

Newham Council Tenants and Leaseholders Surveys 2018

Produced by
Opinion Research Services

- Opinion Research Services was commissioned by Newham Council to undertake face-to-face satisfaction surveys among council tenants and leaseholders. The objective of both surveys was to provide robust data which accurately represents the views of tenants and leaseholders on key performance measures. Interviewing was completed between 24 October and 7 December 2018.
- 2018 was the fourth consecutive year in which this research has been completed face-to-face. A shift from the previous postal approach for each tenure group was made to ensure greater demographic and geographical representation in the dataset and to ensure a minimum level of interviews are achieved overall and within particular sub-samples. This approach makes the surveys more representative of the council's tenant and leaseholder populations as a whole.
- The data in this slide pack references the historical postal data sets alongside the 2015, 2016, 2017 and 2018 data derived from face-to-face interviewing.

Interviews completed and associated confidence intervals and data weighting

Sample	Achieved Sample size	Maximum confidence interval at the 95% level
Newham housing services /TMO tenants	581	+/-3.98
LCEP Private Finance Initiative (PFI) tenants	379	+/-3.86
Swan PFI tenants	373	+/-3.7
Tenants - TOTAL	1,333	+/-2.56
Leaseholders - TOTAL	562	+/-3.87

- Separate questionnaires were used for council tenants and leaseholders covering common themes. The results from both surveys are reported thematically throughout.
- Where percentages do not sum to 100, this is due to rounding of percentages to the nearest whole number, categories, or multiple answers. Throughout the report an asterisk (*) denotes any value less than half a per cent.
- Where results are shown in a table format, any percentages that are significantly different (at a 95% confidence level) to one or more other comparable percentage(s) are underlined.
- Some questions allowed the respondent to give the response of 'don't know' or 'no opinion'. Where in the historical dataset these responses have been removed from the sample bases at particular questions this approach has been replicated in 2018. This re-basing is identified by the term 'valid responses.'

Results summary

Key figures - Tenants

78%	Are satisfied with the overall service provided by their landlord	+1*
63%	Are satisfied with the way their landlord deals with repairs	-9
76%	Rate their landlord as “good” at keeping them informed	-
73%	Are satisfied with the way their landlord deals with ASB	+3*
77%	Are satisfied that their landlord takes their views into account	+7
69%	Are satisfied with opportunities for participation in decision-making	+4

Key figures - Leaseholders

70%	Are satisfied with the overall service provided by their landlord	+5
65%	Are satisfied with the way their landlord deals with communal repairs	+7
71%	Rate their landlord as “good” at keeping them informed	+6
65%	Are satisfied with the way their landlord deals with ASB	+8
49%	Say they feel their service charges represents good value for money	+9

- Almost four fifths (78%) of tenants are satisfied with the service provided by their landlord, including 22% who are very satisfied. Satisfaction levels are stable compared to 2017 and 2016, but are below the peak of 85% in 2015.
- When asked whether the service they receive changed in the last 12 months 69% of tenants suggest it has stayed the same. The proportion of tenants who believe their landlord's service got worse fell from 18% in 2017 to 14% in 2018.
- A majority of tenants (71%) express satisfaction with the general condition of their property, but this is 6-percentage points less than in 2017.
- Satisfaction with the way their landlord deals with enquiries generally increased from 71% in 2017 to 75% in 2018. However, the proportion of tenants who felt staff were able to deal with the problem has fallen from 61% in 2017 to 57% in 2018.
- Just over half (52%) of those who contacted their landlord raised the same issue more than once.

- Satisfaction among tenants with their neighbourhood as a place to live increased from 79% to 84%, bringing it closer to levels seen in 2015 and 2016.
- After experiencing a significant decline between 2016 and 2017, satisfaction with neighbourhood safety in 2018 (73%) has remained consistent with 2017.
- 73% of tenants are satisfied with the way their landlord deals with anti-social behaviour (ASB), in line with 2017. Three fifths of those who reported ASB indicated their landlord was not able to deal with the problem (62%) and they have raised the same issue previously (62%).
- The proportion of tenants who feel issues such as rubbish and litter, vandalism, and property damage are problems in their neighbourhood has declined since 2017.
- For those living on a block or estate, rubbish and litter and drug use are most commonly described as problems, with car parking becoming less of a problem since 2016.

- Repairs is a tenant priority and a key driver of satisfaction. Tenant satisfaction with how their landlord deals with repairs and maintenance has decreased from 72% in 2017 to 63%, the lowest level in recent years. The main reason for dissatisfaction was 'nothing happening/repair not being started'.
- However, tenants who have had a repair in the last 12 months are more positive compared to 2017 about many aspects of the repair work, in particular the attitude of workers (93% cf. 81%), quality of repair work (86% cf. 74%) and the repairs service (83% cf. 71%). This suggests that the time taken before a repair is started is the main driver of dissatisfaction overall.
- The 2017 improvement in the proportion who feel their landlord is good at keeping them informed has been maintained (76%), but the proportion of tenants suggesting this is bad has increased by 3-percentage points since 2017 to 13%.
- The proportion of tenants who are satisfied with how their landlord communicates with them has remained stable since 2015 (currently 77%).
- Tenant satisfaction with opportunities for participation in decision making has increase from 4 percentage points to 69%. The proportion satisfied that their views are being taken into account has also increased to 77%, a 7-percentage point increase continuing a general upward trend.

