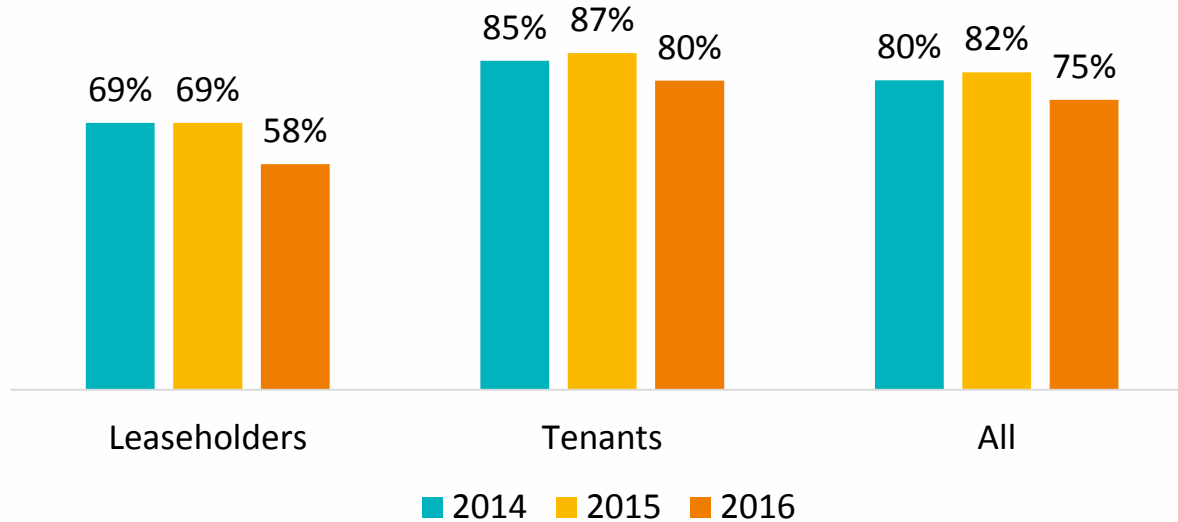




Resident satisfaction 2016

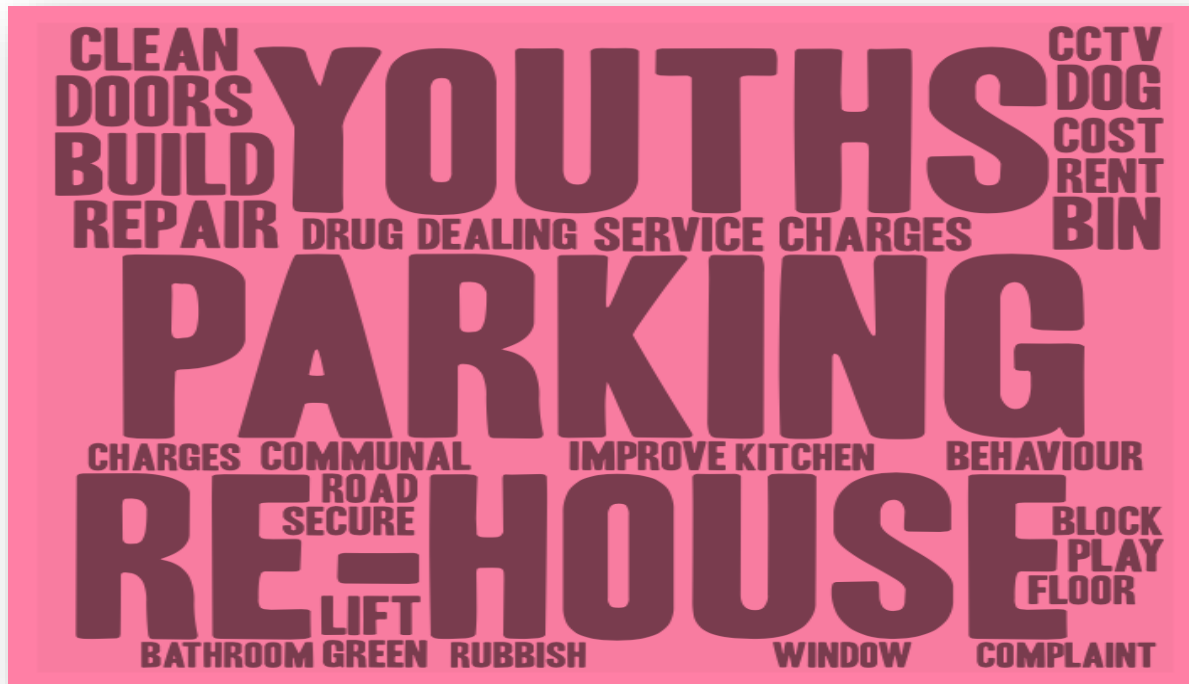
Overall Satisfaction



Overall satisfaction fell 7% across all residents, down 7% for tenants and 11% for leaseholders.

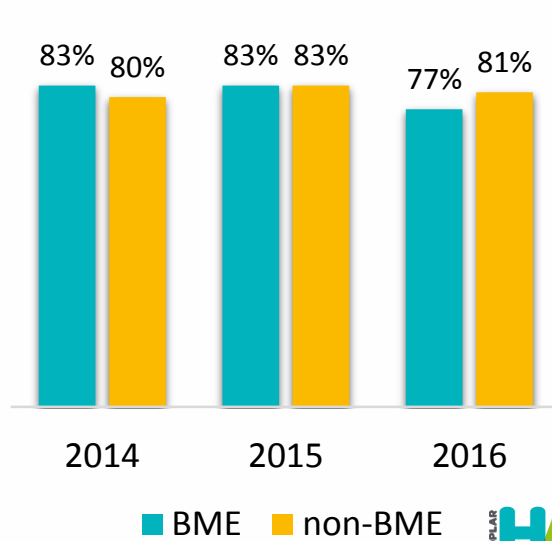
There appears to be a close correlation with the increase in parking charges. There are also indicators that suggest changes to some frontline services – such as the loss of the Police Team – were also at the forefront of residents minds as they answered the survey.

