

Homes for Haringey

Resident Consultation and Survey

Report

October 2017





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1. Executive summary

This report sets out the results of the resident survey carried out by Tpas on behalf of Homes for Haringey (HfH) from 31 July to 20 September 2017.

The key findings:

- Just under 2000 responses were received – a 9.65% return rate.
- The large majority were from tenants (87%).
- Over half (57%) of respondents live in flats.
- 68% of respondents have access to the internet.
- There was a fairly even spread of responses from across the wards, with a spike in returns from the Haringey ward (nearly 20%) and a low of 0.5% from Fortis Green.
- 46% of respondents think HfH listens to residents and 53% do not.
- 59% trust HfH to improve services based on feedback and 38% do not have trust in HfH
- 54% think HfH should continue to support borough-wide resident groups; only 7% said 'no'; just under 40% were unsure.
- Of those that supported borough wide groups, 50% are prepared to attend meetings; 36% are unwilling to offer any support and only 13% would be prepared to pay an optional membership fee.
- There was a fairly even spread of responses to the question about how residents would like to take part in consultations, with only 12% opting for social media.
- A resounding majority of respondents (82%) want HfH to lead and facilitate tenancy specific panels.
- Newsletter, email and letter are the preferred methods of communication, with 45% of respondents preferring monthly correspondence (online and printed).
- Telephone (65%), face-to-face (46%) and email (37%) are the top three preferred methods for HfH to get in touch with residents.
- 80% of respondents think HfH should offer more housing options than just temporary accommodation.
- An even greater number (94%) agree that HfH should focus on preventing homelessness. There is a strong body of opinion in favour of HfH addressing homelessness.
- In terms of what is most important to the respondents, there was a fairly even spread. Repairs and safety on estates were rated highest, but all the subjects were of almost equal importance to the respondents.
- The comments about what the respondents would like to see improved, suggest that the main themes are repairs and customer service.
- There is very little appetite for the proposal that residents could pay for additional services. Just under 80% said 'no' and very few constructive ideas were offered by those who said 'yes'.
- There was strong support for building new social housing with just fewer than 90% replying 'yes'.



2. Background

Tpas worked with Homes for Haringey to discover tenants and leaseholders views around shaping services, priorities and views on borough-wide recognition groups. Specifically to survey on;

2020/21 Business Plan priorities

The HfH Board has identified four strategic priorities for focus over the next 3-4 years.

These are:

- Homelessness – working with partners to increase the supply of temporary accommodation, improving help for those in housing crisis, focusing effort on prevention
- Service innovation- continuing transformation and innovation in the way HfH delivers services, achieving higher levels of customer satisfaction for tenants, leaseholders and people facing homelessness
- Organisational development – having sound governance, high performing people, high quality and lean systems and processes
- Growth - expand the range of services we offer. Consider the acquisitions, property development, emerging opportunities

In addition to views on the business plan priorities additional questions were asked to seek views on;

- Ways residents and leaseholders wish to be engaged
- Views on alternative and preferred communications

The feedback from the consultation will be used to develop and review five key strategies concerning Value for money strategy, (including 5-year medium term financial savings plan) Resident Engagement strategy, (including recognition of resident groups), the Service Improvement strategy, Digital strategy (channel shift and self-service) and organisational development (people, processes, systems)

Tpas achieved the outcomes of this project by;

- Developing the survey questions that were clear and jargon free;
- Managing the communication of the survey to all residents and leaseholders, managing expectations and communicating how the feedback will be used and final decisions will be communicated;
- Collating responses through SurveyMonkey, post, website etc;
- Analysing the results using various criteria (best impact, value for money etc.);
- Identifying the best structure for the preferred options;
- Provide a summary report with annexed feedback.



3. Methodology

The survey and consultation content was agreed with Tpas and HfH through a series of project meetings. Homes for Haringey independently facilitated a focus group with resident and leaseholder representatives to ensure that the questions were appropriately framed and the responses could be used to shape the business plan, as well as contributing to drafting of new strategies and refreshing the existing ones.

There were clear elements to the planned delivery of the project and during the initial planning phase, Tpas agreed on the provision of a range of information that was necessary to ensure a good quality consultation process.

These items included:

- The resident and leaseholder profiling broken down to neighbourhood area/ward and other such appropriate geographical delineation.
- Database information; including postal address, landline, mobile phone and email contacts for residents and leaseholders of HfH and used for marketing key messages.
- Tpas used a range of platforms including SurveyMonkey, Mailchimp, and the Tpas website and agreed HfH's preferred methods of contact at the start of the project.
- During the period of the consultation 31st July – 22nd September - Tpas staff were be available to provide advice and guidance for completing the survey and consultation via the freephone line.
- Tpas worked with HfH to ensure that the survey was well promoted through HfH's involvement and communication networks, through a project news-brief, through an advertised Tpas freephone and through the relevant websites. Tpas set up a HfH project information page on its website, which included a link to access the online survey and consultation. This page was continually updated according to the communications protocol agreed at the project planning stage.

All HfH communications included the consultation programme to ensure maximum coverage included:

- Tpas and HfH Staff attended a series of planned roadshows as part of promoting the work of the HfH Communities and Resident Engagement Team and were used to seek views from tenants and leaseholders about how they wish to be engaged with the business.
- Other local conversation events, Leaseholder and Resident meetings.
- During the consultation period, Tpas used prompt email communications to tenants and leaseholders for which an email address was held to remind them of the survey and consultation deadline
- Throughout the process, Tpas vigilantly collected and collated feedback to help ensure that any lack of clarity was identified and addressed; collected data on incorrect addressee issues and recorded instances where translation and other accessibility materials were required



Tpas management of the survey and consultation exercise:

- The survey form design was to be systematic and accessible. The survey introduction comprised of a briefing on the four key aspects to the consultation in relation to the business plan, a Data Protection clause and the ability to provide personal details including name, address and postcode.
- The survey questions were built using an array of accessible formats that allowed for single and multiple responses (where specified) as well as open ended question response sections.
- The Data Protection Act 1998 clause stated that respondent data would be protected under the Act and that their personal information, if provided, may be used for future follow-up by HfH to address key issues.
- All outgoing surveys by post were coded in correlation to the addressee and their survey and were delivered to the addresses supplied in the HfH datasets.
- Tpas agreed the text for a covering letter with HfH. The letter was printed onto Tpas letterhead to confirm that the survey was being handled independently. The letter also contained the contact details for Tpas, including the Freephone number and dedicated email address for this project.

Mailing

- Tpas, with approval from HfH, commissioned a print and postage handling company Tangent Print to reproduce, collate and post the survey to the addresses for HfH tenants and leaseholders supplied in the dataset. Each envelope contained a covering letter, the 9 page survey and freepost return envelope.
- Mail out of the envelopes were sent by second class post

Testing views on the options

- During the planning stage, Tpas worked through firm proposals for testing the options to achieve the best results
- Tpas recommended that the design and development of the survey and consultation was subject to resident and leaseholder 'Litmus Testing' to ensure that the format was accessible, easy to use and effective in providing the base line responses required to evidence the research at reporting stage.



Collating the responses: throughout consultation period

- Tpas proactively monitored the survey responses throughout the consultation period. Tpas were able to analyse and communicate survey profiling data was provided to HfH based on responses by tenants or leaseholders and further responses by Ward to allow HfH staff to carry out informed and targeting door knocking and engagement exercises.
- Tpas notified HfH to anyone who required home-support or who was identified as ‘vulnerable’, and liaised with HfH to ensure that they were supported in their completion of the survey (see section 4 below).



4. Observations about the survey process

Ideally, we would have liked to pilot and test the survey with a small group of residents before sending it out. We would have checked whether the questions easy to understand; whether it was the right length etc. Unfortunately the time constrictions placed on HfH didn't allow for this activity but it is a learning point for future exercises.

Part 2 of the survey - Borough wide groups. Even with the lengthy explanation, the residents we spoke to didn't seem to understand what they were. We felt that some respondents answered that they should be supported because they felt that was the answer that was wanted.

Question 26 asked residents to rank the 11 items (there were actually 12) in order of importance. When talking to residents we found that their situation at that moment in time influenced how they ranked things e.g. if they had an outstanding repair, then repairs was first priority. We think it would have been better to just ask them for their top 3 or 5 items.

Homes for Haringey invested a considerable amount of time and resources in supporting this survey. In particular, there was plenty of publicity for this consultation exercise - including flyers and posters - two weeks of door knocking in the evening and six 'on the road' events.

Tpas received three requests for translation to other languages and three for assistance in completing the survey. These requests were sent to HfH to deal with.



5. Observations about the survey results in relation to the business plan

In this section we take each of the four HfH business priorities and briefly analyse how the relevant survey findings of relate to them.

Homelessness – working with partners to increase the supply of temporary accommodation, improving help for those in housing crisis, focusing effort on prevention

- Nearly 94% of respondents answered in the affirmative to Question 25. ‘Do you agree that Homes for Haringey should focus on preventing homelessness?’
- 84.6 % answered ‘yes’ to the question, Question 24: ‘Do you think Homes for Haringey should offer more housing options other than just temporary accommodation for homeless families? This could include accommodation or homes outside of the borough.’
- There is a clear and resounding message of support from respondents for HfH’s homelessness business priority

Service innovation – continuing transformation and innovation in the way HfH delivers services, achieving higher levels of customer satisfaction for tenants, leaseholders and people facing homelessness

The following responses help to shed new light on this business priority:

- Encouragingly, nearly 68% of respondents answered ‘yes, to Question 16: ‘Would you like to see residents being involved in the selection of these contractors?’ Just over 41%, would be willing to be part of the interview panel alongside Homes for Haringey staff?
- Over 31% of respondents answered yes to Question 17: ‘Would you like to be involved in the recruitment and selection of customer facing staff?’
- There would appear to be a sizeable body of tenants and leaseholders that are willing to help HfH to improve its business processes by taking part in procurement and recruitment.
- Almost 68% of respondents answered ‘yes’ to Question 18: ‘Do you have access to the internet?’ Respondents also gave a steer to HfH about how it might help those who need assistance in Question 19: How could Homes for Haringey help you to access ‘digital’ channels?
- As digital engagement with tenants and residents is a growth area for social landlords - and a field that is producing considerable innovation and creativity – HfH can take a lead from these results and continue to develop its digital platforms and channels.



- Perhaps there is something of a contradiction to the previous point at Question 20: 'How would you like Homes for Haringey to keep you informed about the services they deliver?' The majority of respondents (over 55%) prefer printed communications. Digital methods such as apps and social media barely registered. Nevertheless, there is scope for innovation in the area of digital servicing and engagement and this is only likely to grow.
- The results of Question 23: 'How would you prefer to get in touch with Homes for Haringey on day to day matters?' clearly show a preference for some form of face-to-face or telephone contact. We do not have any comparative data about text, online and email preferences, but we would suggest that the use of these channels is on the increase and this development should inform HfH's communication strategy.

Organisational development – having sound governance, high performing people, high quality and lean systems and processes

- Question 27: 'Are there any Homes for Haringey services that you would like to see improved? If so, please tell us which ones.' generated over 800 comments. In tune with the statistical results, the majority of comments referred to repairs, customer service and cleanliness of estates.
- Under Question 28: 'What could Homes for Haringey do to improve your customer satisfaction?' improved communication, especially answering the phones and keeping people informed; repairs and improvements; estate cleanliness and refuse collection were all highlighted. There were also a number of respondents that expressed satisfaction with HfH.
- As a sub-group the comments about communication will be of concern to HfH. A picture emerges through the comments of tenants and leaseholders of a service that is viewed as unreliable and one where staff are not always following up on enquiries. Staff communication skills are also criticised.
- Over half (53.57%) of respondents do not think Homes for Haringey listens to residents' views about its services? This result will be of concern to HfH and suggests a failure to meet the organisational development priority as this point in time, as much of the criticism is levelled at staff and systems failures.
- The previous point is further backed by the results of Question 30: 'Do you trust Homes for Haringey to improve its services based on feedback from residents?' which show that just over 38% of respondents do not trust HfH to perform improvements.



Growth – expand the range of services we offer. Consider the acquisitions, property development, emerging opportunities

- When asked: ‘Are there any services that are not currently provided by Homes for Haringey that you would like to see provided and would be willing to pay for?’ (Question 31) respondents gave a resounding ‘no’ (79.25%).
- The main themes that emerged were a willingness by some to pay for help with DIY and a handyman service; CCTV and security systems; gardening services; facilities for children and young people, and parking improvements.
- There was also resounding backing for HfH to build more social housing, with nearly 90% of respondents answering ‘yes’ to question 32.