- While 70% of leaseholders are satisfied with the service provided by their landlord, satisfaction among leaseholders is still lower than tenants. This is common in research of this type. However, a continued significant improvement in leaseholder satisfaction compared to 2017 and 2016 means the gap between tenant and leaseholder views has narrowed in the last year.
- The proportion of leaseholders who feel services have got better (16%) over the last 12 months has increased since 2017, and is now higher than those who believe it has become worse (14%) for the first time.
- In terms of estate services, the level of dissatisfaction fell from its highest ever level in 2017 (35%) to its lowest (27%) in 2018.
- The proportion of leaseholders who feel their service charges represent good value for money, increased significant from 40% in 2017 to 49% in 2018. The proportion who suggest these charges offer poor value for money has fallen to 34%.

- Repairs and maintenance remains the most important aspect of the service for leaseholders. Satisfaction with the way their landlord deals with repairs and maintenance in communal areas has increased by 7-percentage points since 2017 to 65%. However, a quarter (23%) of leaseholders express dissatisfaction. A fifth (20%) suggest the state of repair in their block and/or estate is poor.
- A majority (81%) of leaseholders are satisfied with their neighbourhood as a place to live, a significant increase of 5-percentage points since 2017. 64% of leaseholders are satisfied with the safety of their neighbourhood, in-line with 2016 and 2017.
- The proportion of leaseholders who are satisfied with the condition of the exterior of their building increased between 2017 and 2018 from 56% to 68%, while dissatisfaction fell significantly from 30% to 23%.
- The proportion of leaseholders experiencing financial difficulties is at its lowest level to date (7%);
- Leaseholders' perception of neighbourhood problems has fallen across almost all issues. The proportion of leaseholders living in a block or estate who perceive car parking as a problem fell by 26-percentage points since 2017.

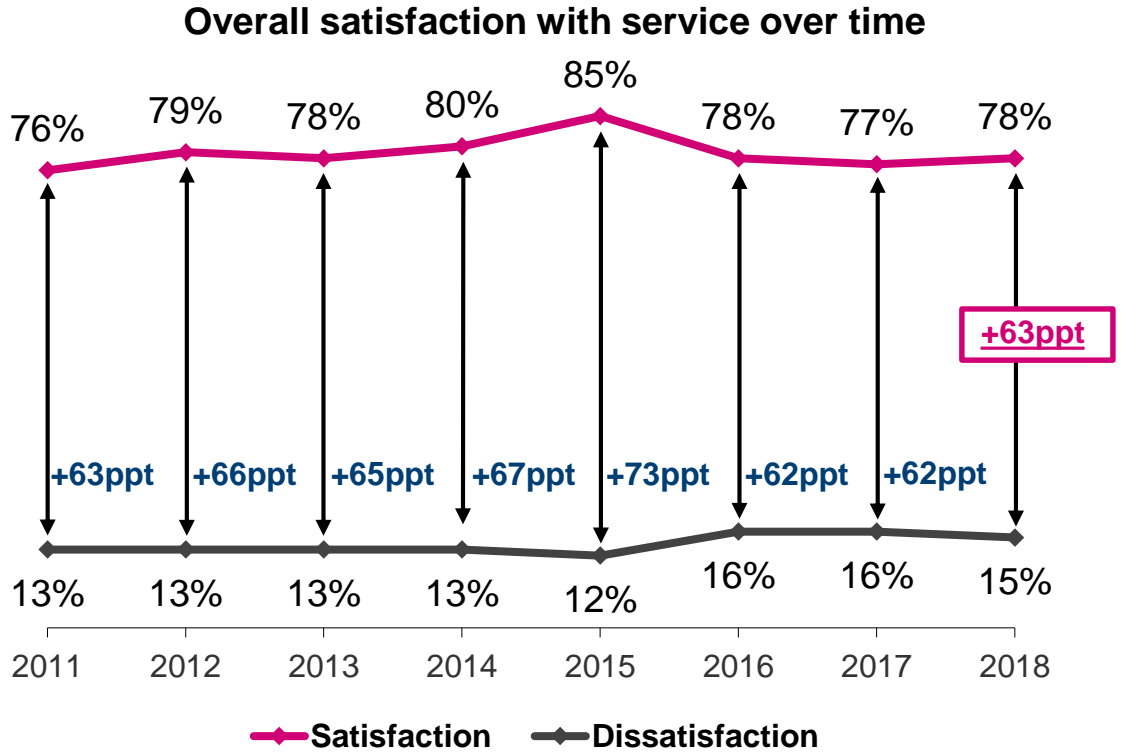
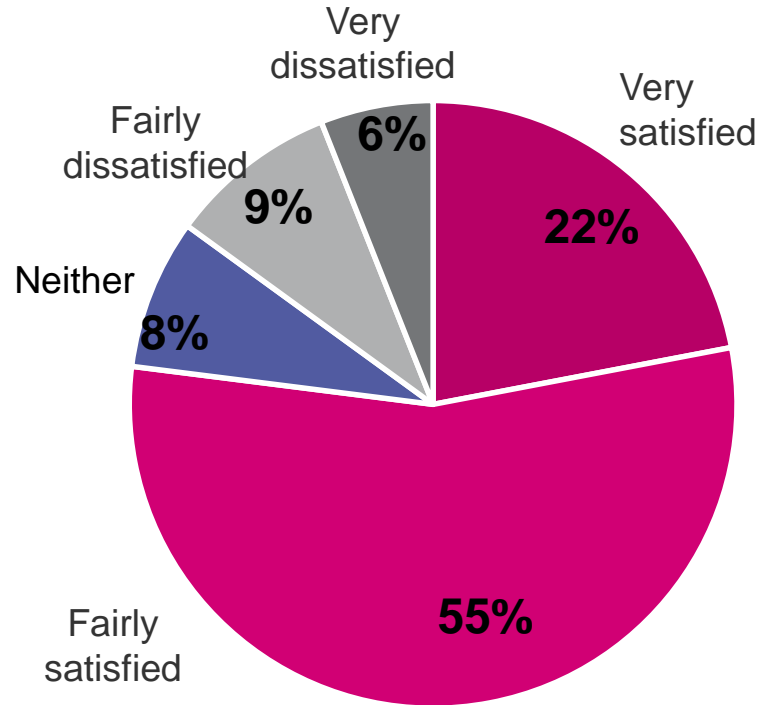
- Leaseholders' satisfaction with how their landlord deals with ASB has continued to rise from 51% in 2016 and 57% in 2017 to 65% in 2018. Dissatisfaction has fallen since 2017 from 28% to 21%.
- Leaseholders' level of satisfaction with the outcome of their last contact with their landlord has fallen by 14-percentage points while dissatisfaction has increased by 21-percentage points. Dissatisfaction with contact outcome is now the highest since the start of the survey.
- The proportion that think landlords are good at keeping leaseholders informed has continued to improve from 65% in 2017 to 71% 2018.
- The proportion of leaseholders who feel their landlord is good at taking their views into account when making decisions (56%) has increased by 17-percentage points since 2017, while the proportion who feel they are poor (23%) has fallen by 10 percentage points since 2017.
- Letters remain leaseholders preferred channel for information and consultation.

