



Housing Management Sub (Community and Children's Services) Committee

Date: MONDAY, 2 JULY 2012
Time: 1.45pm
Venue: COMMITTEE ROOMS, WEST WING, GUILDHALL

Members: Deputy Billy Dove (Chairman)
Virginia Rounding (Deputy Chairman)
Revd Dr Martin Dudley
Alderman David Graves
Deputy Revd Stephen Haines
Henry Jones
Peter Leck
Anthony Llewelyn-Davies
Gareth Moore
Angela Starling

Enquiries: Caroline Webb
tel. no.: 020 7332 1416
caroline.webb@cityoflondon.gov.uk

Lunch will be served in the Guildhall Club at 1.00pm

Chris Duffield
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Reports

1. **APOLOGIES**
2. **DECLARATIONS BY MEMBERS OF PERSONAL AND PREJUDICIAL INTERESTS IN RESPECT OF ITEMS ON THIS AGENDA**

3. **MINUTES**

To agree the public minutes of the meeting held on 23 May 2012 (copy attached).

For Decision
(Pages 1 - 4)

4. **HRA REVENUE OUTTURN 2011/12**

Joint report of the Chamberlain and Director of Community and Children's Services (copy attached)

For Information
(Pages 5 - 14)

5. **ANNUAL REPORT FOR TENANTS AND STAR SURVEY RESULTS**

Report of the Director of Community and Children's Services (copy attached)

For Information
(Pages 15 - 78)

6. **HOUSING ESTATES - ALLOCATED MEMBERS' REPORT**

Report of the Director of Community and Children's Services (copy attached)

For Information
(Pages 79 - 86)

7. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

8. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

9. **EXCLUSION OF THE PUBLIC**

MOTION - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act as follows:-

Item No.	Exempt Paragraph(s) in Schedule 12A
10 - 11	3
12 - 13	-

Part 2 - Non-Public Reports

10. **MINUTES**
To agree the non-public minutes of the meeting held on 23 May 2012 (copy attached)

For Decision
(Pages 87 - 88)
11. **MIDDLESEX STREET SUSTAINABILITY PROJECT (MSSP) PHASE III**
Report of the Director of Community and Children's Services (copy attached)

For Decision
(Pages 89 - 108)
12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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HOUSING MANAGEMENT SUB COMMITTEE

23 May 2012

Minutes of the meeting of the HOUSING MANAGEMENT SUB COMMITTEE held at Guildhall, EC2 on WEDNESDAY, 23 MAY 2012 at 11.30am.

Present

Members:

Deputy Billy Dove (Chairman)
Virginia Rounding (Deputy Chairman)
The Revd Dr Martin Dudley
Alderman David Graves
Deputy the Revd Stephen Haines
Gareth Moore
Henrika Priest
Angela Starling

Officers:

Caroline Webb	- Town Clerk's Department
Joy Hollister	- Director, Community and Children's Services Department
Jacquie Campbell	- Department of Community and Children's Services
Carla Keegans	- Department of Community and Children's Services
Karen Tarbox	- Department of Community and Children's Services
Mark Jarvis	- Chamberlain's Department
Tim Rhodes	- Comptroller and City Solicitor's Department
Bridget Fothergill	- Comptroller and City Solicitor's Department

1. APOLOGIES

Apologies were received from Deputy Henry Jones and Antony Llewelyn-Davies.

2. DECLARATIONS BY MEMBERS OF PERSONAL OR PREJUDICIAL INTERESTS IN RESPECT OF ITEMS TO BE CONSIDERED AT THIS MEETING

Gareth Moore declared an interest as a tenant of the Golden Lane Estate.

3. TERMS OF REFERENCE OF THE SUB COMMITTEE, AS AGREED AT THE 20 APRIL 2012 COMMUNITY & CHILDREN'S SERVICES COMMITTEE MEETING

The Terms of Reference of the Sub Committee, as agreed at the 20 April 2012 Community & Children's Services Committee meeting were received.

4. ELECTION OF CHAIRMAN

The Sub Committee proceeded to elect a Chairman in accordance with Standing Order No. 29. A list of Members eligible to stand was read and Deputy Billy Dove being the only Member expressing a willingness to serve was duly elected Chairman for the ensuing year.

The Chairman thanked the Members of the Sub Committee for their support.

5. ELECTION OF DEPUTY CHAIRMAN

The Sub Committee proceeded to elect a Deputy Chairman in accordance with Standing Order No. 30. A list of Members eligible to stand was read and Virginia Rounding being the only Member expressing a willingness to serve was duly elected Deputy Chairman for the ensuing year.

6. MINUTES

The public minutes of the meeting held on 7 December 2011 were approved.

Matters Arising

Housing Revenue Account (HRA) and Capital Budgets 2011/12 and 2012/13

Members were informed that the final settlement figure to buy ourselves out of the Government's Housing Subsidy system was £10.912million.

7. HOUSING PRESENTATION

The Sub Committee received a presentation from Carla Keegans, Jacquie Campbell and Karen Tarbox outlining the three key priority areas for Housing, namely, responding to national reforms, technical services and estate services.

A number of questions were asked and the following points were noted:

Due to the new Welfare Reform Act, from April 2013, housing benefits would be paid directly to the tenant rather than the Housing Department. This could result in an increased level of rent arrears.

Any savings made within the HRA were legally ring fenced and would not be pooled with the City of London Corporation's savings and/or budgets. A report to clearly show where the savings had been spent would be produced and circulated to tenants as well as officers. There was a legal requirement to balance the HRA. There were various options to explore in terms of what the HRA surplus could be spent on in the future for the Sub Committee to consider at a later date.

If a vulnerable tenant were to fall in to rent arrears or face eviction, one of the tenant support officers would be assigned their case and work closely with the tenant and other outside agencies that may already support the tenant. If a tenant was evicted from one of the City of London housing estates situated in another borough, the borough in which they resided would become responsible for them.

We are shortly to inform all our tenants about changes to the legal Right to Buy scheme but will not be actively promoting it due to our small housing stock and the corresponding negative effect on the HRA business plan that increased sales would bring.

Short term tenants were often reluctant to engage with the local community but investigation could take place in to an estate network for recycling of unwanted items and whether this would improve tenant relations. A good neighbour scheme was also proposed, to allow volunteers to assist with vulnerable neighbours.

RECEIVED.

8. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

9. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no urgent items.

10. EXCLUSION OF THE PUBLIC

RESOLVED - That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part I of Schedule 12A of the Local Government Act as follows:-

Item No.	Exempt Paragraph(s) in Schedule 12A
11	3
12-13	-

11. RESIDENTIAL UNITS ABOVE OLD SPITALFIELDS MARKET - RETENTION/DISPOSAL STRATEGY

A report of the Director of Community and Children's Services was considered.

12. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no non-public questions.

13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

There were no non-public urgent items of business.

The meeting closed at 12.55pm

CHAIRMAN

Contact Officer: Caroline Webb
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e-mail: caroline.webb@cityoflondon.gov.uk

Agenda Item 4

Committee(s):	Date(s):
Housing Sub	2 July 2012
Community and Children's Services	12 July 2012
Subject: HRA - Outturn 2011/12	Public
Report of: The Chamberlain and the Director of Community and Children's Services	For Information

Summary

1. This report compares the outturn for the Housing Revenue Account (HRA) in 2011/12 with the final agreed budget for the year. Overall the total net transfer from reserves for the year was £9.500M, whereas the final agreed budget assumed £11.167M, representing a reduced requirement of £1.667M. This is summarised in the table A below:-

Summary Comparison of 2011/12 Outturn with Final Agreed Budget			
	Final Agreed Budget £000	Outturn £000	Variations (Underspend)/ Overspend £000
HRA Revenue Deficit/(Surplus) for year	448	(77)	(525)
Use of Major Repairs Reserve	10,719	9,577	(1,142)
Net transfers from reserves	11,167	9,500	(1,667)

The main reasons for the reduced requirement on revenue were lower than expected expenditure on cyclical repairs and maintenance.

The reduction in the requirement from the Major Repairs Reserve is mainly attributable to slippage on capital projects.

Recommendation

2. It is recommended that this outturn report for 2011/12 is noted.

Main Report

Housing Revenue Account

3. The HRA is ringfenced by legislation which means that the account is financially self-supporting. Although the "Capital" Account is not

ringfenced by law, the respective financial positions of the HRA and the City Fund has meant that capital expenditure is financed without placing a burden on the use of City Fund resources. All HRA related capital expenditure continues to be funded from the HRA, including the Major Repairs Reserve and certain capital receipts from sales of HRA assets, with homeowners making their appropriate contributions. In practice, therefore, the capital account is also ringfenced.

Budget for 2011/12

4. The 2011/12 latest approved budget for the HRA was agreed by the Community and Children's Services Committee in November 2011 and endorsed by the Court of Common Council in March 2012. The budget expected a net revenue deficit of £0.448m to be funded by a transfer from the General Reserve.
5. For the Major Repairs Reserve (capital) the budget amounted to a net decrease in reserves of £10.719m mainly as a result of a one off Housing Subsidy Buy Out payment estimated to be £11.169M.
6. There were no subsequent changes to the overall level of the budget.

HRA Revenue Outturn for 2010/11

7. The HRA revenue outturn was a net revenue surplus of £0.077m, £0.525m better than expected in the budget.

8. Comparison of 2011/12 Outturn with Latest Revenue Budget – Table B below. Income and underspend are indicated by brackets.

	Latest Budget	Revenue Outturn	Variation (Underspend)/ Overspend	Notes
	£000	£000	£000	
Local Risk				
Expenditure				
Repairs, Maintenance & Improvements				
Breakdown and Emergency Repairs	1,848	1,874	26	
Contract Servicing	614	577	(37)	
Cyclical and Minor Improvements	1,010	619	(391)	
Technical Services and City Surveyor's Costs	747	756	9	
Total Repairs, Maintenance & Improvements	4,219	3,826	(393)	Annex A
Supervision and Management	3,672	3,710	38	
Specialised Support Services				
Central Heating	505	498	(7)	
Estate Lighting	246	226	(20)	
Caretaking and Cleaning	1,321	1,302	(19)	
Community Facilities	108	115	7	
Welfare Services	96	86	(10)	
Garden Maintenance	145	171	26	
Tenants Grants & Compensation	14	30	16	
HRA Subsidy payable	482	465	(17)	
Total Expenditure	10,808	10,429	(379)	
Income				
Rent				
Dwellings	(8,120)	(8,168)	(48)	
Car Parking	(508)	(493)	15	
Baggage Stores	(105)	(109)	(4)	
Commercial	(1,049)	(1,089)	(40)	
Charges for Services & Facilities				
Community Facilities	(85)	(94)	(9)	
Service Charges	(2,457)	(2,477)	(20)	
Other	(96)	(127)	(31)	
Total Income	(12,420)	(12,557)	(137)	
Loan Charges – Interest	113	113	0	
Interest Receivable	(307)	(318)	(11)	
Net Operating Income	(1,806)	(2,333)	(527)	
Loan Charges – Principal	227	227	0	
Transfer to Major Repairs Reserve	2,027	2,029	2	Table C
Deficit/(Surplus) for Year transferred to General Reserve	448	(77)	(525)	
Opening Reserves	(4,396)	(4,396)	0	
Closing Reserves	(3,948)	(4,473)	(525)	

9. The main reasons for the reduced requirement of £0.525m from the general reserve relate to the £393k lower expenditure on repairs and maintenance, the detailed reasons for which are set out in Annex A.

10. Comparison of 2011/12 Major Repairs Reserves Outturn with Agreed Budget – Table C below.

	Latest Budget	Revenue Outturn	Variation (Underspend)/ Overspend	Notes
	£000	£000	£000	
HRA Reserves				
Major Repairs Reserve				
Balance Brought Forward	(11,414)	(11,414)	0	
Transfer from HRA	(2,027)	(2,029)	(2)	Table B
Capital Expenditure	2,972	1,998	(974)	Annex B
Section 106 and Internal Borrowing	(1,635)	(1,649)	(14)	
Reimbursements from Homeowners	340	384	44	
Capital Receipts	(100)	(63)	37	
Housing subsidy Buy Out	11,169	10,912	(257)	(Para 11)
Major Repairs Reserve Balance				
Carried Forward	(695)	(1,861)	(1,166)	

11. The net reduction of £1.166m in the expenditure requirement from the Major Repairs Reserve is mainly attributable to slippage on capital projects of £974k, details of which are set out in Annex B. Furthermore the one-off amount paid to the Government to buy the City out of the annual Housing Subsidy system was £257k lower than anticipated.

12. Members note the reasons for the underspend set out in the report above.

Chris Bilsland

Joy Hollister

Chamberlain

Director of Community & Children's Services

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Chamberlain's: Mark Jarvis, Head of Finance

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REPAIRS, MAINTENANCE AND IMPROVEMENTS - GENERAL		Latest Approved Budget 2011/12 £'000	Actual	Variance (Underspend)/ Overspend	Comments of variances over £20,000
Responsible officer is the Director of Community and Children's Services					
GENERAL					
BREAKDOWN AND EMERGENCY REPAIRS		1,848	1,874	26	Demand Led
CONTRACT SERVICING		614	577	(37)	Effect of capital replacement schemes reducing the need for servicing
CYCLICAL WORK AND MINOR IMPROVEMENTS					
Elderly/Disabled - Internal Redecorations	E	60	34	(26)	Demand led and means tested
- Decoration Allowance	E	57	35	(22)	Demand led and means tested
Portable Appliance Testing	E	2	1	(1)	
Asbestos Management Contingency	E	30	34	4	
Adaptations for the Disabled	E	100	39	(61)	Contingency budget - demand led
Disability Discrimination Act Compliance Works	E	20	-	(20)	Contingency budget - demand led
Fees for Feasibility Studies	A	50	98	48	More studies required than anticipated. Greater demand plus more work being carried out when flats become void than anticipated
Energy Performance Certification Work	E	12	39	27	
Cold Water Tank Repairs/Improvements Following Annual Inspections	E	40	57	17	
Electrical Repairs (Tenants Flats) following testing	E	40	-	(40)	Contingency amount not required.
Estates Door Entry Condition Surveys (Consultant Fees)	E	7	-	(7)	
Electrical Test and Inspections (Consultant Fees)	E	18	-	(18)	
		436	337	(99)	
TOTAL GENERAL		2,898	2,788	(110)	
ESTATE SPECIFIC CYCLICAL WORKS AND MINOR IMPROVEMENTS					
AVONDALE SQUARE ESTATE:-					
Corridor Floor Covering Replacement - Longland Court	E	20	20	0	
Harman Close - Convert Spare Common Room to Scooter Store for Older Residents	E	20	16	(4)	
Harman Close - Provision of CCTV to Improve Sheltered Housing Security	A	11	15	4	
Harman Close - Replacement of Heating Feasibility Study (Consultant Fees)	E	6	4	(2)	
Proctor House Annexe - Creation of Access to Rainwater Downpipes and Drainage Improvements	E	7	-	(7)	
Door Entry Repairs (Consultant Fees)	E	20	3	(17)	

