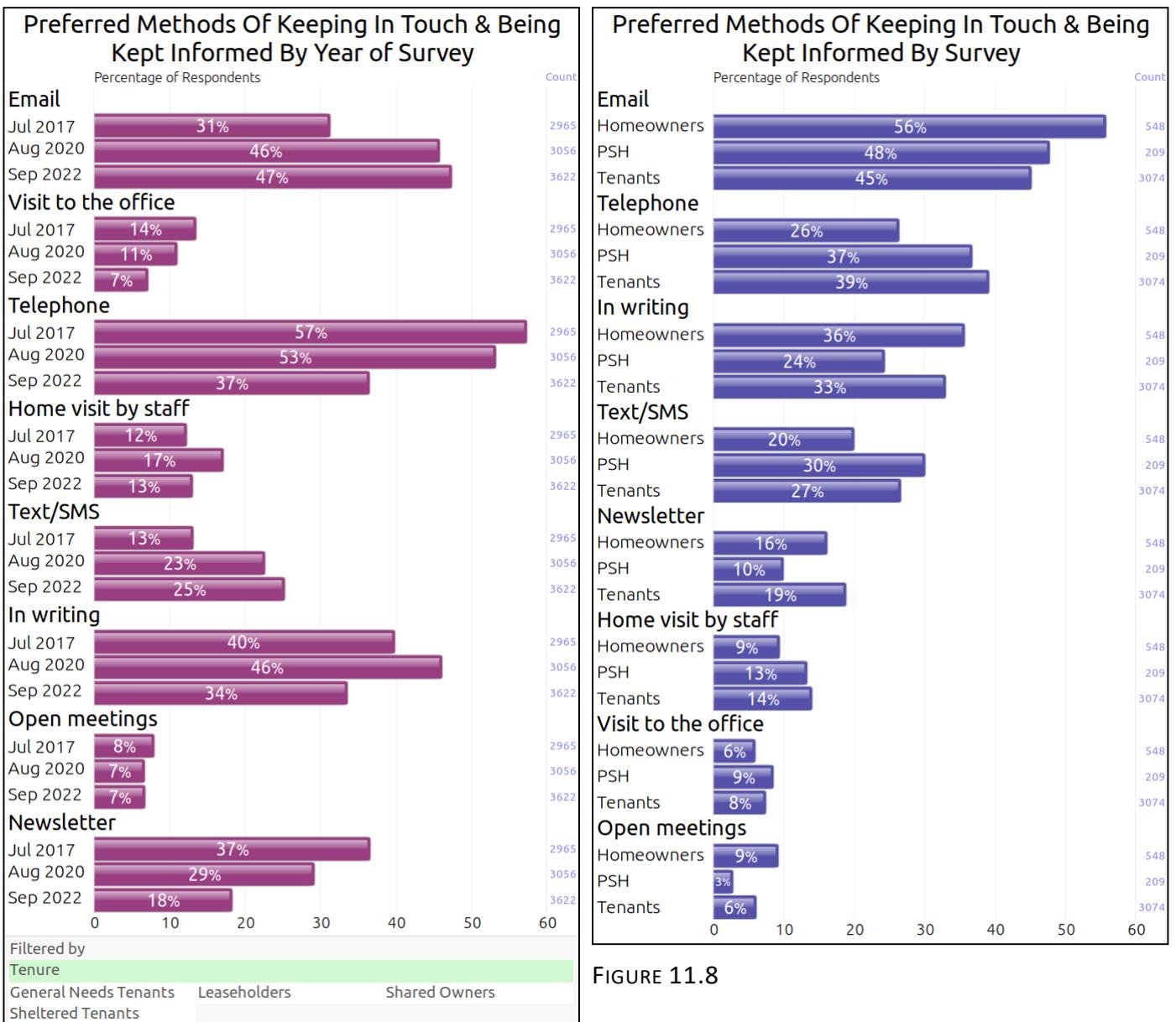


FIGURE 11.7

FIGURE 11.8

11.5 Communication And Information About Repairs

11.5.1 Reporting Repairs

Residents were asked to identify their preferred means of reporting repairs to the Council, and then were asked to rank choices in order of preference. By far the most popular means of reporting repairs to Havering Housing Services is via phone to the Contact Centre. This is selected by 62% of all residents, compared to 27% or less choosing other options. The telephone is the most frequently selected option for both general needs and sheltered tenants.