‘What influenced your overall satisfaction with Poplar HARCA?’
The larger the word the more frequently it was mentioned



Ethnicity

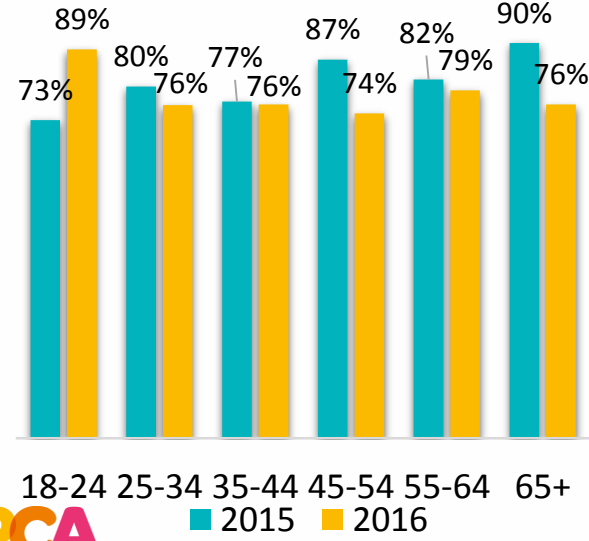
This indicator is used to measure how accessible and inclusive Poplar HRACA's services are. Whilst the gap between BME and non-BME residents has increased, at 4% it is within the margin of error. We will continue to monitor going forward.



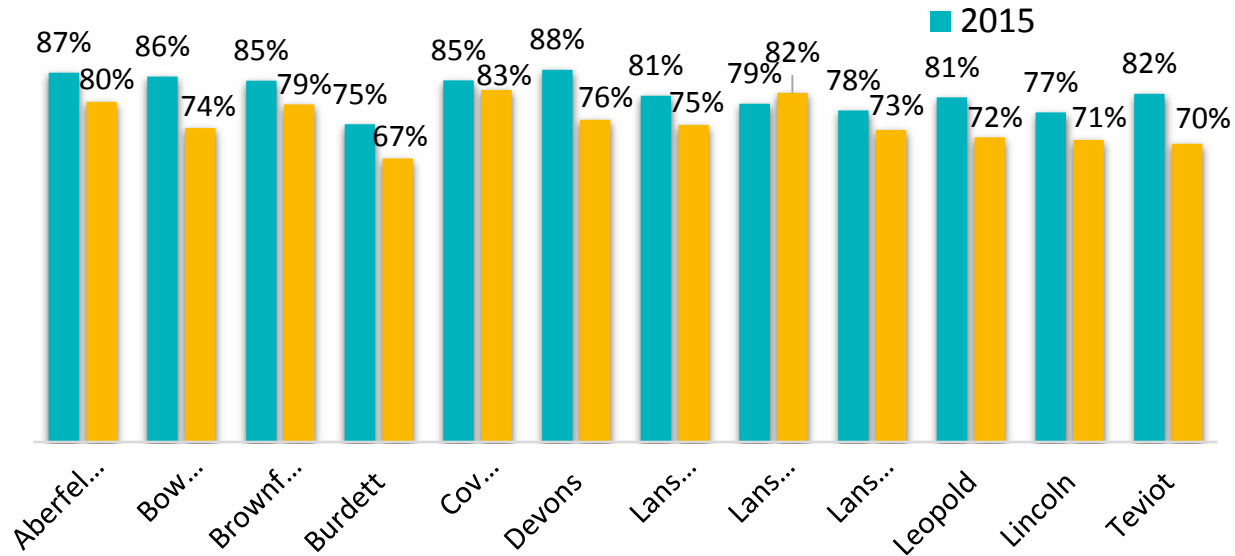
Age

Very young residents represent a very small group so the increase in satisfaction is not statistically significant.

The fall in satisfaction for older residents is a concern, but is probably reflective of the loss of the long-established support team as a result of budget cuts.



By estate

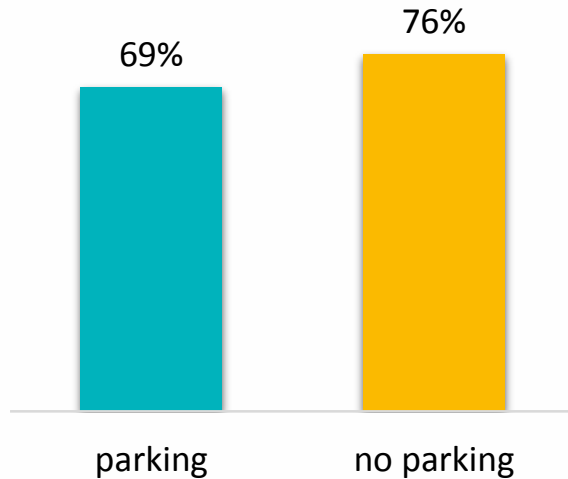


Bow Bridge, Devons and Teviot were hubs for campaigns against the increase in parking charges so it is perhaps not a surprise that they show the largest falls in satisfaction.

The increase in satisfaction from Lansbury South may reflect the relatively recent environmental decent homes works, and progress with the Crisp Street regeneration scheme – however at just 3% the increase is within the margin of error so should be treated with caution.

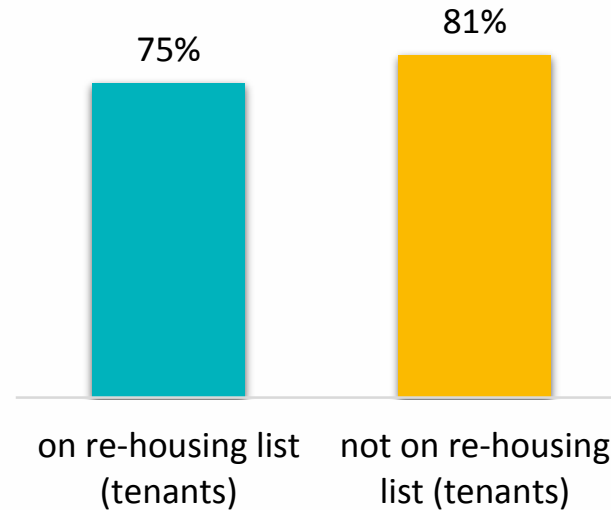
Parking

There will be no surprise that those that pay for parking are less satisfied than those that do not - and at 7% this fall correlates exactly with the decrease in satisfaction overall.