REPAIRS, MAINTENANCE AND IMPROVEMENTS - GENERAL Responsible officer is the Director of Community and Children's Services		Latest Approved Budget 2011/12 £'000	Actual	Variance (Underspend)/ Overspend	Comments of variances over £20,000
Door Entry Repairs TOTAL AVONDALE SQUARE ESTATE	E	125	-	(125)	Work delayed awaiting the results of a pilot scheme.
		209	58	(151)	
DRON HOUSE:- Replacement of Common Stairs Floor Coverings TOTAL DRON HOUSE	E	80	80	0	
		80	80	0	
GOLDEN LANE ESTATE:- <i>Curtain Wall Monitoring (Including Repairs) - Gt Arthur House</i> <i>5 Year Electrical Test & Inspections (Tenants' Flats)</i> <i>5 Year Electrical Test & Inspections (Landlords' Installations)</i> Repairs to Uneven Pavements - Estate wide Crescent House - Wall Cracks Repairs TOTAL GOLDEN LANE ESTATE	E	8	3	(5)	
	E	30	22	(8)	
	E	11	-	(11)	
	E	10	7	(3)	
	E	11	-	(11)	
		70	32	(38)	
HOLLOWAY ESTATE:- <i>Electrical Test & Inspections (Tenants' Flats)</i> <i>Electrical Tests & inspections (Landlords' Installations)</i> Repairs to Damaged Estatewide Tarmac Surfaces TOTAL HOLLOWAY ESTATE	E	9	9	0	
	E	7	2	(5)	
	E	12	14	2	
		28	25	(3)	
ISLEDEN HOUSE:- Provision of CCTV to Improve Sheltered Housing Security <i>5 Year Electrical Test & Inspections (Tenants' Flats)</i> <i>5 Year Electrical Test & Inspections (Landlords' Installations)</i> Communal Heating Meter Reading Software for Energy Mangement TOTAL ISLEDEN HOUSE	A	20	19	(1)	
	E	3	2	(1)	
	E	1	-	(1)	
	E	20	16	(4)	
		44	37	(7)	
MIDDLESEX STREET ESTATE:- <i>Electrical Test & Inspections (Tenants' Flats)</i> <i>Electrical Test & Inspections (Landlords' Installations)</i> <i>Petticoat Tower Safety Measures</i> All Blocks - Water Tank Repairs for Safety Compliance Brickwork repairs	E	6	13	7	
	E	7	-	(7)	
	E	8	-	(8)	
	E	-	-	0	
	E		14	14	

REPAIRS, MAINTENANCE AND IMPROVEMENTS - GENERAL Responsible officer is the Director of Community and Children's Services		Latest Approved Budget 2011/12 £'000	Actual	Variance (Underspend)/ Overspend	Comments of variances over £20,000
Maintenance of Automated Car Park Barriers	E	9	-	(9)	
Middlesex St Phase 3 Heating - Sustainability Project Scope Study	E	40	-	(40)	<i>Knock on effect from delay in phase 2.</i>
TOTAL MIDDLESEX STREET ESTATE		70	27	(43)	
SYDENHAM HILL ESTATE:-					
Mais House - Provision of Scooter Store for Older Residents	E	20	-	(20)	Delay as a result of planning issues
TOTAL SYDENHAM HILL ESTATE		20	-	(20)	
WILLIAM BLAKE ESTATE:-					
Crosser St. Tree Removal & Paving Works	E	7	7	-	
Crosser St. Tree Replanting	A	1	-	(1)	
TOTAL WILLIAM BLAKE ESTATE		8	7	(1)	
WINDSOR HOUSE					
5 Year Electrical Test & Inspections (Tenants' Flats)	E	8	6	(2)	
5 Year Electrical Test & Inspections (Landlords' Installations)	E	3	-	(3)	
Community Centre - Water Tank Works for Safety Compliance	E	2	-	(2)	
TOTAL WINDSOR HOUSE		13	6	(7)	
YORK WAY ESTATE:-					
Communal Heating and Ventilation Replacement Feasibility Study (Consultants Fees)	A	20	-	(20)	Delay awaiting the implimentation of a heating replacement strategy.
Safety measures	E	-	10	10	
Repairs to Damaged Estate Wide Tarmac Surfaces	E	12	-	(12)	
TOTAL YORK WAY ESTATE		32	10	(22)	
TECHNICAL SERVICES AND CITY SURVEYOR'S COSTS		747	756	9	
GRAND TOTAL REPAIRS, MAINTENANCE AND IMPROVEMENTS		4,219	3,826	(393)	

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CAPITAL PROJECTS	Final Agreed Budget 2011/12 £'000	Actual 2011/12 £'000	Variance (Underspend)/ Overspend	Comments on variations exceeding £50,000
Responsible officer is the Director of Community and Children's Services				
<u>Avondale Square Estate</u>				
Roof Works	30	0	(30)	
Door entry	21	0	(21)	
Estate Lifts	672	494	(178)	Delay in starting due to site set up taking longer than anticipated
Right to Buy - Buybacks	328	328	0	
<u>Golden Lane Estate</u>				
Window/ Cladding - Gt Arthur House	165	16	(149)	Longer time to appoint architect following OJEC procedures.
Kitchens and Bathrooms	23	20	(3)	
<u>Holloway Estate</u>				
Kitchens and Bathrooms	3	9	6	
Affordable Housing Infill	322	230	(92)	Contingency sum not used plus a planning delay.
<u>Isleden House</u>				
Refurbishment	0	(20)	(20)	
Kitchen Conversion	0	3	3	
<u>Middlesex Street Estate</u>				
Refurbish Windows and Doors	15	71	56	Additional works needed to be carried out.
Kitchens and Bathrooms	10	29	19	
Affordable Housing S106	107	561	454	This project has now been rephased to take account of work starting earlier and speedier than originally forecast.
<u>Southwark Estate</u>				
Door Entry - Sumner Buildings	90	0	(90)	Delay due to planning issues.
Door Entry - Southwark Estate	92	4	(88)	Delay due to planning issues.
<u>Sydenham Hill Estate</u>				
Windows Renewal - Lammas Green	56	12	(44)	
Kitchen Conversion - Mais House	140	0	(140)	Building control approval delays
<u>York Way Estate</u>				
Kitchens and Bathrooms	3	31	28	
<u>General</u>				
Bridge Master's Car Park	299	0	(299)	Full provision was included for the payment to Berkley Homes in 2011/12, when in fact payment is made on achievement of key milestones which will be achieved in 2012/13 & 2013/14
Decent Homes Central Heating	95	34	(61)	Lower take up from tenants
Decent Homes Kitchens and Bathrooms	201	61	(140)	Priority given to other schemes has resulted in slippage into 2012/13
Decent Homes Boilers	300	115	(185)	Some of the replacement of boilers was carried out during the service contract plus priority given to other schemes has resulted in slippage into 2012/13.
Total	2,972	1,998	(974)	

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Agenda Item 5

Committee(s): Housing Sub-Committee	Date(s): 2 July 2012
Subject: Annual Report for Tenants and STAR survey results	Public
Report of: Director of Community & Children's Services	For Information
Ward (if appropriate):	
<u>Summary</u>	
<p>This report has a dual purpose. Firstly, it is to present Members with our third Annual Report for Tenants, which has been written and designed accordingly to be user-friendly and with resident input.</p> <p>Producing an Annual Report is good practice amongst the housing sector and has become part of the new national standards to ensure all social landlords are accountable to their tenants, and through this, to the regulator.</p> <p>Secondly, this report summarises the results of the STAR tenant satisfaction survey that was carried out earlier this year. Some of the results are also encompassed within the Annual Report.</p> <p>Overall, we have delivered a high performing housing service which our tenants are very satisfied with.</p> <p>Recommendations</p> <p>Members are asked to</p> <ul style="list-style-type: none">• Note the content of this report and receive further annual reports.	

Main Report

Background

1. The City of London Corporation (CoLC) continuously strives to deliver high quality and cost effective services to its tenants and residents across all of its 11 housing estates which it owns and manages. This is increasingly important as we now operate in a self-financing environment.
2. This is our third consecutive annual report for tenants, which helps to build a picture of our work and achievements on a rolling basis for a range of stakeholders, including our tenants and regulator.
3. This year's report contains the headline results from our STAR tenant satisfaction survey. This survey is an independent survey that is carried out every three years as industry practice, and helps us and tenants to gauge where we are in comparison with other landlords. (It was previously called the STATUS survey).

Current Position

4. The full Annual Report for Tenants 2012 is attached as Appendix 1 and follows the same format as the previous two reports. As previous years, this is the final context; final proofing will be done at the printing stage. Tenants from our Resident Involvement group were involved in drafting the document. The final design and printed report will be delivered to all tenants during July.
5. The STAR survey results are enclosed in the full analysis report which is attached as Appendix 2. The survey was administered on our behalf by a specialist, independent, non-profit organisation called Feedback Services.
6. This committee paper summarises the key performance and satisfaction results for Members' convenience:

Key performance of Housing Services 2011-2012

7. Overall, the City's Housing Services are provided at very high standards. The Annual Report included as Appendix 1 sets out the full results for the previous financial year. Some core results include:
 - Collecting 98.88% of all rent due which is up from 98.4% last year.
 - Increasing the number of involved tenants from 198 to 261 over the past year.
 - Completing repairs needed in an empty home before we can re-let it in an average of 4 days against a target of 10 days.
 - Providing support to 99% of vulnerable tenants who require help to maintain their tenancy which exceeds our target of 95%.
8. The new performance indicators that were agreed for the last financial year have proved to work well for all managers, and will continue to be reviewed annually to ensure changes to policy or practice are adjusted for.

STAR satisfaction survey results summary

9. The overall results are encouraging, especially given the number of changes we have made to the services that have affected tenants. However there are some areas that require our continued attention, more details below in paragraphs 11-16).
10. The summary results are as follows:

		Result 2012	Movement from 2009	London average rankings (2010/11)	National Housemark comparison quartile (2010/11)
1.	Satisfaction with overall service	81%	+1%	78%	Top
2.	Satisfaction with repairs and maintenance	73%	same	74%	Bottom
3.	Satisfaction with quality of home	79%	-1%	80%	Median/Top
4.	Satisfaction with estate as a place to live	85%	+1%	78%	Median/Top
5.	Satisfaction with value for money for rent & service charge	74%	-3%	73%	n/a / tbc
6.	Satisfaction with views taken into account	58%	-10%	64%	Median
7.	Satisfaction with being kept informed	87%	+4%	80%	Top
8.	Satisfaction with dealing with general queries	73%	-1%	72%	n/a / tbc

11. The most important result that we are benchmarked nationally against is the top one, which is the satisfaction rating for the whole housing service we provide. Therefore, it is pleasing to see that we have increased our result here since the 2009 survey and remain in the top quartile nationally.

12. It may be regarded as slightly disappointing that, after the efforts we have gone to improve our repairs service, this result has remained the

same since 2009. However, satisfaction results are of course subjective indicators and often people's views take a long time to change. Members should also note that the in-house surveys carried out for over a year now (after tenants have repairs completed in their home) have consistently reported a satisfaction level of over 80% which offers a contrasting view. The new Head of Property Services is continuing to review service delivery and identify on-going improvements to this service area.

13. Satisfaction with value for money has dropped by 3% since 2009 which may come as no surprise as many tenants suffer financial difficulties in the on-going recession. Our move to self-financing will help us to ensure we have proper measures of how our services add value to our tenants and allow us to better report on this in future years.
14. The drop in satisfaction with how we take our tenants views into account has dropped since 2009. This may indicate a deeper perception amongst our tenants that decisions are made at all levels without regard to them (although Members should note a much higher than average % of tenants expressed a 'neither satisfied nor dissatisfied' answer to this question rather than being outright dissatisfied). We have been implementing a new Resident Involvement service that is building up the numbers of involved tenants, however this indicator relates to how all staff engage and involve tenants, and so it may be concluded that there is still work to be done here. The Head of Policy and Involvement, and Head of Estates have met and agreed to tackle this issue including delivering training in order to further increase the awareness and skills of staff in genuinely involving residents in decision-making at all levels.
15. In contrast to the above, the satisfaction with how we keep tenants informed has increased and put us in the top quartile nationally. There have been several changes to the quality, consistency, content and style of the information we send to tenants (whilst reducing costs) so it is pleasing to see this result. In particular, the new Policy Watch bulletins introduced over a year ago and sent every 4 months always illicit high returns for attached consultation surveys, which shows our tenants are interested in what's going on in the wider world of housing as it affects them.

16. The satisfaction rating for dealing with general queries has only dropped by 1%, which is less than expected given the changes we have made to front-line staffing over the past 18 months. However, this is a vital indicator as it is this service area that most influences the results for the overall satisfaction question. On-going work to improve customer service across our work will therefore remain a priority for the Housing Services team.

Financial and Risk Implications

17. The cost of printing this year's annual report was £1942 which was within the £2000 allocated budget. The total cost of administering the STAR survey was £7316 which was under the profiled budget of £10,000.

18. Producing the Annual Report meets a regulatory requirement, and the improved performance management procedures help to minimise risk to the business by regularly monitoring and preventing poor performance.

19. Carrying out the independent STAR tenant satisfaction survey is an important measure of our tenants' perceptions of our services and is administered in consistent ways so we can identify trends over the years and take improvement actions where necessary.

Strategic Implications

20. The Annual Report and the STAR survey positively contribute to the Department's strategic objectives. They help to ensure greater efficiencies, value for money, engagement with our service-users and on-going service improvements.

21. Similarly, having high quality publicly produced performance information such as the Annual Report is welcomed by our tenants, as this year's STAR results would suggest.

Consultees

22. The Town Clerk, Comptroller & City Solicitor and the Chamberlain have been consulted in the preparation of this report.

Conclusion

23. This report presents the third Annual Report for Tenants for Members' information, along with the STAR tenant satisfaction survey results. Both ensure we meet our regulatory requirements but more importantly they are part of ensuring we are a professional, efficient, accountable and transparent housing provider operating for the benefit of all our residents.

Contact:

Carla Keegans
Head of Involvement and Policy
Housing Services

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City of London

Annual report for tenants 2012



Find out what we do as your landlord, how well we do it compared to others, and how you can help us to get better...



What is the Annual Report for Tenants?

Welcome to our third Annual Report!

Inside you will find details about the services we provide as your landlord and how well we perform against our targets.

Sharing this information with our tenants is important as we want to be as open as possible about how we work.

We hope that providing information like this helps to increase our tenants' understanding of what we do, how much it costs, and how tenants can help improve what we do.

We hope to show each year how we improve our housing services for the benefit of all our tenants.



Eddie Stevens
Housing Services Director



Dr. Rev. Martin Dudley
Chairman of Department of Community & Children's Services Committee



Mr. Billy Dove
Chairman of Housing Sub-Committee

If you have any feedback about how we can improve our Annual Reports in future, or if you may be interested in getting more involved with us, please email us at:

resident.involvement@cityoflondon.gov.uk

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Each section gives details of our performance over the financial year 2011-2012 (April 2011 to end of March 2012), unless stated otherwise.

Each section also gives details of resident satisfaction where we collect it and ways that tenants are involved in helping us to improve our services.

1. Tenant Involvement and Empowerment



What is this?

Tenants have the right to comment on what their landlord does and to work with their landlord to help improve housing services. Making sure this happens, and that tenants are supported to have their say and be involved, is an important part of Tenant Involvement and Empowerment.

It is also about having fun! Supporting residents to set up community groups on their estates and getting people together to build community spirit is also an important part.

Tenant Involvement and Empowerment is very important today. Social housing is under-going significant changes. The Coalition Government has changed and continues to change many aspects of social housing. These changes will impact upon the City as a landlord, and our tenants. We want to work with our tenants to ensure we make the best of these changes.

Improving our Tenant Involvement Service

Over the past year, we have continued to recruit tenants onto our existing involvement mechanisms, and have used tenant choices and views to help us shape many of our services.

We have been flexible in our involvement offerings to ensure that as many tenants as possible are able to participate in the way they choose. For example, we started offering afternoon and evening meetings for each of our groups so that it suits as many tenants as possible.

We continue to support our six registered Residents' Associations to carry out the great work that they do on their estates, and to ensure that tenants continue to have a proper voice in these groups.