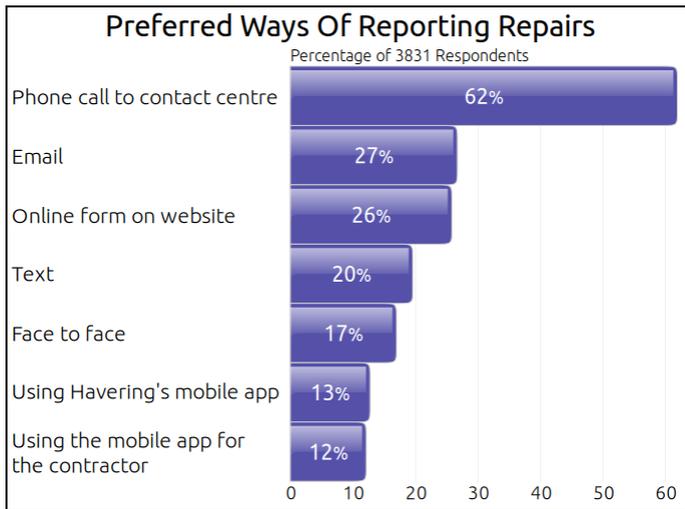


FIGURE 11.9

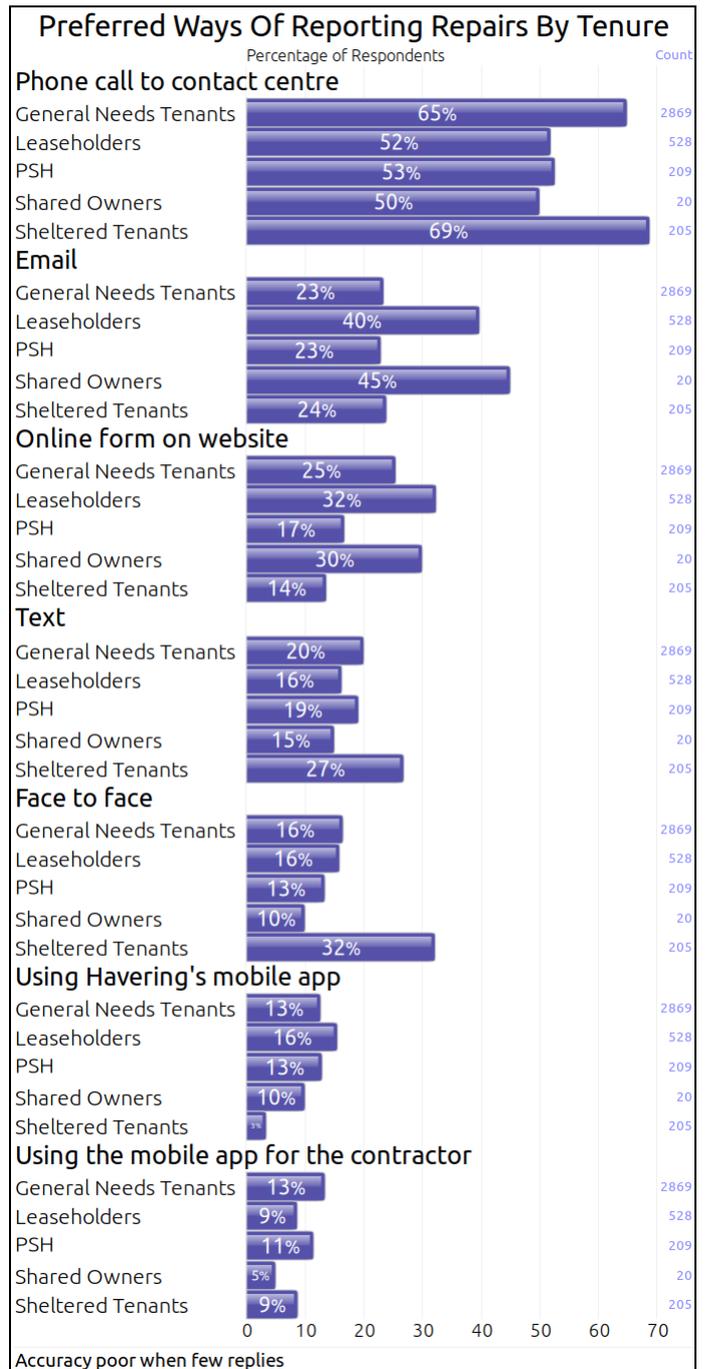


FIGURE 11.10

11.5.2 Receiving Updates About Repairs

When asked how they would prefer to receive updates about repair jobs, the telephone is again the most frequently selected choice, followed by text and email.

Residents are less likely to select the telephone compared to 2020, although this may reflect the increased proportion of digital responses received to the most recent survey.

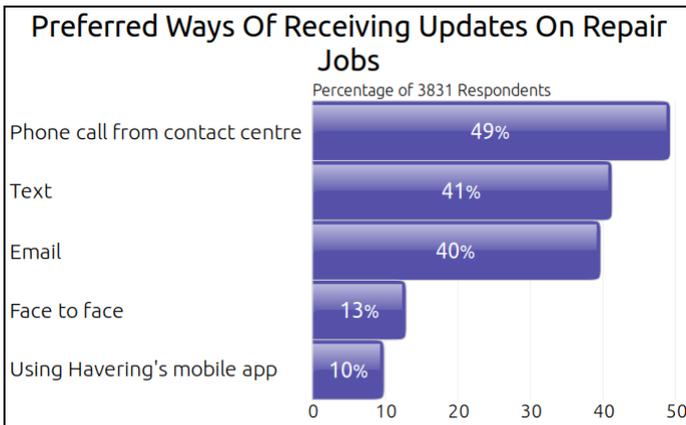


FIGURE 11.11

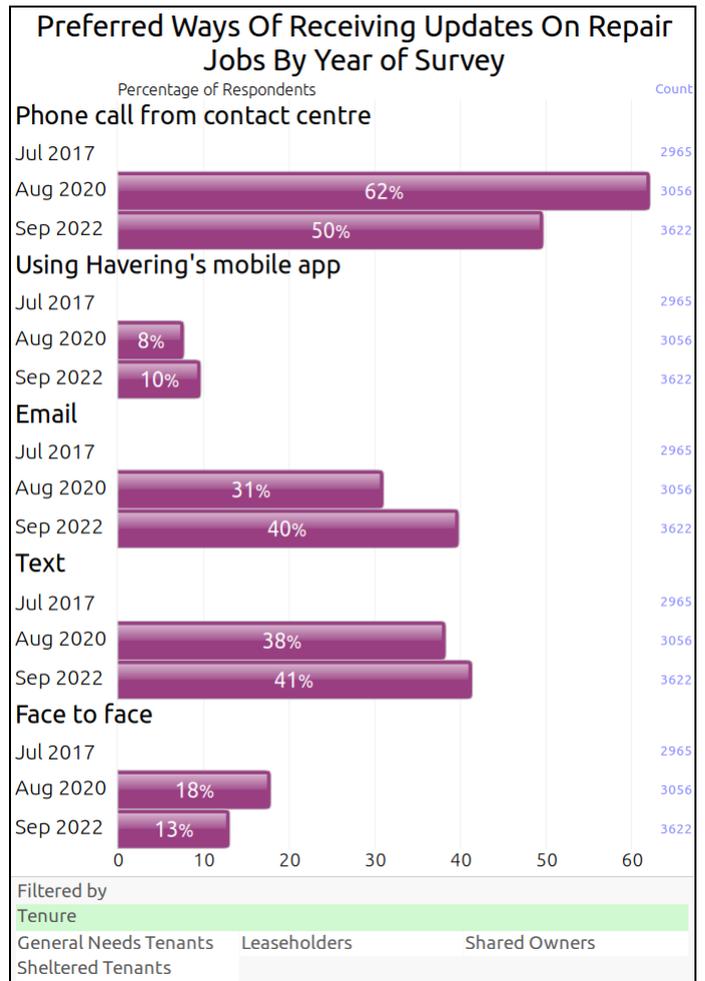


FIGURE 11.12

12. Background Information

12.1 Relationship Status

47% of respondents are single and 27% are married, whilst 9% are widowed, 5% co-habiting and 2% in a civil partnership.