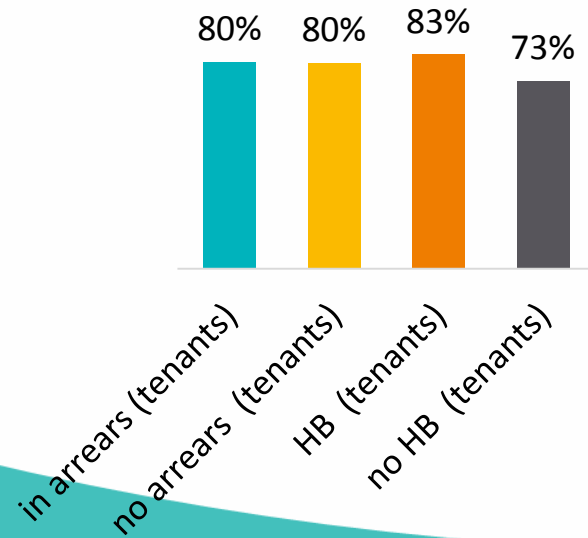
Re-housing

Again, not surprising but interesting to note that those waiting to be re-housed are less satisfied overall than those that are not waiting to move.



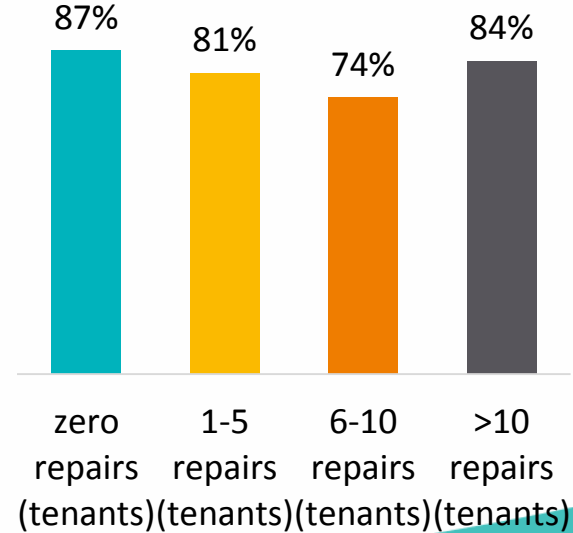
Arrears/HB

There is no difference between the satisfaction levels of tenants that do or do not owe rent. However, there is a significant difference between those that are in receipt of HB and those that are not. This may be reflective of those in low-paid work but above the benefit threshold struggling to pay even social rent and having higher expectations of what that rent is paying for.



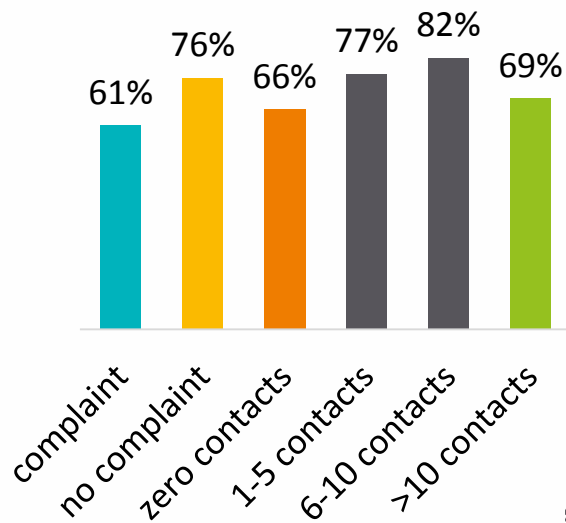
No. of repairs in past year

Counter-intuitively, those that report the highest number of repairs are relatively more satisfied (although within the margin of error). This could be explained by the comparison with the private rented sector where repair standards are generally below what we deliver.



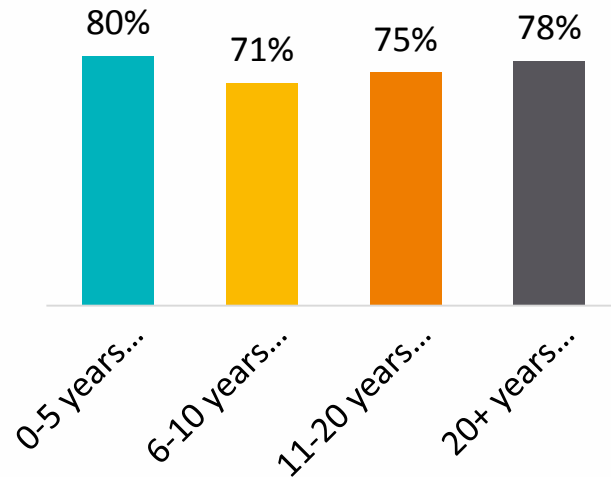
Contacts & complaints in last year

Not surprisingly, those that have had no cause to complain are more satisfied than those that have. But it appears that between 1 and 10 contacts with our teams improve satisfaction – but 10+ start to impair satisfaction which would make sense if you are having to contact us so often.