6. Observations about the survey results in relation to resident involvement

- In our view, Question 10: 'Do you think Homes for Haringey should continue to recognise borough wide residents groups?' was problematic. Even with the lengthy explanation, many of the residents we spoke with didn't seem to understand what borough wide resident groups were. We felt that some respondents answered that the groups should be supported because they felt that was the answer that HfH required. Our view would seem to be borne out by the number of respondents that were 'Unsure'.
- Analysis of the comments made by tenants and leaseholders (see Appendix 1), shows a division between those respondents who articulate clear views about why they support or oppose borough wide groups, and those who make vague or unrelated comments and appear to be confused by the question.
- The responses to Question 12: 'If no, what kind of support do you think the borough wide groups should be provided with?' were fairly evenly spread between access to funding, administrative support, training and use of Council and Homes for Haringey venues. Nearly 20% of respondents said that borough wide groups should receive no support.
- Of those who supported borough wide resident groups, just over 50% were willing to attend meetings; just fewer than 13% were willing to pay an optional membership fee.
- There was a spread of ways in which respondents would like to take part in consultations. A gradual channel switch would appear to be taking place with 37% opting for online and 44% opting for email. 11.8% opted for social media. Face to face contact remains popular.
- Question 15 asked, 'Should Homes for Haringey continue to facilitate and lead tenancy specific panels?' 82% said 'yes'. There were a wide range of comments from respondents and many came from people living in Older Persons accommodation. Themes that emerged included support for open meetings once a quarter in a single location; the need for improved support and more information from HfH; tenants taking the lead and running the panels; meeting times (excluding people from participating); a preference for one-to-one meetings rather than panel meetings also came across.

National trends in resident engagement

- By measuring the effects of HfH's engagement, value is added to the organisation, stakeholders, communities and individuals.
- It's important that HfH is able to understand and show the value of Resident Involvement so it can arrive at cost-effective solutions for the organisation and its communities and ensure continued support for the future. Resources and funding need to be in the right place at the right time.
- The HCA VfM standard requires all providers to publish an annual self assessment of their performance against the standard, showing how the organisation has a comprehensive and strategic approach to VfM. It



should be transparent and comprehensible to a range of external stakeholders such as tenants, local authority partners and lenders.

- In 2017 Tpas carried out a National Engagement Survey and published the report 'A clear picture of tenant engagement today'.
- It was clear from the answers in the Tpas survey that the 1% rent reduction has created a significant focus from housing organisations to seek greater value for money and that tenants are aware of the pressure of savings.
- 23% respondents to the Tpas survey stated that Resident Involvement had got worse. Reasons included expenditure cuts and other factors such as mergers, the drive to be more commercially minded, 'corporatisation', the changing demographic of tenants, more leading from the landlord, less focus from the regulator and a decline in tenant volunteers.
- Tpas takes the view that any supported group needs to be effective and challenging but work in partnership with the organisation. They should also enhance business processes and make a tangible difference to services through their work. This is even more important with the imposition of the 1% rent decrease means less income for social housing organisations and the subsequent squeeze on budgets.



7. Survey results

Total number of surveys received: 1,993

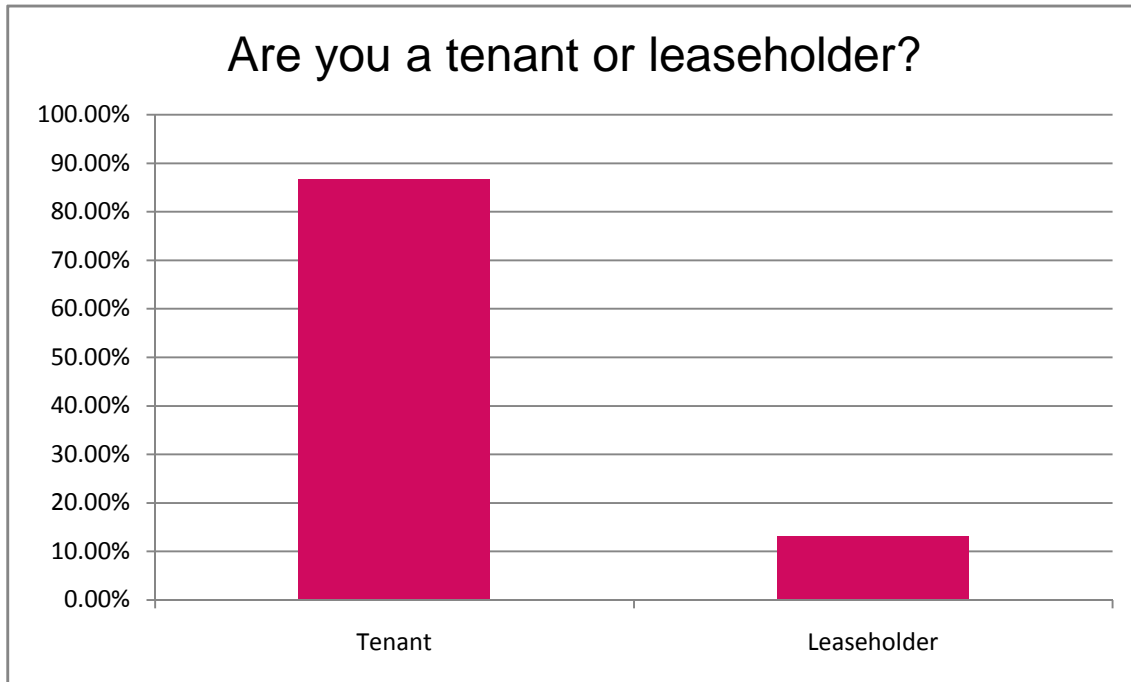
Breakdown by collector		Tenant Responses	Leaseholder Responses
Postal	1,076	1,061	15
Email	800	591	209
Online	117	87	30



Part 1: About you

Question 1: Are you a tenant or a leaseholder?

Answer Choices	Responses	
Tenant	86.81%	1671
Leaseholder	13.19%	254





Question 2: Do you live in temporary accommodation?

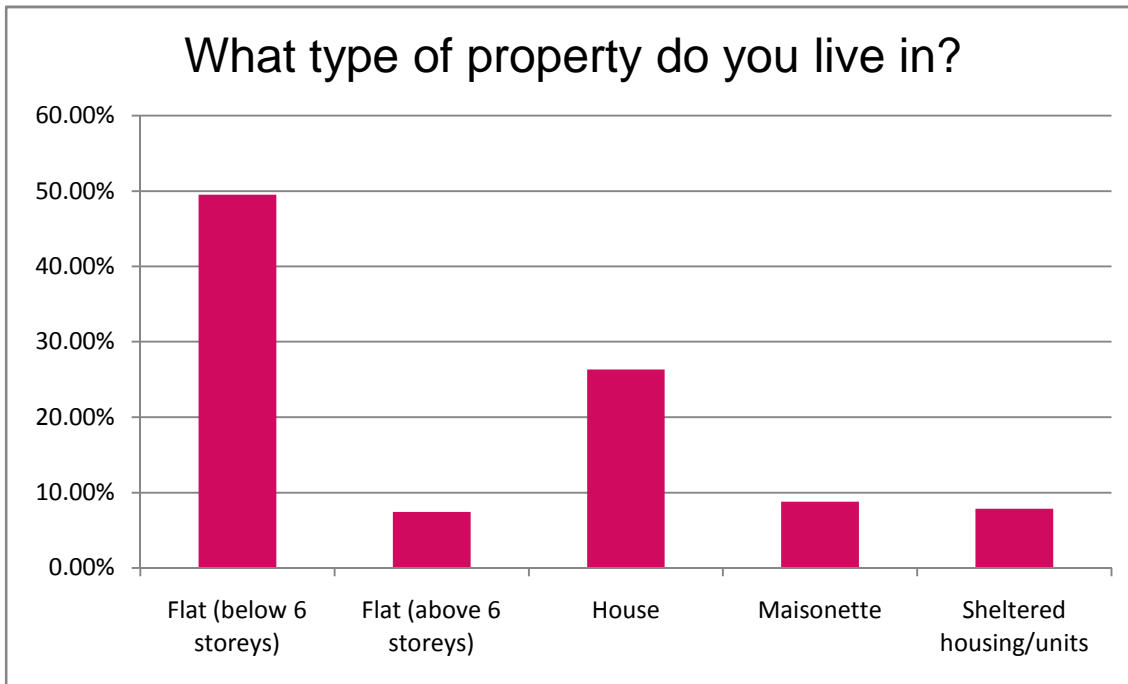
Answer Choices	Responses	
Yes	15.77%	301
No	84.23%	1608





Question 3: What type of property do you live in?

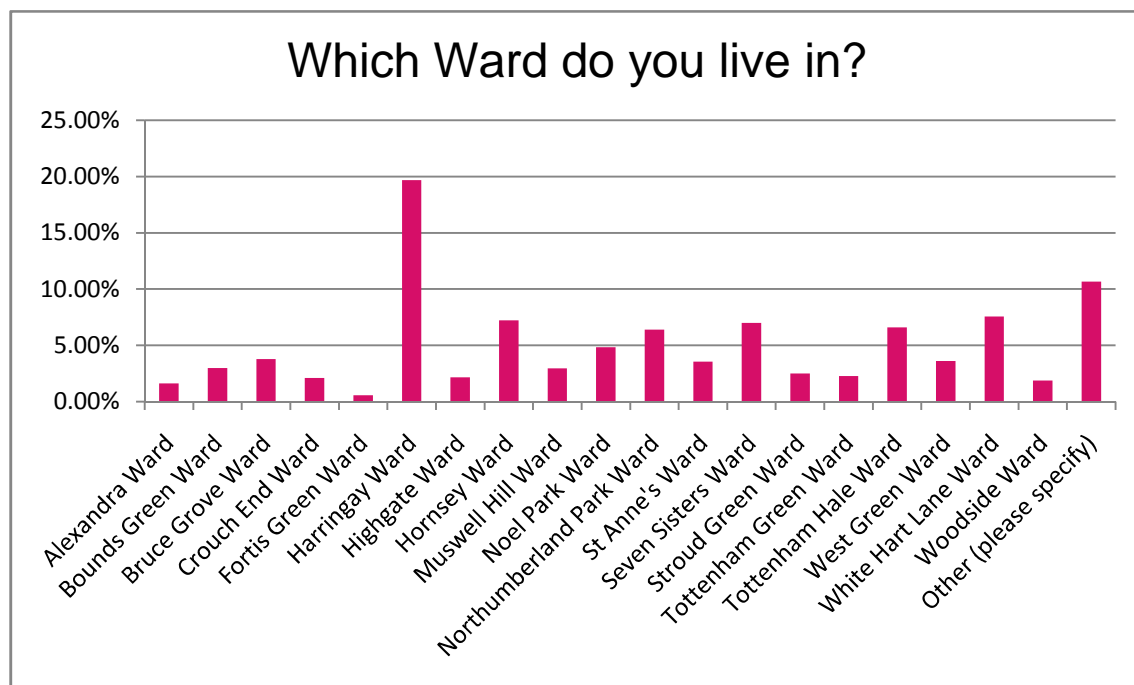
Answer Choices	Responses	
Flat (below 6 storeys)	49.53%	944
Flat (above 6 storeys)	7.45%	142
House	26.34%	502
Maisonette	8.81%	168
Sheltered housing/units	7.87%	150





Question 4: What Ward do you live in?

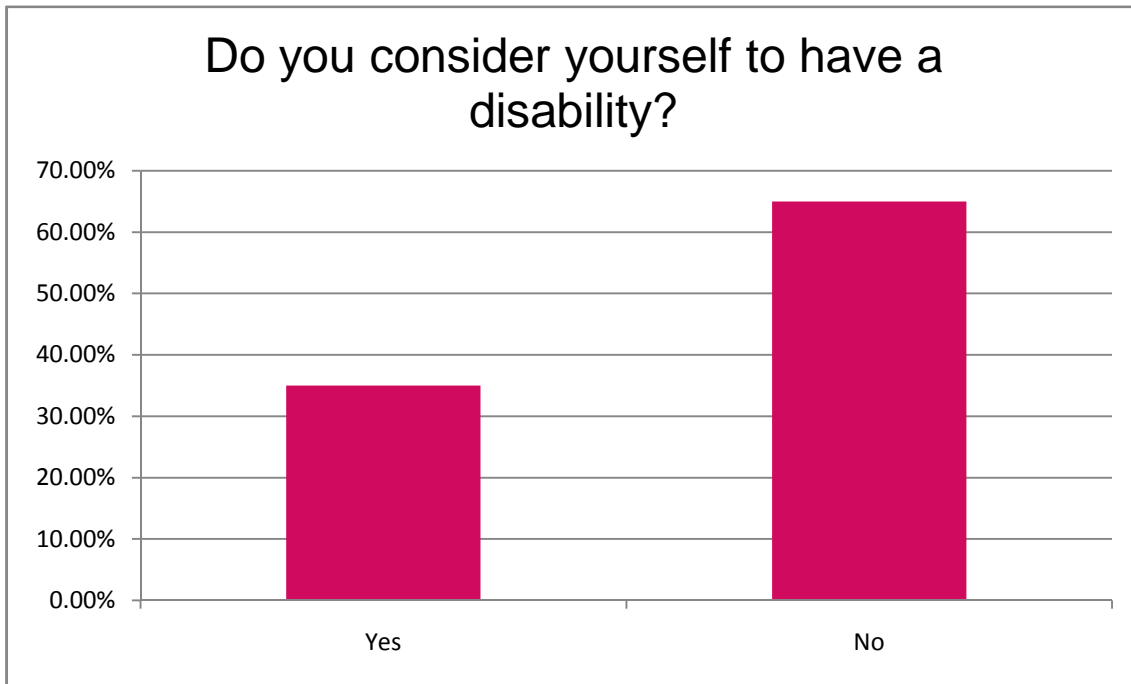
Answer Choices	Responses	
Alexandra Ward	1.61%	29
Bounds Green Ward	3.00%	54
Bruce Grove Ward	3.78%	68
Crouch End Ward	2.11%	38
Fortis Green Ward	0.56%	10
Harringay Ward	19.68%	354
Highgate Ward	2.17%	39
Hornsey Ward	7.23%	130
Muswell Hill Ward	2.95%	53
Noel Park Ward	4.84%	87
Northumberland Park Ward	6.39%	115
St Anne's Ward	3.56%	64
Seven Sisters Ward	7.00%	126
Stroud Green Ward	2.50%	45
Tottenham Green Ward	2.28%	41
Tottenham Hale Ward	6.61%	119
West Green Ward	3.61%	65
White Hart Lane Ward	7.56%	136
Woodside Ward	1.89%	34
Other (please specify)	10.67%	192





Question 5: Do you consider yourself to have a disability?