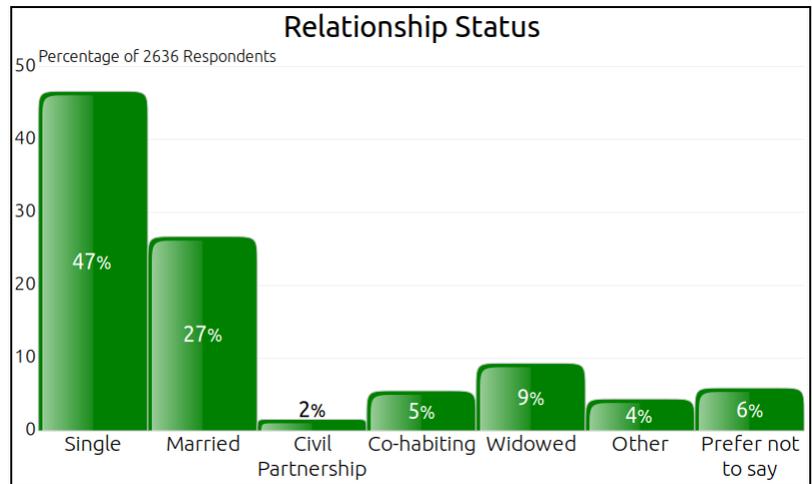
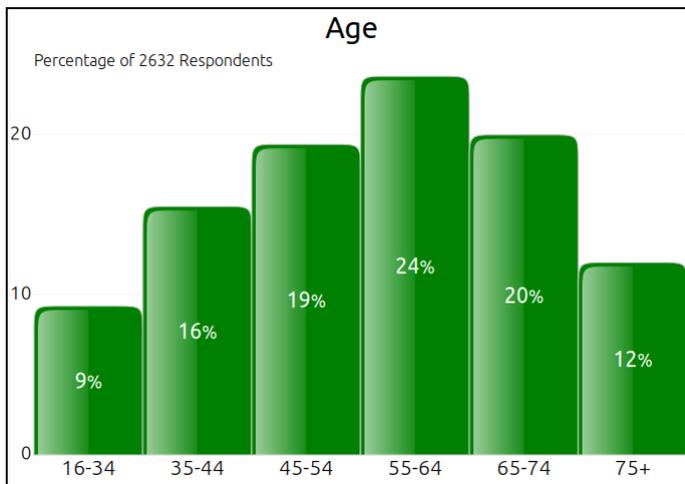


FIGURE 12.1

12.2 Age



A quarter of respondents are aged under 45, whilst 43% are aged 45-64 and the remaining third are aged over 65.

FIGURE 12.2

12.3 Sexual Orientation

82% of respondents are heterosexual, whilst 2% are bisexual, 1% are lesbian and 1% gay. 12% of respondents preferred not to answer this question.

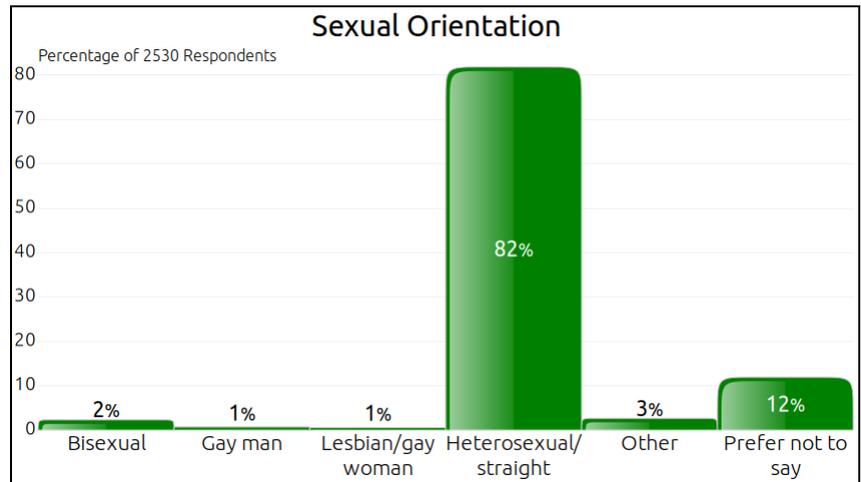
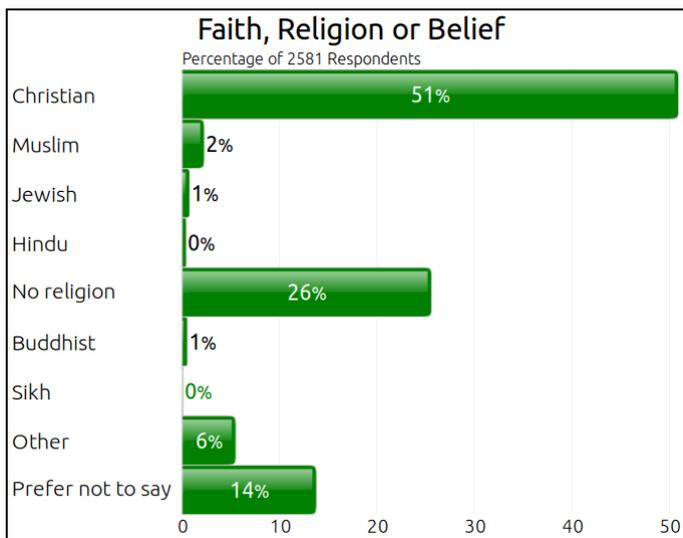


FIGURE 12.3

12.4 Religion



Half of respondents (51%) are Christian, whilst a quarter (26%) have no religion. Small proportions are Muslim (2%), Jewish (1%) or Buddhist (1%). 6% say they follow another religion and 14% prefer not to answer the question.

FIGURE 12.4

12.5 Ethnicity

82% of respondents are British, 3% are African and 2% in each case European or another white background.

