

Committee	Dated:
Housing Management and Almshouses Sub-Committee	27/11/2017
Subject: Estate Satisfaction Survey Data Report	Public
Report of: Director of Community and Children's Services Report author: Amy Carter	For Information

Summary

This report summarises the results of the 2017 satisfaction survey of residents of the City's social housing estates, including the sheltered housing schemes and the City of London and Gresham almshouses.

The City of London is a member of Housemark, a social housing benchmarking organisation which collects data from members to allow performance to be compared. Every 2-3 years, member landlords are expected to carry out a 'STAR' (Survey of Tenants & Residents') using 7 core questions. We have decided to use the 7 core questions each year to enable continual comparison.

The headline for this year's survey is that, while satisfaction remains high, there has been some decrease in satisfaction since last year. Over two thirds of respondents are still very satisfied or satisfied with the overall service, and resident satisfaction levels with their neighbourhood as a place to live are particularly good. However, there is a general drop in satisfaction across the board. Some of this can be explained by local issues, and plans will be put into place to address concerns raised where this is possible. Some change is more reflective of national and regional opinion, and some will need further investigation as we cannot currently identify a reason for it.

Recommendation

Members are asked to note the content of the report.

Main Report

Background

1. Social landlords who belong to Housemark, a national benchmarking organisation, are asked to carry out a resident satisfaction survey every 2-3 years. In recent years, however, the City has opted to carry out a survey annually, in order to have better and more up to date information to help with service improvement plans.

2. An annual estate satisfaction survey is sent to all tenants and leaseholders of the City's general needs housing and sheltered housing (including almshouses) along with their Summer newsletters. The survey measures resident satisfaction across all estates and a range of service areas, and gathers suggestions for improvements or changes to the way we operate.
3. The survey took place in June and July this year.
4. A summary of the 2017 survey questions and satisfaction ratings, together with the 2016 ratings for comparison, are set out in the table below.
5. Respondents were asked to answer the questions choosing from the following categories: very satisfied, satisfied, neither, dissatisfied or very dissatisfied. For the safety question, responses available were very safe, safe, somewhat safe, somewhat unsafe and unsafe. The figures provided show the combined percentages of residents who responded 'very satisfied' and 'satisfied' or 'very safe' and 'safe' in response to each of the questions asked.
6. Return rates are lower this year than past year, despite incentives and extensive encouragement to return surveys. On some estates, this does make the validity of the data questionable, but we have included the figures anyway, for completeness.

Estate Satisfaction Survey data comparison 2016 and 2017

Question	2016	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	81%	70%
How satisfied or dissatisfied are you with the overall quality of your home?	83%	78%
How satisfied are you with the cleanliness of your estate?	79%	71%
How satisfied are you with the customer services provided by your estate staff/ manager for sheltered & almshouses?	82%	72%
How safe and secure do you feel on your estate?	73%	71%
Tenants Only How satisfied or dissatisfied are you that your rent provides value for money?	88%	80%
Leaseholders/Sheltered Only How satisfied or dissatisfied are you that your service charges provide value for money?	75%	51%
Generally, how satisfied or dissatisfied are you with the way the City of London Corporation deals with repairs and maintenance?	70%	60%

How satisfied or dissatisfied are you that the City of London Corporation listens to your views and acts upon them?	74%	50%
How satisfied or dissatisfied are you with the information provided by the City of London Housing Services about your housing?	89%	70%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	90%	86%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	N/A new question for 2017	55%

Summary findings and analysis

7. Satisfaction with services remains high amongst all residents. A majority of our general needs residents – 68% and a significant majority of our sheltered housing residents – 88% are satisfied with the overall service they receive from the City of London.
8. However the results show a decrease in satisfaction in most areas when compared to the previous year. This is disappointing, particularly in areas where service levels have been maintained or improved. Appendices 1 and 2 provide a detailed analysis of the results for each estate and each area of work, and identifies the likely reasons for changes.

It is also important to consider some context when looking at the results. The survey took place from 29 May and closed on 3 July. During this period, there was a general election, which generated considerable debate and discontent on housing issues generally. The tragic fire at Grenfell Tower also occurred during the survey. A fire in a residential building is always a distressing event which can lead to residents feeling unsafe. The apparent delay in confirming the full scale of the tragedy seemingly caused some distrust in public authorities. We are particularly aware that some of the press reporting at the time was negative towards both local authorities and social housing residents. We are also aware that the broader aspects of social change may be contributing to resident's feelings of discontent and dissatisfaction. These combined factors potentially created an adverse environment and we are conscious this may have influenced residents' perceptions at that time.