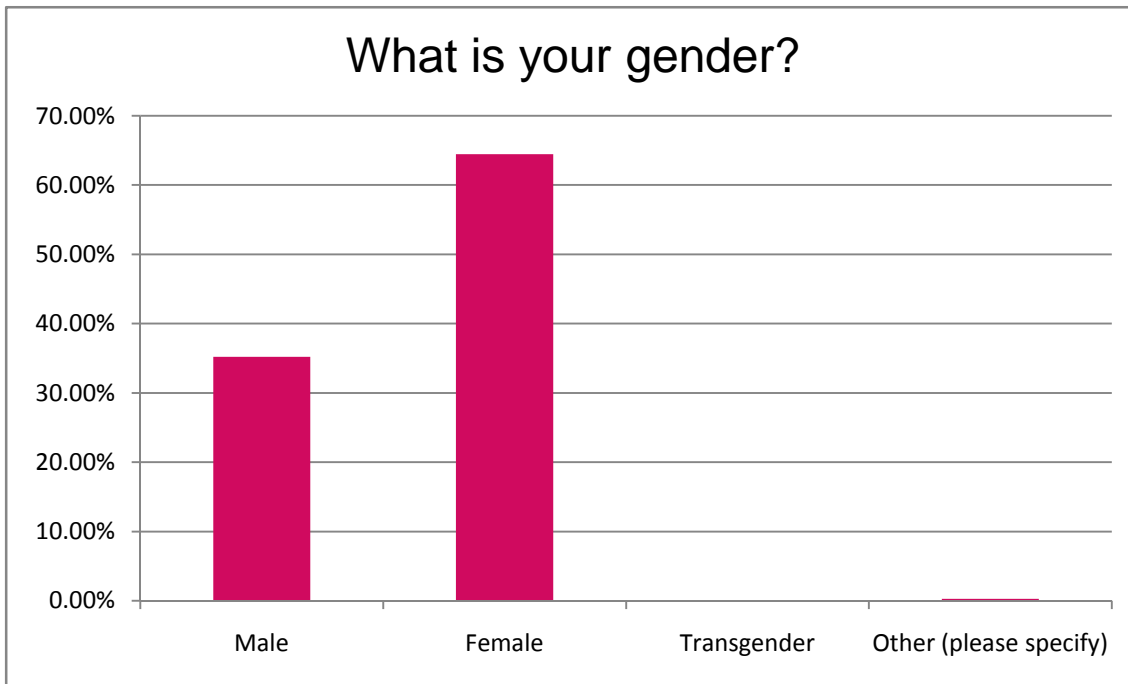
Answer Choices	Responses	
Yes	35.00%	671
No	65.00%	1246





Question 6: What is your gender?

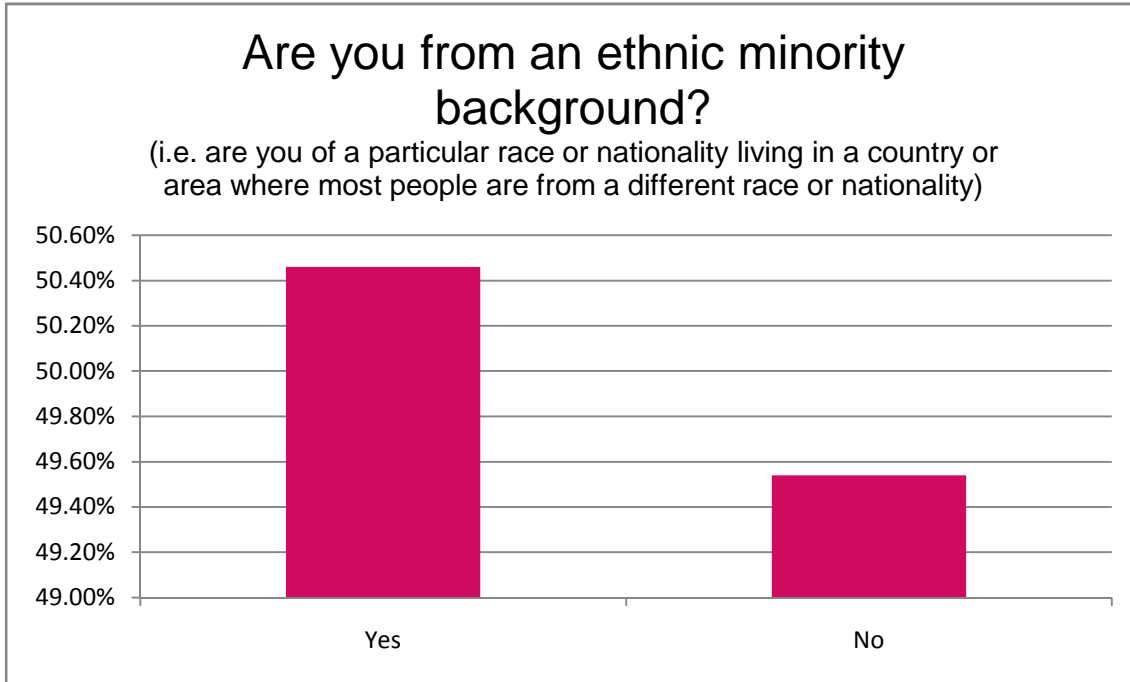
Answer Choices	Responses	
Male	35.23%	688
Female	64.46%	1259
Transgender	0.05%	1
Other (please specify)	0.26%	5





Question 7: Are you from an ethnic minority background?

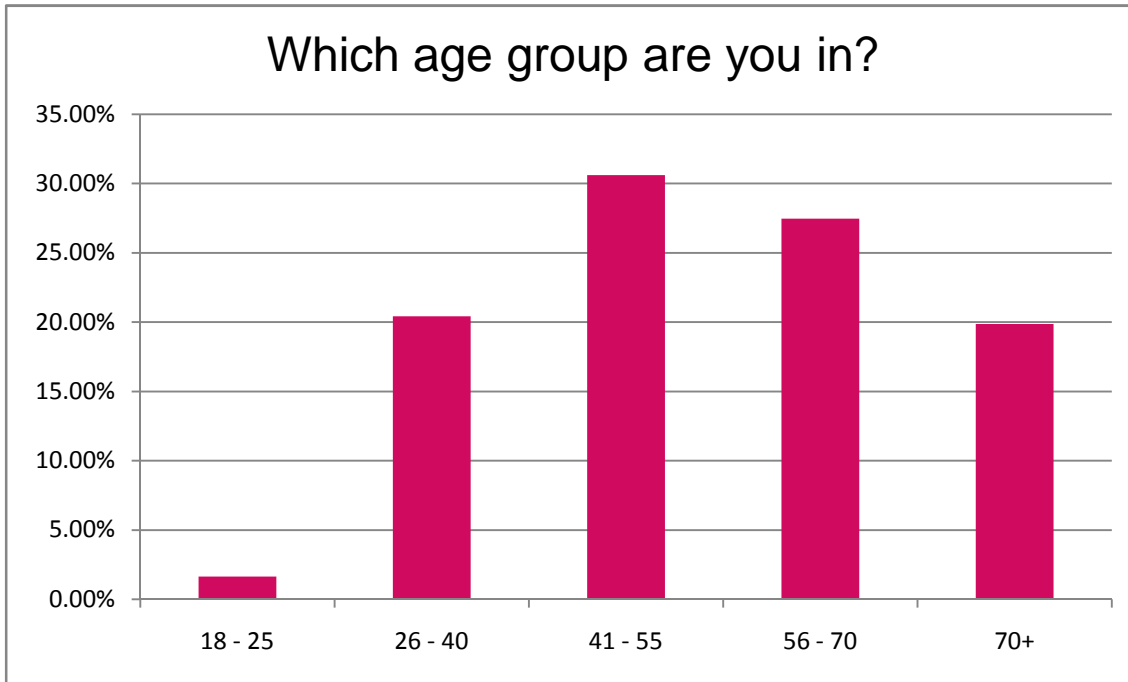
Answer Choices	Responses	
Yes	50.46%	940
No	49.54%	923





Question 8: Which age group are you in?

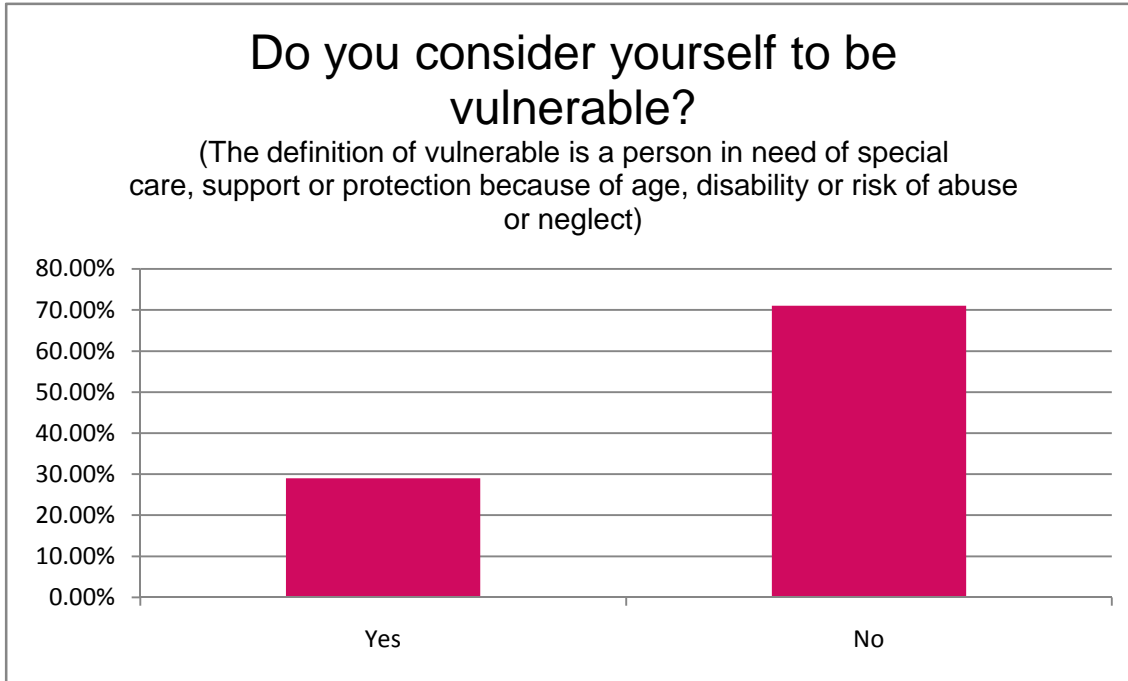
Answer Choices	Responses	
18 - 25	1.64%	32
26 - 40	20.43%	398
41 - 55	30.60%	596
56 - 70	27.46%	535
70+	19.87%	387





Question 9: Do you consider yourself to be vulnerable?

Answer Choices	Responses	
Yes	29.00%	558
No	71.00%	1366

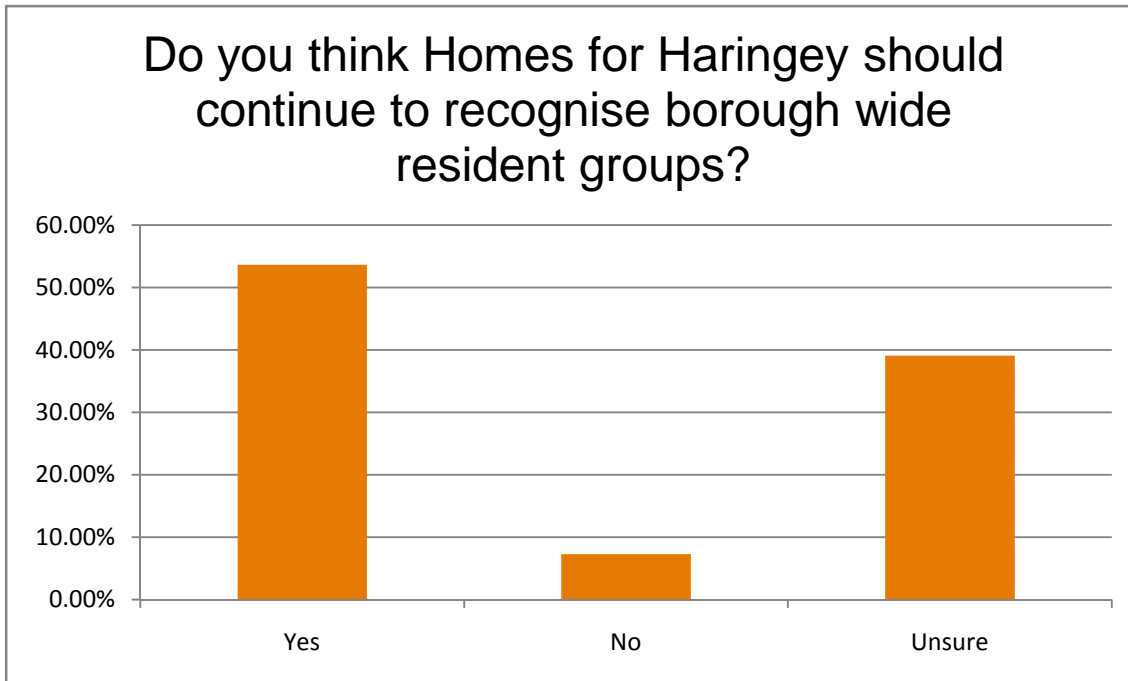




Part 2: Recognition of Borough Wide Residents Groups

Question 10: Do you think Homes for Haringey should continue to recognise borough wide residents groups?