Some of our achievements over the past year include:

More tenants becoming involved!

We now have 261 residents, mainly tenants, involved in some activity with us; helping to improve our housing services, such as repairs, or on their estates in local groups. This time last year we had 198 residents involved, so we like to think that as tenants see what we're offering, more are wanting to be involved with us.

Resident Involvement Improvement Group

This group is made up of tenants from across our estates who wish to work with us to help support and encourage more residents to get involved. The group monitors our Resident Involvement Plan to make sure we are doing what we have promised to do! Members are also becoming experts on Resident Involvement so that they can help us make on-going improvements. This group devised and approved our Customer Service Standards, gave us feedback on our Tenant Empowerment Programme, and helped us organise our very first Resident Celebration Day.

Expanding the Repairs Working Group

We have 39 members, mainly tenants, in this important group. The group meets with City of London officers and representatives from Linbrook – our main repairs contractor – to monitor how well we are meeting our repairs targets and to suggest on-going improvements. One of the improvements they suggested that has now been implemented is a new texting service. This idea was suggested as a solution to save money on repairs 'no-shows' by reminding tenants of their repairs appointments. We have over half of our tenants signed up to the new service and will continue to get more.

Residents' Association Training

We have been training the elected Committees of our Residents' Associations to help them carry out their roles effectively. Associations have welcomed this support. Residents' Association members are also invited to the Resident Involvement Improvement Group meetings, where they are able to share good practice ideas and help to strengthen one another. We will continue to work with our Residents'



Associations over the next year to support them in their roles and their networking.

Involvement in these groups provides residents with opportunities to help improve services for the good of *all* tenants, not just on their local estate.

If you would be interested in joining any of these groups please contact the Resident Involvement Team on 020 7332 3916 or resident.involvement@cityoflondon.gov.uk

Tenant Satisfaction:

The independent survey which tests tenant satisfaction was carried out between January and March 2012, and was posted to all our tenants. 58% of all tenants returned it, which is the highest rate we've had.

Question asked	2012 results	2009 results
Taking tenants' views into account	58%	68%
Being kept informed	84%	80%
How we deal with general queries	73%	72%

Whilst we have achieved high ratings for keeping our tenants informed, the results suggest tenants are less satisfied with how we take their views into account. We are developing an action plan, with staff and residents, to agree how we can improve on this area of our work, and continue to place great emphasis on our front-line customer service.

Customer Complaints:

The following table sets out complaints received between April 2011 and March 2012:

Number of complaints received	Nature of Complaint and Numbers	Number of Complaints referred to the Housing Ombudsman	Number of complaints upheld by Housing Ombudsman
41	Repairs - 15 Unsatisfactory Service/ General - 19 Noise/Neighbour - 7	2	0

2. Repairing and Maintaining Your Home



The City of London has legal and health and safety duties to maintain the external fabric, and fixtures and fittings in all of our rented properties. These duties, and your responsibilities as a tenant, are set out in your Tenants' Handbook or the new Welcome Pack when you sign up as a new tenant.

The Repairs and Maintenance service is split into two broad parts. The first is the day-to-day repairs service. This is when tenants report repairs that crop up in their home from time to time.

The second is what we call 'planned maintenance and improvement works'. These include works that we do to bring our properties up to the national Decent Homes Standard, and other works that need doing periodically to maintain the fabric of our buildings for the future. These works would include, for example, replacement windows or heating systems.

Improving our Repairs and Maintenance Service

We have recently introduced a new texting service for tenants following a suggestion by residents in the Repairs Working Group. The group felt it may help to remind tenants when they have repairs, and therefore save money on 'no-shows'. We have over half of our tenants signed up to the new service, and will continue to sign tenants up as they update their mobile telephone numbers.

We are making our telephone repairs service easier for you to access by having more staff available to deal with telephone enquiries – so you should find it easier to get through to us. We are also looking at ways to improve our self-service repair reporting via our website, so that you can report routine repairs at a time that suits you.

Later this year, and as part of our commitment to providing service quality, calls to the repairs contact centre may be recorded and monitored for staff training and development purposes.

How we have performed:

We have a number of repairs targets that we work towards as a Social Housing Landlord. The table below reports on the results from April 2011 – end of March 2012 which are very encouraging:

Total Number of repairs completed (all contractors)		6064	
Performance Indicator	Target to Meet	Result Achieved	Top 25% Nationally
Number of Appointments made and kept	100%	97.1%	n/a
'Immediate' repairs (complete within 2 hours)	93%	100%	99%
'Emergency' repairs (complete within 24 hours)	93%	98%	99%
'Urgent' repairs (complete within 3 working days)	93%	96.5%	n/a
'Routine' repairs (complete within 5 working days)	93%	95%	n/a
'Routine' repairs (complete within 20 working days)	95%	96%	97%
Post-Inspections to be carried out	10%	10%	Industry standard
Average time taken to complete works in empty properties (to prepare for re-let)	10 working days	4.07 days	Not collected anymore

Tenant and Resident Satisfaction with the Repairs and Maintenance Service

The independent survey which tests this was carried out between January – March 2012 and was posted to all our tenants. 58% returned it which is the highest rate we've had.

Questions asked	2012 results	2009 results
How satisfied are you with the repairs and maintenance service?	73%	73%
How satisfied are you with the quality of your home?	79%	80%

The results for this service area have largely remained the same since 2009. As tenants will be aware, we have made many changes to our repairs service over the past 18 months, most notably employing a new customer-focused contractor, and will continue to make improvements to our services and involve residents in these processes.

Decent Homes

The Decent Homes Standard has ended nationally. It is now up to each Social Housing Landlord to adopt a local standard that will ensure their properties do not fall below this minimum standard, and we have the options to agree a higher standard where this is financially possible.

As part of improving our service to residents, we are reviewing what our new standard should be. We are able to explore options for additional works to be included in the standard due to our new self-financing status. Residents are being consulted on this new standard, and it is likely to be adopted in 2013.

Energy Efficiency

Our SAP rating is 67. The SAP (Standard Assessment Procedure) rating is the national calculation for measuring the energy efficiency of a house. The national figure is 100, and our figure of 67 is a good rating for our older housing stock.

Gas servicing

97% of our properties have a valid CP12 certificate for gas safety. The national target is 100%. We have not been able to achieve the target because some tenants persistently refuse to allow us access to their homes. We are continuing with the various initiatives, including no repairs in the property, Saturday appointments, and legal action. We have also reviewed our internal processes to ensure that we contact those who have a service coming up earlier.

Planned Maintenance and Improvement Works

Between 2011 and the end of March 2012, we invested £1.7 million in our housing stock. This included carrying out the national Decent Homes works. All residents were sent written details in May 2011 of all improvement works carried out and those approved for the next year.

Planning for future investment in our housing stock

We are now a self-financing Local Authority landlord. As such, we have more freedom to plan longer-term for the maintenance of our properties because we have a longer-term picture of our finances.

In order to ensure we plan properly, and financially cost-up the works that need doing (based on property surveys), we are developing a new Asset Management strategy, which will be in place in 2013. The strategy will aim to agree a five-year programme of capital improvement works to our properties.



3. Looking after our Estates



The City of London prides itself on the quality of its housing estates, indeed they are amongst the best maintained in the country.

Estate Service Standards

We have very high standards for cleaning, gardening and caretaking. These are the services that both tenants and home owners pay service charges for. Over the past year, we have agreed new Estate Plans for three of our estates in order to maintain these standards. Residents were consulted on these plans, and they set out the priorities for their estates. We intend to develop plans for all of our estates by the end of the year.

Last year, we reported on a pilot group of residents and staff on the Avondale Square estate who came together to agree new cleaning standards. This has been a success, and the approach is being adopted across our other estates too.

Improving our Estate Services

In the coming year, we will be running a project called 'Our Place' on three of our estates in partnership with Waste Watch and the City's Environmental Services Department.

Residents will be invited to get involved in activities which will encourage everyone to look after their estate and to treat it – and their neighbours – with respect. The activities, which will be chosen by the residents, will be designed to be fun for all and will also help people to get to know each other better.

Tenant and Resident Satisfaction with Estate Services

The independent survey which tests this was carried out between January – March 2012 and was posted to all our tenants. 58% returned it which is the highest rate we've had. The results show our tenants have a high level of satisfaction with their estate:

Question asked	2012 results	2009 results
How satisfied are you with your estate as a place to live?	85%	84%

Resident Involvement on Estates

During 2010-11 we introduced a range of new ways to improve how we keep residents informed, and for residents to have their say to local staff on a regular drop-in basis. These are as follows:

- Estate Surgeries with housing managers (open drop-in for any resident to attend and ask questions/raise concerns, etc.)
- Estate Walkabouts* (to inspect communal parts of estates)

*Dates of the walkabouts and surgeries are displayed in estate offices.



These complement mechanisms that we already offer and support:

- Estate newsletters
- Residents' Associations
- Estate Focus Groups
- Service Level Agreements

Details of the above can be found in your local estate office, and are in the Resident Involvement Plan.

Allocated Members

Each estate also now has a Member of the Department of Community and Children's Services Committee allocated to it. This means that our Committee Members will take a more in-depth interest in their allocated estate to better understand how we operate. They have recently introduced themselves to residents in local newsletters.

Tenant Profiling Data

It is really important for a landlord to have accurate and up-to-date information about its tenants. This helps us to identify what people's needs are now, and where we may be able to provide advice or support. It also helps to identify longer-term changes we may need to make to our services.

We now obtain this data from new tenants as we sign them up, and estate staff will check the data with tenants as and when they have contact to see if anything needs updating. So please continue to co-operate when asked.

4. Supporting People and Supported Housing



Above: Mais House, Isleden House and Harman Close – the City’s sheltered accommodation.

Tenancy Support:

The City provides support to some tenants who need help to maintain their tenancies. Support can include help to:

- manage money
- claim benefits
- establish personal safety and security
- set up/maintain a home or tenancy
- find other accommodation
- develop domestic or social skills
- access other services
- establish social contacts & activities

Housing-related support can help to prevent people from becoming homeless, from building up debts or rent arrears, or from needing hospital treatment. It can also people to have a better quality of life.

How we’ve performed:

Target and Indicators	Planned target	Actual result
% of vulnerable people achieving independent living (those who have successfully moved out of supported housing – it <u>only</u> applies to residents at the Middle Street service and Salters’ City Foyer, which closed at the end of June 2011)	85%	85%
% of vulnerable people supported to maintain independent living (this applies to residents in our sheltered accommodation and those who receive support in their own home)	95%	99%

Sheltered Housing: The City of London owns and manages three sheltered housing services for older people – Isleden House in Islington, Harman Close in Southwark, and Mais House in Lewisham. Each has a Scheme Manager who is responsible for the day-to-day running of the service. We now have a Supported Housing Manager who oversees these services and manages the staff.

5. How We Allocate Our Properties

The City of London holds a Housing Register of people who need accommodation, and all applications are prioritised depending on housing circumstances. We are currently reviewing our Allocations Policy to ensure we take into account recent legal changes to this service area. Tenants are involved in this process.

Once someone is accepted onto our Housing Register by meeting our Allocations Policy requirements, they are then encouraged to actively 'bid' for our empty properties through our Choice Based Lettings scheme.

When properties owned by The City of London become available to rent, we advertise them on the internet and through our estate offices. Interested applicants can then 'bid' for these properties on-line. If you do not have access to the internet, bids can be made on your behalf by the Housing Options Team.

We have targets for letting our properties as efficiently and quickly as possible in order to reduce the amount of rent lost and to prevent illegal occupation. To do this, we have very strict guidelines to follow.

We ask people who want a home to help us with this by viewing and accepting the home they have bid for as quickly as they can. We have been successful in keeping down the number of days a home stays empty.

How we have performed:

Target and Indicators	Planned target	Actual result	National Figure
Average time it takes to re-let an empty property*	17 days	17.5 days	31 days
Total number of properties let	n/a	151	n/a
Number of properties let under Choice Based Lettings	n/a	134	n/a
Total number of people on the waiting list	n/a	1184	n/a
Number of households living in temporary accommodation	17	17	n/a

6. The Rent you pay

The rent and service charges that our tenants pay, and the service charges that home owners pay, fund a lot of our housing services. Tenants pay for the majority of these services, with home owners also contributing through service charges, as you can see:

2011-2012 rent and charges from City of London tenants collected = £10.39m

2011-2012 service charges from home owners collected = £1.412m

In addition, we also collected approximately £1 million from the rent we charge on our commercial properties.

Without this money, we cannot deliver our services and maintain your home and estates. We therefore place great emphasis on collecting rent from tenants, advising and supporting tenants so they do not go into rent arrears, and in chasing former tenant arrears.

Over the past year, we collected 98.88% (£9.396m) of all the rent that was owed by our tenants. This is a great result, but we recognise that the current economic climate may be affecting some tenants' ability to pay their rent.

Keeping up with your rent payments

It is extremely important that you do not fall behind with your rent payments.

Getting into rent arrears can lead to you being evicted, so you should always pay your rent before other less important bills.

We recognise that some tenants may get into difficulties over the next year as the recession continues, and the many changes to welfare benefits take hold.

If you are in debt, we can help.

Our staff, and our free advice provider, Toynbee Hall, are here to help any tenant who may be in debt, is in rent arrears, or is at risk of going into arrears. If this is you, please speak to someone earlier rather than later. It is always much easier to sort things out before debt builds up.

Why not set-up a Direct Debit? Your rent payments will be made automatically. Please contact our Rents Team on 020 7332 1807.

7. Ensuring Value for Money Services

The City of London is committed to providing quality housing services at the most cost effective levels. We know that many tenants are facing difficult times concerning money, so we take this part of our work seriously.

Over the past year, we have continued to review our services and identify how much different things cost. This means we can tell tenants how much things cost, therefore you can be involved in making decisions to change or introduce new services.

Self-financing

We are now officially self-financing, as are all local authority landlords who own council housing. In a nutshell, it means we keep all the rent and service charges we collect without it going to national Government for redistribution across the country. This year, we are putting our foundations in place to make sure we manage the risks of this—but also to maximise opportunities to do things better for our tenants—by using new accurate financial information (something that was a bit ‘vague’ under the previous national system).

As we progress with this, we will of course continue to keep our tenants informed and offer opportunities for you to be involved—particularly at estate level, where most people are interested.

Estate budgets

Last year we said we were looking at introducing estate-based budgets, where staff and residents can have more say in what should be spent on each estate. We are glad to say that we now have these small estate budgets, and will be advertising to residents how they can influence what this money is spent on for the benefit of individual estates. This money has come from the savings we have made across all of our work.

*Please note, we are unable to report on how the costs for running our services compare with other landlords (as we did in this report last year) because the independent company that supplies this data will not complete it until the Autumn. We will therefore report on it in our next edition of Your Homes.

8. Our Democratic Mechanisms

As a Local Authority Housing Services provider, we report to an elected Committee. This Committee is called The Community and Children's Services Committee, which has a **Housing Sub-Committee** dedicated to housing services. This was set up in April 2011 reflecting the increasing priority housing has within the City.

These Committees have overall responsibility for ensuring we abide by all rules that apply to social housing, including legal, regulatory, and budgetary rules. They also 'scrutinise' our decisions, asking why we may have chosen one particular action over another. This provides a good balance to our decision-making.

Some Members of our Committee also take a more in-depth interest in our housing estates and are 'Allocated Members' (see page 12 for details). This helps the Committee have a greater understanding of Housing Services and our residents.

Our Resident Involvement groups and activities are also an important part of making sure we are accountable to tenants by regularly reporting on what we are doing as your landlord.