9. This can, of course, only be speculation, but it would appear, to some extent, to be borne out by results from other social landlords in London, where satisfaction is also reducing. For satisfaction with quality of homes, with neighbourhoods as a place to live and with the value for money provided by rent, we are in the top quartile for our comparator group (and, in fact, in the top three performing landlords).
10. However, there are also areas where we are not performing as well as other landlords. These, in particular, are satisfaction with repairs and with resident views being taken into account.

11. Clearly, the condition of some estates and the perceived lack of action on major works such as windows replacements will have an impact on residents' views.
12. Members are well-aware that the Five Year Major Works Programme is tackling this, but it is understandable that residents are frustrated with what they see as a lack of progress. Where works have already started, this causes disruption and mess, and this can also create discontent.
13. There are also local issues such as new or proposed developments causing concern for some residents. Although some of these are not actually matters that Housing is responsible for, it is clear from comments that they are influencing perceptions of the service.
14. Then there are some results which are extremely difficult to understand. For example, satisfaction with customer service has decreased, even where there has been no change since last year, resources have been maintained and, in some cases, we have made improvements in response to feedback. Similarly, the drop in satisfaction with information provided is puzzling, as we have increased the quantity of information provided and the number of ways of accessing it. Most perplexing of all is the fact that tenant satisfaction that their rent provides good value for money has dropped – at a time when rents are actually decreasing year on year and are already amongst the lowest in London. We will need to do further analysis and consultation to try and establish how to use these results. There might be a disconnect between perception and reality which we need to address in our communication strategy.
15. The appendices to this report will provide some analysis of all results, as well as some of the context surrounding the results in an attempt to explain the change from last year.
16. Specific negative findings of the survey will be used to target action in service areas and on estates where the need for improvement has been identified. Estate Managers are using the results to update their Estate Plans and include actions for improvement, where issues are localised. Where more general action is required, we will be discussing this in depth, consulting with staff and then formulating plans.

Corporate & Strategic Implications

17. Undertaking an annual satisfaction survey positively contributes to the Department's strategic objectives. Asking for residents' perception of our service helps us to ensure we are meeting their needs. This contributes towards Priority 4 - Homes and communities: Developing strong neighbourhoods and ensuring people have a decent place to live; and Priority 5 - Efficiency and effectiveness: Delivering value for money and outstanding services.

Conclusion and Next Steps

18. The survey data has been collated on an estate by estate basis. Officers will use the data to make any immediate changes and incorporate any necessary changes into service plans and individual estate plans for 2018/9 to ensure the key findings from the survey are addressed.
19. The survey data will allow officers to target remedial measures more effectively in those specific areas where there is the greatest potential for service improvements and an increase in residents' satisfaction.
20. We actively seek feedback on a regular basis, through this and other mechanisms. We welcome this year's survey and the opportunity it gives us to focus on key areas of our performance.
21. An update will be brought to Members early in 2018 to report on further work to be undertaken as a result of the survey and to provide a list of actions to be included in the Service Plan and Estate Plans to address areas of concern.

Appendices

Appendix 1 Analysis of results by estate

Appendix 2 Analysis by Theme and Individual Questions

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Appendix 1 Analysis of results by estate

Avondale Square Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	87%
How satisfied or dissatisfied are you with the overall quality of your home?	81%
How satisfied are you with the cleanliness of your estate?	87%
How satisfied are you with the customer services provided by your estate staff?	80%
How safe do you feel on your estate?	96%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	87%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	91%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	59%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	72%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	70%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	89%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	77%

1. We received 54 responses from residents on the Avondale Square Estate, which represents 8.4% of the residents on the estate
2. Avondale Square Estate residents gave consistently high reports of satisfaction, most notably 91% satisfaction that their rent provides value for money and 89% satisfaction with the information provided by the City of London Corporation about their housing.
3. Comments received included:
 - 'I love my estate and the workers of City of London. They do a great job.'
 - 'Central square well maintained.'

Dron House

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	60%
How satisfied or dissatisfied are you with the overall quality of your home?	90%
How satisfied are you with the cleanliness of your estate?	80%
How satisfied are you with the customer services provided by your estate staff?	70%
How safe do you feel on your estate?	80%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	70%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	63%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	37%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	40%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	50%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	60%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	50%

4. We received 10 responses from residents at Dron House, which represents 12.6% of the residents on the estate.
5. For the majority of questions, Dron House residents reported high levels of satisfaction, most notably 80% are satisfied with the cleanliness of their estate and 90% are satisfied with the overall quality of their home.
6. Resident responses to the question about overall satisfaction with the service is 60%, this is a little jarring in the context of other questions noting high levels of satisfaction. However, on reviewing the comments left by the 10 individuals, there is one comment relating to a crime incident near the estate and one relating to repairs so it may be that these individual residents' views of overall satisfaction were marred by these incidents.
7. Comments we received included:
 - 'Good windows and good quality home this is what is needed. Please repair our homes e.g. kitchen, toilets and windows, we need proper house to call a home.'