Tenants survey

Tenants overall satisfaction

78% of tenants are satisfied with the service provided by their landlord

Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?

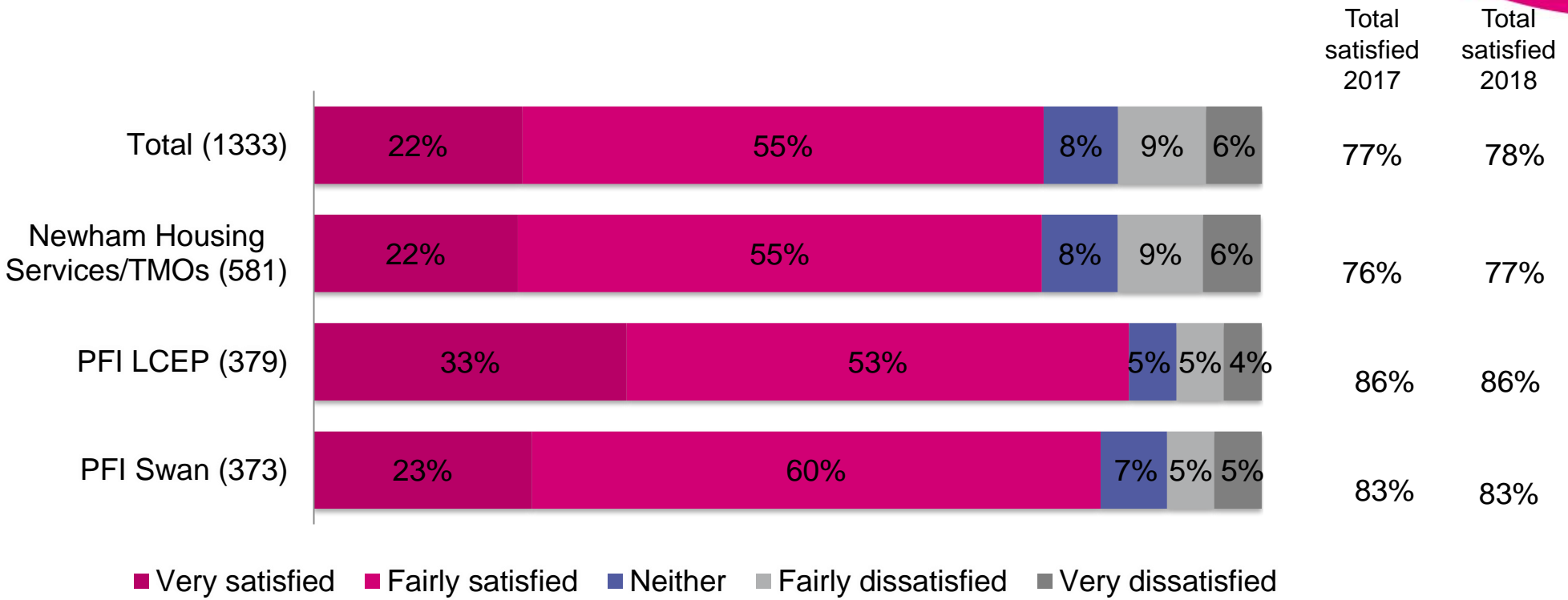


Amongst tenants who have made contact with their landlord in the last 12 months, 65% are satisfied with the service provided by their landlord. Satisfaction increases to 83% where tenants have not made contact.