Answer Choices	Responses	
Yes	53.64%	972
No	7.28%	132
Unsure	39.07%	708





Question 11: If you would like to provide reasons to support your answer, please set these out below:

Option for comment: If you would like to provide reasons to support your answer, please set these out below - please refer to full data set in Appendix 1 for comments.

Comments from respondents

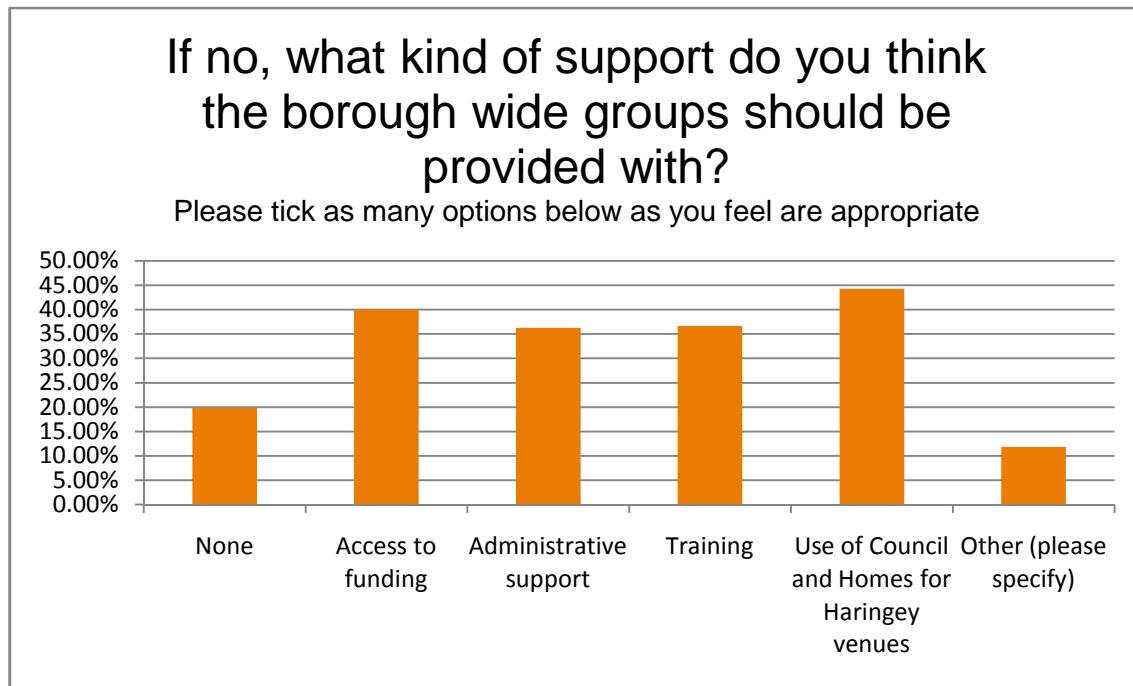
Even with the lengthy explanation, many of the residents we spoke with didn't seem to understand what borough wide resident groups were. We felt that some respondents answered that the groups should be supported because they felt that was the answer that HfH required. Our view would seem to be borne out by the number of respondents that were 'Unsure'.

Analysis of the comments made by tenants and leaseholders (see Appendix 1), shows a division between those respondents who articulate clear views about why they support or oppose borough wide groups, and those who make vague or unrelated comments and appear to be confused by the question.



Question 12: If no, what kind of support do you think the borough wide groups should be provided with?

Answer Choices	Responses	
None	19.85%	191
Access to funding	40.02%	385
Administrative support	36.28%	349
Training	36.69%	353
Use of Council and Homes for Haringey venues	44.28%	426
Other (please specify)	11.85%	114



Option for comment: Other please specify – please refer to full data set in Appendix 2 for comments.

Comments from respondents

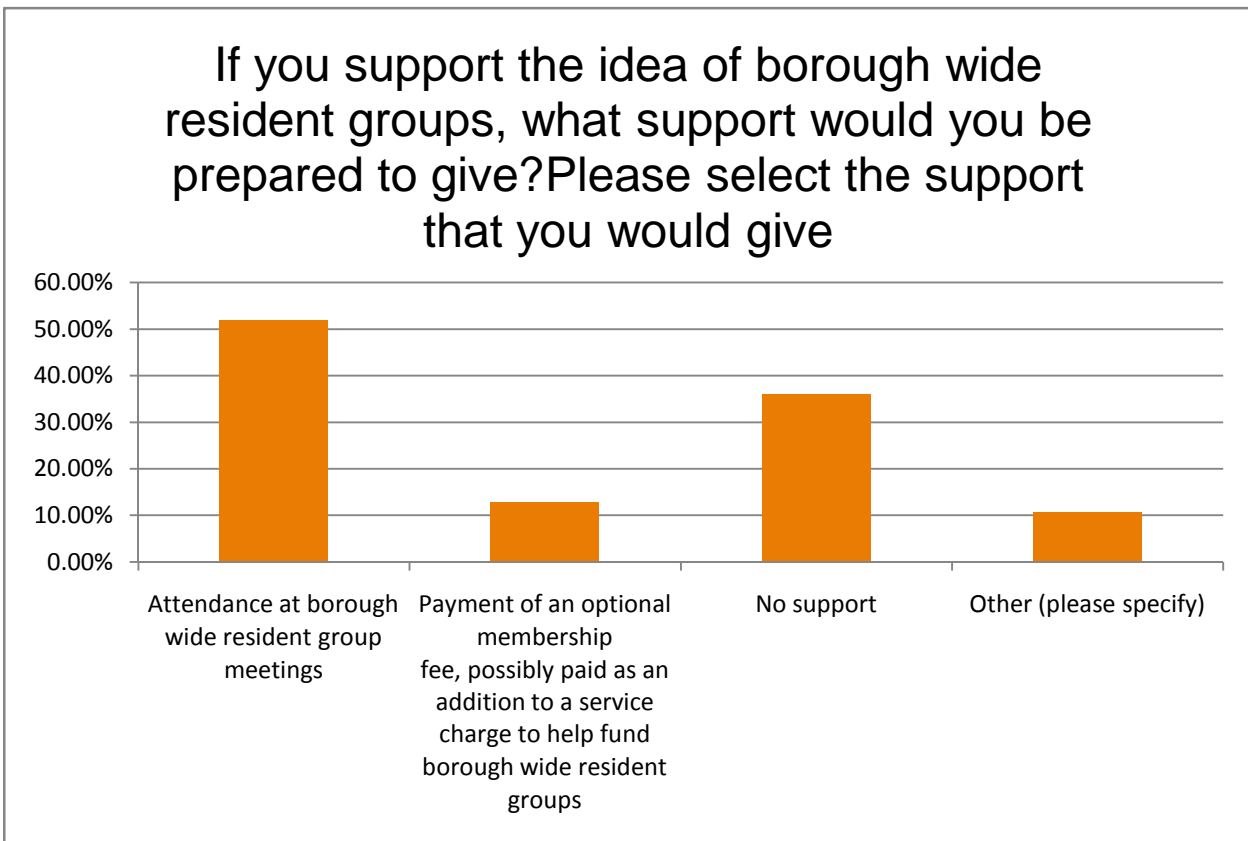
Comments ranged from points about funding, providing value for money, encouraging resident involvement through to one-word answers, ‘don’t knows’ and unrelated comments.



Question 13: If you support the idea of borough wide resident groups, what support would you be prepared to give?

Answer Choices	Responses	
Attendance at borough wide resident group meetings	51.83%	694
Payment of an optional membership fee, possibly paid as an addition to a service charge to help fund borough wide resident groups	12.85%	172
No support	36.00%	482
Other (please specify)	10.68%	143

Option for comment: Other please specify – please refer to full data set in Appendix 3 for comments.



Comments from respondents

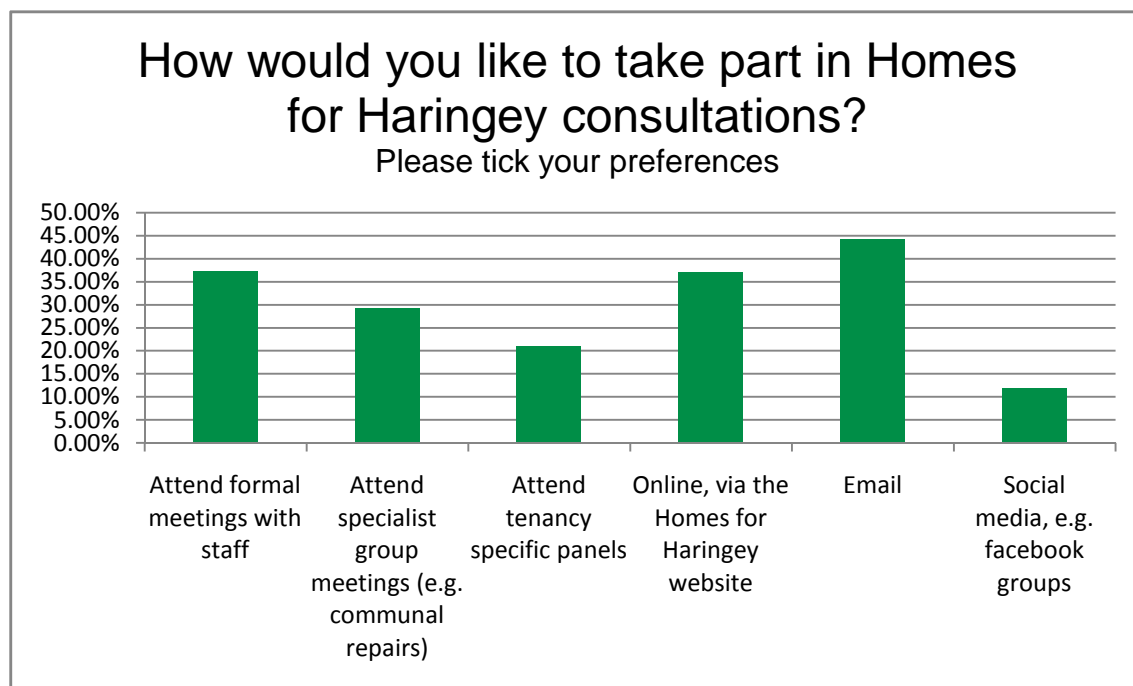
Among the respondents who were willing to give their time and energies, a number commented that they had debilitating illnesses or disabilities that prevented them from taking part.



Part 3: Resident Engagement and Communication

Question 14: How would you like to take part in Homes for Haringey consultations?

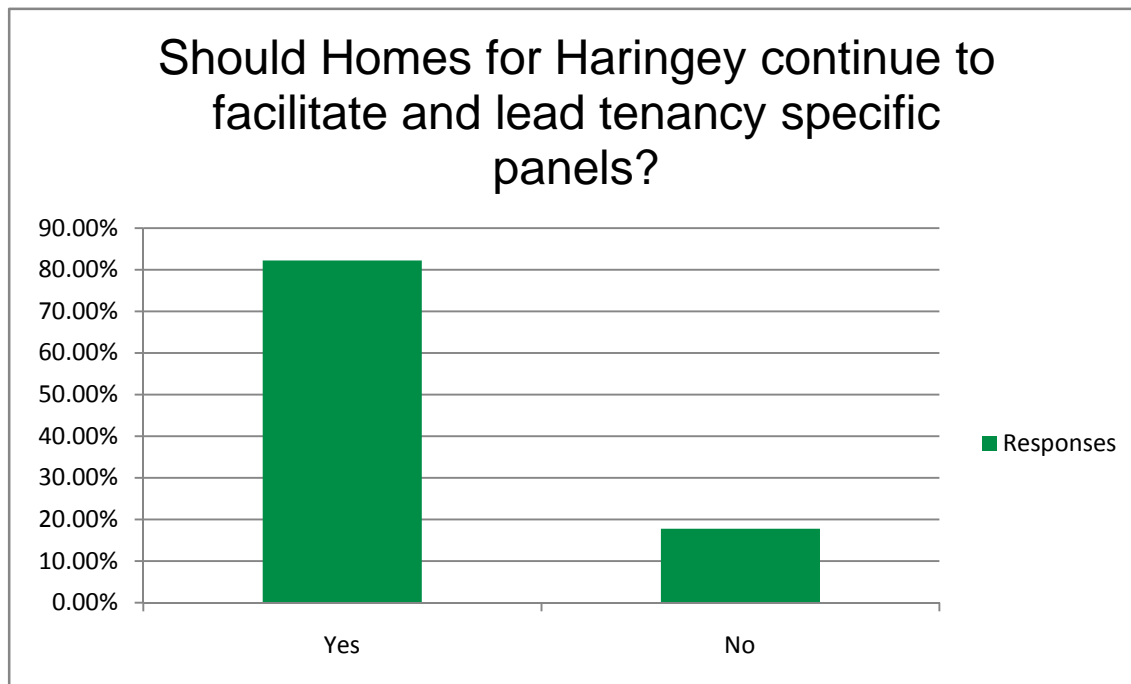
Answer Choices	Responses	
Attend formal meetings with staff	37.30%	545
Attend specialist group meetings (e.g. communal repairs)	29.36%	429
Attend tenancy specific panels	21.08%	308
Online, via the Homes for Haringey website	37.10%	542
Email	44.35%	648
Social media, e.g. facebook groups	11.84%	173





Question 15: Should Homes for Haringey continue to facilitate and lead tenancy specific panels?