Golden Lane Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	55%
How satisfied or dissatisfied are you with the overall quality of your home?	68%
How satisfied are you with the cleanliness of your estate?	61%
How satisfied are you with the customer services provided by your estate staff?	63%
How safe do you feel on your estate?	95%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	91%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	75%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	40%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	43%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	41%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	61%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	51%

8. We received 97 responses from residents of the Golden Lane Estate, which represents 16.8% of the residents on the estate.
9. For the majority of questions, resident responses showed a decrease in satisfaction since the 2016 survey. Most notably the 40% satisfaction response from leaseholders who think their service charges reflect value for money and 41% resident satisfaction with the way the City of London Housing Service listens to their views and acts upon them.
10. At Golden Lane there are some significant aspects of local context which may be influencing resident perceptions of the service, notably the City's proposals for the City of London Primary Academy Islington (COLPAI) development and the redevelopment of Bernard Morgan House. We are, of course, acutely aware of issues with major works and, although these are part of the Five Year Programme, many residents are unhappy with the speed of the programme rollout and, in particular, the fact that most homes will not have new windows for some time. The time and cost of completing work at Great Arthur House will also be a factor.
11. Comments received included:
 - 'Mostly pleasant staff and they are very helpful.'

- 'Repairs better recently having waited 8 years to have kitchen and window sorted, it was done very well.'
- 'COL do not do an adequate level of maintenance and as a result it is in need of repair.'
- 'We need more information about planned works.'

Holloway Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	87%
How satisfied or dissatisfied are you with the overall quality of your home?	67%
How satisfied are you with the cleanliness of your estate?	87%
How satisfied are you with the customer services provided by your estate staff?	73%
How safe do you feel on your estate?	87%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	87%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	64%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	50%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	47%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	40%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	60%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	33%

12. We received 15 responses from residents of the Holloway Estate, which represents 8.2% of the residents on the estate.

13. There are a few notable highlights in the resident feedback from Holloway Estate, 87% of the residents were satisfied with the cleaning service and 87% were satisfied with the overall service provided by the City of London.

14. The comments received mainly related to the fact the windows on the estate are in need of replacement, the upcoming major works in this area should resolve this driver of dissatisfaction shortly.

15. Comments received included:

- 'Home improvements for example confirmation for the change of [sic] double glazing windows.'

Horace Jones House

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	80%
How satisfied or dissatisfied are you with the overall quality of your home?	80%
How satisfied are you with the cleanliness of your estate?	60%
How satisfied are you with the customer services provided by your estate staff?	60%
How safe do you feel on your estate?	60%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	80%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	100%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	100%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	80%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	60%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	80%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	60%

16. We received 5 responses from residents of Horace Jones House, which represents 11.6% of the residents on the estate.

17. 100% of the residents who responded are satisfied that their rent provides value for money. This is a thought-provoking statistic, as the residents of Horace Jones House pay some of the highest social rents in our housing stock; however as they live in such a beautiful new block in a riverside location they seem to really appreciate the value of their homes.

18. Comments received included:

- 'There are no local community facilities for Horace Jones House residents. We have to travel out of the area to find facilities built for other local communities to use.'
- The entrance door is broken very often. I strongly believe that someone is breaking the entrance every time it is repaired. There should be a CCTV so that the perpetrator can be caught.'

Isleden House (general needs)

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	50%
How satisfied or dissatisfied are you with the overall quality of your home?	75%
How satisfied are you with the cleanliness of your estate?	50%
How satisfied are you with the customer services provided by your estate staff?	50%
How safe do you feel on your estate?	75%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	100%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	67%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	0%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	50%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	75%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	50%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	0%

19. We received 5 responses from the general needs residents of Isleden House, which represents 6.5% of the general needs residents on the estate.

20. Some of the results, for example 50% satisfaction with the cleanliness of the estate, are puzzling when set against visitors experiences when viewing the estate. The estate has been described as 'the jewel in the crown' on a number of occasions and there has been no change in staffing, resources, or the standard of work there. However, only 4 residents answered this question and possibly had particular issues which motivated them to return the survey.

21. We were however pleased to note that 100% of residents are satisfied with their neighbourhood as a place to live.

22. Comments we received included:

- 'I would love to have access to the communal gardens as a 2nd floor tenant with a 9 month old.' [N.B. the gardens are designated to the sheltered housing at Isleden House.]