Base: 1,333 Newham tenants.

Overall satisfaction by Managing Organisation

Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?



Satisfaction levels across all organisations have remained relatively consistent since 2017, with PFI LCEP and PFI Swan tenants more likely to be satisfied with the overall service provided by their landlord than Newham Housing Services tenants.

Base: See brackets; Newham tenants.

Significant interactions between satisfaction and other responses

Condition of property

■ % satisfied overall



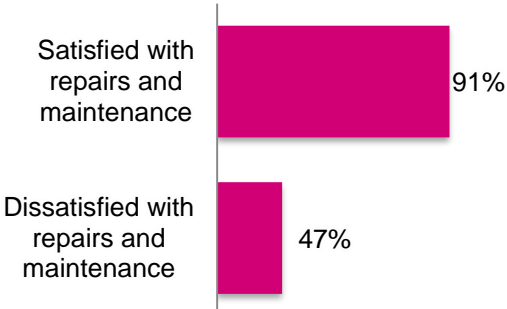
Neighbourhood

■ % satisfied overall



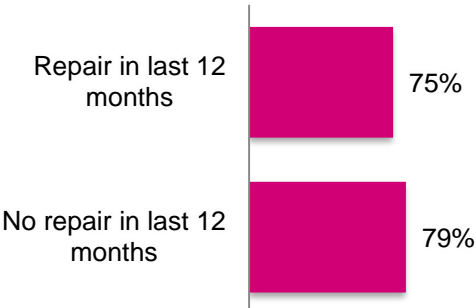
Repairs and maintenance

■ % satisfied overall



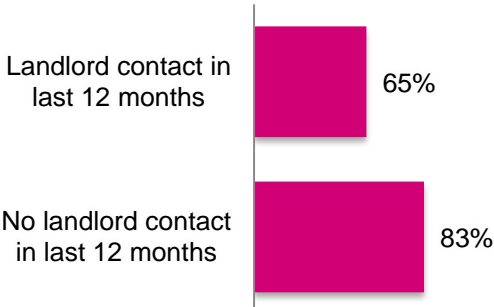
Recent experience of the repairs service

■ % satisfied overall



Landlord contact

■ % satisfied overall



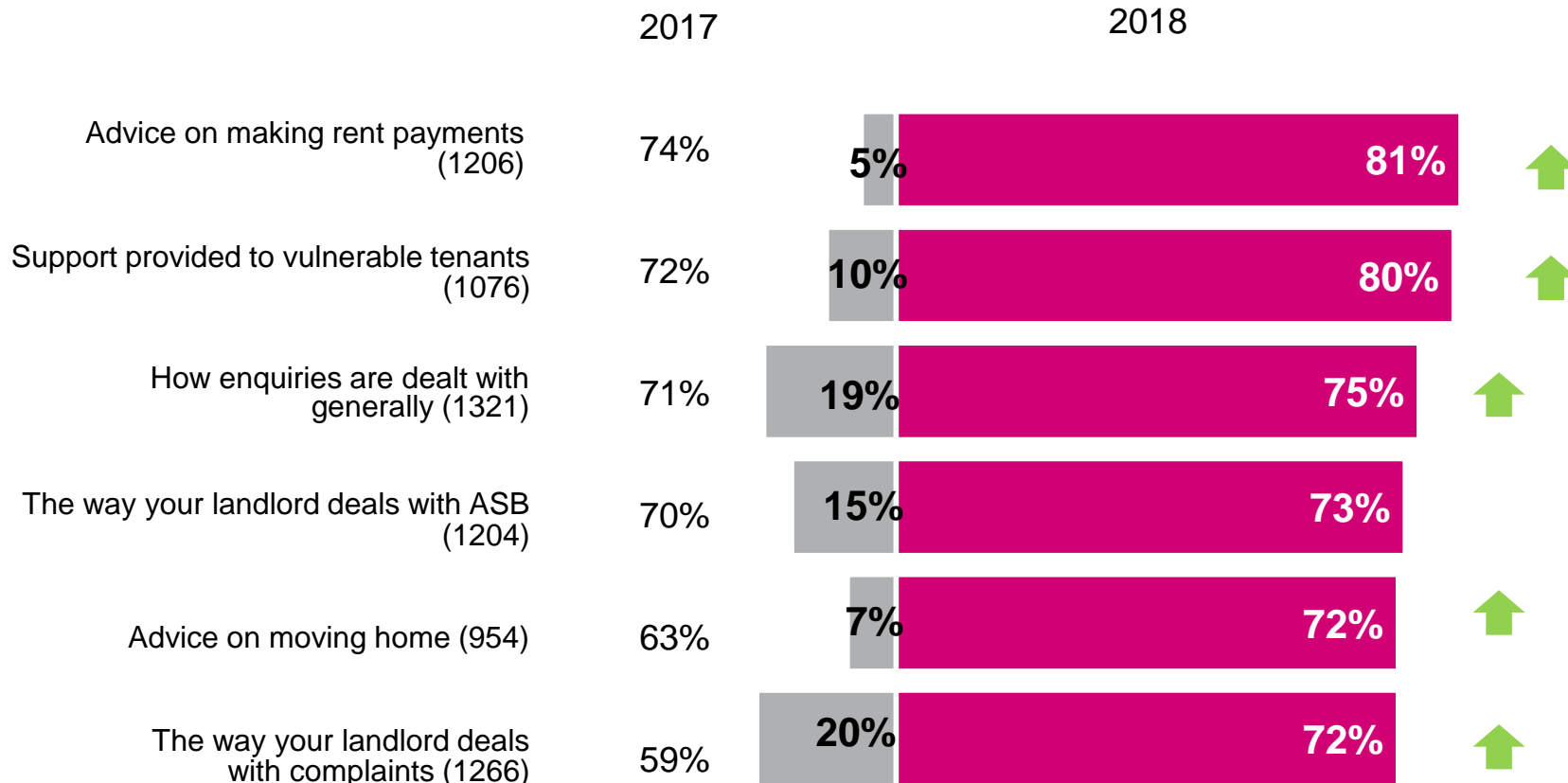
Dissatisfaction with the condition of the home, the neighbourhood, and with repairs are associated with lower landlord satisfaction. Those who contacted their landlord in the last 12 months are also less satisfied.