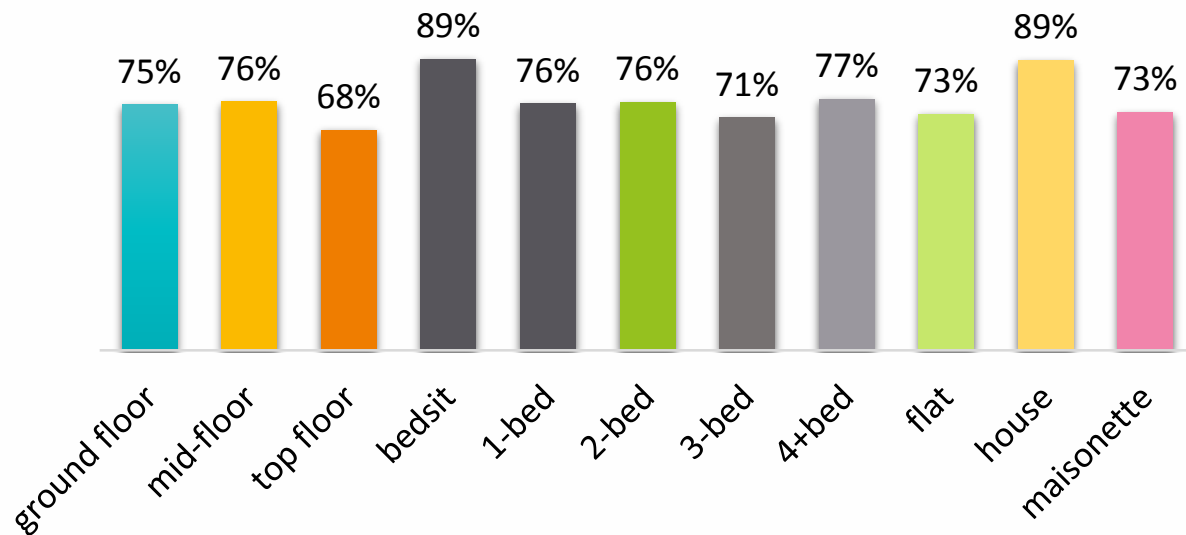


Length of occupation

There is no significant difference in satisfaction based on the length of time residents have lived in their home.



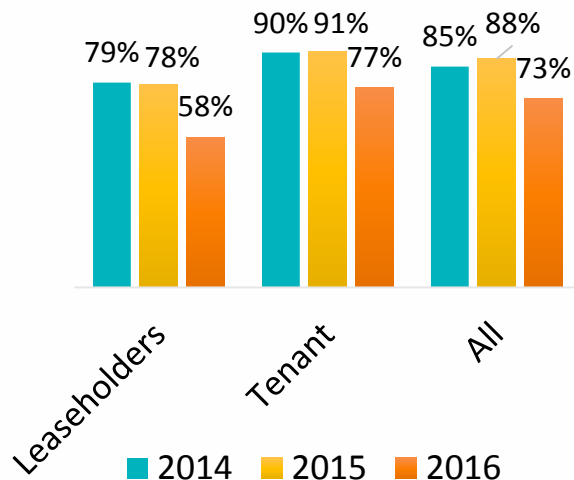
By property type



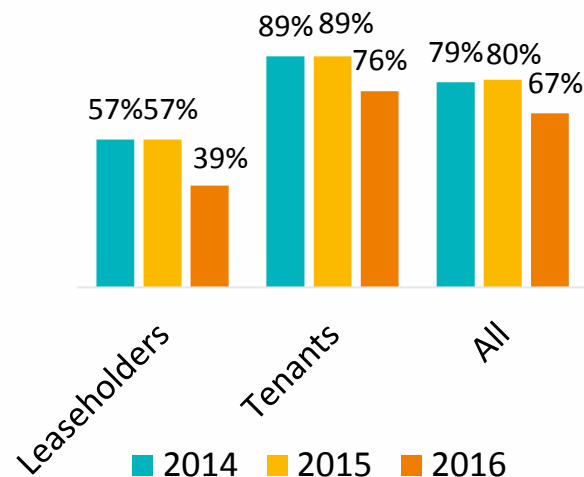
Living in a house means you are far more satisfied than neighbours in flats and maisonettes, as does living in a bedsit. However, caution needs to be applied to these groups which are very small so not necessarily representative.

If you live on the top floor, there is a difference between your satisfaction compared with those that live lower down in the block – which appears to confirm the anecdotal evidence that high-rise living is less popular with social tenants than private where upper floors attract a premium.

Recommend as a landlord



Value for Money



Given the fall in overall satisfaction it is obvious that recommending Poplar HARCA would also be less likely this year.

The survey coincided with actual service charge bills being sent so the 'value' of services being delivered would have been at the forefront of leaseholders' minds, and as discussed at length last year leaseholders are far more likely to judge services by cost rather than quality. And as tenants not in receipt of HB are overall less satisfied, it correlates that their view of VfM would also be impaired this year.

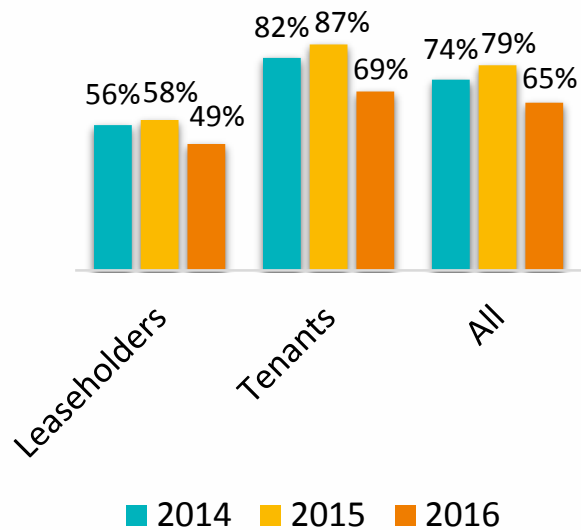
‘What would make it more likely that you would recommend Poplar HARCA as a landlord?’
– the larger the word the more frequently it was mentioned

ESTATE **PARKING**
COMMUNAL **LISTEN**
SERVICE CHARGES
ANTI-SOCIAL BEHAVIOUR
REHOUSE **REPAIR**
RENT

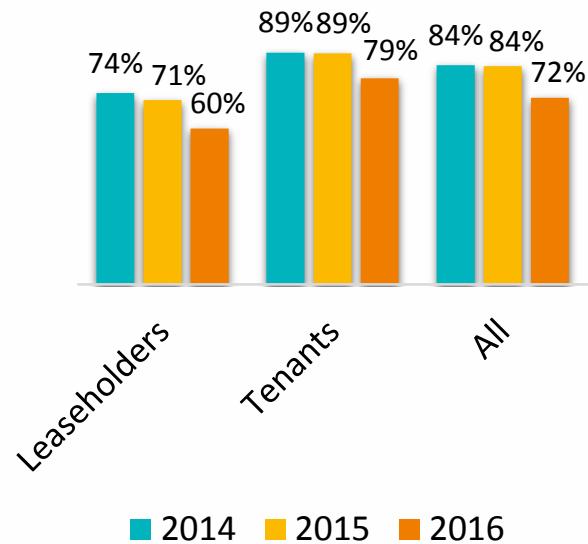
What could Poplar HARCA do to improve VfM?
– the larger the word the more frequently it was mentioned