Middlesex Street Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	68%
How satisfied or dissatisfied are you with the overall quality of your home?	85%
How satisfied are you with the cleanliness of your estate?	60%
How satisfied are you with the customer services provided by your estate staff?	71%
How safe do you feel on your estate?	76%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	79%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	90%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	13%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	58%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	45%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	68%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	51%

23. We received 38 responses from residents of the Middlesex Street Estate, which represents 15.3% of the residents on the estate.

24. There is a marked contrast in satisfaction at Middlesex Street Estate between tenants and leaseholders in relation to financial matters. 90% of tenants are satisfied that their rent provides value for money, 13% of leaseholders are satisfied that their service charges provide value for money.

25. Comments received included:

- 'We need a concierge to look after the entrances as I find them unclean, unsafe and this is awful for somewhere like where we are City of London.'
- 'Access to community centre is limited to library opening hours.'
- 'The community facilities offered by COL are second to none. We are so lucky to live in an area with such positive opportunities provided by our landlord.'

26. Where comments included items such as the entrances to the estate, including a request for a concierge; we are aware that this has been a topic of discussion on the estate for a period of time. There is a discrepancy between some residents'

desire for a level of service and appearance which is equivalent to that of a private estate, when they actually live on a social housing estate. Whilst we can appreciate that some leaseholders may wish for certain service and physical enhancements which would improve the 'curb appeal' of their property, we are a social housing provider with a fiduciary duty to only spend what is essential on the estate.

Southbank Estates

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	75%
How satisfied or dissatisfied are you with the overall quality of your home?	80%
How satisfied are you with the cleanliness of your estate?	78%
How satisfied are you with the customer services provided by your estate staff?	83%
How safe do you feel on your estate?	94%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	85%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	77%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	56%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	72%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	54%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	75%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	59%

27. We received 69 responses from residents of the Southbank Estates, which represents 14% of the residents on the estate.

28. Some of the highlights of the results include 75% satisfaction with information provided by the service about their housing and 83% satisfaction with the services provided by the estate staff, however this is set against 54% satisfaction with the way the City of London Housing Service listens to your views and acts upon them. These three items are usually heavily interlinked, so it is unusual for results to receive high levels of satisfaction in two of the three.

29. Comments received included:

- 'The garden is beautiful and well maintained.'
- 'I have called the COL before regarding telephone numbers for Southwark council for fly tipping, rubbish, broken lampposts etc. only to be told to contact Southwark council.'
- 'The bins and recycling at Bazeley House are right outside the door to the block. It is horrible walking past overflowing rubbish and rubbish that smells in the summer to go home. Please consider screening or changing the place of it.'

30. There are a number of requests for alterations to the estate including requests for more communal facilities, additional storage sheds and compost bins which residents state they have raised before, so it is possible that residents have viewed our inability to provide these facilities to date as a failure to listen to their views and act upon them.

Sydenham Hill Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	55%
How satisfied or dissatisfied are you with the overall quality of your home?	82%
How satisfied are you with the cleanliness of your estate?	91%
How satisfied are you with the customer services provided by your estate staff?	64%
How safe do you feel on your estate?	82%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	82%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	75%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	56%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	27%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	30%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	55%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	25%

31. We received 11 responses from residents of Sydenham Hill Estate, which represents 12.6% of the residents on the estate.

32. There are a number of highlights in the results for example, 82% satisfaction with both their neighbourhood as a place to live and the quality of their home.

33. There are also a number of low satisfaction results, for example, 30% satisfaction with the question asking satisfaction with the way the City of London Housing Service listens to your views and acts upon them. It is possible that this dissatisfaction is linked to the new development proposals at Mais House.

34. Comments received included:

- 'We would like to see bins for litter, brick planter with new earth and plants.'
- 'We have lived here for 38 years and never seen it look so shabby.'
- 'I'd have liked a "general improvements" question.'
- 'We take a lot of time decorating our home and cleaning our stairs and would just like our neighbours to make some effort.'

Windsor House

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	64%
How satisfied or dissatisfied are you with the overall quality of your home?	64%
How satisfied are you with the cleanliness of your estate?	50%
How satisfied are you with the customer services provided by your estate staff?	68%
How safe do you feel on your estate?	86%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	77%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	79%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	75%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	50%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	40%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	73%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	33%

35. We received 22 responses from residents of Windsor House, which represents 21.2% of the residents on the estate.

36. Most measures at Windsor House showed a decrease when compared to 2016, and based upon the comments, this is largely due to the fact residents are waiting for major works to commence on their estate.

37. Comments received included:

- 'All the railings on the balcony, they are disgusting they need redecorating'
- 'It would be great if you can improve the building condition – double glazing, painting and security CCTV cameras'.