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City of London 2012 STAR Customer Satisfaction Survey Report

April 2012

Survey report written by Feedback Services –
the satisfaction survey service for social landlords

STAR Survey 2012

Prepared for: City of London

By: Feedback Services

April 2012

Produced by Feedback Services

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2012 Customer Satisfaction Survey Report

Summary

City of London commissioned Feedback services to carry out a customer satisfaction survey using the new STAR survey format as part of its regular assessment of resident satisfaction and to assess any impact on satisfaction levels arising from changes to service provision since 2009. Residents in both general needs and sheltered housing were included in the postal survey, which took place between January and February 2012.

The results from the 2012 STAR survey demonstrate that the majority of residents believe that City of London is providing a good housing service, disappointingly however, despite a number of new service improvements put in place over the past two years, there has been little movement in satisfaction levels since 2009.

Satisfaction with landlord services overall (81%) is nevertheless 1% higher than in 2009 and illustrates the hard work and care put in by Corporation staff.

Residents were also highly satisfied with their estate as a place to live (85%) – although the overall appearance of the estate received a lower rating (77%). There was also high regard for the quality of the home (79%).

Staff were highly praised by residents for keeping them well informed about things that might affect them as a tenant (87%) – a 4% increase since 2009. This was the highest rated service of all. Given this high rating and improvements to customer services City of London may well be disappointed that residents still do not feel enough account is taken of their views, which at 58% is a 10% decrease since 2009.

Whilst not as quite high as some other ratings, there was still a majority of residents very satisfied with the repairs service (73%), maintaining the level awarded in 2009.

Key influences driving overall satisfaction levels were charted, illustrating that at present it is value for money of rent and service charge,

closely followed by repairs and maintenance and to a slightly lesser extent dealing with general queries that are having the most influence on ratings – all areas which have satisfaction ratings in the mid 70s (73%-74%).

General needs tenant satisfaction ratings were in the high 80s for quality of home (88%), estate (85%) and being kept informed (87%). The lowest ratings were given for repairs and maintenance (72%) and listening to views (56%).

Sheltered housing tenants gave satisfaction ratings in the high 80s and 90s for the majority of services provided. Their lowest ratings were for dealing with general queries (78%) and listening to views and acting upon them (70%).

General needs tenants in Middlesex Street and Holloway Estates gave higher satisfaction ratings than were given for the other general needs Estates and Sheltered housing tenants in Avondale Square and Isleden House were more satisfied than those in Sydenham Hill

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Appendix 1 – Summary data tables

Appendix 2 – Questionnaire

1. Introduction

The Feedback service, supported by the National Housing Federation, was commissioned to undertake an independent survey of City of London's residents to collect data on their opinions of and attitudes towards their landlord and the services provided. The questionnaire was designed using HouseMark's STAR questions for resident satisfaction surveys.

1.1 About STAR

In July 2011 HouseMark launched STAR - a set of questions designed to measure resident satisfaction in the housing sector.

Following the demise of STATUS (the standardised resident satisfaction survey developed by the National Housing Federation and adopted by the government and its regulators) as a regulatory requirement, HouseMark was approached by members to devise an approach for carrying out resident satisfaction surveys on a voluntary, self-regulatory basis.

The new approach ensures social housing providers remain equipped with the means of comparing key satisfaction results with other landlords and also provides a framework for trend analysis.

HouseMark worked with a number of organisations including the National Housing Federation, Chartered Institute of Housing, Resident Participation Advisory Service and Tenants and Residents Organisations of England to develop STAR. Over 260 responses were received during the consultation period from social landlords, residents and market research companies.

In England, guidance from Communities and Local Government (CLG) and the regulatory framework for social housing sets out the standards by which landlord performance will be judged. Current legislation, guidance and regulation places greater emphasis on the relationship between landlords and their residents at the local level. Residents are at the heart of shaping, influencing and monitoring the

services they receive. The regulatory standards focus on six key areas: resident involvement and empowerment, the home (including repairs and maintenance), the tenancy (including allocations and rent), neighbourhood and community (including anti-social behaviour), value for money, and governance and financial viability.

For residents this means a greater focus on issues that matter the most to them (such as repairs, tackling anti-social behaviour and affordable rents), more opportunities to have their say, get involved and hold their landlord to account. Residents are also entitled to more feedback from the landlord, including an annual report setting out just how well the landlord is doing against any local standards that have been set to complement the national standards.

Seeking to embed a customer focus in the way social landlords prioritise investment, shape services and make decisions is not a new concept. Increasingly, many landlords are seeing this kind of approach as good business sense – a way to differentiate their services from those of other providers by ensuring resources are focused on the right things and that the services they provide are what residents want.

Meaningful involvement places a focus on the resident as an empowered consumer and delivers better services by ensuring that residents are able to influence service design and hold their landlord to account for performance. Undertaking STAR surveys is just one of many different methods of involvement which landlords are able to use to engage with their residents as part of a wider and coordinated customer engagement strategy.

1.2 Aims of the survey

The aim of the survey was to provide data on resident satisfaction, which would allow City of London to:

- Provide an up to date picture of residents' satisfaction with their homes and with the services City of London provides
- Compare the current performance against previous surveys where possible
- Compare the performance of City of London as a landlord with that of other social landlords
- Inform decisions regarding service reviews.

1.3 Presenting the findings

This report presents the findings of the survey for residents living in general needs and sheltered housing accommodation. The report focuses on the key findings of the survey and the results are analysed by:

- Geographic area level
- Residents in receipt of support services
- Key strands of diversity
- Demographic differences
- Comparison with previous surveys, and
- Comparison with the results from other landlords.

Key driver analysis is used to explore and highlight which elements of the service or customer care drive overall satisfaction. Comparisons are made with the previous surveys (2006 and 2009) also carried out by Feedback Services. The report includes topline findings for quick reference in the appendices (Appendix 1) and accompanying this report is a full set of data tables.

1.4 Survey methodology

Planning

Planning for the survey took place between December 2011 and January 2012. A postal methodology was adopted for the research as

this provides a cost effective way of surveying residents. City of London supplied Feedback with background information on the properties in management drawn from City of London's database. This information was used for the administration of the survey, to control the mailing process and to ensure the statistical reliability of the survey.

Sampling and sub-groups

A decision was made to undertake a census survey of 1,860 residents with the aim of achieving a minimum overall sampling error of $\pm 3.0\%$.

Fieldwork

The survey was planned to take place during a six-week period. Three individual mailings took place plus an option to complete the survey online. Feedback carried out the administration of the first mailing, which was sent out on 13 January 2012. This consisted of a copy of the questionnaire, a covering letter written by City of London and a reply-paid envelope. All questionnaires were returned to Feedback. After two weeks, Feedback sent any resident who had not responded a postcard reminder. After a further two weeks a second, full survey pack was sent out to any resident who had not responded. The survey closed on 27 February and the final questionnaires were then sent for data entry.

Incentives

Incentives were used to boost the response rate. Three questionnaires were drawn at random from those returned and lucky winners won three cash prizes of £50.

1.5 Questionnaire design

One STAR questionnaire was designed for the survey, which comprised 17 questions on four pages. A copy of the resident questionnaire can be found in Appendix 2.

1.6 Response rates

The overall response from all residents combined was 58%, returning 1065 of the 1,860 questionnaires sent out by post and a further 21 completed online. This was slightly higher than the previous survey in 2009 (53%).

The response rates from sheltered housing residents (76%) was considerably higher than that from general needs housing (57%), however both were at a higher level than the response rates found at other landlords who have undertaken STAR surveys in the last year. See Figure 1.1 for the full figures and response rates.

1.7 Accuracy

For the overall results, Feedback and HouseMark recommend that surveys of over 10,000 population achieve a sampling error of at least $\pm 3\%$ at the 95% confidence level. This means that, for example, if 35% of residents answered “Yes” to a particular question, there are 95 chances out of 100 that the correct figure for all residents – including those who did not respond - would be between 32% and 38%.

For City of London, the 1,086 responses achieved was high enough to conclude that any figures quoted at this level are accurate to within $\pm 1.9\%$. The raw data has been checked to take into account any differences between the responding residents and the total resident population, based on the regional populations. As the response was not totally representative, weightings were applied at area level.

When the results are analysed at area level, the results all fell easily within the acceptable reliability for subgroups (sampling errors of below $\pm 10\%$).

1.8 Notes to figures

Throughout this report, the figures show the results as percentages and base numbers are also shown where appropriate.

Rounding

Throughout this report, the vast majority of figures show the results as percentages. The percentages are rounded up or down from one decimal place to the nearest whole number, and for this reason may not in all cases add exactly to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. In some parts of the report percentages may be expressed to one decimal place.

Multiple response questions

In some figures, totals do not add to 100 because they are based on responses to a number of questions or because respondents were invited to make more than one response to a single question.

Excluding ‘don’t know’ and ‘no opinion’

In general, in line with the convention for satisfaction surveys, the questionnaire did not include an option for a “don’t know” or “no opinion” response. This does sometimes lead to a higher percentage of those responding that they are neither satisfied nor dissatisfied.

1.9 Acknowledgements

Our thanks go first to the residents of City of London who took part in the survey. We would also like to thank the staff of City of London for their assistance, and our particular thanks go to Carla Keegans and Wendy Giaccagli for their help throughout the project.

Figure I.I Survey sampling, response and reliability

Client group	Number of residents	Sample size	Number returned	Response rate	Sampling error (%)
Avondale Square Estate	494	494	238	48.1%	±4.6%
Golden Lane Estate	290	290	179	61.7%	±4.5%
Holloway Estate	95	95	57	60.0%	±8.0%
Middlesex Street Estate	134	134	75	55.9%	±7.5%
Southwark Estates	234	234	148	63.2%	±4.9%
York Way	215	215	116	53.9%	±6.2%
Other Estates	259	259	168	64.8%	±4.5%
Total general needs housing	1,721	1,721	981	57.0%	±2.1 %
Avondale Square Estate	47	47	34	72.3%	±8.7%
Isleden House Estate	33	33	28	84.8%	±7.6%
Sydenham Hill	59	59	43	72.8%	±6.4%
Total Sheltered housing	139	139	105	75.5%	±4.7%
All residents	1,860	1,860	1,086	58.3%	±1.9%

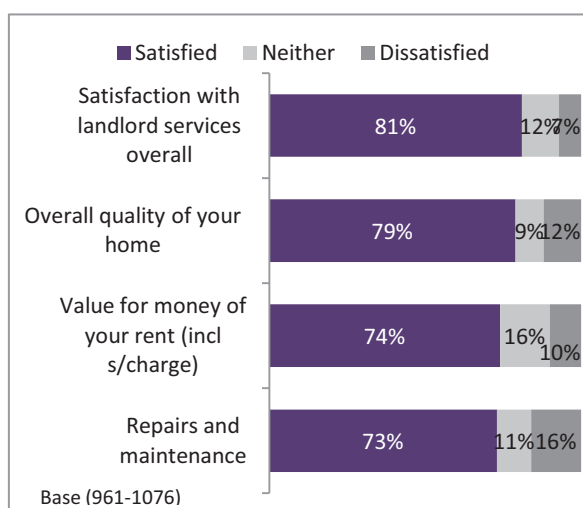
2. Housing and services

The following analysis of results includes the views of City of London’s residents. It includes the overall rating for City of London’s services which is often seen as the headline figure in the survey. Commentary is also given in this chapter where there is a noticeable difference in satisfaction between residents living in general needs and sheltered accommodation and where satisfaction has changed from that reported in the last survey (2009). It is important to note that in the majority of cases the differences will fall within the sampling errors for the two surveys.

2.1 Varied levels of satisfaction

City of London’s residents awarded a range of satisfaction ratings for their home and key services, as shown in the chart below.

Figure 2.1 : Overall resident satisfaction with the home and key services



2.2 Landlord services

81% The majority of residents were satisfied with the services provided by City of London (81%), and again the rating is close to the one found in 2009 (80%). Residents were asked, “Taking everything into account, how satisfied or dissatisfied are you with the services provided by City of London as your landlord?” The majority of residents said they were “fairly” satisfied with their landlord (58%) rather than “very” satisfied (23%). Less than one in ten residents were dissatisfied with the services provided (7%) – with only 2% “very” dissatisfied. A similar percentage were undecided (12% neither satisfied nor dissatisfied). This is 1%

higher than recorded in 2009.

2.3 The home

79% A high percentage of City of London’s residents are satisfied with the overall quality of the home (79%). The majority of residents were “fairly” satisfied (57%), while almost a quarter were “very” satisfied (22%). Very few residents fell into the middle ground of being neither satisfied nor dissatisfied (9%), with a similarly small number dissatisfied with the quality of their home (12%).

Satisfaction with the quality of the home remains at more or less the same level awarded by residents in 2009 (80%) when taking into account the margin of error between the two (4.1%).

2.4 Value for money

74% Three quarters of residents were satisfied with the value for money of the rent (including service charge). Few residents are dissatisfied (10%) with rather more being neither satisfied nor dissatisfied (16%). This rating is 3% lower than in 2009 although still within the margin of error.

2.5 Repairs and maintenance

73%

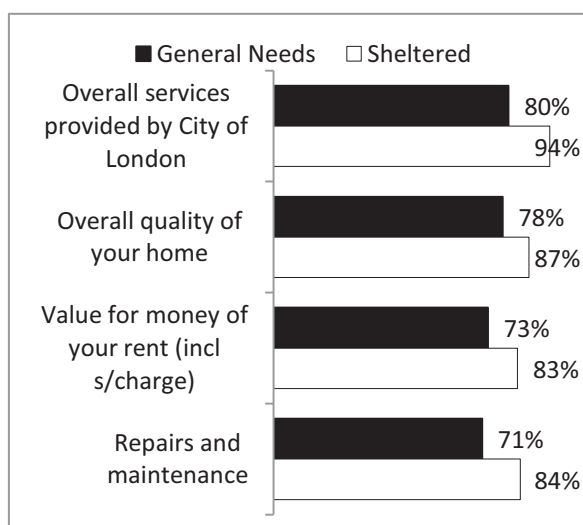
This key service received the lowest satisfaction rating in this group (73%). 20% of those were “very” satisfied.

11% had no view, however 16% were dissatisfied – 4% “very” dissatisfied. The rating remains at the same level recorded in 2009.

2.6 Ratings by tenure

Residents living in sheltered housing rated their home, value for money, overall services and repairs and maintenance at a higher level to general needs residents, with the most noticeable differences in the ratings awarded to the overall services –14% higher than general needs - and repairs and maintenance, 13% higher.

Figure 2.2 : Satisfaction of general needs and sheltered residents with key services



3. The neighbourhood

This chapter examines residents' views of their estate, in terms of an overall rating and the cleaning service and appearance of the estate. City of London actively supports tenants to be genuinely involved in the management of their homes, from estate services to strategic decisions in their communities. Local residents are encouraged to take pride in, and responsibility for their neighbourhoods by getting involved with local projects.

3.1 Estate as a place to live

85%

A high percentage of City of London's residents are satisfied with their Estate as a place to live (85%) – giving the Authority one its highest ratings. More residents are however “fairly” satisfied (29%) rather than “very” satisfied (56%). Only 7% of residents are dissatisfied. 8% were neither satisfied nor dissatisfied.

Satisfaction with the neighbourhood as a place to live is 3% higher than in 2009 (87%). The survey found that both general needs and sheltered housing residents are highly satisfied with the neighbourhood (89% and 92% respectively).

3.2 Overall appearance

77%

A good percentage of City of London's residents are also satisfied with the overall appearance of their estate (77%). Again residents are more likely to be “fairly” satisfied (54%) rather than “very” satisfied (23%) with the appearance.