FIX **PARKING**
CLEAN **STAIRCASES**
SERVICE-CHARGES
SECURITY
ESTATE **COST**
MAINTENANCE

Keeps promises

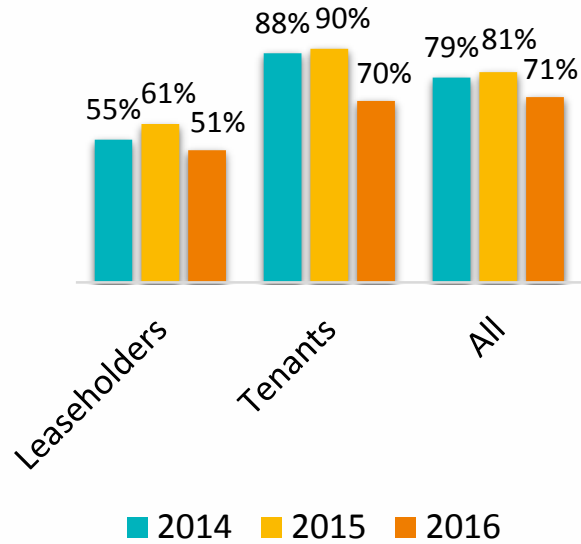


Trusted

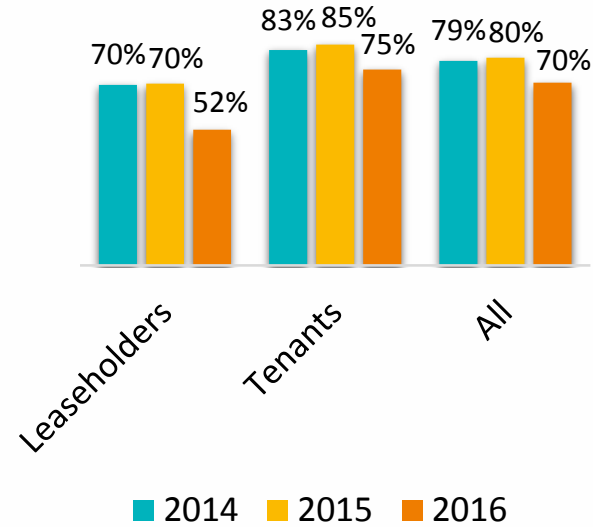


These two indicators are linked – and both show a similar decrease in the reported score from both tenants and leaseholders.

Listens

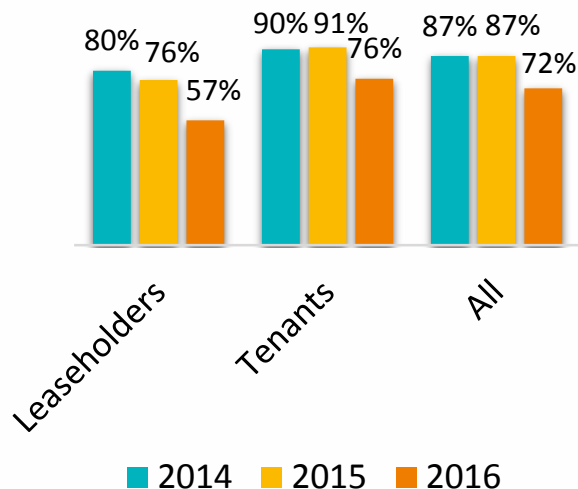


Treats as an individual

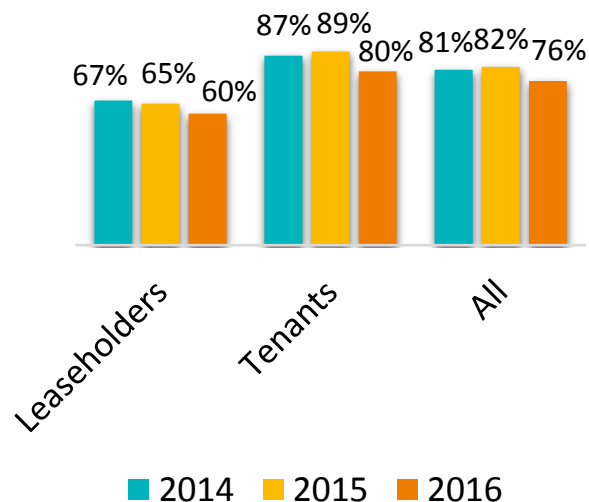


Parking charge increases undoubtedly affected residents feeling that Poplar HARCA was listening and responding to concerns, regardless of whether or not they were interested in parking.

Ease of communication



Effort needed

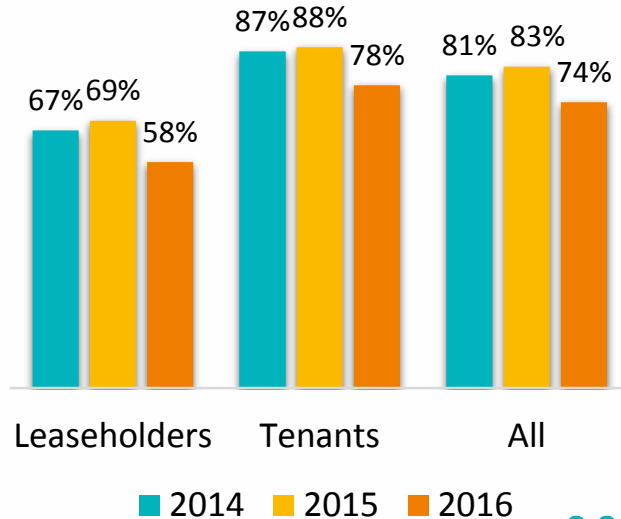


We would expect these two indicators to be directly affected by the introduction of an on-line resident portal next year – this will allow residents to access information and log reports and incidents 24/7.