38. A highlight of the results at Windsor House, which opposes the general trend for our social housing results, the leaseholders reported 75% satisfaction that their service charges provide value for money.

York Way Estate

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	68%
How satisfied or dissatisfied are you with the overall quality of your home?	82%
How satisfied are you with the cleanliness of your estate?	60%
How satisfied are you with the customer services provided by your estate staff?	75%
How safe do you feel on your estate?	92%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	72%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	64%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	38%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	71%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	44%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	60%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	46%

39. We received 25 responses from residents of the York Way Estate, which represents 9.1% of the residents on the estate.

40. A number of the results at York Way Estate show a decrease in satisfaction, however we are pleased to note that there is a 75% satisfaction level with the

service provided by the estate team, this chimes well with our knowledge of the dedicated team working on the estate.

41. The results of 44% satisfaction with their views being listened to and acted upon could be linked to the fact that there are a number of redevelopment proposals for the estate. The Property Service Team Communications Manager will shortly be engaging with residents on the estate about the proposals via a number of methods so we hope this will improve the situation.

42. Comments received included:

- 'Alarmed at quote for new heating and ventilations system on York Way Estate.'
- 'Playground seems well used by families and young children. Although not mentioned I would like to say that the grounds of York Way are kept beautifully and are a well-used place for relaxation as well as an antidote to the pollution on York Way itself.'
- 'Underground garage and entry barrier are always needing repairs.'

Almshouses & Sheltered Housing Schemes

43. The almshouses and sheltered housing residents receive additional services, for example call alarm monitoring, as such, they are asked additional questions further to those asked of our general needs housing residents.

Almshouses

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	75%
How satisfied or dissatisfied are you with the overall quality of your home?	100%
How satisfied are you with the cleanliness of the Almshouses?	88%
How safe and secure do you feel at the Almshouses	65%
How satisfied or dissatisfied are you that your maintenance charge provides value for money?	63%
How satisfied or dissatisfied are you that your service charges provides value for money?	50%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	71%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	29%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	59%
How satisfied or dissatisfied are you with your out of hours call alarm monitoring and response service?	50%
How satisfied or dissatisfied are you with the service	76%

provided by temporary agency staff?	
How satisfied or dissatisfied are you with the frequency of contact with your Almshouses Manager?	59%
How satisfied or dissatisfied are you with the overall service provided by your Almshouses Manager?	65%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	82%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	41%

44. We received 18 responses from residents of the almshouses, which represents 36% of the residents of the almshouses

45. There are low levels of satisfaction across a number of the results, for example, 29% feel safe. When reading the comments, there are comments relating to a crime that occurred and there are a number of requests relating to gates and locks on the estate, so we will look into what practical steps we can take to address these concerns.

46. Comments received include:

- 'No one uses the facilities despite the warden attempts to run events.'
- 'Sadly there has been so much divisiveness on site that use of the community room is negligible.'
- 'The community police assistants used to patrol regularly on foot and bicycle.'
- 'I am privileged to live at Gresham Almshouses – Thank you.'

47. 41% are satisfied with the community facilities on the estate. Upon reviewing residents' comments, it becomes apparent that some of the conflict between residents has led to many not using the community facilities, and these residents have then reported they are not satisfied with the facilities. As Members will be aware, a number of steps have been taken to improve community relations on the estate, including mediation; and the Almshouses Manager continues to work on events to bring the community together.

Harman Close

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	92%
How satisfied or dissatisfied are you with the overall quality of your home?	92%
How satisfied are you with the cleanliness of your scheme?	83%
How safe and secure do you feel on your scheme?	92%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	100%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for	100%

money?	
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	85%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	77%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	85%
How satisfied or dissatisfied are you with the service provided by temporary agency staff?	85%
How satisfied or dissatisfied are you with your out of hours call alarm monitoring and response service?	92%
How satisfied or dissatisfied are you with the frequency of contact with your Scheme Manager?	92%
How satisfied or dissatisfied are you with the service provided by your Scheme Manager?	100%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	100%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	92%

48. We received 13 responses from residents of Harman Close, which represents 28% of the residents of the scheme.

49. We are pleased to note consistently high levels of satisfaction at Harman Close, including 100% satisfaction with the services provided by the Scheme Manager and 100% satisfaction that their rent provides value for money.

50. Comments received included:

- 'Everything is fine for me at the moment, thank you for making me happy also all our neighbours in Harman Close.'
- 'I do not agree with the residents that complain about the noise emerging from the occasional party. I believe people should enjoy themselves.'
- 'The passages are always dirty these days when you send workmen to do any flat; they should clean the hallway after the job is finished. I always have to sweep the passages'

51. The residents reported 83% satisfaction with cleaning, but upon reviewing the comments, there are a number which refer to dirt caused by the contractors undertaking works within the block. This has been raised.