Answer Choices	Responses	
Yes	82.20%	1238
No	17.80%	268



Option for comment:

If yes, do you have any suggestions for how these should be run?

If no, do you have any alternative suggestions on how Homes for Haringey can work with residents to discuss issues related to their type of tenancy e.g. supported housing or leasehold.

Refer to full data set in Appendix 4 for comments

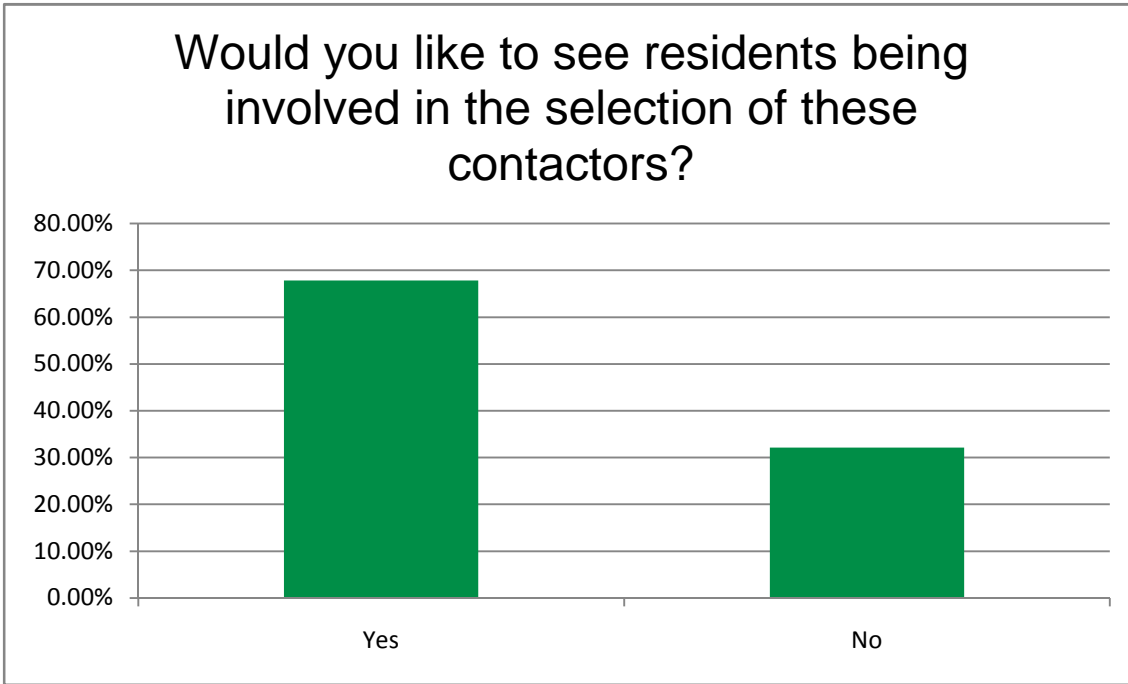
Comments from respondents

There were a wide range of comments from respondents and many came from people living in Older Persons accommodation. Themes that emerged included support for open meetings once a quarter in a single location; the need for improved support and more information from HfH; tenants taking the lead and running the panels; meeting times (excluding people from participating); a preference for one-to-one meetings rather than panel meetings also came across.



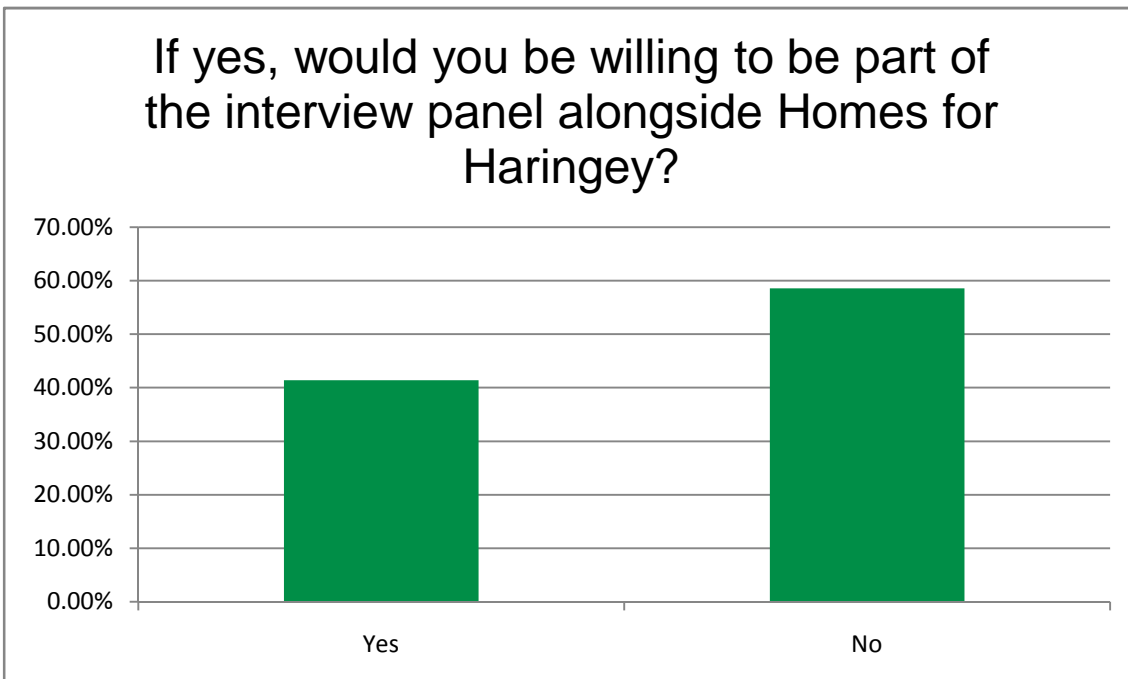
Question 16: Would you like to see residents being involved in the selection of these contractors?

Answer Choices	Responses	
Yes	67.83%	1128
No	32.17%	535



If yes, would you be willing to be part of the interview panel alongside Homes for Haringey staff?

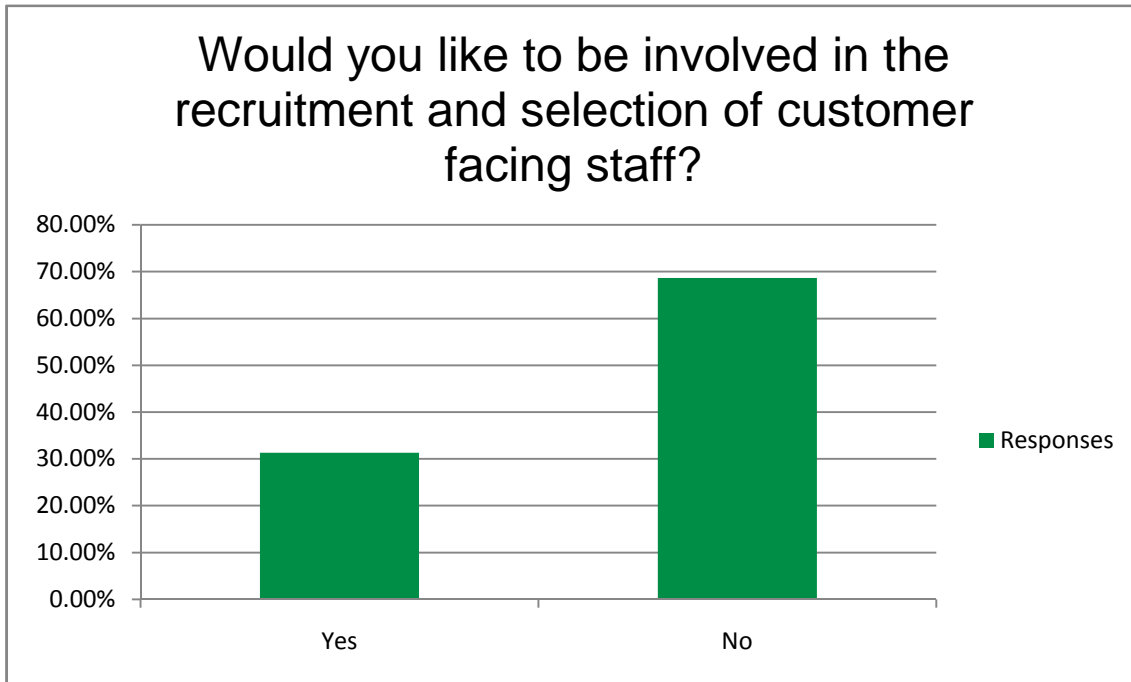
Answer Choices	Responses	
Yes	41.40%	587
No	58.60%	831





Question 17: Would you like to be involved in the recruitment and selection of customer facing staff?

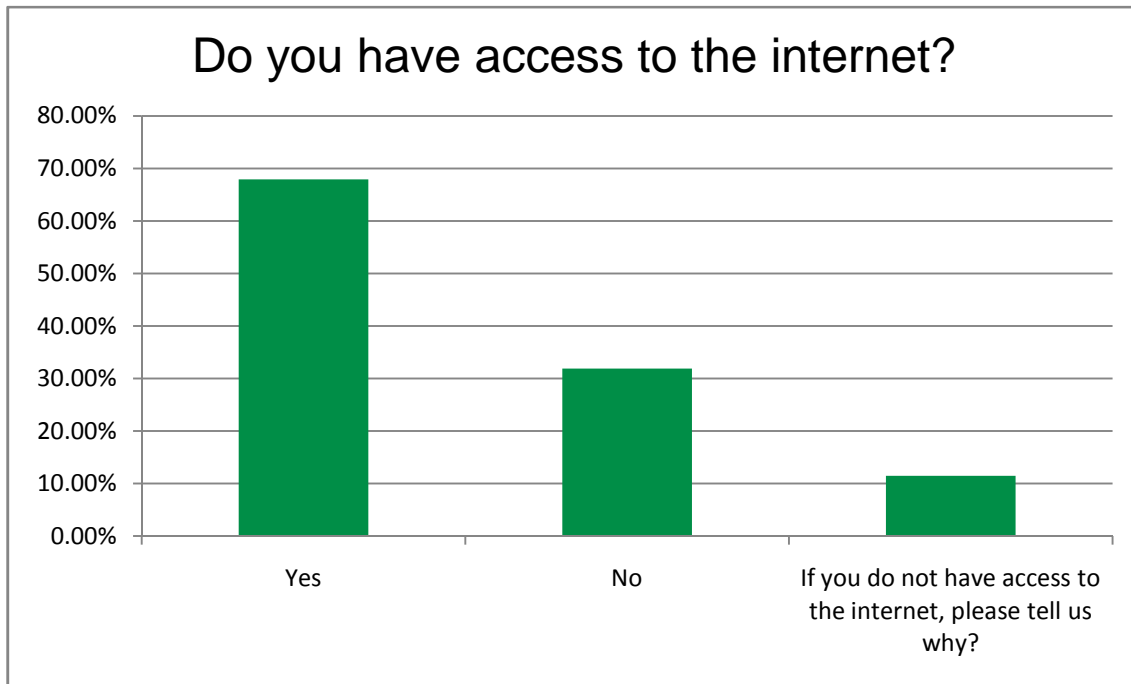
Answer Choices	Responses	
Yes	31.32%	518
No	68.68%	1136





Question 18: Do you have access to the internet?

Answer Choices	Responses	
Yes	67.91%	1168
No	31.86%	548
If you do not have access to the internet, please tell us why?	11.45%	197



Option to comment: If you do not have access to the internet, please tell us why?

Refer to full data set in Appendix 5 for comments.