A small percentage of residents are dissatisfied (11%), while 12% were neither satisfied nor dissatisfied. The survey found that more sheltered housing residents were satisfied with the appearance of their neighbourhood (88%) compared with general needs residents (76%).

3.3 Estate cleaning service

Residents were asked how satisfied they were with the cleaning service on their estate provided by City of London. Eight out of ten residents were satisfied with this service (79%) – particularly sheltered housing residents who rated this 14% higher (92%) than general needs (78%).

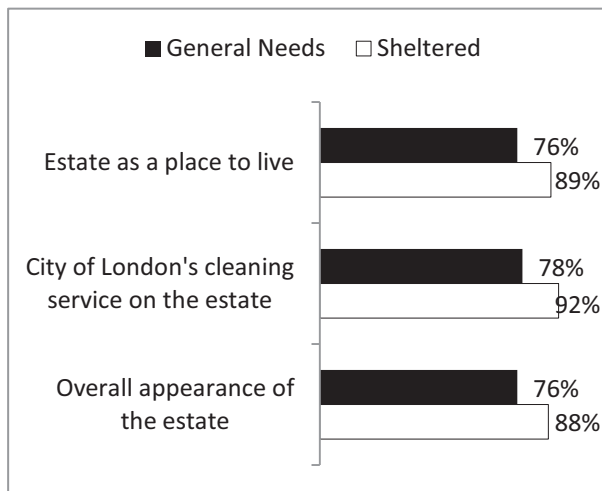
Figure 3.1 : Resident satisfaction with their neighbourhood



3.4 Ratings by tenure

Residents living in sheltered housing gave higher ratings for all aspects of their estate than general needs residents by quite a large margin - 2%-14%. General needs tenants were more dissatisfied with cleaning (13%) and appearance (11%) than they were with their estate as a place to live generally (6%).

Figure 3.2 : Satisfaction of general needs and sheltered residents with key services



4. Advice and support

Providing advice and support is a vital service for those residents who rely on their Scheme Manager or tenancy support officer. This chapter examines sheltered housing resident satisfaction with their Scheme Manager and residents' satisfaction within both tenures with any tenancy-related support received.

4.1 Services in sheltered accommodation – Scheme Manager

95% Almost all sheltered housing residents were satisfied with the service provided by their Scheme Manager (95%), more than half of whom were “very” satisfied (54%). There were no residents undecided with the remaining 5% expressing dissatisfaction.

4.2 Alarm system

86% A high percentage of sheltered housing residents are also highly satisfied with the alarm call system with slightly fewer “very” satisfied (41%) than satisfied (41%). 12% of residents were neutral and only 2% dissatisfied with the system.

4.3 Tenancy Support service

79% In terms of the support provided by City of London Support Officers, satisfaction ratings are at 79% overall, however there is a 15% difference between the general needs rating of 75% and the sheltered housing rating of 91% satisfaction.

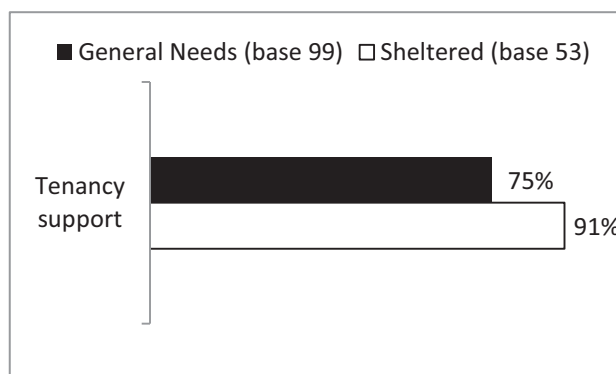
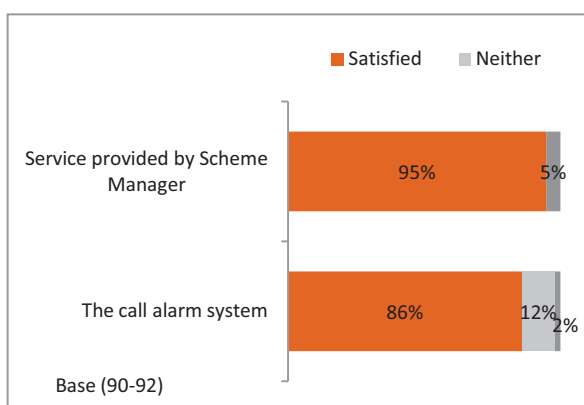


Figure 4.1 : Satisfaction with Scheme Manager service



5. Communicating with City of London

City of London provides a variety of ways for residents to make contact with the landlord and an array of information leaflets and publications in a range of accessible formats. The Authority has been developing a range of resident involvement options and is keen to examine the effectiveness of their approach.

5.1 Contact – dealing with general queries

73% Overall 73% of residents were satisfied with the way City of London deals with general queries, with 17% “very” satisfied. 17% of residents were neutral and 10% were dissatisfied (base 973).

5.2 Kept informed

87% The majority of residents (87%) felt that City of London keeps them informed about things that might affect them as tenants, with 28% “very” satisfied and only a very small percentage (4%) dissatisfied in this respect.

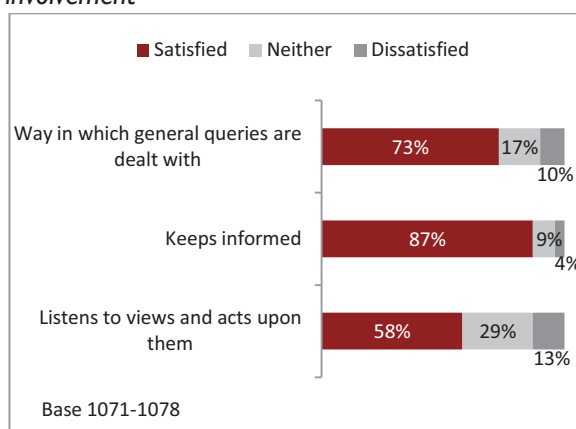
5.3 Listens to views and acts on them

58% The results are significantly lower with regard to satisfaction that City of London listens to views and acts upon them. Whilst this will be a disappointment to the landlord who has put in a considerable amount of time and thought into offering ways that residents can get involved, it is worth noting that of those that responded (base 1071) 29% were neither satisfied nor dissatisfied, only 13% were actively dissatisfied and 12% are “very” satisfied.

In the previous survey in 2009, residents were asked whether they considered that City of London took their views into account and found that 68% of residents felt they did. Given the change in wording it is perhaps difficult to decide whether residents in 2011 feel that City of London now takes less account of their

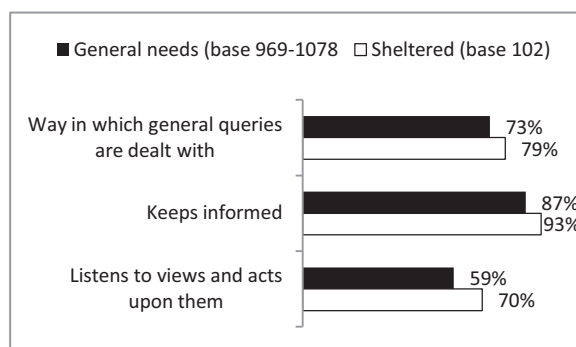
views, however there is no increase in the number of respondents dissatisfied (13%) than in 2009 (12%) and the difference seems to be down to those who had no view either way.

Figure 5.1 Satisfaction with communications and involvement



5.4 Tenure differences

There is only 6% difference between the two tenures in respect of how queries are dealt with and being kept informed, with sheltered housing residents providing the higher ratings. There is a rather wider margin (11%) between the sheltered residents (70%) and general needs tenants (59%) in respect of satisfaction with listening to views and acting upon them.



6. Resident demographics

The following analysis looks at the demographics of City of London residents, based on the characteristics of the resident who completed the survey. Understanding the make-up of residents in both general needs housing and sheltered will assist City of London in tailoring its services and as well as ensuring that everyone is treated fairly. Using this information alongside the recent tenant profiling exercise carried out in 2010 will help inform forecasting and trend analysis.

6.1 Age of residents

Figure 6.1 : Age range of general needs resident

	All residents (Base 1003)	General needs housing (Base 907)	Sheltered housing (Base 102)
16-24 years old	2%	2%	-
25-49 years old	38%	41%	1%
50-64 years old	26%	28%	12%
65-79 years old	22%	20%	52%
80 or over years old	11%	9%	35%

The majority of general needs respondents are between 25-49 years old (38%), with around a quarter between 50-64yrs (26%) and 22% over 60 years old. A small percentage (9%), are 80+ years old. As might be expected the majority of sheltered residents are over 65 years of age (87%), 35% of whom are over 80 years old. A small number are between 50-64 years of age (12%).

It is generally accepted that customer satisfaction is often closely linked to resident demographics – for example older residents are usually more satisfied than younger residents.

General Needs

Analysis of customer satisfaction at City of London found a strong correlation between the age of the resident and satisfaction with services. 90% of residents over the age of 80 in general needs accommodation are satisfied with the services provided by City of London compared to just 75% aged 25-49 years old.

This pattern altered in respect of satisfaction with listening to views and tenancy support, where residents between 50-64yrs were more

satisfied (63% and 93%) than those aged between 65-79 years (60% and 78%). With regard to tenancy support it is likely that other age groups have not needed to access this service to the same extent as those of 50-64 yrs as the percentage of residents responding “neither” was 23%-38%.

Residents aged between 16-24 were the most satisfied of all age groups, however the number of respondents was so small (around 21) that the ratings are not reliable.

Sheltered Housing

The profile of respondents to the survey in sheltered housing show that only 12% residents are between 50yrs and 64yrs, 52% are between 65yrs and 79yrs and 35% are over 80 yrs of age.

96% of residents between the ages of 65-79 years are satisfied with the sheltered housing services provided by City of London compared to 94% aged 50-64 years old and 84% aged between 50-64 yrs.

Dissatisfaction ratings were also highest amongst the 50-64 year age group for all services except, interestingly, repairs & maintenance, being kept informed and landlord listening to views.

6.2 Gender

There was a fairly even gender split overall of those who completed the survey, with 49% male and 51% female.

Figure 6.2: Gender of residents

	Male	Female
All residents (Base 1009)	49%	51%
General Needs housing (Base 903)	48%	52%
Sheltered housing (Base100)	57%	43%

General needs female residents were between 1%-6% more satisfied than male residents, except with estate cleaning (7% lower), value for money (4% lower), listening to views (2% lower) and appearance of estate (1% lower).

Female sheltered residents were between 1%-8% more satisfied than male sheltered residents except in respect of estate cleaning (9% lower), estate appearance (6% lower), tenancy support (8% lower) and being kept informed (2% lower).

6.3 Health problems

Around a third of general needs residents reported that their day to day activities were limited because of a long-term health condition – 15% were limited a lot and 18% a little.

Unsurprisingly more sheltered residents indicated a health issue which had a daily impact on their lives with 25% finding this limited their activities a lot compared with just 15% of residents living in general needs housing.

Figure 6.3: Health problems

	Yes, limited a lot	Yes, limited a little	No, not limited
All residents (Base 1030)	32%	24%	44%
General Needs housing (Base 929)	15%	18%	68%
Sheltered housing (Base 101)	25%	32%	44%

It is quite unusual to find that residents who are limited a lot in their daily activities due to a long term health problem are less satisfied than

those with no health issues or those whose daily activities are only limited a little. This is the case however with general needs tenants, with the key areas of difference being overall services (10%-16% less satisfied), value for money (3%-12% less satisfied) and quality of home (8%-9% less satisfied).

The exception to this was in respect of tenancy support where those whose daily activities are limited a little are 14% less satisfied than those whose activities are limited a lot. The 2010 Insight Report highlighted that there was a 15% gap between those who would like support and those who actually receive it – which may account for these ratings.

There were instances of this within sheltered housing with those limited a lot in their activities being less satisfied than those with fewer limitations in respect of value for money (6% lower), repairs & maintenance (2% lower), listening to views (2% lower) and dealing with queries (4% lower).

6.4 Sexual orientation

The vast majority of residents in both tenures describe themselves as heterosexual (82% overall) with 12% preferring not to say.

6.5 Religion

The predominant religion for both tenures is Christian (all denominations) – 62% overall. 18% had no religion and 7% preferred not to say.

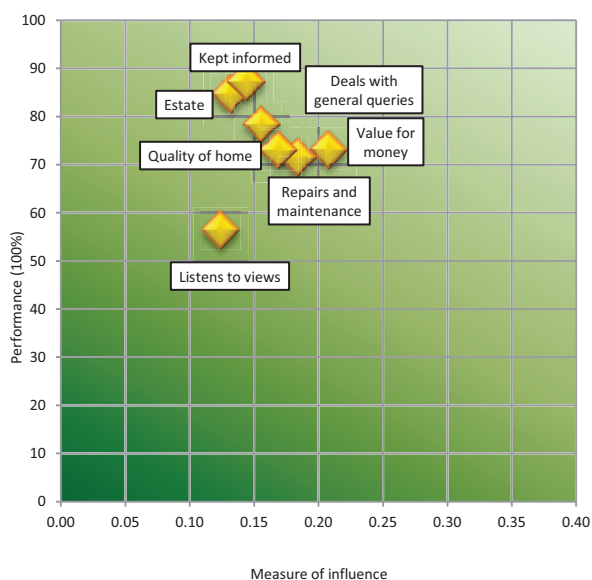
7. Key Driver Analysis

The following analysis of results is based examining the relationship between the overall rating for City of London’s services – which is often seen as the headline figure - and other services in an attempt to identify the areas where satisfaction levels differ. Key driver analysis has been run to explore the relationship between the overall rating and individual ratings in an attempt to understand what is driving overall satisfaction at City of London. This chapter also identifies areas with higher levels of dissatisfaction.

7.1 Key drivers of satisfaction with services

Key services were compared in order to examine the relationship between various aspects of the service and residents’ overall satisfaction with their landlord. As the chart below shows, the key influences on overall satisfaction with City of London at present is value for money of rent and service charge, closely followed by repairs and maintenance and to a slightly lesser extent dealing with general queries.

Figure 7.1 Key drivers for overall satisfaction with landlord services.



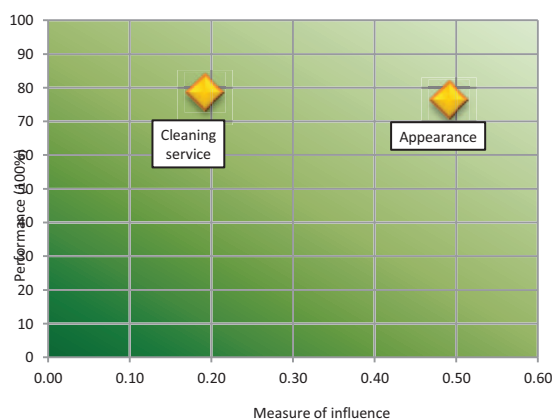
This differs from the findings in 2009 which linked overall satisfaction with views being taken into account, quality of home and value for money. Value for money is the constant factor which is perhaps not surprising in the current

climate of austerity measures.

7.2 Key drivers of satisfaction with Estate

The analysis was also run in respect of the driver of satisfaction with the Estate, where the clear driver is the appearance of the estate rather than the cleaning service.