Isleden House

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	89%
How satisfied or dissatisfied are you with the overall quality of your home?	100%
How satisfied are you with the cleanliness of your scheme?	89%
How safe and secure do you feel on your scheme?	89%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	100%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	100%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	75%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	56%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	78%
How satisfied or dissatisfied are you with the service provided by temporary agency staff?	56%
How satisfied or dissatisfied are you with your out of hours call alarm monitoring and response service?	78%
How satisfied or dissatisfied are you with the frequency of contact with your Scheme Manager?	78%
How satisfied or dissatisfied are you with the service provided by your Scheme Manager?	78%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	100%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	89%

52. We received 10 responses from the sheltered residents of Isleden House, which represents 30% of the sheltered housing residents on the estate.

53. We are pleased to report very high levels of satisfaction across most measures. The measure of listening to views and acting upon them was returned at 56%, this is disappointing, however, upon reading the comments there is reference to the outside gym equipment. Although this has been well-received and is much used by the residents, at the time of the survey it had not yet been installed and there was a group of residents who feared that it would cause disruption and anti-social behaviour.

54. Comments received included:

- 'We spend a lot of time on flowers making the garden look nice most of the time but it's clouded with exhaust and lorries.'
- 'The newsletters are very informative.'

Mais House

Question	2017
How satisfied or dissatisfied are you with the service provided by the City of London Housing Service?	83%
How satisfied or dissatisfied are you with the overall quality of your home?	100%
How satisfied are you with the cleanliness of your scheme?	86%
How safe and secure do you feel on your scheme?	100%
TENANTS ONLY - How satisfied or dissatisfied are you that your rent provides value for money?	100%
LEASEHOLDERS ONLY - How satisfied or dissatisfied are you that your service charges provide value for money?	100%
How satisfied or dissatisfied are you with the way the City of London Housing Service deals with repairs and maintenance?	86%
How satisfied or dissatisfied are you with the way the City of London Housing Service listens to your views and acts upon them?	83%
How satisfied or dissatisfied with the information provided by the City of London Housing Service about your housing?	67%
How satisfied or dissatisfied are you with the service provided by temporary agency staff?	86%
How satisfied or dissatisfied are you with your out of hours call alarm monitoring and response service?	100%
How satisfied or dissatisfied are you with the frequency of contact with your Scheme Manager?	67%
How satisfied or dissatisfied are you with the service provided by your Scheme Manager?	50%
How satisfied or dissatisfied are you with your neighbourhood as a place to live?	100%
How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?	67%

55. We received 7 responses from the sheltered residents of Mais House, which represents 30% of the residents who were in Mais House at the time of the survey.

56. We were pleased by the fact that satisfaction overall remains high, despite the 'decant' process that is underway, for example, there was 100% satisfaction with feelings of safety.

57. There were some low results, for example, 67% satisfaction with the information provided about their housing. We are aware that for residents awaiting an offer of accommodation, the need for information is high and we will continue to ensure we provide as much information as we are able to.

58. Comments received included:

- '[Name removed for data protection] is very thoughtful and prompt with everything.'
- 'Mais House is almost empty and you ask us to fill in this stupid survey / form.'

59. As above, some discontent was expressed that the satisfaction survey was issued to residents when they are in the process of being moved. It could have been perceived that we were seeking to avoid negative feedback if we had not surveyed the Mais House residents, which was why we did not treat them differently. However, we will learn from this experience, and in future, may issue a tailored version of the survey to a property that is being decanted.

Appendix 2 Analysis by Theme and Individual Questions

Rate of Return

1. The rate of return across all of our residents this year is 13%, this is lower than 2016 at 18%. This is disappointing as we had hoped the rate would increase year-on-year. The average response rate for STAR surveys in the five London authorities and Housing Associations that submitted data this year is 24.5%.
2. Following Members' advice, an incentive to return the survey continues to be offered, in the form of the chance to win shopping vouchers. Unfortunately, despite the same incentive being offered as 2016, there was a decrease in the rate of return this year compared to last year.
3. This year was the second year the survey was emailed to all residents who had provided us with their email address. This year 50 responses were received through the online survey. This represents 12.5% of all returns. We are currently seeking personal information including email addresses, from all of our residents, and will ensure we contact as many residents by email in future as possible.
4. The highest rate of response was from the almshouses with 36% of residents responding.
5. 12.5% of the general needs residents overall responded, the highest rate of response was at Windsor House where 21% of the residents responded. The lowest rate of response was in the general needs properties at Isleden House where 5 of 77 residents, representing a little over 6% responded.
6. It is important to note that where low numbers of responses are received on any estate, the results are more heavily influenced by individual views and therefore may not represent an accurate picture of the overall views of residents.
7. Whilst we will continue our work to encourage residents to respond, surveys such as these are optional and we must recognise that for people with busy lives, taking the time to respond to a housing service survey will not be the highest priority for everyone.