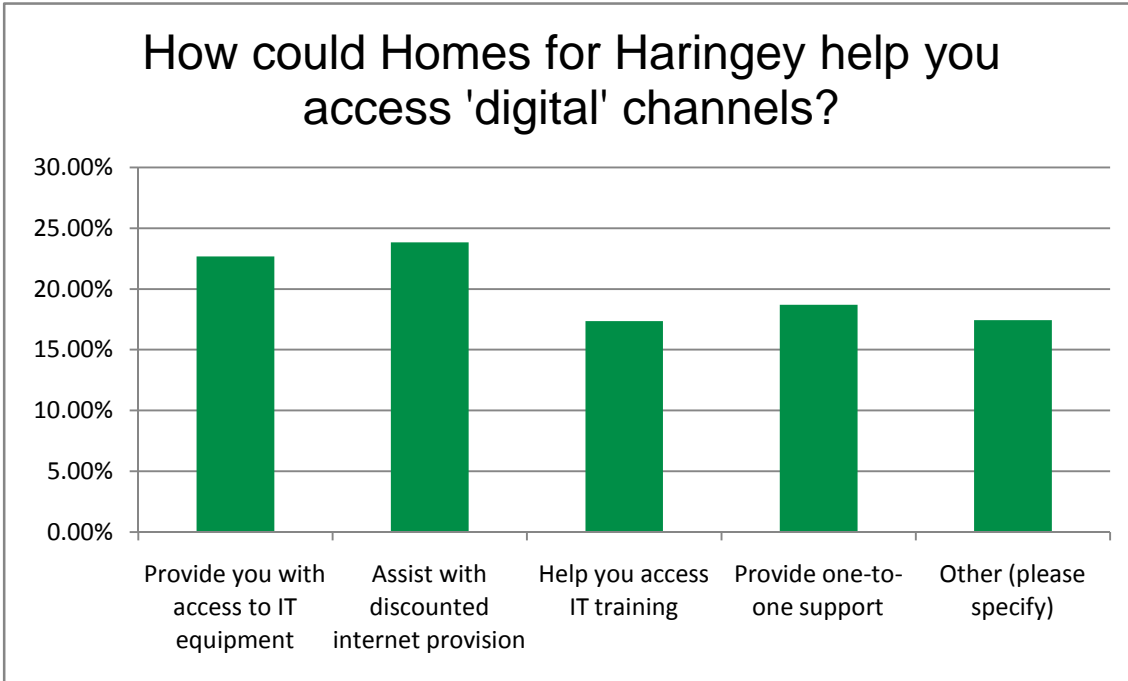
Comments from respondents

As might be expected given the subject matter, respondents stated: expense; lack of knowledge and skills; lack of equipment and training; old age and disability; lack of interest or aversion to Information Technology.



Question 19: How could Homes for Haringey help you to access 'digital' channels?

Answer Choices	Responses	
Provide you with access to IT equipment	22.67%	273
Assist with discounted internet provision	23.84%	287
Help you access IT training	17.36%	209
Provide one-to-one support	18.69%	225
Other (please specify)	17.44%	210



Option to comment: Refer to full data set in Appendix 6 for comments

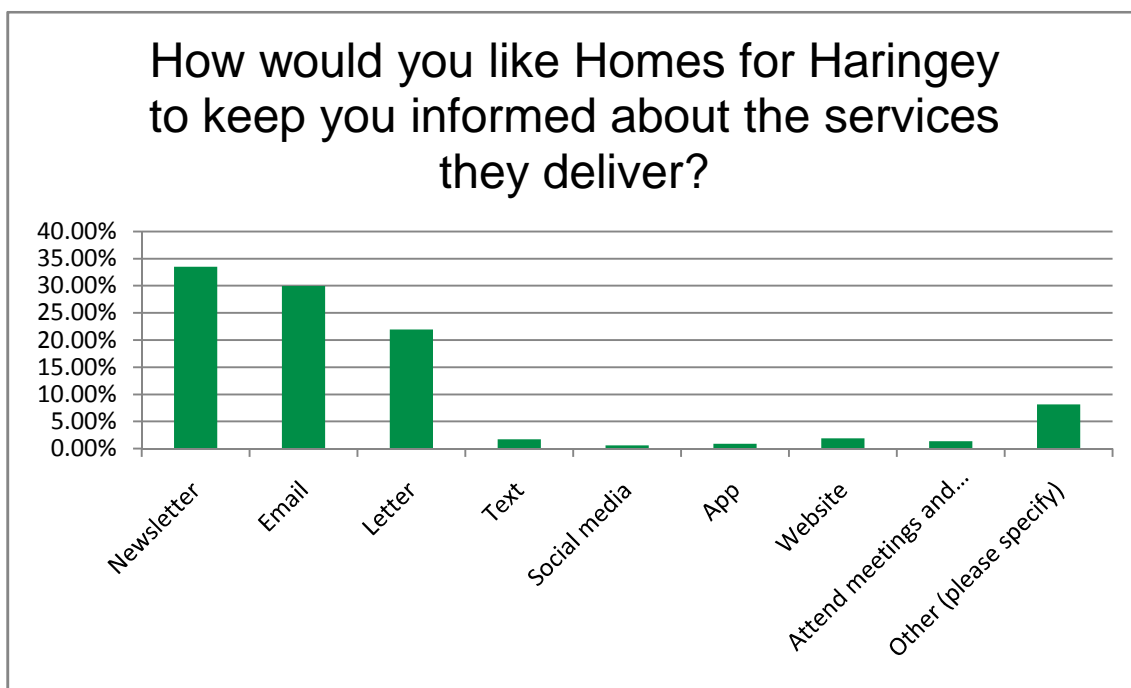
Comments from respondents

Respondents commented on the need for one-to-one support; and how health issues affect their ability to access digital channels. Some noted the availability of equipment at libraries and internet cafes.



Question 20: How would you like Homes for Haringey to keep you informed about the services they deliver?

Answer Choices	Responses	
Newsletter	33.50%	552
Email	29.98%	494
Letter	21.97%	362
Text	1.70%	28
Social media	0.61%	10
App	0.91%	15
Website	1.88%	31
Attend meetings and events	1.33%	22
Other (please specify)	8.13%	134



Option to comment: Refer to full data set in Appendix 7 for comments

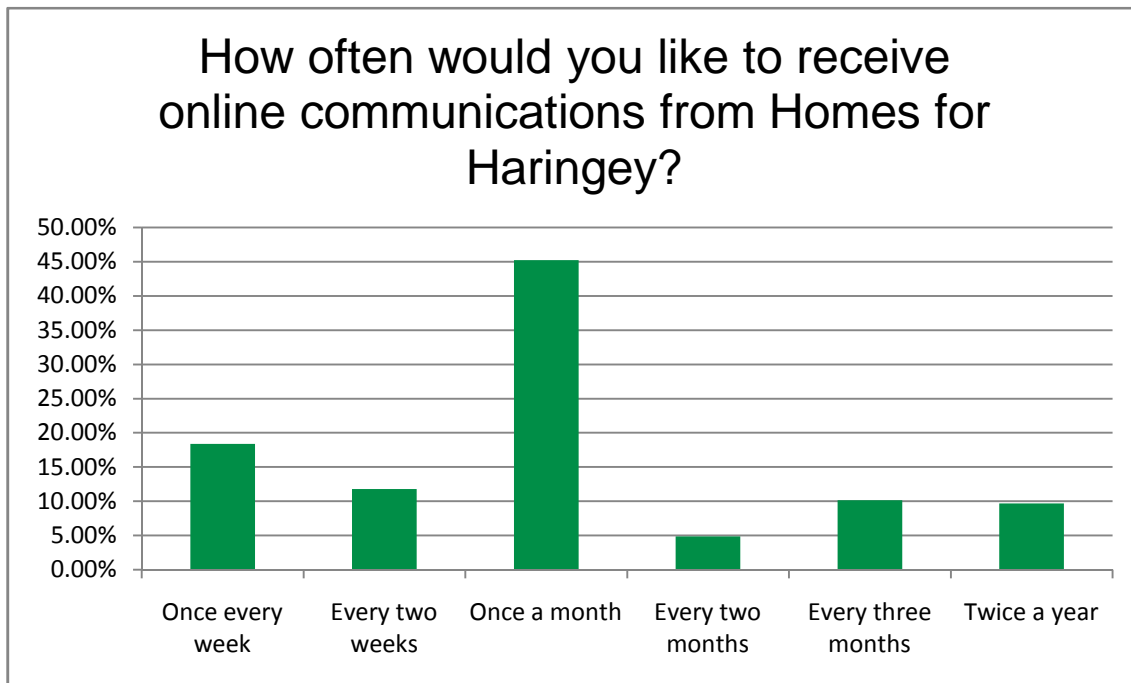
Comments from respondents

There were only 17 comments on this question and they were disparate.



Question 21: How often would you like to receive online communication from Homes for Haringey?

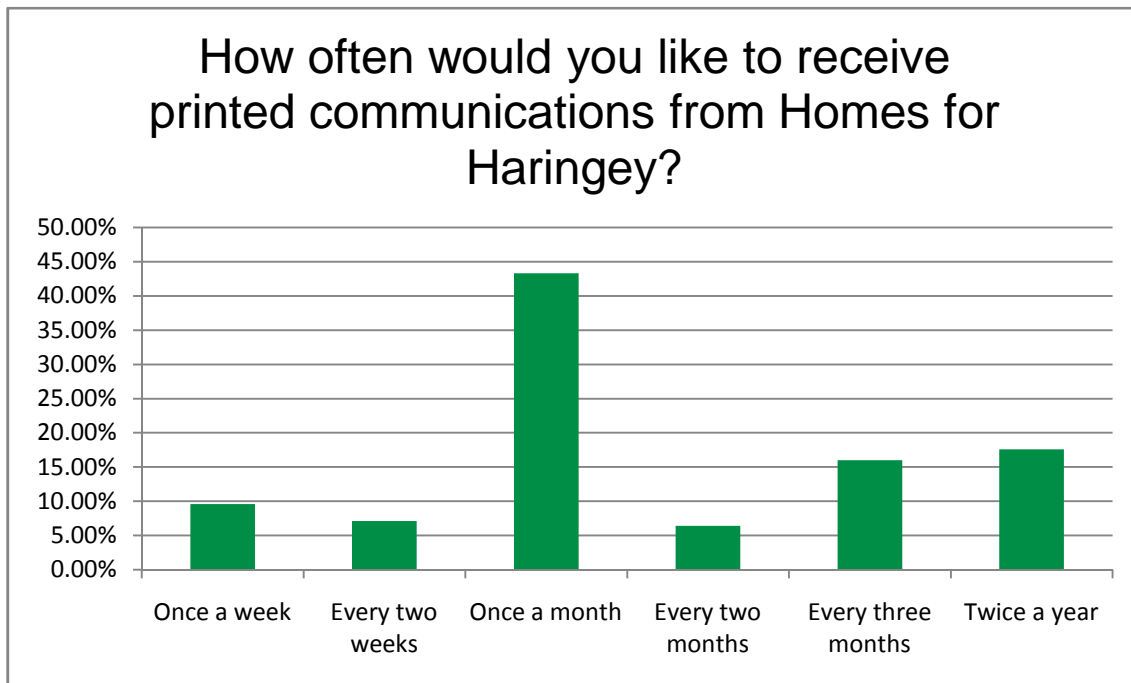
Answer Choices	Responses	
Once every week	18.36%	268
Every two weeks	11.78%	172
Once a month	45.21%	660
Every two months	4.86%	71
Every three months	10.14%	148
Twice a year	9.66%	141





Question 22: How often would you like to receive printed communications from Homes for Haringey?

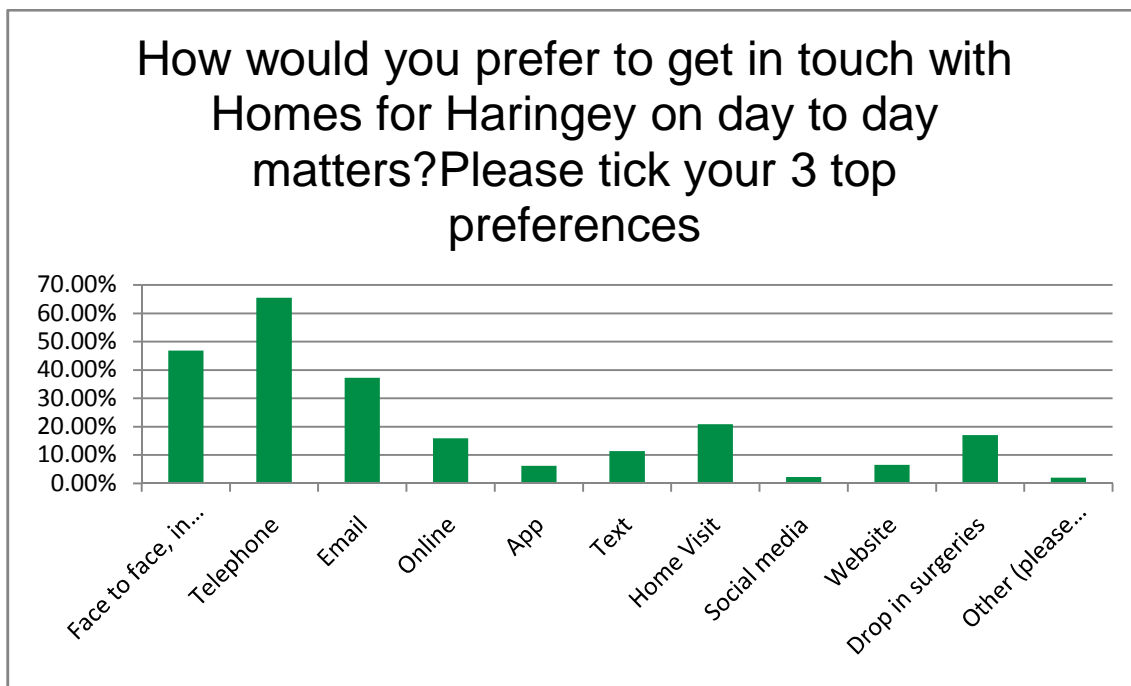
Answer Choices	Responses	
Once a week	9.58%	158
Every two weeks	7.09%	117
Once a month	43.33%	715
Every two months	6.42%	106
Every three months	16.00%	264
Twice a year	17.58%	290





Question 23: How would you prefer to get in touch with Homes for Haringey on day to day matters?