The proportion of tenants who state they received a repair in the last 12 months (28%) is lower than in 2017 (33%) and 2016 (50%).

In the 2018 data 29% had landlord contact compared to 41% in 2017 and 57% in 2016.

Satisfaction with specific services provided by the landlord have increased significantly since 2017. However not all tenants will necessarily have direct experience of all service aspects

Q2. How satisfied or dissatisfied are you with the following services provided by your landlord?

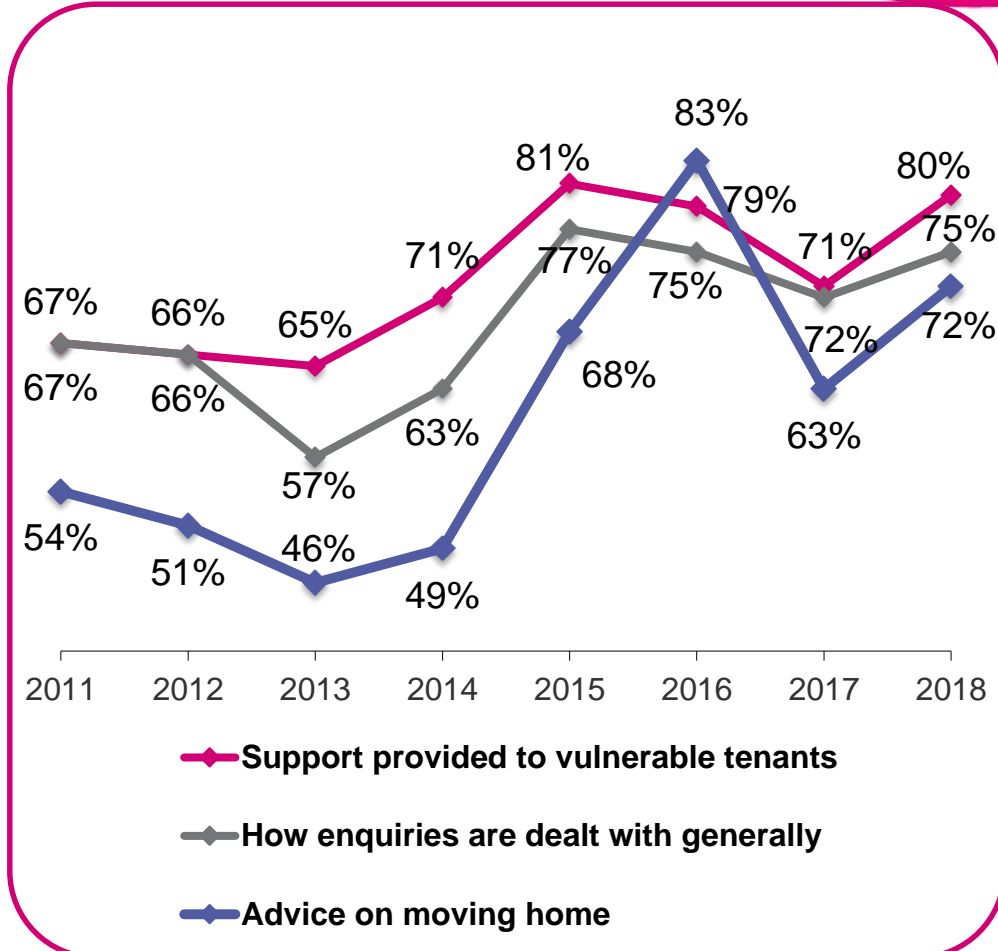
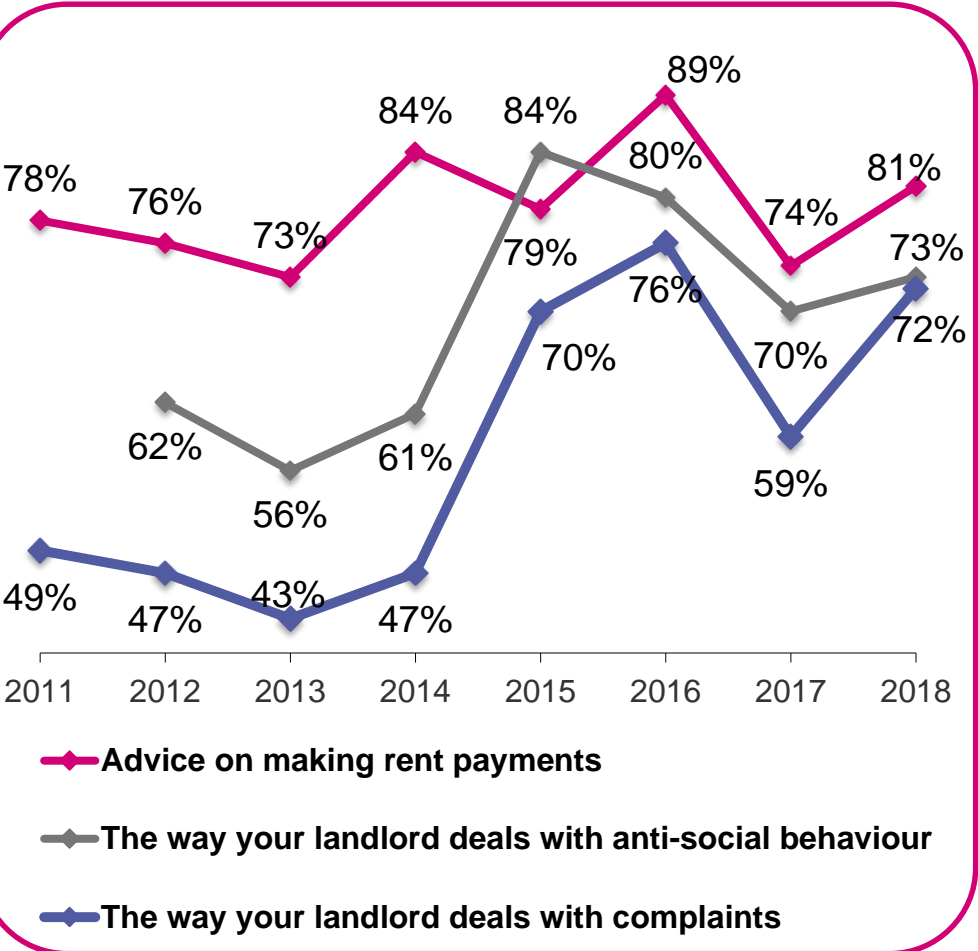