The answer 'Neither'

8. As noted, the STAR survey is a fixed set of questions and answers which participating landlords circulate to their residents. After we had done the survey and data analysis last year, it came to our attention that there had been an error in the potential answers we provided to residents. There should be five options - very satisfied, satisfied, neither, dissatisfied or very dissatisfied. In the 2016 survey, the 'neither' option was missed in error.
9. In our survey this year, we have corrected that error. However, this will have caused some potential distortion when comparing to the overall data for each

question to the data from 2016. This distortion could be demonstrated in either direction – for example, where residents in 2016 did not have the ‘neither’ option available, they might have picked ‘satisfied’ or they might have chosen ‘dissatisfied’ – so we cannot know for certain the full impact of the lack of the neither option.

10. However, using a couple of questions to illustrate:

- Where the question ‘how satisfied or dissatisfied are you that the City of London Housing Service listens to your views and acts upon them’ was asked this year, 26% of general needs residents, 24% of the almshouses residents and 25% of the sheltered housing residents selected the ‘neither’ option.
- Where the question taking everything into account, how satisfied or dissatisfied are you with the service provided by the City of London Housing Service is asked, 14% of general needs, 6% of almshouses and 7% of sheltered residents answered ‘neither’.

This could very well explain the ‘drop’ in satisfaction compared to the 2016 data, as the ‘neither’ option offers people who have no strong feelings either way to still have their say.

Taking everything into account, how satisfied or dissatisfied are you with the service provided by the City of London Housing Service?

11. It is disappointing that the overall satisfaction rate has dropped, from 81% to 70%. However, the result is skewed by some estates, as we are pleased to see that the majority of our sheltered housing residents and those at Avondale Square and Holloway Estates are particularly high.
12. As noted in the Summary section, the STAR survey questions are standard; this means the phrasing cannot be altered. Where this question is asked by a Housing Association it would be very clear that the question only related to the resident’s housing provider, however, we are very aware that as a Local Authority it can be difficult for residents to only reflect on the Housing Service for example, we received comments such as the following:

‘Disruption of transport, closure of bus stops / closure of tube stations and road works’

‘I have called the COL before ... for fly tipping, rubbish, broken lampposts etc. only to be told to contact Southwark Council’

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

13. The satisfaction rate is 78% this year, a 5% drop compared to last year, however overall this result remains high. There are a number of estates that report really high levels of satisfaction including 100% at the Almshouses, 90% at Dron House and 85% at Middlesex Street Estate.

14. We are conscious that resident's perception in this satisfaction measure will be highly influenced by the major works that are pending on estates such as Golden Lane and Holloway Estate.

How satisfied are you with the cleanliness of your estate?

15. We are surprised by the overall decrease in satisfaction with the cleanliness of the estates or schemes, as we have taken care to protect the level of service that residents receive in this area. However, as noted above, in some estates where major works or new developments are underway, the dirt caused by the works may be countering the work done by our estate cleaners. Estate Managers will continue to monitor the service provided and ensure it is kept up to standard.

How satisfied are you with the customer services provided by your estate staff?

16. Satisfaction remains high in response to this question at 72% overall satisfaction.
17. We are aware that responses and comments can be very personally motivated and dissatisfaction may be driven by one-off situations, for example if a resident has asked for a service that is not available to them.

For example, at one estate, the following comment was provided:

'I am dissatisfied because my neighbour on top of me has flood [sic] me out four times in three years and half... I have had no electric for a month ... because I am a leaseholder, I am treated bad [sic] by the City of London. If I was a tenant they would fix it no problem.'

Repairs within their own home are the leaseholder's responsibility however the leaseholder in this case holds a misconception that our staff are failing to repair their home.

18. We also received positive comments about our staff (anonymised for staff data protection):

'xx is very thoughtful and prompt with everything.'
'they are very helpful'
'I feel very safe, people from the estate check on me and the staff check on me to see if I am ok.'

How safe and secure do you feel on your estate?

19. Whilst it is disappointing that there has been a decrease in feelings of safety, it is only a decrease of 2% overall. It is understandable that residents are feeling less safe in the context of the Grenfell Tower fire, which we are aware has caused concern and distress to some of our residents.