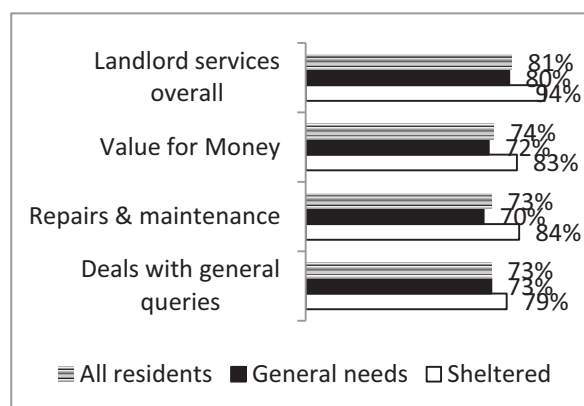
Figure 7.2 Key drivers for overall satisfaction with the Estate



7.3 Satisfaction with key services

It is interesting to view the gap between satisfaction with services overall and services which influence the rating (7%-8%). Arguably if the three key influential services were improved overall ratings would be close to 90% satisfaction overall.

Figure 7.3 : Satisfaction with key services



7.4 Dissatisfaction levels

The survey found some levels of high satisfaction and the findings are an endorsement of the commitment of City of London and its staff. 87% of residents consider they are kept informed, 85% like their neighbourhood as a place to live and 81% are satisfied with services overall.

Satisfaction in other areas was not quite as high and the table at figure 7.4 highlights the levels of dissatisfaction for services rated below 80% satisfaction.

Often it is the case that where satisfaction is lower than other areas, the majority of residents who are not satisfied fall into the middle ground of being neither satisfied nor dissatisfied rather than being actually dissatisfied. As can be seen this is often the case at City of London, particularly so with listening to views and acting upon them (29% neither).

The survey found some areas with higher levels of dissatisfaction at City of London:

- Repairs and maintenance (16% dissatisfied)
- Overall quality of home (12% dissatisfied)
- Cleaning service on estates (12% dissatisfied)
- Overall appearance of estate (11% dissatisfied)

dissatisfied.)

These may be areas for City of London to investigate further, however only two of these are key drivers of satisfaction – repairs and maintenance and appearance of estate.

Figure 7.4 : Service areas with higher levels of dissatisfaction

	Dissatisfied (%)	Neither satisfied nor dissatisfied (%)	Satisfied (%)
Repairs and maintenance	16%	11%	73%
Listens to views and acts upon them	13%	29%	58%
Overall quality of your home	12%	9%	79%
City of London's cleaning service on the estate	12%	9%	79%
Overall appearance of the estate	11%	12%	77%
Value for money of your rent (incl s/charge)	10%	16%	74%
Way in which general queries are dealt with	10%	17%	73%

8. Subgroup Analysis

The following analysis of results is based examining the results in more detail at the subgroup level to try and identify any groups of residents whose satisfaction is above or below the average rating, which, along with the findings in chapter 6 may help City of London identify areas of good practice and other areas to prioritise for review or further resources.

8.1 General Needs Estates

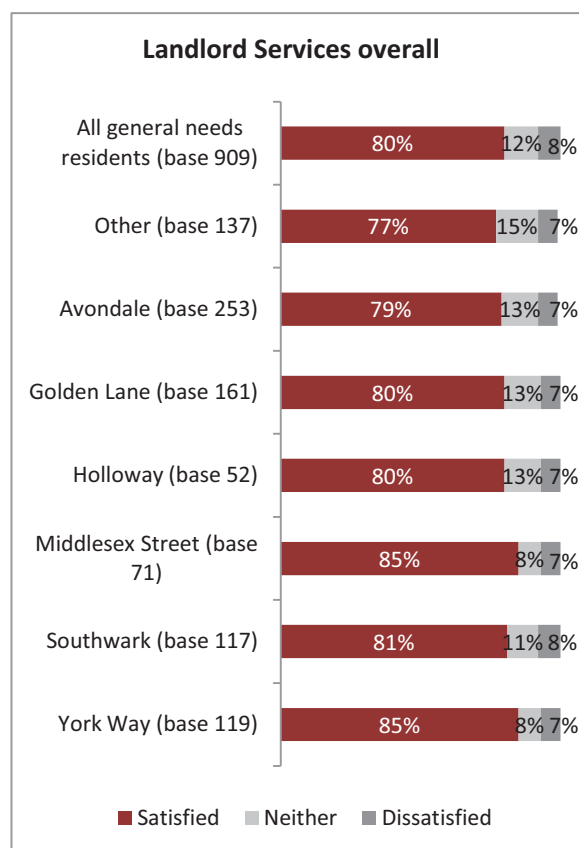
Although based in the City the City of London provides general needs housing across seven London boroughs as well as having two estates within the square mile itself.

The following analysis is based on the survey findings and is written without any background knowledge of differences between estates in different boroughs.

Overall services - General needs residents

Two of the general needs estates - York Way (85%), and Middlesex Street (85%) had the highest ratings, with Southwark (81%), Golden Lane (80%) Holloway (80%) and Avondale (79%) close behind. Other Estate had the lowest rating at 77% but the highest percentage of those with no view either way (15%). Dissatisfaction levels were at a similar level across all Estates (7%-8%). A high percentage of respondents were neither satisfied nor dissatisfied (8%-15%).

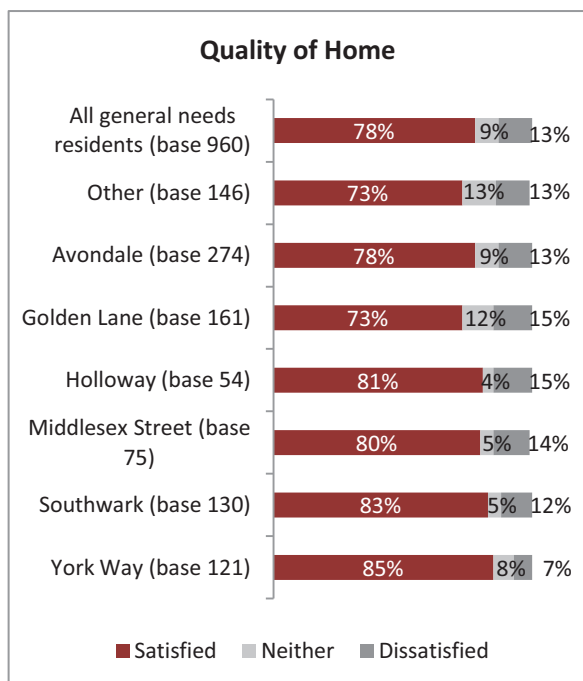
Figure 8.1 : Satisfaction of general needs residents with landlord services overall within different Estates



Quality of home - General needs residents

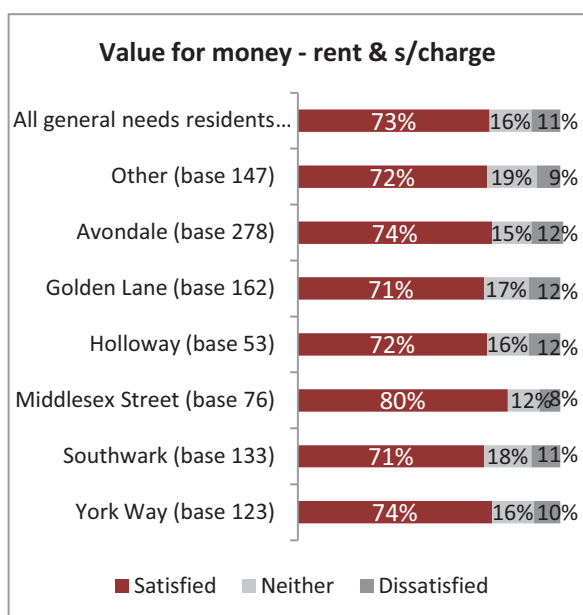
York Way (85%), Southwark (83%), Middlesex Street (80%) and Holloway (81%) were just as satisfied with the quality of their home. The remaining estates were less so, giving ratings of 73%-78%. More respondents were dissatisfied with the quality of their home (7%-15%) than they were with their landlord overall.

Figure 8.2 : Satisfaction of general needs residents with quality of home overall within different Estates



Value for money - General needs residents
Up to three quarters of general needs tenants were satisfied with value for money for rent (71%-74%) in all areas except Middlesex Street which had an 80% satisfaction rating. Dissatisfaction ratings ranged from 8%-12% which were lower than the percentage neither satisfied nor dissatisfied (12%-19%).

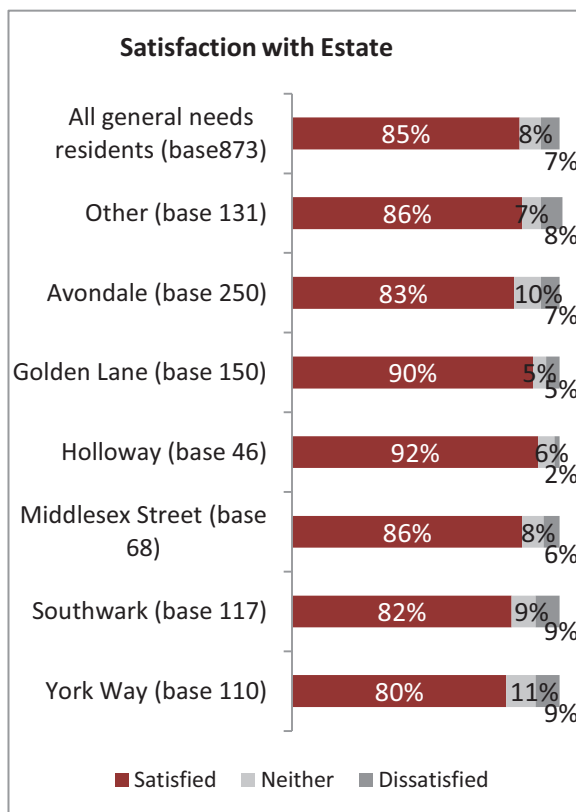
Figure 8.3 : Satisfaction of general needs residents with value for money within different Estates



Estate - General needs residents

General needs resident satisfaction with their estate overall was at a high level in all Estates ranging from 80% - 92%, with Holloway providing the highest rating and York Way the lowest. Dissatisfaction levels ranged from 2% - 9%.

Figure 8.4 : Satisfaction of general needs residents with their Estate overall



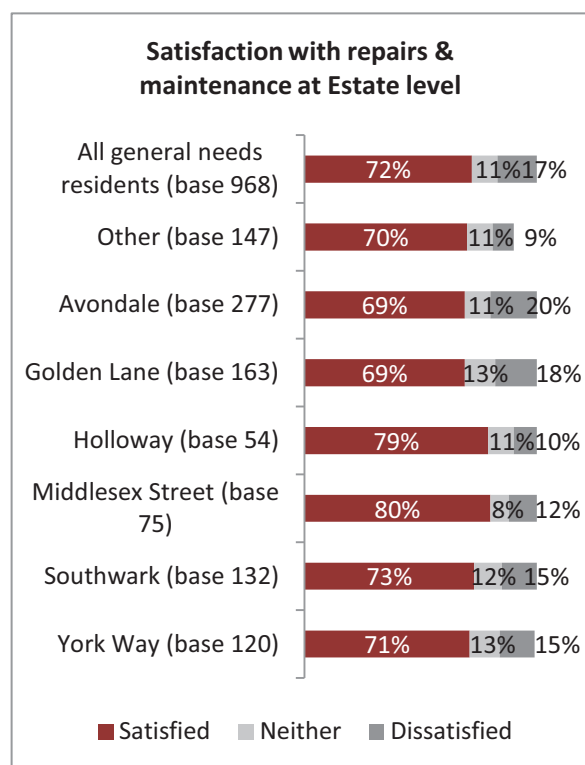
Dissatisfaction levels with the cleaning service (4% - 19%) and appearance (2%-18%) were much higher than were recorded for the estate overall.

Estate Dissatisfaction levels	Estate Cleaning	Estate appearance
Golden Lane (base 164)	12%	12%
Middlesex Street (base 75)	4%	18%
York Way (base 123)	17%	6%
Holloway (base 54)	19%	2%
Avondale (base 282)	11%	11%
Southwark (base 133)	19%	15%
Other (base 147)	12%	12%

Repairs & maintenance - General needs residents

There were varied satisfaction ratings from the different Estates in respect of the repairs and maintenance service. General needs residents in Middlesex Street (80%) and Holloway (79%) were by far the most satisfied (80%) with the remaining estates rating the service between 69% and 73%. Dissatisfaction ratings also varied from 9% up to 20%.

Figure 8.2 : Satisfaction of general needs residents with the repairs & maintenance service at Estate level



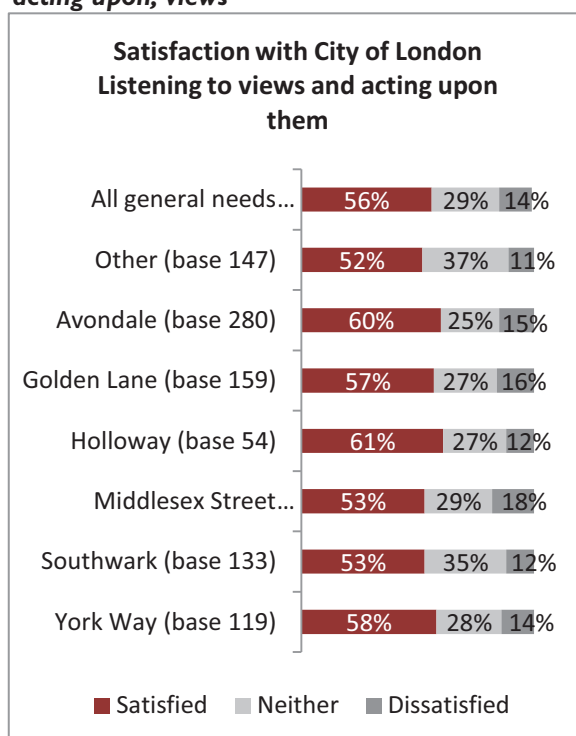
Contact and Communication - General needs residents

In terms of communication, general needs tenants are very satisfied with being kept informed about things that affect them as a tenant with ratings ranging from 84% (Avondale) to 95% (Holloway). Dissatisfaction ratings were very low at between 2%-5%.

Whilst the ratings are not as high in respect of how City of London deals with queries generally – 69% (Other) - 78% (Holloway) satisfaction, there were far more tenants who were neither satisfied nor dissatisfied (15%-19%) than were actually dissatisfied (7%-12%).

Listening to views – as indicated in section 5 – was the lowest rated service at City of London, however, once again the percentage of residents neither satisfied nor dissatisfied was very much higher than the number dissatisfied. Holloway Estate gave the highest satisfaction rating (61%) and Other the lowest (52%). The highest dissatisfaction rating came from Middlesex Street at 18%.

Figure 8.3 Satisfaction with listening to, and acting upon, views



Tenancy support - General needs residents

No firm conclusions can be drawn from the satisfaction ratings in respect of tenancy support due to the low number of respondents for this question. Suffice it to say that the Estates with the highest number of respondents (16 -31) were the most satisfied (85%-89%) and the least dissatisfied (0%-4%).