Answer Choices	Responses	
Face to face, in person	46.89%	800
Telephone	65.47%	1117
Email	37.28%	636
Online	15.89%	271
App	6.21%	106
Text	11.37%	194
Home Visit	20.93%	357
Social media	2.29%	39
Website	6.57%	112
Drop in surgeries	17.00%	290
Other (please specify)	2.05%	35

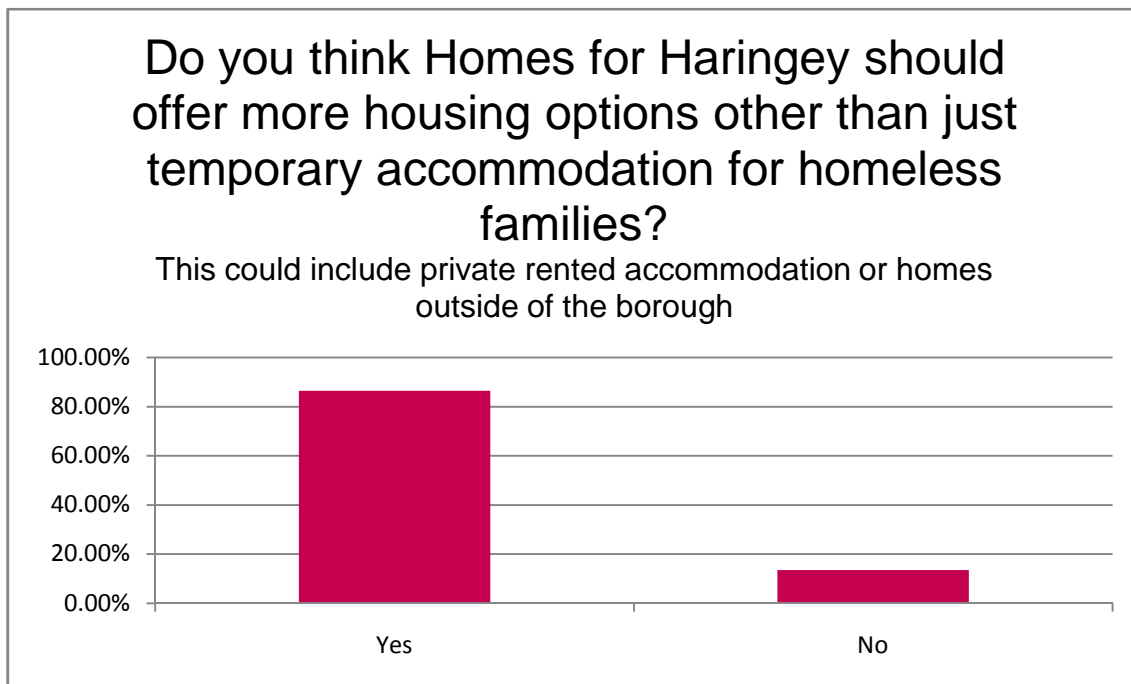




Part 4: Homes for Haringey's Priorities

Question 24: Do you think Homes for Haringey should offer more housing options other than just temporary accommodation for homeless families? This could include accommodation or homes outside of the borough.

Answer Choices	Responses	
Yes	86.46%	1354
No	13.54%	212





Question 25: Do you agree that Homes for Haringey should focus on preventing homelessness?

Answer Choices	Responses	
Yes	93.99%	1485
No	6.01%	95

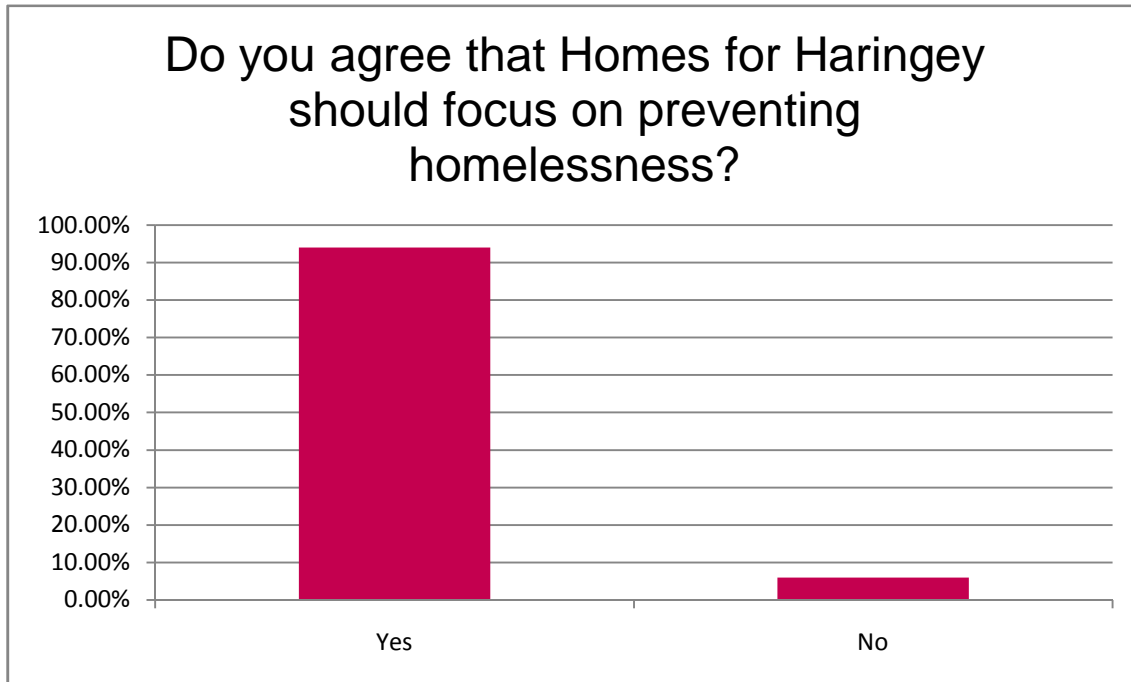




Table: Question 25: On a scale of 1 – 11 where 1 is the most important and 11 is the least important, which of the following is most important to you?

	1	2	3	4	5	6	7	8	9	10	11	12	Tot al	Sc ore												
Repairs to your home	57.4 0%	8 0%	13.6 0%	9 0%	7.10 %	4 7	4.53 %	3 0	4.98 %	3 3	2.87 %	1 9	1.96 %	1 3	2.11 %	1 4	1.66 %	1 1	0.45 %	2.11 %	1 4	1.21 %	8 8	66 2	10. 46	
Repairs to communal areas	4.48 %	2 6	24.2 7%	4 1	13.6 0%	7 9	12.2 2%	7 1	11.5 3%	6 7	8.61 %	5 0	5.16 %	3 0	6.02 %	3 5	3.96 %	2 3	4.82 %	2 8	3.96 %	2 3	1.38 %	8 8	58 1	8.2
Clear and timely billing	1.99 %	1 1	9.21 %	5 1	13.5 4%	7 5	10.4 7%	5 8	11.1 9%	6 2	9.39 %	5 2	8.84 %	4 9	9.75 %	5 4	7.04 %	3 9	6.86 %	3 8	7.58 %	4 2	4.15 %	2 3	55 4	6.8
Advice and information about your tenancy	5.29 %	2 9	6.57 %	3 6	7.48 %	4 1	10.7 7%	5 9	10.9 5%	6 0	9.49 %	5 2	10.7 7%	5 9	10.5 8%	5 8	7.12 %	3 9	8.58 %	4 7	6.93 %	3 8	5.47 %	3 0	54 8	6.5 3
Cleanliness of Estates	6.07 %	3 4	12.8 6%	7 2	16.2 5%	9 1	14.8 2%	8 3	13.0 4%	7 3	9.29 %	5 2	8.93 %	5 0	5.36 %	3 0	5.18 %	2 9	4.11 %	2 3	1.96 %	1 1	2.14 %	1 2	56 0	7.9 9
Safety on Estates	22.0 3%	2 6	12.5 9%	7 2	13.1 1%	7 5	12.9 4%	7 4	9.27 %	5 3	10.3 1%	5 9	5.94 %	3 4	4.90 %	2 8	3.32 %	1 9	2.80 %	1 6	1.92 %	1 1	0.87 %	5 5	57 2	8.8 3
Major works programmes such as replacing roofs, heating system, windows, etc.	8.66 %	5 1	12.0 5%	7 1	10.8 7%	6 4	11.2 1%	6 6	11.8 8%	7 0	10.0 2%	5 9	10.7 0%	6 3	9.68 %	5 7	5.26 %	3 1	4.41 %	2 6	2.72 %	1 6	2.55 %	1 5	58 9	7.6 6
Responding to feedback and resolving complaints from residents	9.76 %	5 8	7.58 %	4 5	10.4 4%	6 2	8.59 %	5 1	12.2 9%	7 3	10.9 4%	6 5	10.9 4%	6 5	11.1 1%	6 6	6.90 %	4 1	4.71 %	2 8	4.38 %	2 6	2.36 %	1 4	59 4	7.3 1
Advice on homelessness	6.19 %	3 5	3.89 %	2 2	5.13 %	2 9	5.13 %	2 9	7.08 %	4 0	7.43 %	4 2	5.84 %	3 3	9.56 %	5 4	15.5 8%	8 8	11.6 8%	6 6	12.7 4%	7 2	9.73 %	5 5	56 5	5.3 9
Education, employment and training services - e.g. job clubs	6.49 %	3 9	6.49 %	3 9	5.32 %	3 2	5.49 %	3 3	6.49 %	3 9	7.32 %	4 4	6.82 %	4 1	7.99 %	4 8	11.6 5%	7 0	18.3 0%	1 0	11.8 1%	7 1	5.82 %	3 5	60 1	5.6 7

TENANT ENGAGEMENT EXPERTS



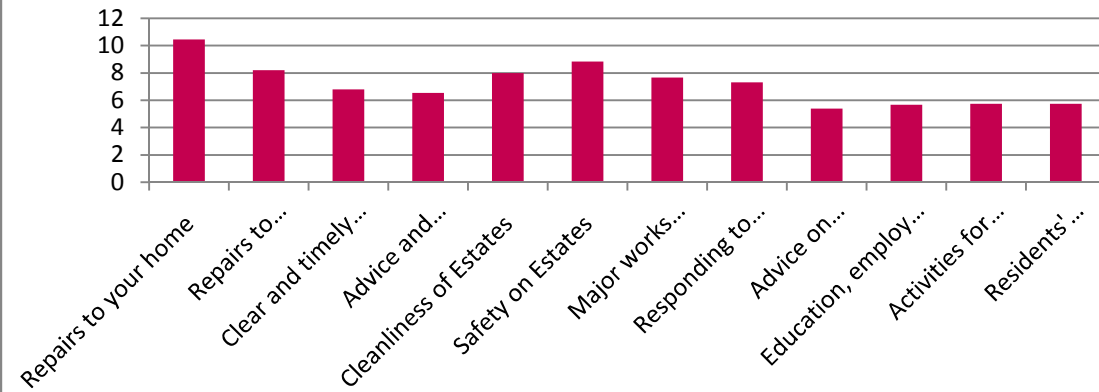
Activities for children and young people - e.g. play scheme, homework clubs

8.48	5	5.60	3	6.56	4	4.96	3	6.08	3	7.52	4	8.00	5	6.40	4	11.0	6	11.3	7	17.9	1	6.08	3	62	5.7
%	3	%	5	%	1	%	1	%	8	%	7	%	0	%	0	4%	9	6%	1	2%	2	%	8	5	5

Residents' communication with information about events in your area, information about fire safety, shared ownership properties, good news, changes to the business, etc.

11.4	7	4.64	3	6.38	4	6.09	4	6.81	4	5.07	3	6.96	4	6.81	4	8.12	5	9.86	6	12.0	8	15.8	0	69	5.7
5%	9	%	2	%	4	%	2	%	7	%	5	%	8	%	7	%	6	%	8	3%	3	0%	9	0	5

On a scale of 1 - 11, where 1 is the most important to you and 11 is the least important, which of the following is most important to you?





Question 27: Are there any Homes for Haringey services that you would like to see improved? If so, please tell us which ones

Option to comment: Refer to full data set in Appendix 8 for comments

Comments from respondents

This question generated over 800 comments. In tune with the statistical results, the majority of comments referred to repairs, customer service and cleanliness of estates.

Question 28: What could Homes for Haringey do to improve your customer satisfaction?