■ % dissatisfied
 ■ % satisfied

Valid sample bases: See brackets: Newham tenants.

Satisfaction with services are generally increasing; though in most cases levels are still below the peak seen in 2016

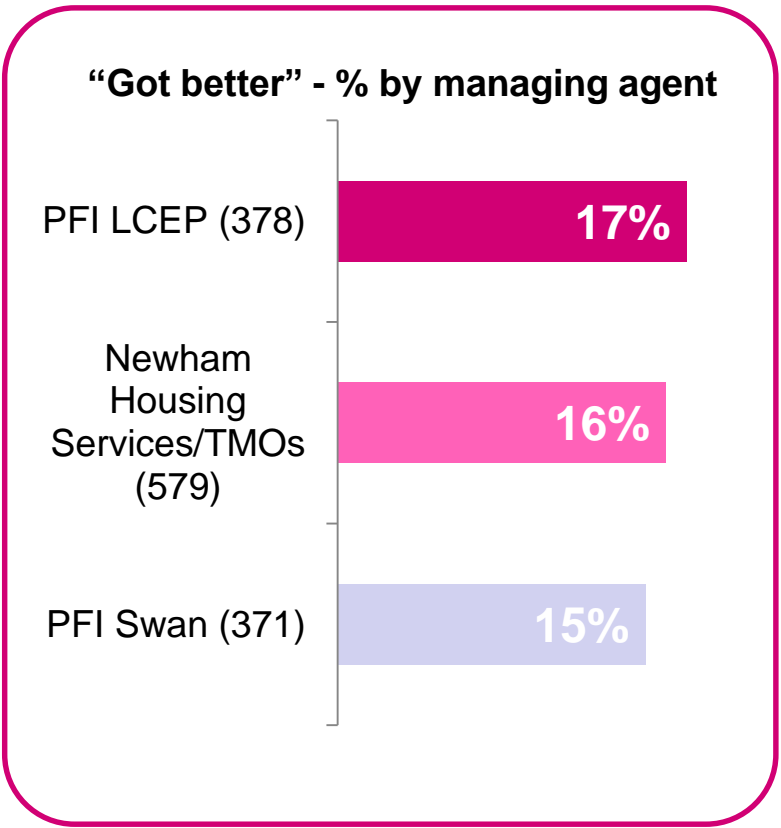
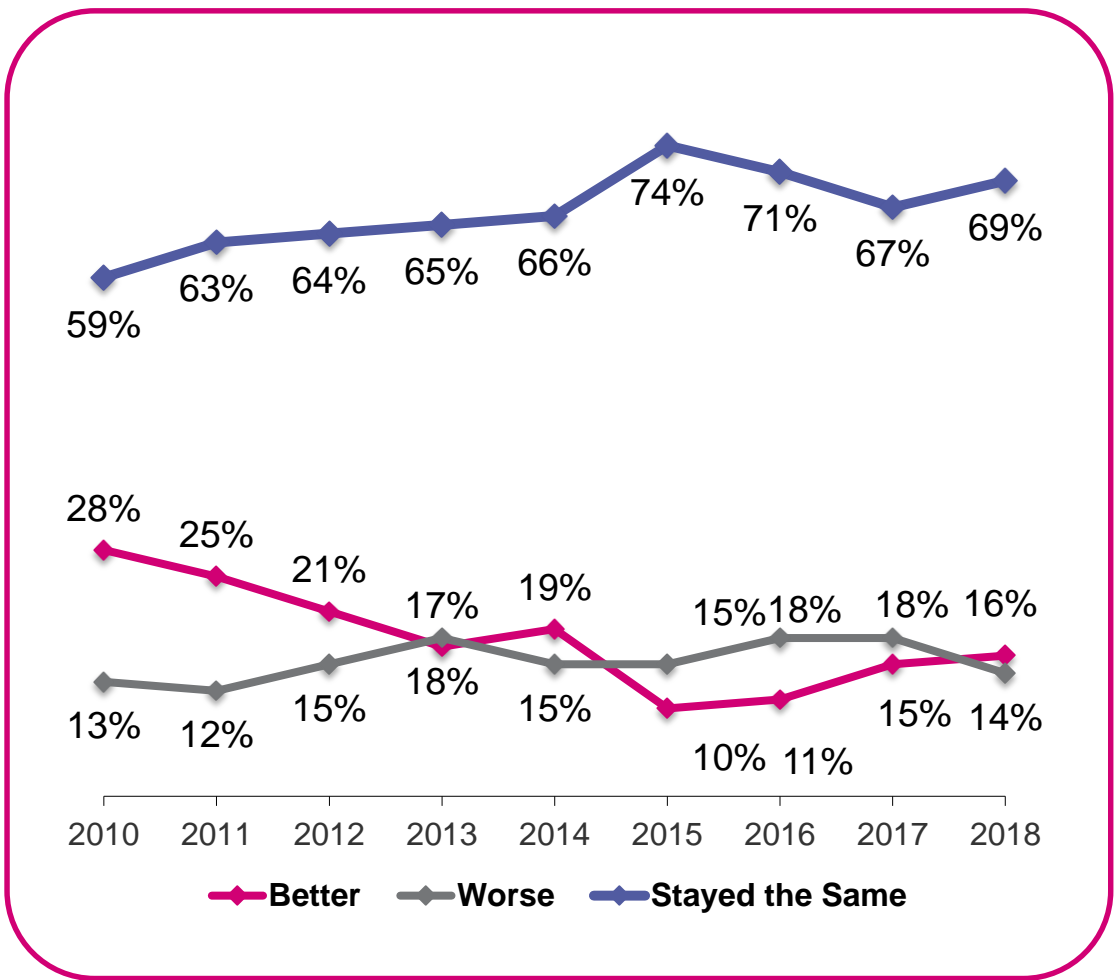
Q2. How satisfied or dissatisfied are you with the following services provided by your landlord?