Tenants Only: How satisfied or dissatisfied are you that your rent provides value for money?

20. Sheltered housing residents have responded overwhelmingly to state their satisfaction that their rent provides value for money. However, it is disappointing to note that general needs tenant satisfaction with value for money has decreased, particularly considering the 1% reduction in rent that has been implemented over the last two years at the government's requirement.
21. One statistical point to note, while this question clearly states 'Tenants Only' in the survey, we cannot know for certain that leaseholders have not answered it. Residents may choose to submit the survey anonymously, which means we cannot cross-check each resident's tenure with their response.

Leaseholders Only: How satisfied or dissatisfied are you that your service charges provide value for money?

22. We have also seen a significant decrease in Leaseholder's satisfaction with their Service Charges providing value for money. This may in part be explained by the fact that some residents have begun to receive their service charge bills which include major works charges and are therefore higher than they are used to.
23. One statistical point to note, as per the rent question, while this question clearly states 'Leaseholders Only' in the survey, we cannot know for certain that general needs tenants have not answered it. Residents may choose to submit the survey anonymously, which means we cannot cross-check each resident's tenure with their response.

Generally, how satisfied or dissatisfied are you with the way the City of London Corporation deals with repairs and maintenance?

24. There has been a further drop in satisfaction levels with repairs and maintenance, 10% lower than 2016. However, the response to this question should always be treated with caution. The vast majority of repairs are carried out within tenants' homes and, when satisfaction with these repairs is measured with each individual after each repair it is very high (99.35%). The figure in the satisfaction survey includes the views of leaseholders, who can only reflect upon on communal repairs. These can often be complex and lengthy.
25. Furthermore, we remain aware that some residents will take this opportunity to reflect their dissatisfaction with the fact that major works are outstanding. As the major works programme is further rolled out, we anticipate an improvement in the responses to this question.

How satisfied or dissatisfied are you that the City of London Corporation listens to your views and acts upon them?

26. The overall result of 50% is disappointing. However it is important to note that a number of estates and schemes continue to reflect high levels of satisfaction. Most pleasingly 83% of the residents at Mais House are satisfied their views are listened to and acted upon.
27. In 2016 we felt confident that our investment in our Community Development Team and the work they were doing in conjunction with our estate staff was leading to resident's feeling as though they were more involved in the decisions taken on their estates. We will continue to work with our residents to ensure they feel they can take an active role on their estates.
28. Furthermore, as noted in some of individual estate analyses above, there are some items that relate to issues that may have been raised, but they are changes that staff may not be able to make, for example:

'There is no storage available, not easy to carry a bike on the 4th floor without a lift. Lift or storage would be useful'

'Dates as to when works will commence on the windows. They were mentioned 20 years ago.'

How satisfied or dissatisfied are you with the information provided by the City of London Housing Services about your housing?

29. We are very disappointed that this measure has dropped 89%, however the figure of 70% satisfaction remains relatively high.
30. Upon reviewing the estate-by-estate data there are also some notable variances. Avondale Square Estate reports 89% satisfaction; whereas Sydenham Hill reports 55% and Golden Lane reports 61%.
31. We are conscious that people may not think of the hand-delivered letters, noticeboard updates, Facebook messages and quarterly newsletters when they answer this question; they may think about aspects such as new housing developments or major works about which they may not have received as much information as they would like. We will continue to work with our colleagues in Property Services to ensure the information provided is as extensive and up-to-date as possible.

How satisfied or dissatisfied are you with your neighbourhood as a place to live?

32. We are pleased to note that the responses to this question remain high. 86% of our residents are satisfied with their neighbourhood as a place to live.
33. We have received multiple positive comments including:

'The community facilities offered by COL are second to none. We are so lucky to live in an area with such positive opportunities provided by our landlord.'

'I love my estate and the workers of City of London. They do a great job.'

'I would like to say that the grounds of York Way are kept beautifully and are a well-used place for relaxation as well as an antidote to the pollution on York Way itself.'

How satisfied or dissatisfied are you with the Community Facilities on your Estate/Scheme? For example this might be the hall, meeting rooms, library or playground?

34. The response to this question as 55% satisfaction. This is the first year that this question has been asked; as such we have no comparative data. The reason for developing the question is because the Housing & Neighbourhoods department are responsible for not only the bricks and mortar of people's homes but aspects of the neighbourhood and community within which they live.
35. As noted in the estate commentary above, there are a number of estates where the community facilities are currently subject to change; Avondale Square has a new centre which is being expanded for further uses all the time and Golden Lane Estate has recently been closed for refurbishment. We hope that as our work in the community expands and our community facilities are brought into further use this level of satisfaction will rise.