Figure 8.4: Satisfaction with Tenancy Support within different estates

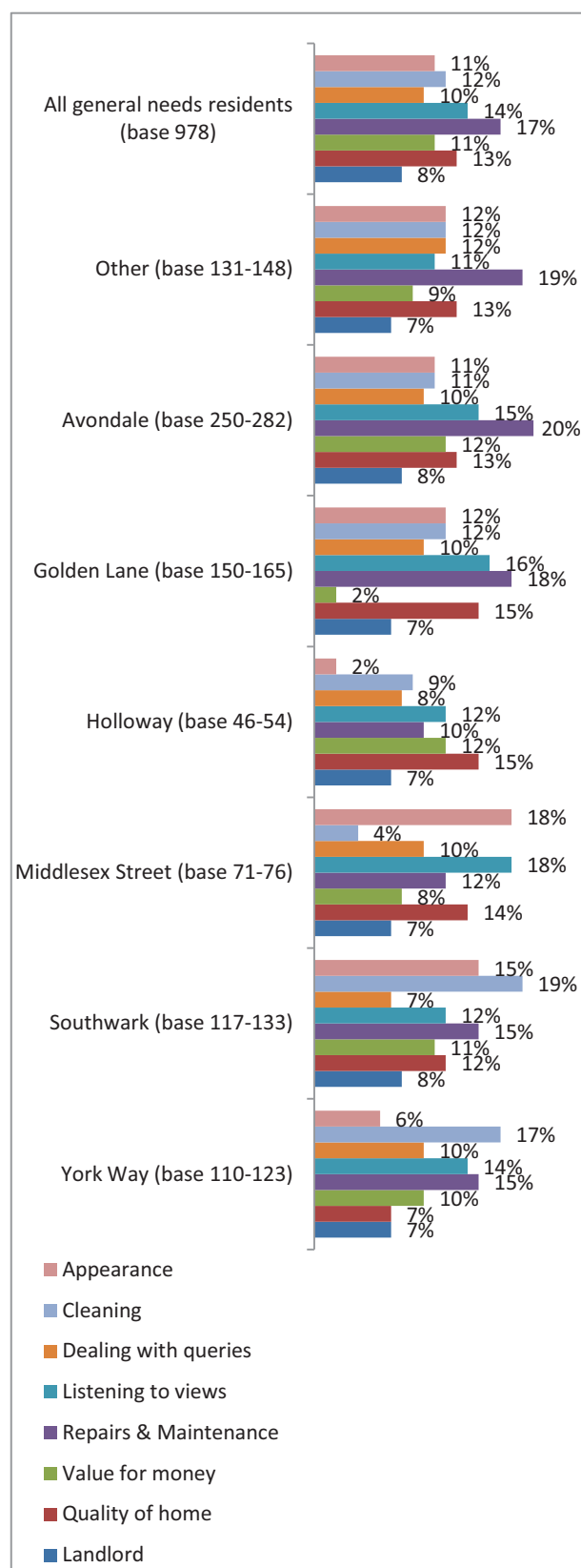
Satisfaction with Tenancy Support	General needs
Golden Lane (base 13)	63%
Middlesex Street (base 4)	78%
York Way (base 12)	72%
Holloway (base 9)	60%
Avondale (base 31)	85%
Southwark (base 16)	89%
Other (base 13)	59%

Demographic influences on Estates

Although age and gender appears to have had an influence on satisfaction ratings overall, within estates this does not seem to be case at City of London. Whilst some of the highest satisfaction ratings have been recorded by residents in Middlesex Street, which has the highest proportion of older residents (45%) over 65 yrs of age, Holloway Estate has recorded more top ratings and that Estate has the highest proportion of residents under 50 yrs of age (52%) and the lowest proportion of female respondents (38%). Satisfaction ratings in respect of the Estate overall are all over 80%. The differences in satisfaction levels within the Estates lies with the different services offered - repairs and maintenance, cleaning, appearance, quality of home, listening to views and dealing with queries generally.

Figure 8.5 illustrates dissatisfaction levels within Estates. Dissatisfaction with Estate and being kept informed are omitted as the levels were below 10% and tenancy support was omitted due to insufficient responses.

Figure 8.5 – Dissatisfaction with services at Estate level



8.2 Sheltered housing Estates

City of London’s sheltered housing is provided in the areas of Avondale Square Estate, Isleden House Estate and Sydenham Hill.

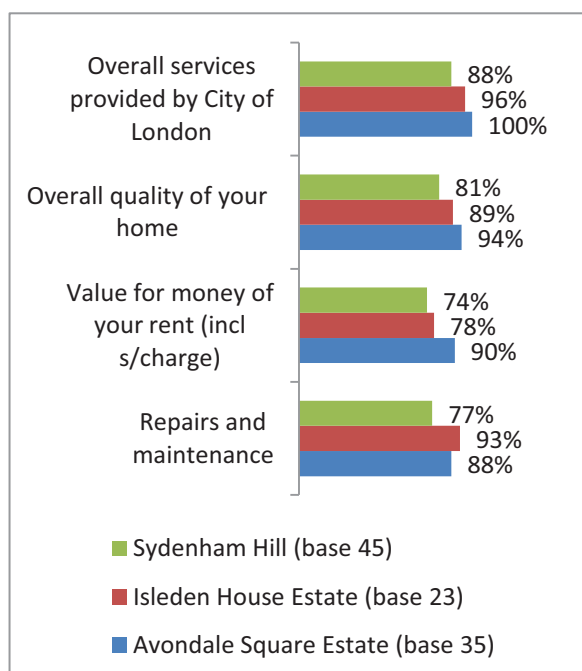
Housing services - Sheltered residents

There are some very high ratings from sheltered housing residents in all three Estates in respect of overall services, quality of home and value for money for rent – particularly Avondale Square Estate.

It is notable however that a higher percentage of residents in Sydenham Hill were dissatisfied with value for money (14%) and quality of home (11%) than in the other two areas (0%-4%).

The satisfaction ratings given for repairs and maintenance were much higher at Isleden House (93%) than in the other two areas. Dissatisfaction was again high at Sydenham Hill (19%).

Figure 8.6 : Satisfaction of sheltered residents with key services within different Estates



Advice and support - Sheltered residents

Sheltered residents in Avondale Square and Isleden House were 100% satisfied with the service provided by their Scheme Manager – 69% of whom were “very” satisfied. Sheltered residents at Sydenham Hill were slightly less enthusiastic, rating their Scheme Manager service at 85% - 29% of whom were “very” satisfied. 12% of residents at Sydenham Hill were dissatisfied with the service provided.

Ratings were lower for the alarm call system, with Sydenham Hill residents again giving the lowest rating, however 10% - 15% across the schemes had no view, suggesting perhaps that they have not needed to use the system. 3% of residents at Avondale Square and Sydenham Hill were dissatisfied with the alarm call system.

Figure 8.7 : Sheltered housing resident satisfaction with advice and support services from different estates

SHELTERED HOUSING RESIDENTS	Avondale Square	Isleden House	Sydenham Hill
Service provided by Scheme Manager	100%	100%	85%
Alarm call system	86%	89%	83%
Tenancy Support	100%	94%	77%

Contact, Communication and Estate- Sheltered residents

There is a similar difference between the estates for other services, with satisfaction levels much higher in Avondale Square Estate and Isleden House Estate than they are at Sydenham Hill. Avondale Square Estate has the most satisfied residents.

Figure 8.8 : Sheltered housing resident satisfaction with services from different estates

SHELTERED HOUSING RESIDENTS Contact, Communication and Estate	Avondale Square Estate	Isleden house Estate	Sydenham Hill
Kept informed	100%	93%	88%
Listens to views	85%	70%	57%
Deals with queries	88%	78%	71%
Estate	90%	88%	88%
Estate cleaning	94%	93%	81%
Estate appearance	94%	93%	81%

Dissatisfaction levels within Avondale Square and Isleden House were very low, ranging from 0% - 4%. The picture was different at Sydenham Hill, where levels of dissatisfaction were between 3%-15%. Key areas of dissatisfaction at this Estate were Scheme Manager (15%), Value for money (14%), Dealing with queries (14%) and Quality of home (12%).

9. Comparison with other landlords

Undertaking a STAR survey using a survey based on a widely used standard question set allows landlords to benchmark the satisfaction of their residents against other landlords with similar characteristics, such as size, type and location, providing a broader dimension than internal targets may provide, assisting both the landlord and their resident scrutiny panel in assessing performance levels and areas of improvement.

9.1 Available comparative data

STAR surveys have been slow to get started since the new format was launched in July 2011 whilst landlords await the impending changes to the regulatory framework. This has meant that there is only a limited amount of comparative data available and we have therefore compared, as far as possible, City of London’s survey data with previous STATUS survey results.

9.2 Comparison with STATUS data

Over the last ten years Feedback Services has carried out over 800 STATUS surveys and although the last one was carried out in June 2011 the results from recent years provide some comparison for City of London.

The comparison reveals that for many of the comparable ratings the satisfaction levels found at City of London are similar to the average found at other landlords based in London.

Some key ratings are significantly higher at City of London – neighbourhood/estate (7% higher), being kept informed (7% higher) landlord services (3% higher).

Satisfaction was only slightly lower in other key areas except in respect of listening to views which was 6% lower than the average found elsewhere.

Figure 9.1 : STAR and STATUS comparison

Table 1. Satisfaction of general needs tenants (% satisfied or good)	2012 City of London STAR survey	2010/2011 STATUS survey London landlords (Base 4549 tenants)
Services provided by landlord	81%	78%
Quality of home	79%	80%
Neighbourhood/Estate as a place to live	85%	78%
Value for money of rent	74%	73%
Enquiries generally	73%	72%
Repairs & maintenance	73%	74%
Listens to views and acts on them (STAR) /Views being taken into account (STATUS)	58%	64%
Keeping tenants informed	87%	80%

* Note: Not all questions are comparable as some of the key questions were re-worded or re-grouped and in some instances the options available as answers have changed.

10. Conclusion

There appears to be very little change in satisfaction levels since 2009, when taking into account the margin of error between the two results ($\pm 4.1\%$), apart from resident’s perception of the amount of notice the landlord takes of their views. Residents continue to appreciate their Estate as a place to live and the overall services provided. The Authority has been working on a number of initiatives to improve and encourage involvement and communication and it may be that the fruits of this work have not yet filtered through into these survey results.

10.1 High satisfaction levels

The results from the STAR survey demonstrate that City of London is achieving its aims of providing quality homes, and keeping residents informed about what they are doing.

In comparison to other landlords City of London performance was often higher than the average taken from previous STATUS surveys – particularly around satisfaction with the Estate.

A number of ratings are in the 80s and high 70s and are a testament to the time and effort put in by City of London Members and the staff.

10.2 Areas of low satisfaction

City of London will, no doubt, wish to concentrate on the areas with satisfaction levels under 80% in order to increase the quality of performance even further and achieve more than 80% of residents who would recommend City of London as a landlord. The table below shows those areas where satisfaction is below 75%.

Although the ratings examined here are for all residents it is worth noting that in the majority of instances the lower ratings came from general needs residents and not sheltered housing residents.

Figure 15.1 : Areas of performance where less than four out of five residents are satisfied

HOUSING SERVICES	
Value for money from rent & service charges	74%
REPAIRS	
Repairs & maintenance	73%
COMMUNICATION & INFORMATION	
Listening to views and acting upon them	58%
CONTACT	
Dealing with general queries	73%
ADVICE AND SUPPORT	
Tenancy Support service	53%

10.3 Areas of dissatisfaction

Areas with higher levels of dissatisfaction can – sometimes be masked by high satisfaction ratings, resulting in the numbers of dissatisfied resident’s being overlooked.

In some areas residents’ ratings are more polarised, with fewer residents opting for the middle ground, and in others more residents are neutral with fewer dissatisfied residents. Whilst it is important not to overlook the areas where higher percentages of residents are more neutral, which technically could be classed as “not satisfied”, high percentages may also be a result of not providing a “don’t know” or “no opinion” response option.

Repairs & maintenance - The lack of movement in satisfaction with repairs and maintenance perhaps reflects that resident aspirations are not yet being met in their entirety. Response times for repairs are at a high level and the new Repairs Working Group will be monitoring targets and identifying further improvements for this service.

Listening to views – Although City of London has recruited more residents to get involved in advising on improvements to housing services, residents still do not seem to feel that the Corporation listens to their views and acts upon them. Residents certainly consider that they are kept well informed, however perhaps not enough information is fed back on what action has been taken as a result of residents' views and suggestions.

10.4 Subgroup analysis

Analysis by key strands of diversity

Throughout the report satisfaction with different services is analysed by the key strands of diversity. Younger residents almost consistently awarded lower ratings across all services measured in the survey compared with other residents, however the pattern is less predictable than at other landlords and the anomalies should be investigated further.

General needs and sheltered housing residents
Sheltered residents are far more satisfied than general needs residents, consistently awarding ratings higher than general needs residents.

Sheltered residents award ratings in the high 80s and 90s and the survey found only a few instances where satisfaction was slightly lower – listening to views and acting upon them (70%), and dealing with queries generally (78%).

Estate differences

The survey identified a number of differences between residents living in Estates. General needs residents in Middlesex Street and Holloway were more satisfied than at other Estates, particularly Golden Lane and other. Sheltered housing residents were much less satisfied in Sydenham Hill than their counterparts as Avondale Square or Iselden House.

10.4 Recommendations for further research

We would recommend that City of London in particular:

- Review data and seek to explain differences between the different Estates
- Tackle areas of highest dissatisfaction and those which have the most influence on overall satisfaction/resident priorities
- Involve residents/scrutiny panels in reviewing the survey findings
- Consider running an interactive workshop with key stakeholders to review the findings of the survey, identify quick wins and draw up action plans.

Using your data to provide effective, value for money, services in the long-term

Feedback Services recommends landlords to make strategic use of the results to inform and drive service improvements. We would advise carrying out (if not already doing so):

- The development of a consultation and research strategy that co-ordinates all customer feedback activity across the housing service
- Performance tracking - carrying out at least an annual mini-survey to track key performance or undertaking continuous / regular monitoring of key services – repairs, estate cleaning and appearance, general queries, and listening to views. This might involve surveys of random samples of recent customers in each key service, using telephone and / or postal surveys
- Regular focus groups - can be effective in identifying key issues and improvements.



Appendix 1 – Data tables

2012 STAR survey results			
	All residents	General Needs	Sheltered
HOUSING AND SERVICES			
Quality of your home	79%	88%	94%
Services provided by City of London	81%	80%	87%
Value for money from rent and service charge	74%	73%	83%
NEIGHBOURHOOD			
Estate as a place to live	85%	85%	89%
Estate cleaning service	79%	79%	92%
Overall appearance of neighbourhood	77%	76%	88%
CONTACT WITH CITY OF LONDON			
Dealing with general queries	73%	73%	78%
COMMUNICATION AND INFORMATION			
Keeping residents informed about things that might affect them	87%	87%	93%
Listens to views and acts on them	58%	56%	70%
DAY TO DAY REPAIRS			
Repairs and maintenance service	73%	72%	84%
ADVICE AND SUPPORT			
Scheme Manager	92%	n/a	94%
Call Alarm system	90%	n/a	85%
Tenancy support	79%	75%	91%

2012 and 2009 STAR survey results (all residents)		
	2009	2012
HOUSING AND SERVICES		
Quality of your home	80%	79%
Services provided by City of London	81%	81%
Value for money from rent and service charge	77%	74%
NEIGHBOURHOOD		
Estate as a place to live	84%	85%
Estate cleaning service	n/a	79%
Overall appearance of neighbourhood	n/a	77%
CONTACT WITH CITY OF LONDON		
Dealing with general queries	73%	73%
COMMUNICATION AND INFORMATION		
Keeping residents informed about things that might affect them	83%	87%
Listens to views and acts on them	68%	58%
DAY TO DAY REPAIRS		
Repairs and maintenance service	73%	73%
ADVICE AND SUPPORT		
Scheme Manager	92%	92%
Call Alarm system	90%	90%
Tenancy support	53%	53%

* Different questions were asked in 2009 and 2012.

Appendix 2 – Questionnaire

Your reference number: xxxx/

Welcome to the STAR survey 2012!

This is the satisfaction survey that the City of London, as your landlord, sends to all tenants every three years (previously called STATUS).