Valid Sample Base: Newham tenants

Over two thirds of tenants (69%) think the service they receive from their landlord stayed the same in the last 12 months. Feeling that it has got worse decreased significantly

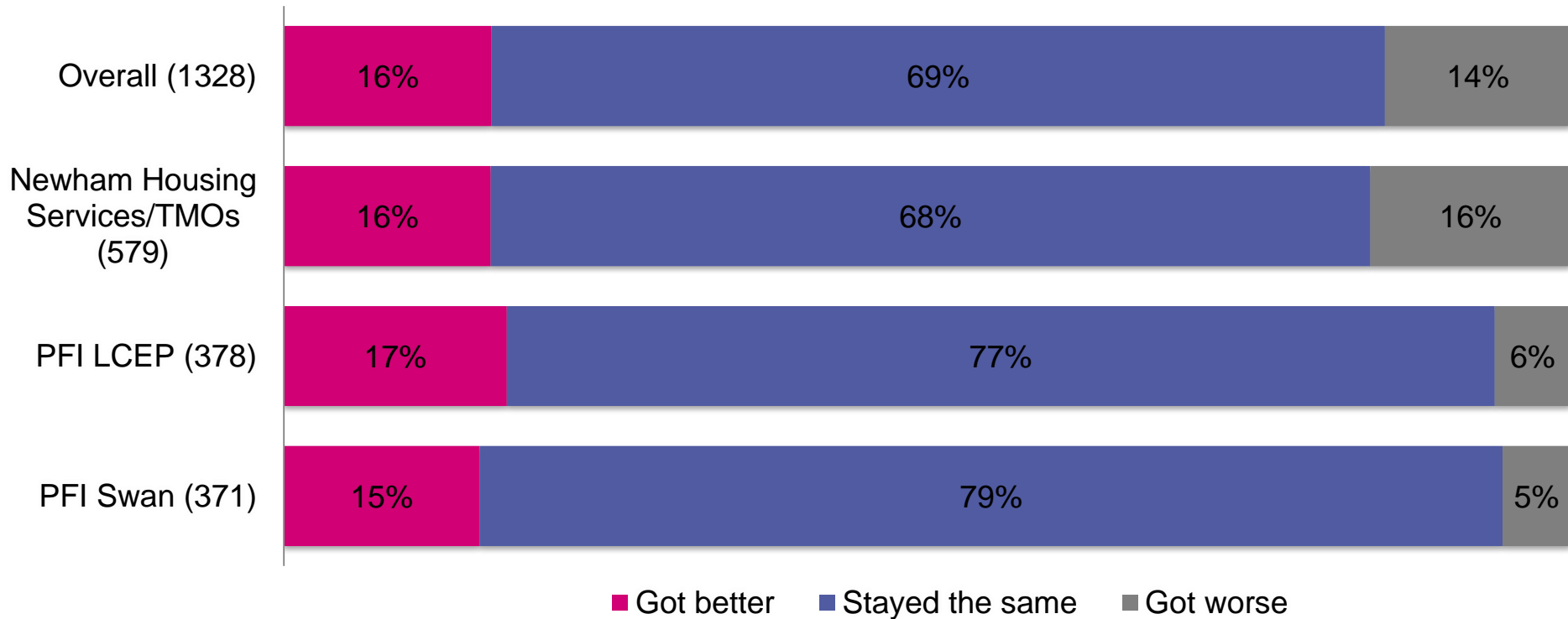
Q39. Do you think that the service you receive from your landlord has got better or worse over the last 12 months or has it stayed the same?