In the meantime, it is difficult to untangle how much of the fall-off in satisfaction is due to the changes to services (i.e. we are now having to refuse requests that we would previously have agreed to); due to the perceptions of Poplar HARCA set out in the recent media coverage over parking; or due to actual service experiences.

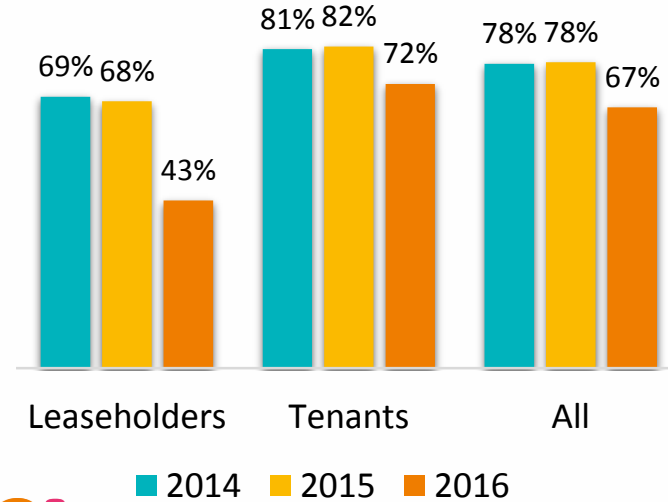
Helpful

Changes to services may have influenced the fall in this indicator, with budget constraints meaning fewer requests for discretionary services being approved.

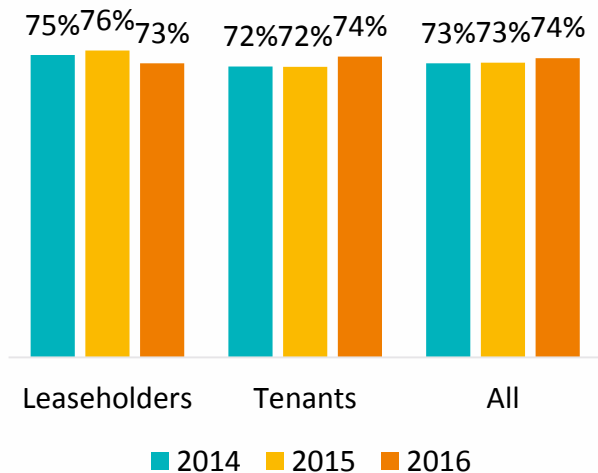


Opportunities to be involved

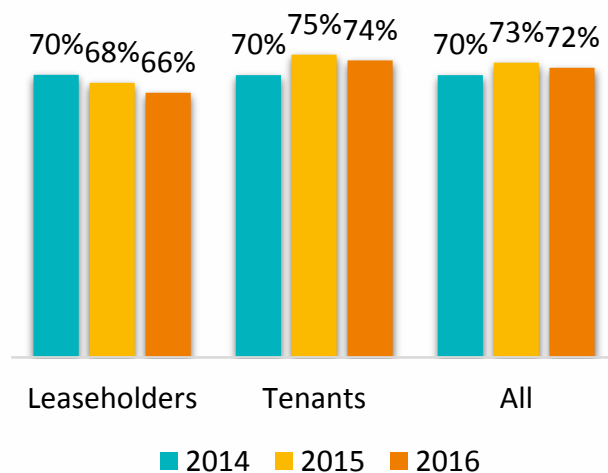
More work is needed to understand how residents want to be involved, and in what areas of what we do. Our Listening campaigns have established that residents are interested in new and more convenient ways to be involved.



Quality of home

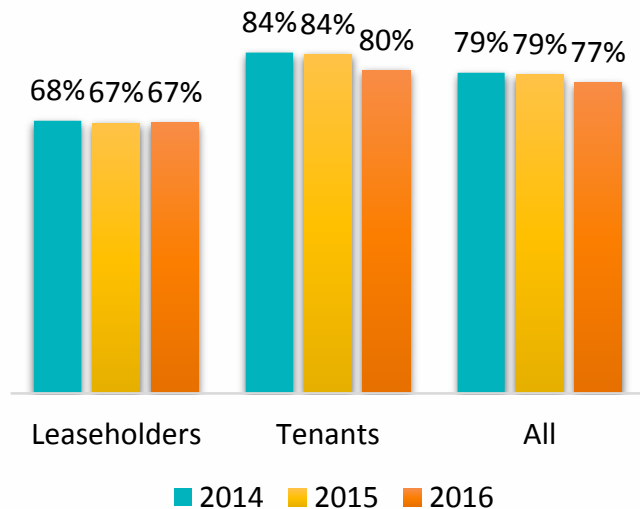


Quality of estate

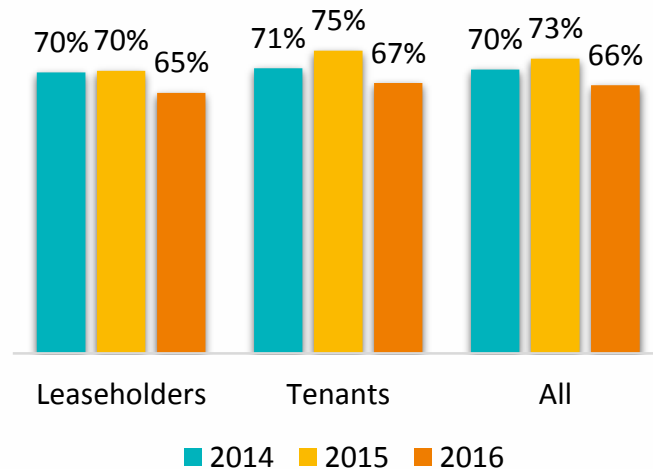


These indicators have held despite decreases in other indicators. Certainly the results would suggest residents acknowledgement of Poplar HARCA's investment in homes and estates.

Caretaking & cleaning



Green spaces



The decrease in satisfaction with caretaking and cleaning is within the margin of error which suggests that there is no material change year-on-year.