Help for completing the STAR Satisfaction Survey

- Thank you for taking the time to complete the STAR Satisfaction Survey. This survey should take no more than 10 minutes to complete. Your views are important to the City of London.
- This survey should be completed by a tenant at this address, or by their carer if necessary.
- Please return the completed survey in the envelope provided by **27th February 2012**.
- Please answer all questions, unless stated otherwise in the survey.
- **Confidentiality and Data Protection**
The City of London will not see the completed surveys. An experienced independent company called Feedback Services will input the results and produce a report telling us the anonymous results. They will destroy all tenant personal details once they have completed their work and have data protection policies in place to ensure this. The information gained from these surveys will only be used to help improve our services to tenants and to compare our performance against other social landlords. We will publish the results in the spring/summer 2012. Survey reminders will be sent to tenants who don't return their survey by 27th January 2012.
- If you need any help completing the survey, call the Resident Involvement Team on 0207 332 3224. For all other enquiries please call the Resident Involvement Team or contact your estate office who will be pleased to help.
- The following signs are used throughout the survey to help you complete it as easily as possible.

Instruction sign

Please follow the instruction given on how to answer the question

Information point

Please read the information which will help you in answering the questions



Housing and Services

1. How satisfied or dissatisfied are you with the following? Please tick one box only for each

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
The overall quality of your home:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your estate as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How satisfied or dissatisfied are you that your rent (including service charges) provides value for money? Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


1


Repairs and Maintenance

3. Generally, how satisfied or dissatisfied are you with the way the City of London as your landlord deals with repairs and maintenance? ⚠ Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication and Information

4. How satisfied or dissatisfied are you with the way the City of London as your landlord keeps you informed about the things that might affect you as a tenant? ⚠ Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. How satisfied or dissatisfied are you that the City of London as your landlord listens to your views and acts upon them? ⚠ Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact with the City of London

6. How satisfied or dissatisfied are you with how your landlord deals with your general queries? ⚠ Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Estate

7. Generally, how satisfied or dissatisfied are you with the cleaning service on your estate provided by the City of London? ⚠ Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Generally, how satisfied or dissatisfied are you with the appearance of your estate? ⚠ Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sheltered Accommodation - Mais House, Harman Close, Isleden House (Ground Floor)

i This section is for sheltered housing tenants living in MAIS HOUSE, HARMAN CLOSE or ISLEDEN HOUSE (GROUND FLOOR) only. If this does not apply to you please go to the next section.

9. Generally, how satisfied or dissatisfied are you with the following:

⚠ Please tick one box only for each.

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
The service provided by your Scheme Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The call alarm system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tenancy Support

i This section is only for sheltered housing tenants and tenants who receive support from a Tenancy Support Officer. If this does not apply to you please go on to the next section.

10. If you currently receive tenancy-related support from either a Scheme Manager or a City of London Tenancy Support Officer, how satisfied or dissatisfied are you with the service you receive? ⚠ Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

City of London

11. Taking everything into account, how satisfied or dissatisfied are you with the service provided by the City of London as your landlord? ⚠ Please tick one box only

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Background Information

i Providing the following information is optional, but by answering these questions you will help the City of London make sure that they are not discriminating against you or anyone else.

12. Are you...? ⚠ Please tick one box only

Male Female Transgender

13. Which age group are you in? ⚠ Please tick one box only

16-24 yrs	25-49 yrs	50-64 yrs	65-79 yrs	80+ yrs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. What is your ethnic group? † Please tick one box only

- | | | |
|--|---|--------------------------|
| White | English/ Welsh/ Scottish/ Northern Irish/ British | <input type="checkbox"/> |
| | Irish | <input type="checkbox"/> |
| | Gypsy or Irish Traveller | <input type="checkbox"/> |
| | Any other White background | <input type="checkbox"/> |
| Mixed / multiple ethnic groups | White & Black Caribbean | <input type="checkbox"/> |
| | White & Black African | <input type="checkbox"/> |
| | White & Asian | <input type="checkbox"/> |
| | Any other Mixed background | <input type="checkbox"/> |
| Asian / Asian British | Indian | <input type="checkbox"/> |
| | Pakistani | <input type="checkbox"/> |
| | Bangladeshi | <input type="checkbox"/> |
| | Chinese | <input type="checkbox"/> |
| | Any other Asian background | <input type="checkbox"/> |
| Black / African / Caribbean / Black British | Caribbean | <input type="checkbox"/> |
| | African | <input type="checkbox"/> |
| | Any other Black/ African/ Caribbean background | <input type="checkbox"/> |
| Other ethnic group | Arab | <input type="checkbox"/> |
| | Any other ethnic group | <input type="checkbox"/> |

15. Are your day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? † Please tick one box only

- | | | |
|--------------------------|--------------------------|--------------------------|
| Yes, limited a lot | Yes, limited a little | No |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

16. How would you describe your sexual orientation? † Please tick one box only

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Heterosexual/straight | Gay woman/Lesbian | Gay man | Bisexual | Other | Prefer not to say |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

17. What is your religion? † Please tick one box only

- | | | | | | | | | |
|--------------------------|----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| None | Christian
(all denominations) | Buddhist | Hindu | Jewish | Muslim | Sikh | Any other religion | Prefer not to say |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Thank you for completing this important survey.

Please return your STAR Satisfaction Survey by 27th February 2012 in the Freepost envelope provided.

feedback

Feedback Services Ltd
Clarendon House
52 Cornmarket Street
Oxford OX1 3HJ
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**NATIONAL
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Agenda Item 6

Committee(s):	Date(s):
Housing Management Sub-Committee	02 July 2012
Subject: Housing Estates - Allocated Members' Report	Public
Report of: Director of Community & Children's Services	For Information
<u>Summary</u>	
<p>This report, which is for information, provides an update for the Committee on events and activities on the City of London Corporation's 11 social housing estates.</p>	
<p>The report is compiled in collaboration with Allocated Members, whose role is to take an active interest in their estate, to champion residents and local staff and to engage with housing issues in order to play an informed part in housing-related debates within the Committee.</p>	

Main Report

Background

- The Allocated Members Scheme was introduced in 2000, when Members of the Community & Children's Services Committee were allocated to different City of London Corporation housing estates. The purpose of the scheme was:
 - To give residents and staff a named Member to 'champion' their estate
 - To allow Members to take an interest in the estate, its residents and staff
 - To develop a group of members with housing knowledge & experience to contribute to the CC&S Committee.
- At its meeting in June 2010, this Committee received a report from the Allocated Members on estate matters, and agreed that this should be presented twice a year.

Current Position

General Estate Matters

We have now developed 3 pilot Estate Plans and delivered these to residents of Golden Lane, Holloway and Avondale Square Estates. Feedback has been positive, and we are now rolling the plans out to other estates during the year.

Our nine apprentices have now been with us for some months, and are proving a big success. They have all gained qualifications and an enormous amount of experience. Three have already secured jobs for when their apprenticeship finishes in September. We have developed the scheme to offer some Year 2 places, with more advanced training and experience, and will also be recruiting some new apprentices later this year.

We are working with other departments and agencies to run two projects on some of our estates, designed to encourage residents to become involved in volunteering and to generate a sense of respect and care for their estates and each other. The 'Our Place' project is being run in partnership with Waste Watch, Environmental Services and the SPICE timebanking project. On the estates involved, it will bring people together to consider how they want to improve their environment and to carry out projects. These may include recycling projects, growing food, energy conservation measures, or things like litter picks. There will also be a publicity campaign promoting a sense of ownership of the estate. The second project is a Good Neighbour Scheme, designed to train volunteers to provide support and help to newcomers and vulnerable residents, and to match them in a buddying scheme. We are working on this with Adult Social Care, Broadway, SPICE and the CVS.

Avondale Square Estate - Allocated Member, John Chapman

I am delighted to be able to report that the Jubilee party organised by Avondale Square Residents' Association (ASRA) was a great success. ASRA secured external funding which allowed them to hold a wonderful event, which was attended by the Chief Commoner and his wife. Residents at Harman Close, our sheltered housing scheme, enjoyed a fish and chip dinner with entertainment by way of celebration, and invited elderly neighbours from the rest of the estate.

The project to refurbish the lifts in the tower blocks is going well – 3 lifts are now complete and the work is on schedule. A new door entry system has been successfully piloted in one block, and tenders will now be invited to install this elsewhere.

Our most exciting news is that architects have been appointed to build a new community centre and more homes on the estate. Residents are fully involved in plans and there have already been well-attended consultation events.

Avondale Square is involved in the 'Our Place' project and talks are taking place about the Good Neighbour Scheme. We hope that both of these projects will help to promote a sense of community on this, our largest estate.

Dron House – Allocated Member, Deputy Henry Jones

Residents of Dron House have been concerned recently by youths gathering on the estate. Staff are working with the local police team, the Safer Neighbourhood Unit and the Anti-social Behaviour Unit from Tower Hamlets in order to address this.

On a more positive note, the estate held a Jubilee Party on June 4th, which helped residents to get to know each other. This sense of community is now to be built on with the 'Our Place' project, which will focus on bringing residents together to care for and respect their environment and each other.

Golden Lane – Allocated Members, Gareth Moore, Angela Starling

We are extremely pleased to be able to inform the Committee that the refurbishment of Golden Lane Leisure Centre is now complete. The Lord Mayor declared the centre officially open on 26 April 2012 by unveiling a memorial plaque. Early feedback from residents has been positive, with many taking advantage of the preferential rates offered to them.

Part of this development included the refurbishment of the former nursery on the estate. This has provided much-needed community space which has become the new home of the Ralph Perring Club as well as being available to community groups for hire.

Our Jubilee Day, on 2 June, was a huge success and we were pleased to welcome the Chief Commoner and his wife. The party was a double celebration for residents as it marked the fiftieth anniversary of the estate. One of the big attractions was that tours were given of the roof garden at Great Arthur House, rarely seen now as it is normally closed for health and safety reasons.

We are pleased to report that new cycle racks have been installed at various locations around the estate, providing safe storage for up to 48 bicycles. These were funded by Transport for London as part of their Cycle Superhighways programme. Our Garden Club continues to thrive, and we are planning to install water-butts to help with future drought situations.

Golden Lane will be one of the 'Our Place' estates, working with residents to build on the community work done by Waste Watch in the past year.

Holloway Estate – Allocated Member, Deputy Catherine McGuinness

The Holloway Estate is one of the first estates to have an annual Estate Plan, which has now been delivered to all residents. A Focus Group contributed to this, and the plan covers a range of issues of concern to residents, particularly some minor disturbances from young people and the need to bring forward the plans for new windows.

Staff take enormous pride in the presentation of the estate. They have just repainted the inside of the community hall, which looks much better. They have also been hard at work on the gardens. The estate is fortunate in having beautiful grounds and an enthusiastic and knowledgeable gardener, Harper Ozkulac, as their Estate Officer.

Isleden House – Allocated Member, Elizabeth Rogula

Residents have experienced some disruption recently at Isleden House, due to fire proofing works, but I am pleased to say that these have now been completed. Having attended a recent walkabout on the estate, I was pleased to see that it is looking very attractive and all seems to be well.

Following the installation of a television in the communal lounge, two movie clubs have been started on the estate and attendance at these is increasing. A Breakfast Club is also proving popular, and a quiz night is planned for July.

The Jubilee was celebrated by residents with a Big Lunch on the 3 June, consisting of a hog roast, and then a community gathering to watch the flotilla on television.

Middlesex Street Estate – Allocated Member, Deputy Henry Jones

In the last Allocated Members report, I announced the exciting project to build a new community centre and library on the Middlesex Street Estate, along with a number of new affordable homes. I am delighted to say that work has now commenced on this project, starting with the creation of a new entrance to the estate and work in the carpark, where the new library and community centre will be sited. We have also appointed a Community Centre Manager, Steve Berwick, who will be working with library and housing staff and managers to plan the use of the new centre ready for when it opens in November.

The Residents' Association held a Fish and Chip Supper on 8 June to celebrate the Queen's Diamond Jubilee, and a day of celebrations was held at Mansell

Street Estate to which residents of Middlesex Street were invited. This was a very successful event, and we were honoured to welcome the Lord Mayor and Lady Mayoress.

Our very popular Home Beat Officer, John Innes, retired from the police service at the end of May. John was a very well-known and liked face on the estate, and residents presented him with a gift to mark their appreciation.

Middlesex Street will be at the forefront of the Good Neighbour Scheme currently being planned by officers with other agencies.

Southwark & William Blake Estates – Vacancy for Allocated Member

A long-awaited project will shortly commence at Sumner Buildings, Pakeman and Stopher House, with the installation of new door entry systems. Consultants have been appointed to oversee the tendering process and installation of the systems, which will provide additional security for residents and their homes.

To mark the Queen's Diamond Jubilee, the Collinson Court & Great Suffolk Street Residents' Association held a party for residents on the green open space behind Collinson Court. This was well attended and a good opportunity for residents from different blocks to get together and meet each other.

A new gardener has settled into the William Blake Estate and it is looking particularly colourful. Residents are looking forward to having new trees planted in the Autumn to replace the eight lime trees which had to be removed last year due to serious health and safety concerns.

Sydenham Hill Estate – Allocated Member, Deputy William Fraser

The long-standing residential Estate Officer, Frank Heggie, left us to return to his native Scotland in May. This was an opportunity to consult with residents about their wishes for the future of the role. A meeting was held on the estate to discuss various possibilities. A number of options were drawn up and costed. Each household was then told what the financial and other implications of each option would be for them, and were asked to express a preference. The overwhelming majority voted to retain the post as it is, so it is now being advertised.

I am pleased to say that there were two Diamond Jubilee celebrations on the Sydenham Hill Estate. Mais House Residents' Association had a party and a special exhibition, showing photographs of residents from 60 years ago and today. Lammas Green and Otto Close residents also held a party in the Community Hall.

Windsor House – Allocated Member, Virginia Rounding

Windsor House will be one of the next three estates to have an Estate Plan and a meeting was held at the end of April to discuss the future of the estate and resident priorities. The meeting was well-attended and very useful for managers, who were able to hear first-hand about issues the residents wished to raise regarding the need for new windows and door entry systems. I understand that officers are now making a case for bringing this work forward on the planned maintenance programme.

The Estate Officer is making good progress with visiting all residents on the estate to inspect properties and look at any changes in tenancies. This is also an opportunity to talk with residents about the impact that planned changes to welfare benefits will have on them, and to help them prepare for these.

York Way Estate – Allocated Member, Billy Dove

I am delighted to say that York Way held one of the biggest celebrations for the Queen's Diamond Jubilee. Although the party took place on the Sunday, which was, sadly, extremely wet, spirits remained high, and residents turned out to enjoy a wonderful day. The event included entertainment from a local drama group, a bouncy castle, face painting and a visit from the Pearly King and Queen, as well as a mechanical 'bucking bronco' which was tried out by the more intrepid partygoers! The Mayor of Islington attended the event and we were honoured to welcome the Lord Mayor and Lady Mayoress. The Residents' Association had successfully bid for external funding, which enabled them, as well as running the event, to give a souvenir commemorative coin to every home. They are to be commended on giving everyone a truly memorable Jubilee.

Financial and Risk Implications

There are no known financial or risk implications in this report. The costs of all activities and plans referred to in the report will be contained within existing budgets.

HR Implications

There are no known HR implications.

Strategic Implications

Activities on the estates reported on here contribute to delivering the Departmental Priorities: "Supporting and empowering our communities and enabling people to make a positive contribution" and "Improving the health and wellbeing of communities and individuals".

Consultees

This report was compiled in consultation with the Allocated Members, managers and staff of the CoLC's housing estates. The Town Clerk, Chamberlain and Comptroller & City Solicitor have been consulted in the preparation of this report.

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