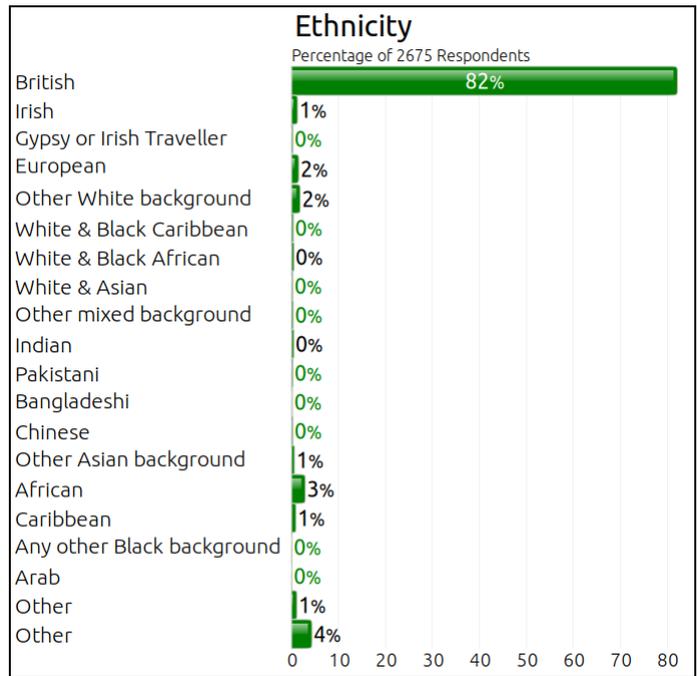
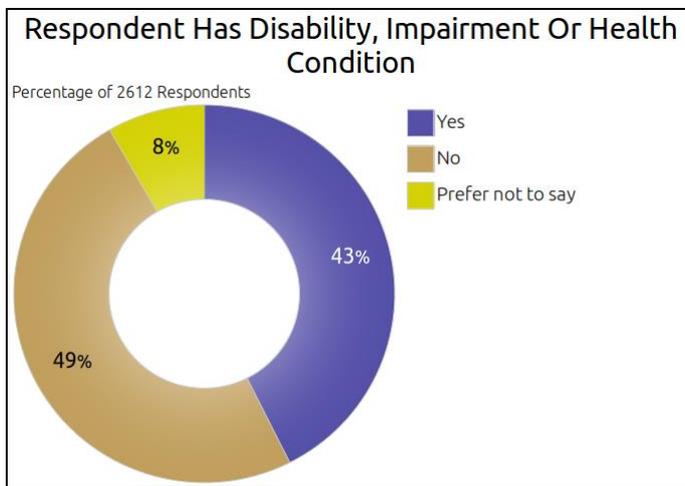


FIGURE 12.5

12.6 Disability



43% of respondents have a disability, impairment or health condition, whilst 49% do not.

FIGURE 12.6

14% of respondents have a long term illness or health condition, whilst 9% have a mental illness and 8% a physical problem.

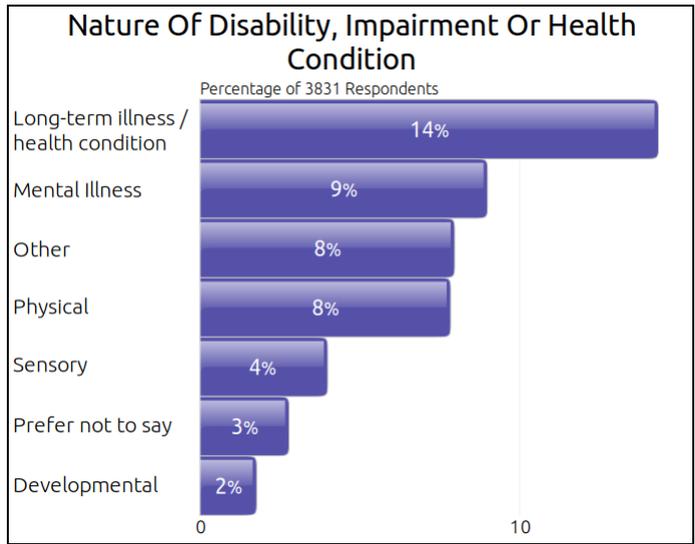


FIGURE 12.7

An Independent and Confidential Survey of Tenants of The London Borough Of Havering

Please don't miss this chance to give your views and enter the prize draw, where 12 lucky residents will win £50 supermarket vouchers!

Overall Service

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Housing Services?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

2 To what extent do you agree or disagree with the following, "Housing Services treats me fairly and with respect"?

Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Not applicable / don't know

3 How satisfied or dissatisfied are you that Housing Services is easy to deal with?

Very satisfied
 Fairly satisfied
 Neither
 Fairly dissatisfied
 Very dissatisfied

4 How satisfied or dissatisfied are you that your rent provides value for money?

Very satisfied
 Fairly satisfied
 Neither
 Fairly dissatisfied
 Very dissatisfied
 Not applicable

5 How satisfied or dissatisfied are you that your service charges provide value for money?

Very satisfied
 Fairly satisfied
 Neither
 Fairly dissatisfied
 Very dissatisfied
 Not applicable

6 Which **three** of the following services would you consider to be priorities?

Please ✓ your top **three** only

Keeping residents informed <input type="checkbox"/>	The overall quality of your home <input type="checkbox"/>
Listening to residents' views and acting upon them <input type="checkbox"/>	Repairs and maintenance <input type="checkbox"/>
Dealing with anti-social behaviour <input type="checkbox"/>	Your neighbourhood as a place to live <input type="checkbox"/>
Value for money for your rent (and service charges) <input type="checkbox"/>	Building new homes <input type="checkbox"/>

Your Home

7 Thinking specifically about the building you live in... How satisfied or dissatisfied are you that Housing Services provides a home that is well maintained and safe for you to live in?

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied
 Not applicable / don't know

Your prize draw number is:

If you have any other suggestions for ways of reducing crime and disorder, please list them here

18 Consideration is being given to the following options, which will have a cost implication to leaseholders and residents, which would you prefer? ✓ [one only](#)

- Fixed cameras in known crime hotspots only
- A mix of fixed cameras and vehicle(s) to undertake patrols or deploy mobile cameras
- No opinion

19 How satisfied are you to pay for CCTV camera surveillance in your area?

- Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

20 Please add any additional comments you would like to make about CCTV in your area

Anti-Social Behaviour

21 How satisfied or dissatisfied are you with Housing Services's approach to handling anti-social behaviour?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

22 Have you reported anti-social behaviour (ASB) to Housing Services in the last 12 months?

Yes No

If 'No', please go to Q24.