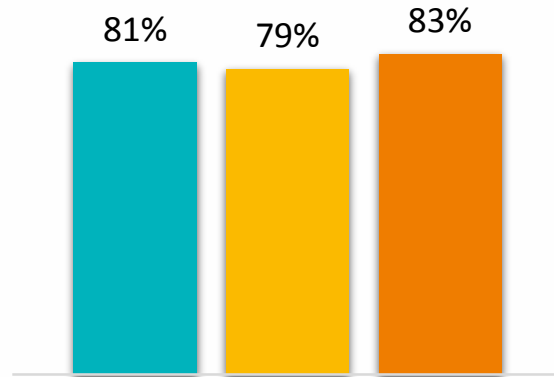
Similarly, the results for green spaces have held evidencing the acknowledgement by residents of the investment in and quality of our horticulture.

How could Poplar HARCA improve caretaking & cleaning?
– the larger the word the more frequently it was mentioned



Quality of repairs

The increase in the satisfaction with the quality of repairs, whilst within the margin of error, is comforting and confirms the results from contemporaneous surveys.



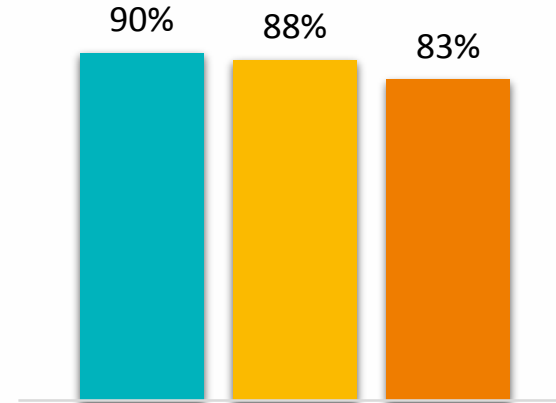
Tenants

■ 2014 ■ 2015 ■ 2016

Ease of reporting repairs

This decrease is within the margin of error indicating that the change year-on-year is not material.

This is also an area of work where the on-line resident portal should make a positive difference.



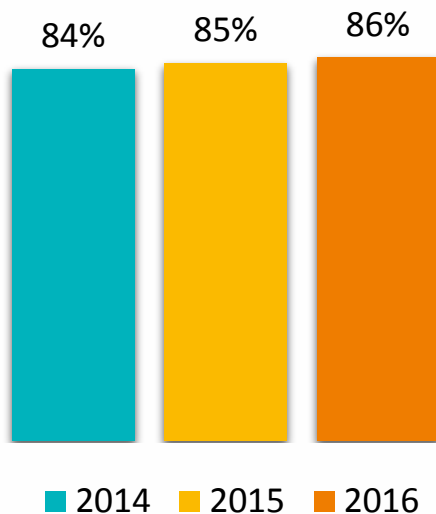
Tenants

■ 2014 ■ 2015 ■ 2016

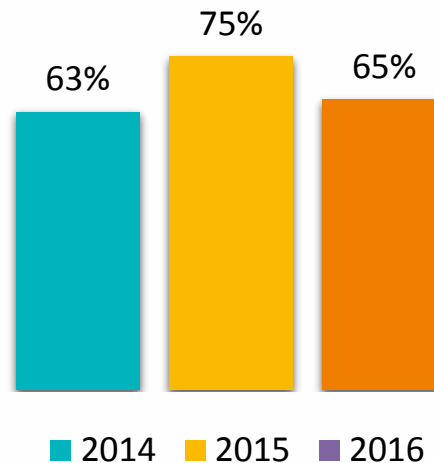
How could Poplar HARCA make it easier to report repairs?
– the larger the word the more frequently it was mentioned

**DAMP
CONTRACTOR
CUSTOMER SERVICE
RESPONDING
CALL BACK**

Completing repairs on time



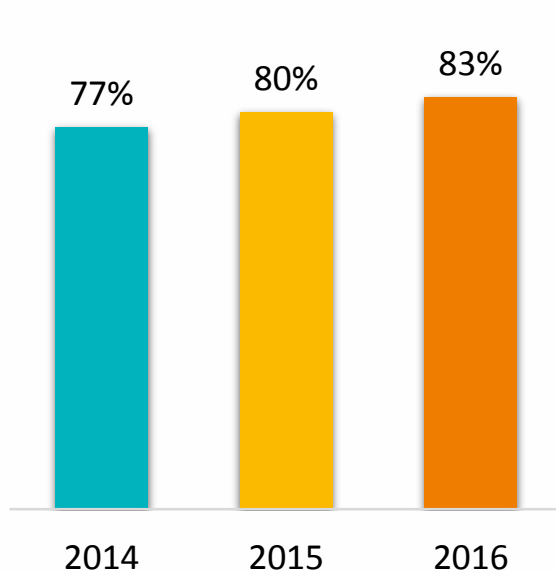
Kept informed of repair delays



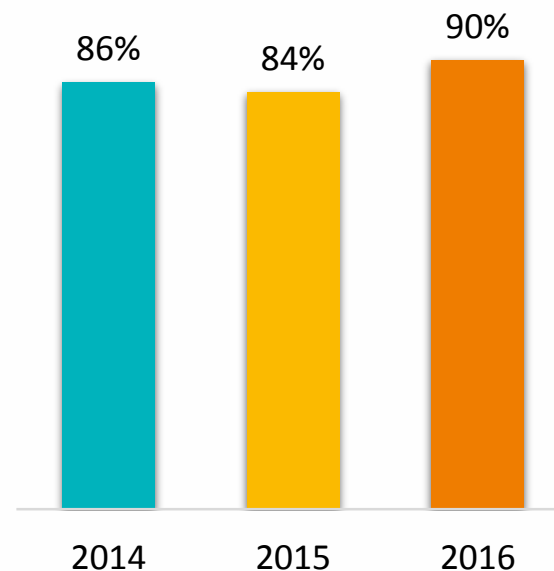
There is still work to do in terms of keeping residents advised of the progress of their repair request – as a result of the feedback from last year we took the opportunity of the restructure to bring together the repairs reporting function and reduce residents being passed between teams.

This is another area where the on-line resident portal would be expected to make a positive difference.