Option to comment: Refer to full data set in Appendix 9 for comments

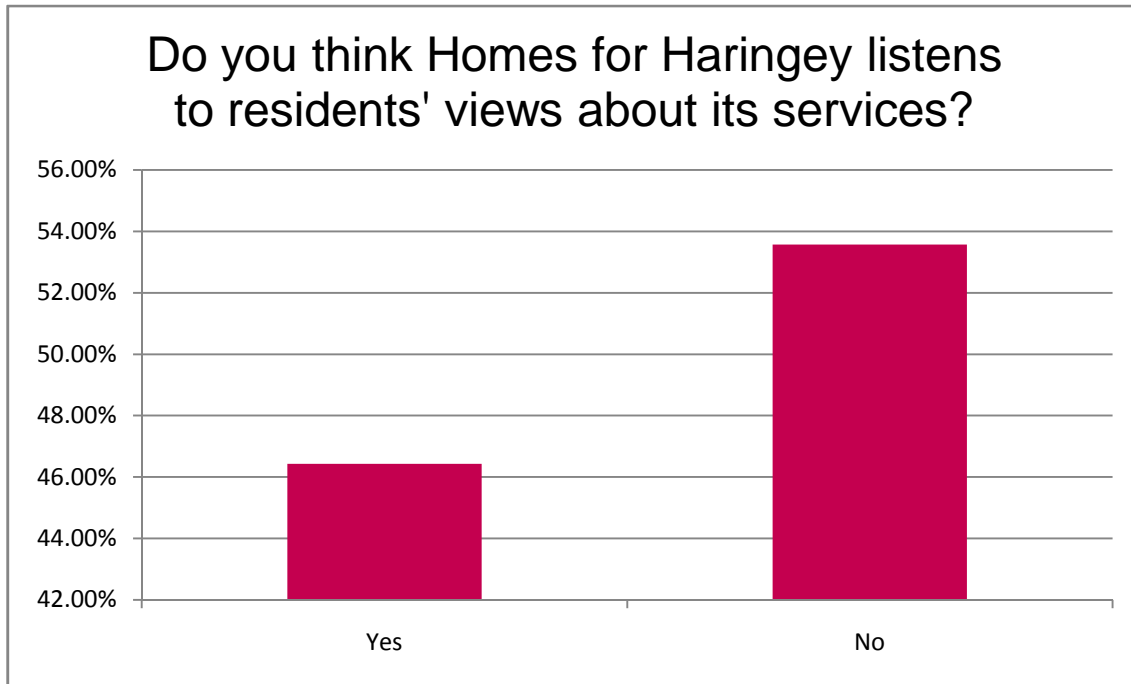
Similarly to Question 26, improved communication, especially answering the phones and keeping people informed; repairs and improvements; estate cleanliness and refuse collection were all highlighted. There were also a number of respondents that expressed satisfaction with HfH.

As a sub-group the comments about communication will be of concern to HfH. A picture emerges through the comments of tenants and leaseholders of a service that is viewed as unreliable and one where staff are not always following up on enquiries. Staff communication skills are also criticised.



Question 29: Do you think Homes for Haringey listens to residents' views about its services?

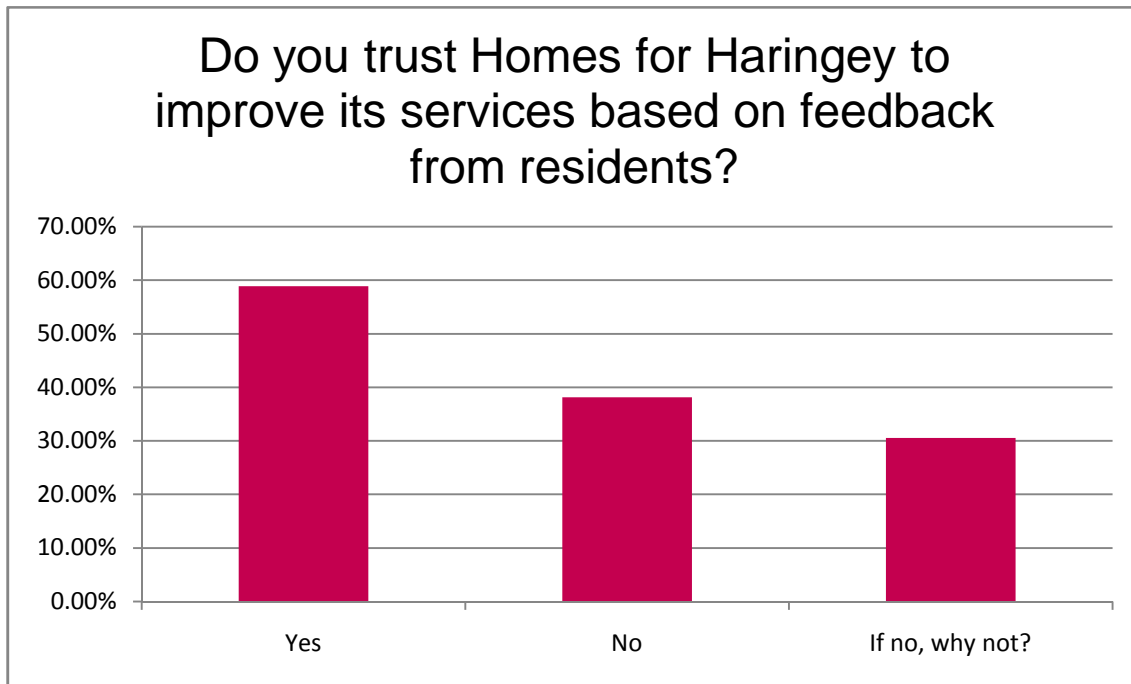
Answer Choices	Responses	
Yes	46.43%	715
No	53.57%	825





Question 30: Do you trust Homes for Haringey to improve its services based on feedback from residents?

Answer Choices	Responses	
Yes	58.87%	936
No	38.11%	606
If no, why not?	30.57%	486



Option to comment: Refer to full data set in Appendix 10 for comments

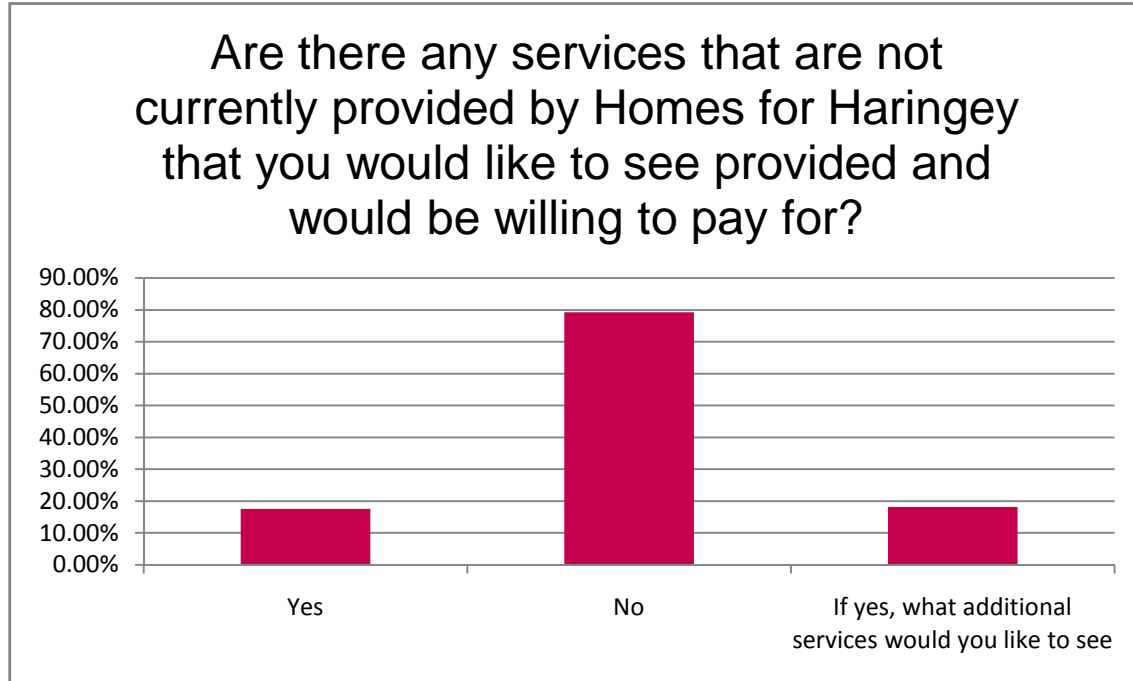
Comments from respondents

Those who chose to comment were generally negative about HfH. Typical remarks revolved around HfH’s failure to listen and the perception by some that HfH as a poor track-record in this respect. Once again, respondents complained about poor communication from HfH. Others questioned HfH decision-making processes and felt tenants were an afterthought. Understandably, many respondents related the question to their own circumstances or a particular problem. The underlying theme was a loss of trust in HfH and the sense that it has been unable to implement service improvements. Some respondent’s acknowledged the financial pressure HfH is under.



Question 31: Are there any services that are not currently provided by Homes for Haringey that you would like to see provided and would be willing to pay for?

Answer Choices	Responses	
Yes	17.55%	263
No	79.25%	1188
If yes, what additional services would you like to see	18.21%	273



Option to comment: Refer to full data set in Appendix 11 for comments

Comments from respondents

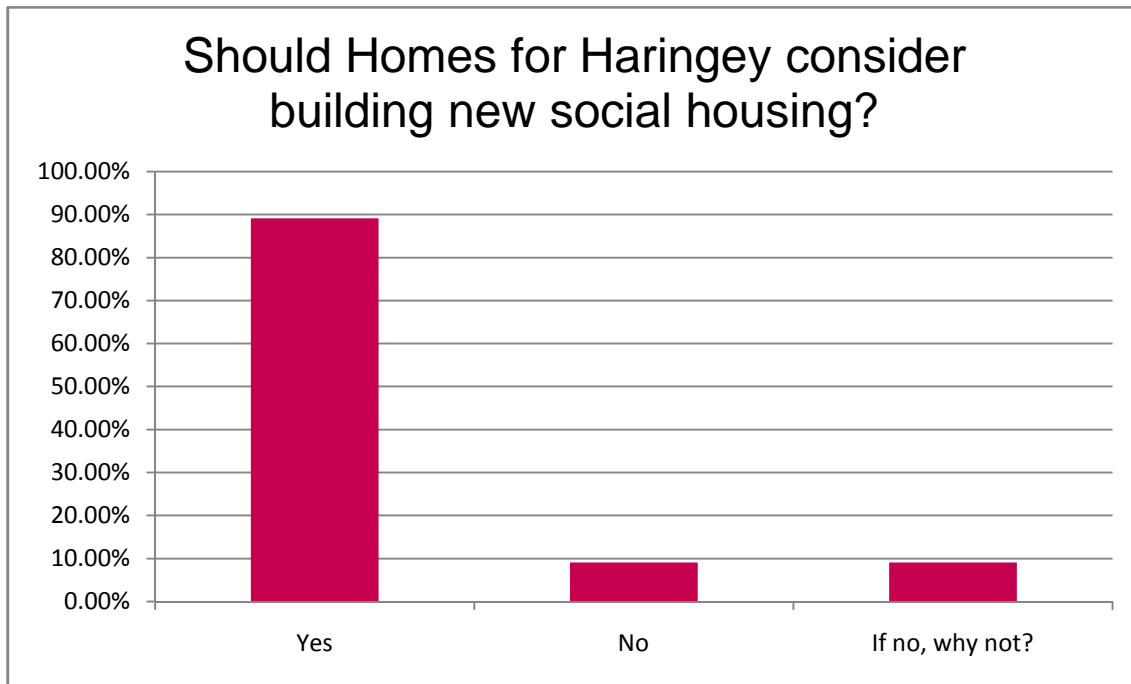
The phrasing of a number of responses suggests that respondents has misread the question and were stating what they would like to have done by HfH at no cost to them. Answers included renew our kitchen; more homes with disabled facilities; tighter reins on illegal subletting; building-new-homes programme etc. and some referred to non-housing services. It is highly doubtful that the respondents were offering to contribute or thought they could make a meaningful financial contribution.

The main themes that emerged were help with DIY and a handyperson service; CCTV and security systems; gardening services; facilities for children and young people, and parking improvements.



Question 32: Should Homes for Haringey consider building new social housing?

Answer Choices	Responses	
Yes	89.15%	1438
No	9.11%	147
If no, why not?	9.05%	146



Option to comment: Refer to full data set in Appendix 12 for comments

Comments from respondents

The comments covered different angles, including refurbishing existing properties, spatial issues, overcrowding and homelessness, and national housing policy.

Amongst who did not support the building of new social housing, a theme emerged about HfH focusing on its existing stock and improving it before considering a new-build programme.



Appendices 1 – 14: Complete set and full text of open questions

(in separate documents)

Appendix 1 – Question 10

Appendix 2 – Question 11

Appendix 3 – Question 13

Appendix 4 – Question 15

Appendix 5 – Question 18

Appendix 6 – Question 19

Appendix 7 – Question 20

Appendix 8 – Question 27

Appendix 9 – Question 28

Appendix 10 – Question 30

Appendix 11 – Question 31

Appendix 12 – Question 32

Appendix 13 – Survey Form

Appendix 14 – Responses by Leaseholder Only