23 Overall, how satisfied or dissatisfied are you with the final outcome of your ASB complaint?

- Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

24 How willing would you be to report any ASB to Housing Services in the future?

- Very willing Fairly willing Neither Fairly reluctant Very reluctant

Complaints

25 To what extent do you agree or disagree with the following, 'I know how to make a complaint to Housing Services if I am not happy with the service I receive'?

- Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

26 How satisfied or dissatisfied are you with Housing Services's approach to complaints handling?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

27 Have you made a complaint to Housing Services in the last 12 months?

Yes No

If 'No', please go to Q29.

28 Overall, how satisfied or dissatisfied are you with the final outcome of your complaint?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Repairs & Major Works

29 Has Housing Services carried out a repair to your home in the last 12 months?

Yes No

If 'No', please go to Q34

30 How satisfied or dissatisfied are you with the repairs service you have received to your home from Housing Services over the last 12 months?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

31 How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

32 Thinking about the **last** time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

33 How would you rate your last repair in terms of the following?

✓ *one only for each*

	Very good	Fairly good	Neither	Fairly poor	Very poor
Information provided about when work would be carried out	<input type="checkbox"/>				
Time taken to complete the work	<input type="checkbox"/>				
Overall quality of repair work	<input type="checkbox"/>				
Keeping dirt and mess to a minimum	<input type="checkbox"/>				
Operatives' attitude	<input type="checkbox"/>				

34 How satisfied or dissatisfied are you with repairs to communal areas?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable

35 Have you had any major works to your home, such as a new bathroom, new kitchen, double glazing, central heating, wall insulation or roofing, in the last two years?

Yes No

If 'No', please go to Q37.

36 How would you rate the major works in terms of the following?

✓ *one only for each*

	Very good	Fairly good	Neither	Fairly poor	Very poor
Information provided about when the work would be carried out	<input type="checkbox"/>				
Time taken to complete the works	<input type="checkbox"/>				
Overall quality of the work	<input type="checkbox"/>				
Keeping dirt and mess to a minimum	<input type="checkbox"/>				
The operatives' attitude	<input type="checkbox"/>				

Voids (Empty Properties)

37 Have you moved into a new property in the last two years?

Yes No

If 'No', please go to Q42

38 When you moved in, did you receive any information such as appliance manuals or resident handbooks?

Yes No Can't remember

If **yes**, how satisfied or dissatisfied were you with the information provided?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

39 How satisfied or dissatisfied were you with the overall quality of your home when you first moved in?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

40 How satisfied or dissatisfied were you with the overall quality of the home after six months?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Have not lived here 6 months yet

41 Overall, how satisfied or dissatisfied are you with the lettings process?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Communication & Consultation

42 How satisfied or dissatisfied are you with the extent to which Housing Services listens to your views and acts upon them?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

43 How satisfied or dissatisfied are you with the way Housing Services keeps you informed about things that matter to you as a tenant?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

44 Which of the following methods of being kept informed and getting in touch with Housing Services are you happy to use?

✓ any that apply

Email Visit to the office Telephone Visit to your home by staff Text / SMS
In writing Open meetings Newsletter

45 How satisfied or dissatisfied are you with the following...

✓ one only for each

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way Housing Services communicates with you regarding repairs	<input type="checkbox"/>				
The frequency of communication you receive regarding repair jobs	<input type="checkbox"/>				

46 In which of the following ways would you like to **report repairs**?

✓ [any that apply](#)

- 1) Phone call to contact centre
- 2) Online form on website
- 3) Using Havering's mobile app
- 4) Using the mobile app for the contractors responsible for the work (e.g. Mears or K&T)
- 5) Email
- 6) Text
- 7) Face to face

From the list above, please choose, in order of preference, the three ways you would most like to use to **report repairs**

Top choice Second choice Third choice

Write the [number](#) from the options above in the box:

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

47 In which of the following ways would you like Havering to give you **updates on repair jobs**?

✓ [any that apply](#)

- 1) Phone call from contact centre
- 2) Using Havering's mobile app
- 3) Email
- 4) Text
- 5) Face to face

From the list above, please choose the three ways you would most like to **receive updates on repairs**

Top choice Second choice Third choice

Write the [number](#) from the options above in the box:

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Sheltered Tenants Only

If you're not a sheltered tenant please go to Q49

48 Thinking about where you live, how satisfied or dissatisfied are you with the following?

✓ [one only for each](#)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
Your sheltered support review	<input type="checkbox"/>					
The frequency of contact with your sheltered scheme officer	<input type="checkbox"/>					
The speed of response to your Careline/Telecare alarm being activated	<input type="checkbox"/>					
The time taken for the Telecare Officer to visit you in response to your alarm being activated	<input type="checkbox"/>					
The overall service provided by the Telecare Officer when attending your needs	<input type="checkbox"/>					
How easy it is to access all areas of your home and scheme	<input type="checkbox"/>					
The facilities at your scheme	<input type="checkbox"/>					

Any Other Comments

49 Please use the box below for any comments you would like to make about Housing Services or if you have any suggestions to improve Housing Services.

50 Your answers are currently confidential. It may be useful for your name to be attached to your answers and passed to Housing Services. Would that be okay? ✓ [one only](#)

I agree to my name being attached to my responses and shared with Housing Services

I want my answers to remain confidential.

If you would like your answers to remain confidential, you do not need to complete the rest of the survey

About You

The following questions are included to ensure feedback is received from a wide cross section of residents and include the views of all groups. Any data you provide will be treated in the strictest confidence in line with the laws governing data protection (GDPR). If you would prefer not to answer these questions please leave this section blank.