Timing of repairs

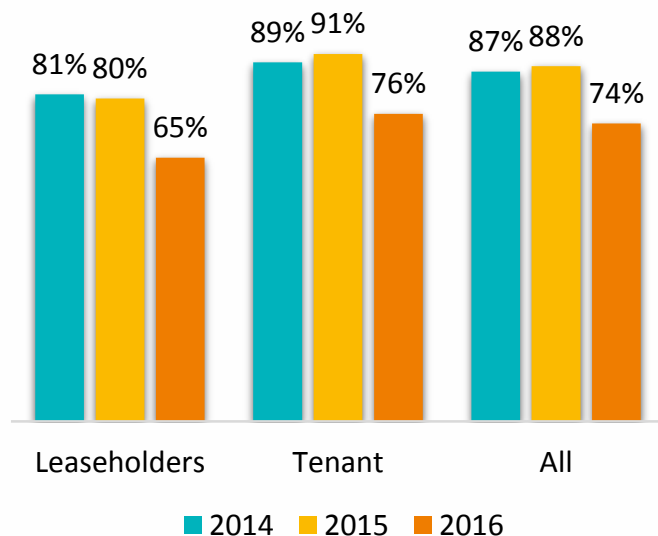


Helpfulness of contractors

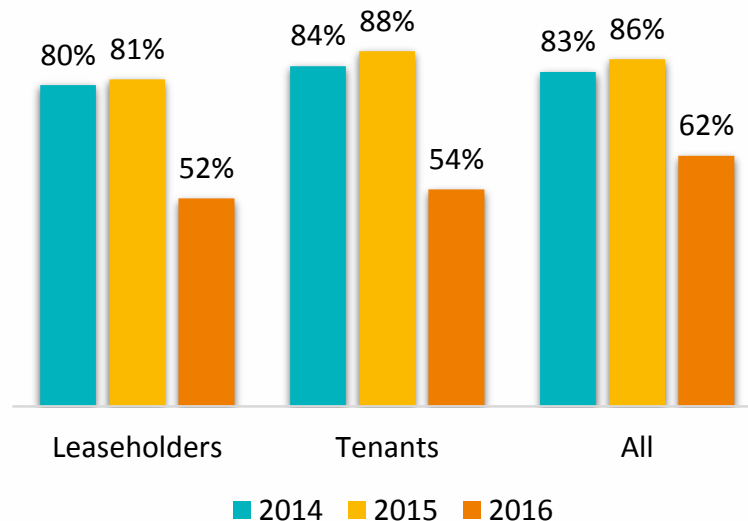


Given that repairs is the service that most residents have contact with most of the time it is comforting that, whilst within the margin of error, both these indicators improved year-on-year and confirm the findings of contemporaneous surveys as repairs are completed.

Safety & security



Dealing with ASB



It is not a surprise that satisfaction with these indicators has reduced, but the extent of the fall is significantly more than any of the other indicators. The accompanying comments show the impact of the loss of the Police Team on the ability of the ASB service to respond to incidents reported by residents. Members will be aware that during the period that the survey was being undertaken (Sept-Oct 2016) four very serious criminal incidents (a murder and three stabbings) hit the headlines, and it is likely that these played a part particularly in the reduction in safety and security.

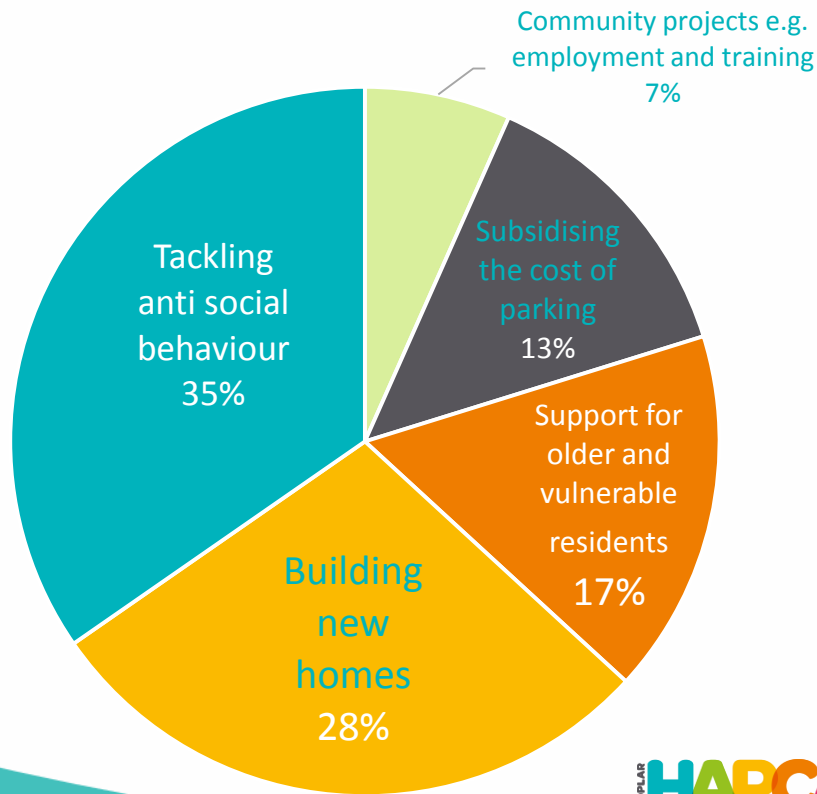
What influenced your safety & security satisfaction?
– the larger the word the more frequently it was said

ASB SECURITY
DRUGS POLICE
YOUTHS/LOITERING
ESTATE CCTV
LIGHTS DOORS GANG

What could Poplar HARCA do to improve its ASB service?
– the larger the word the more frequently it was mentioned

DRUGS **YOUTHS**
OUT OF HOURS/PATROLS
CCTV **COMMUNITY**
SECURITY
POLICE

How should Poplar HARCA prioritise its spending?



The priority order for spending correlates with the importance that residents place on ASB and feeling safe.

What was more surprising was the high % that prioritise building new homes – this was consistent for tenants (that you would expect to prioritise this given the high number on the housing list) and leaseholders (who derive no direct benefit from new homes, but may know someone waiting to move, or perhaps see the knock-on advantage to their value of their property)

Most interesting was that 88% of the 13% who prioritise subsidising parking charges do not pay for parking – which may reflect the concerns of the mums and dads of drivers.