51 Relationship status: ✓ [one only](#)

Single Married Civil Partnership Co-habiting Widowed

Other Prefer not to say

52 Age

16-24 25-34 35-44 45-54 55-59 60-64 65-74 75-84 85+

53 Sexual Orientation

Bisexual Gay man Lesbian/gay woman Heterosexual/straight Other Prefer not to say

54 Faith, Religion or Belief

Christian Muslim Jewish Hindu No religion Buddhist Sikh Other Prefer not to say

55 Race & Ethnicity. Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. ✓ [one only](#)

White

- British
Irish
Gypsy or Irish Traveller
European
Other White background

Mixed/multiple ethnic groups

- White & Black Caribbean
White & Black African
White & Asian
Other mixed background

Asian/Asian British

- Indian
Pakistani
Bangladeshi
Chinese
Other Asian background

Black/Black British

- African
Caribbean
Any other Black background

Other Ethnic Group

- Arab
Other

Prefer not to say

56 Do you consider yourself to have a disability, impairment or health condition?

Yes No Prefer not to say

If yes, please identify your impairment by ticking the boxes below.

✓ [any that apply](#)

Sensory - e.g. deafness, partially sighted, blindness

Physical - e.g. wheelchair user

Mental illness - e.g. bi-polar disorder, schizophrenia, depression

Developmental - e.g. autistic spectrum disorders (ASD), dyslexia and dyspraxia

Long-term illness / health condition - e.g. cancer, HIV, diabetes, chronic heart disease, stroke

Other (please specify condition)

Prefer not to say

This information helps Housing Services improve access to their services.

57 Would you be happy for Housing Services to contact you about any of the feedback you have given if they wish to do so?

Yes No

Getting Involved

There are a number of different ways you can volunteer and give your feedback on Havering's housing service. These include panel meetings, completing surveys such as this, attending open days and much more. All are important ways for Housing Services to find out what you think and what ideas you have to help them improve.

Currently Havering Council is reviewing its Resident Engagement Strategy. If you would like to be involved in this, or any of the ways mentioned above, please email getinvolved@haverling.gov.uk

Thank you for taking the time to complete this questionnaire. Your feedback is important. Please return it in the reply-paid envelope provided. © Kwest Research

An Independent and Confidential Survey of Tenants of Private Sector Housing In The London Borough Of Havering

Please don't miss this chance to give your views and enter the prize draw, where 12 lucky residents will win £50 supermarket vouchers!

Overall Service

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Housing Services?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied

2 To what extent do you agree or disagree with the following, "Housing Services treats me fairly and with respect"?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

3 How satisfied or dissatisfied are you that Housing Services is easy to deal with?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

4 How satisfied or dissatisfied are you that your rent provides value for money?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable

5 Which **three** of the following services would you consider to be priorities?

Please ✓ your top **three** only

Keeping residents informed The overall quality of your home
 Listening to residents' views and acting upon them Repairs and maintenance
 Dealing with anti-social behaviour Your neighbourhood as a place to live
 Value for money for your rent (and service charges) Building new homes

Your Home

6 Thinking specifically about the building you live in... How satisfied or dissatisfied are you that Housing Services provides a home that is well maintained and safe for you to live in?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

7 How satisfied or dissatisfied are you with the overall quality of your home?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Your prize draw number is:

If you have any other suggestions for ways of reducing crime and disorder, please list them here

17 Consideration is being given to the following options, which will have a cost implication to leaseholders and residents, which would you prefer? ✓ [one only](#)

Fixed cameras in known crime hotspots only

A mix of fixed cameras and vehicle(s) to undertake patrols or deploy mobile cameras

No opinion

18 How satisfied are you to pay for CCTV camera surveillance in your area?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

19 Please add any additional comments you would like to make about CCTV in your area

Anti-Social Behaviour

20 How satisfied or dissatisfied are you with Housing Services's approach to handling anti-social behaviour?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

21 Have you reported anti-social behaviour (ASB) to Housing Services in the last 12 months?

Yes No

If 'No', please go to question Q23.

22 Overall, how satisfied or dissatisfied are you with the final outcome of your ASB complaint?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

23 How willing would you be to report any ASB to Housing Services in the future?

Very willing Fairly willing Neither Fairly reluctant Very reluctant

Complaints

24 To what extent do you agree or disagree with the following, 'I know how to make a complaint to Housing Services if I am not happy with the service I receive'?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

Communication & Consultation

34 How satisfied or dissatisfied are you with the extent to which Housing Services listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

35 How satisfied or dissatisfied are you with the way Housing Services keeps you informed about things that matter to you as a tenant?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

36 Which of the following methods of being kept informed and getting in touch with Housing Services are you happy to use?

✓ [any that apply](#)

Email Visit to the office Telephone Visit to your home by staff Text / SMS
 In writing Open meetings Newsletter

37 How satisfied or dissatisfied are you with the following...

✓ [one only for each](#)

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The way Housing Services communicates with you regarding repairs	<input type="checkbox"/>				
The frequency of communication you receive regarding repair jobs	<input type="checkbox"/>				

38 In which of the following ways would you like to **report repairs**?

✓ [any that apply](#)

- 1) Phone call to contact centre
- 2) Online form on website
- 3) Using Havering's mobile app
- 4) Using the mobile app for the contractors responsible for the work (e.g. Mears or K&T)
- 5) Email
- 6) Text
- 7) Face to face

From the list above, please choose, in order of preference, the three ways you would most like to use to **report repairs**

Top choice Second choice Third choice

Write the [number](#) from the options above in the box:

--	--	--

39 In which of the following ways would you like Havering to give you **updates on repair jobs**?

✓ [any that apply](#)

- 1) Phone call from contact centre
- 2) Using Havering's mobile app
- 3) Email
- 4) Text
- 5) Face to face

From the list above, please choose the three ways you would most like to **receive updates on repairs**

Top choice Second choice Third choice

Write the [number](#) from the options above in the box:

--	--	--

New Tenants

40 Have you moved into your home in the last 12 months?

Yes No

If 'No', please go to Q44

41 How satisfied or dissatisfied are you with the following?

✓ one only for each

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Support for new tenants	<input type="checkbox"/>				
The overall condition of your home at the time of letting	<input type="checkbox"/>				
The overall process of moving	<input type="checkbox"/>				
The arrangements for viewing your property	<input type="checkbox"/>				
The information and advice provided	<input type="checkbox"/>				

42 How good or poor do you feel Housing Services was at keeping you informed throughout the process?

Very good Fairly good Neither Fairly poor Very poor

43 Were there any outstanding repairs when you moved into the property?

Yes No Can't remember

If **yes**, how satisfied were you with the way Housing Services dealt with them?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Any Other Comments

44 Please use the box below for any comments you would like to make about Housing Services or if you have any suggestions to improve Housing Services.

45 Your answers are currently confidential. It may be useful for your name to be attached to your answers and passed to Housing Services. Would that be okay?

✓ one only

I agree to my name being attached to my responses and shared with Housing Services

I want my answers to remain confidential.

If you would like your answers to remain confidential, you do not need to complete the rest of the survey

About You

The following questions are included to ensure feedback is received from a wide cross section of residents and include the views of all groups. Any data you provide will be treated in the strictest confidence in line with the laws governing data protection (GDPR). If you would prefer not to answer these questions please leave this section blank.

46 Relationship status:

✓ [one only](#)

- Single Married
Civil Partnership Co-habiting
Widowed Other
Prefer not to say

47 Age

- 16-24 25-34 35-44 45-54 55-59 60-64 65-74 75-84 85+

48 Sexual Orientation

- Bisexual Gay man Lesbian/gay woman Heterosexual/straight Other Prefer not to say

49 Faith, Religion or Belief

- Christian Muslim Jewish Hindu No religion Buddhist Sikh Other Prefer not to say

50 Race & Ethnicity. Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong.

✓ [one only](#)

White

- British
Irish
Gypsy or Irish Traveller
European
Other White background

Asian/Asian British

- Indian
Pakistani
Bangladeshi
Chinese
Other Asian background

Other Ethnic Group

- Arab
Other

Prefer not to say

Mixed/multiple ethnic groups

- White & Black Caribbean
White & Black African
White & Asian
Other mixed background

Black/Black British

- African
Caribbean
Any other Black background

51 Do you consider yourself to have a disability, impairment or health condition?

Yes

No

Prefer not to say

If yes, please identify your impairment by ticking the boxes below.

✓ [any that apply](#)

Sensory - e.g. deafness, partially sighted, blindness

Physical - e.g. wheelchair user

Mental illness - e.g. bi-polar disorder, schizophrenia, depression

Developmental - e.g. autistic spectrum disorders (ASD), dyslexia and dyspraxia

Long-term illness / health condition - e.g. cancer, HIV, diabetes, chronic heart disease, stroke

Other (please specify condition)

Prefer not to say

This information helps Housing Services improve access to their services.

52 Would you be happy for Housing Services to contact you about any of the feedback you have given if they wish to do so?

Yes

No

Getting Involved

There are a number of different ways you can volunteer and give your feedback on Havering's housing service. These include panel meetings, completing surveys such as this, attending open days and much more. All are important ways for Housing Services to find out what you think and what ideas you have to help them improve.

Currently Havering Council is reviewing its Resident Engagement Strategy. If you would like to be involved in this, or any of the ways mentioned above, please email getinvolved@haverling.gov.uk

An Independent & Confidential Survey Of Leaseholders & Shared Owners Of The London Borough Of Havering

Please don't miss this chance to give your views and enter the prize draw, where 12 lucky residents will win £50 supermarket vouchers!

Overall Service

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Housing Services?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

2 To what extent do you agree or disagree with the following, "Housing Services treats me fairly and with respect"?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

3 How satisfied or dissatisfied are you that Housing Services is easy to deal with?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

4 How satisfied or dissatisfied are you that your service charges provide value for money?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable

5 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the Home Ownership Team?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

6 Which **three** of the following services would you consider to be priorities?

Please ✓ your top **three** only

Keeping residents informed <input type="checkbox"/>	The overall quality of your home <input type="checkbox"/>
Listening to residents' views and acting upon them <input type="checkbox"/>	Communal repairs and maintenance <input type="checkbox"/>
Dealing with anti-social behaviour <input type="checkbox"/>	Your neighbourhood as a place to live <input type="checkbox"/>
Value for money for your service charge <input type="checkbox"/>	Building new homes <input type="checkbox"/>

7 Thinking about your service charges, how satisfied or dissatisfied are you with the following?

✓ **one** only for each

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The consultation you receive when Housing Services sets the service charges	<input type="checkbox"/>				
How easy it is to understand your service charge statement	<input type="checkbox"/>				
The information about how your service charges are calculated	<input type="checkbox"/>				

Your prize draw number is

17 Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Housing Services provides a home that is safe and secure?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

18 To what extent is crime and disorder a problem in your neighbourhood?

Major problem Minor problem Not a problem

19 Which of the following, if any, would you prioritise as useful ways to reduce crime and disorder in and around your neighbourhood? Please do not use the same priority level twice as we will have to ignore all such choices

✓ [one](#) option for each priority level

	Highest priority	Second priority	Third priority	Fourth priority	Lowest priority	Not useful
New / upgraded CCTV	<input type="checkbox"/>					
Physical patrols by council officers	<input type="checkbox"/>					
Change of layout of buildings or access routes	<input type="checkbox"/>					
Better lighting	<input type="checkbox"/>					
Intercoms / security door upgrade	<input type="checkbox"/>					

If you have any other suggestions for ways of reducing crime and disorder, please list them here

20 Consideration is being given to the following options, which will have a cost implication to leaseholders and residents, which would you prefer?

✓ [one](#) only

Fixed cameras in known crime hotspots only
A mix of fixed cameras and vehicle(s) to undertake patrols or deploy mobile cameras
No opinion

21 How satisfied are you to pay for CCTV camera surveillance in your area?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

22 Please add any additional comments you would like to make about CCTV in your area

Anti-Social Behaviour

23 How satisfied or dissatisfied are you with Housing Services's approach to handling anti-social behaviour?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

24 Have you reported anti-social behaviour (ASB) to Housing Services in the last 12 months?

Yes No

If 'No', please go to Q26.

25 Overall, how satisfied or dissatisfied are you with the final outcome of your ASB complaint?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

26 How willing would you be to report any ASB to Housing Services in the future?

Very willing Fairly willing Neither Fairly reluctant Very reluctant

Repairs & Major Works - Leaseholders Only

If you are a shared owner, please go to Q30

27 How satisfied or dissatisfied are you with repairs to communal areas?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable

28 Have you had any major works to your home, such as a new communal central heating system, wall insulation or roofing, in the last two years?

Yes No

If 'No', please go to Q30.

29 How would you rate the work in terms of the following?

✓ one only for each

	Very good	Fairly good	Neither	Fairly poor	Very poor
Information provided about when the work would be carried out	<input type="checkbox"/>				
Time taken to complete the work	<input type="checkbox"/>				
Overall quality of the work	<input type="checkbox"/>				
Keeping dirt and mess to a minimum	<input type="checkbox"/>				
The contractors' attitude	<input type="checkbox"/>				
The surveyor's attitude	<input type="checkbox"/>				

Complaints

30 To what extent do you agree or disagree with the following, 'I know how to make a complaint to Housing Services if I am not happy with the service I receive'?

Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Not applicable / don't know

31 How satisfied or dissatisfied are you with Housing Services's approach to complaints handling?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Fairly dissatisfied Very dissatisfied Not applicable / don't know

32 Have you made a complaint to Housing Services in the last 12 months?

Yes No

If 'No', please go to Q34.

33 Overall, how satisfied or dissatisfied are you with the final outcome of your complaint?

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Communication & Consultation

34 How satisfied or dissatisfied are you with the extent to which Housing Services listens to your views and acts upon them?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

35 How satisfied or dissatisfied are you with the way Housing Services keeps you informed about things that matter to you as a homeowner?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

36 Which of the following methods of being kept informed and getting in touch with Housing Services are you happy to use? ✓ [any that apply](#)

Email Visit to the office Telephone Visit to your home by staff Text / SMS
In writing Open meetings Newsletter

37 In which of the following ways would you like to **report communal repairs**? ✓ [any that apply](#)

- 1) Phone call to contact centre
- 2) Online form on website
- 3) Using Havering's mobile app
- 4) Using the mobile app for the contractors responsible for the work (e.g. Mears or K&T)
- 5) Email
- 6) Text
- 7) Face to face

From the list above, please choose, in order of preference, the three ways you would most like to use to **report communal repairs**

Top choice Second choice Third choice

Write the **number** from the options above in the box:

<input type="text"/>	<input type="text"/>	<input type="text"/>
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38 In which of the following ways would you like Havering to give you **updates on communal repair jobs**? ✓ [any that apply](#)

- 1) Phone call from contact centre
- 2) Using Havering's mobile app
- 3) Email
- 4) Text
- 5) Face to face

From the list above, please choose the three ways you would most like to **receive updates on communal repairs**

Top choice Second choice Third choice

Write the **number** from the options above in the box:

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Shared Owners Only

If you are a leaseholder, please go to Q45

39 Thinking about the actual process of buying a share in the lease of your home, how satisfied or dissatisfied were you with the following? ✓ **one only for each**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The sales process itself	<input type="checkbox"/>				
The information and advice you received from Housing Services about what it means to become a shared owner	<input type="checkbox"/>				
The information about staircasing or what happens when you want to sell	<input type="checkbox"/>				

40 Did you purchase your home in the last 12 months?

Yes No

If 'No', please go to Q43

41 Was the home you purchased newly built, or did you buy from an existing owner?

Newly built From existing owner

If bought from an existing owner, go to Q43.

42 When you first moved into your home, how satisfied or dissatisfied were you with how any defects to your home were handled or put right?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
<input type="checkbox"/>					

43 Would you recommend shared ownership to family or friends?

Already have done Yes No

44 Would you like to staircase, that is, to buy a larger share of your home?

Yes Not sure at this stage No

Any Other Comments

45 Please use the box below for any comments you would like to make about Housing Services or if you have any suggestions to improve Housing Services.

46 Your answers are currently confidential. It may be useful for your name to be attached to your answers and passed to Housing Services. Would that be okay? ✓ **one only**

I agree to my name being attached to my responses and shared with Housing Services

I want my answers to remain confidential.

If you would like your answers to remain confidential, you do not need to complete the rest of the survey

About You

The following questions are included to ensure feedback is received from a wide cross section of residents and include the views of all groups. Any data you provide will be treated in the strictest confidence and in line with the laws governing data protection (GDPR). If you would prefer not to answer these questions please leave this section blank.

47 Relationship status:

✓ [one only](#)

Single Married Civil Partnership Co-habiting Widowed
Other Prefer not to say

48 Age

16-24 25-34 35-44 45-54 55-59 60-64 65-74 75-84 85+

49 Sexual Orientation

Bisexual Gay man Lesbian/gay woman Heterosexual/straight Other Prefer not to say

50 Faith, Religion or Belief

Christian Muslim Jewish Hindu No religion Buddhist Sikh Other Prefer not to say

51 Race & Ethnicity. Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong.

✓ [one only](#)

White

British
Irish
Gypsy or Irish Traveller
European
Other White background

Asian/Asian British

Indian
Pakistani
Bangladeshi
Chinese
Other Asian background

Other Ethnic Group

Arab
Other

Prefer not to say

Mixed/multiple ethnic groups

White & Black Caribbean
White & Black African
White & Asian
Other mixed background

Black/Black British

African
Caribbean
Any other Black background

52 Do you consider yourself to have a disability, impairment or health condition?

Yes No Prefer not to say

If yes, please identify your impairment by ticking the box(es) below.

✓ any that apply

Sensory - e.g. deafness, partially sighted, blindness

Physical - e.g. wheelchair user

Mental Illness - e.g. bi-polar disorder, schizophrenia, depression

Developmental - e.g. autistic spectrum disorders (ASD), dyslexia and dyspraxia

Long-term illness / health condition - e.g. cancer, HIV, diabetes, chronic heart disease, stroke

Other (please specify condition)

Prefer not to say

This information helps Housing Services improve access to their services.

53 Would you be happy for Housing Services to contact you about any of the feedback you have given if they wish to do so?

Yes

No

Getting Involved

There are a number of different ways you can volunteer and give your feedback on Havering's housing service. These include panel meetings, completing surveys such as this, attending open days and much more. All are important ways for Housing Services to find out what you think and what ideas you have to help them improve.

Currently Havering Council is reviewing its Resident Engagement Strategy. If you would like to be involved in this, or any of the ways mentioned above, please email getinvolved@haverling.gov.uk



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