Valid Sample Base: 1,328 Newham tenants

Views on landlord service by managing organisation

Q39. Do you think that the service you receive from your landlord has got better or worse over the last 12 months or has it stayed the same?

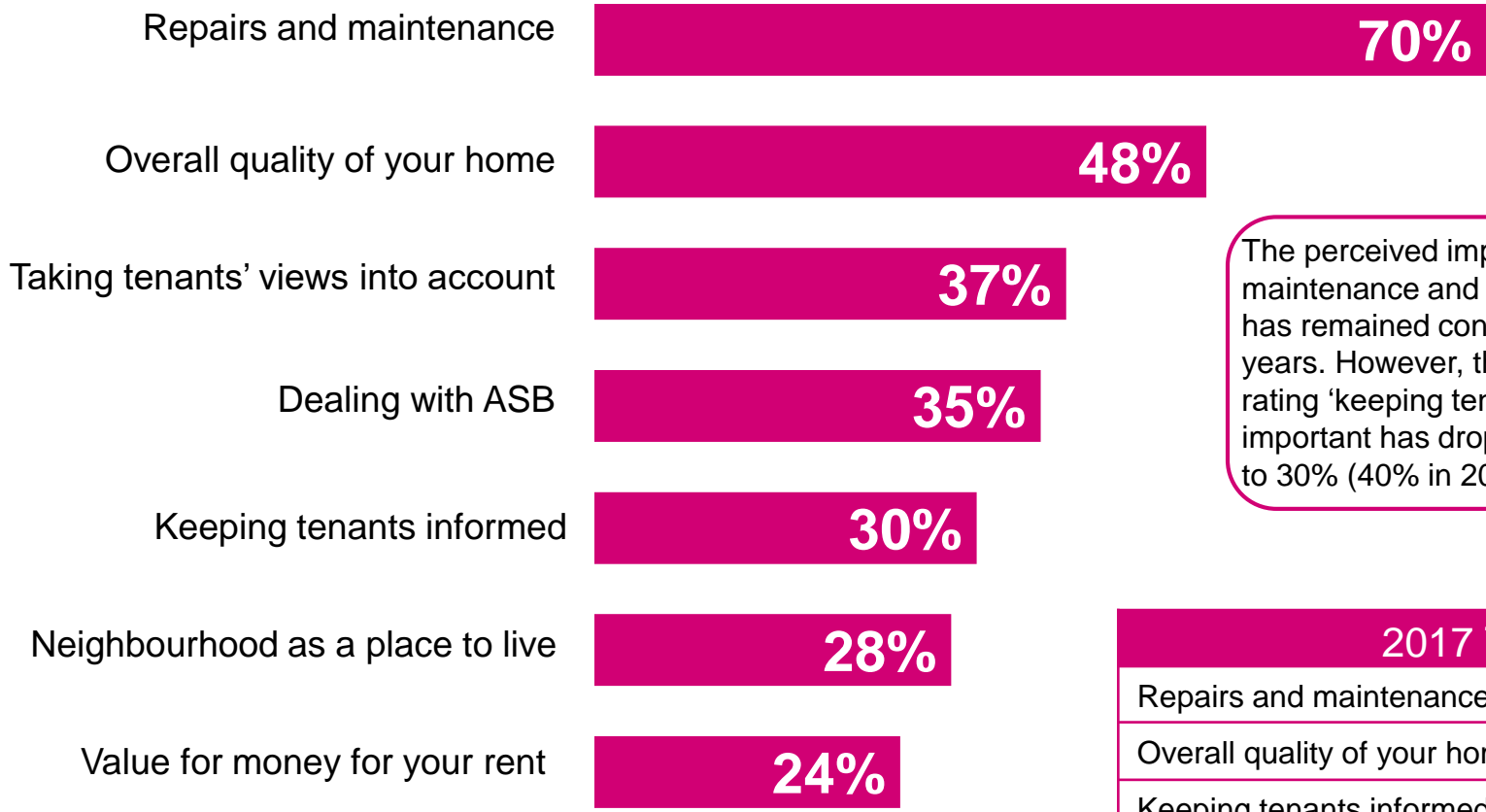


The proportion of **PFI Swan** tenants who think that the service they receive from their landlord has 'got worse' has decreased significantly since 2017 by 6 ppt, while the proportion who feel it has 'stayed the same' has increased significantly by 8 ppt.

Tenants priorities

Repairs remains the most important service aspect for tenants, followed by the quality of the home

Q5a. Of the following, which do you consider to be the THREE most important?



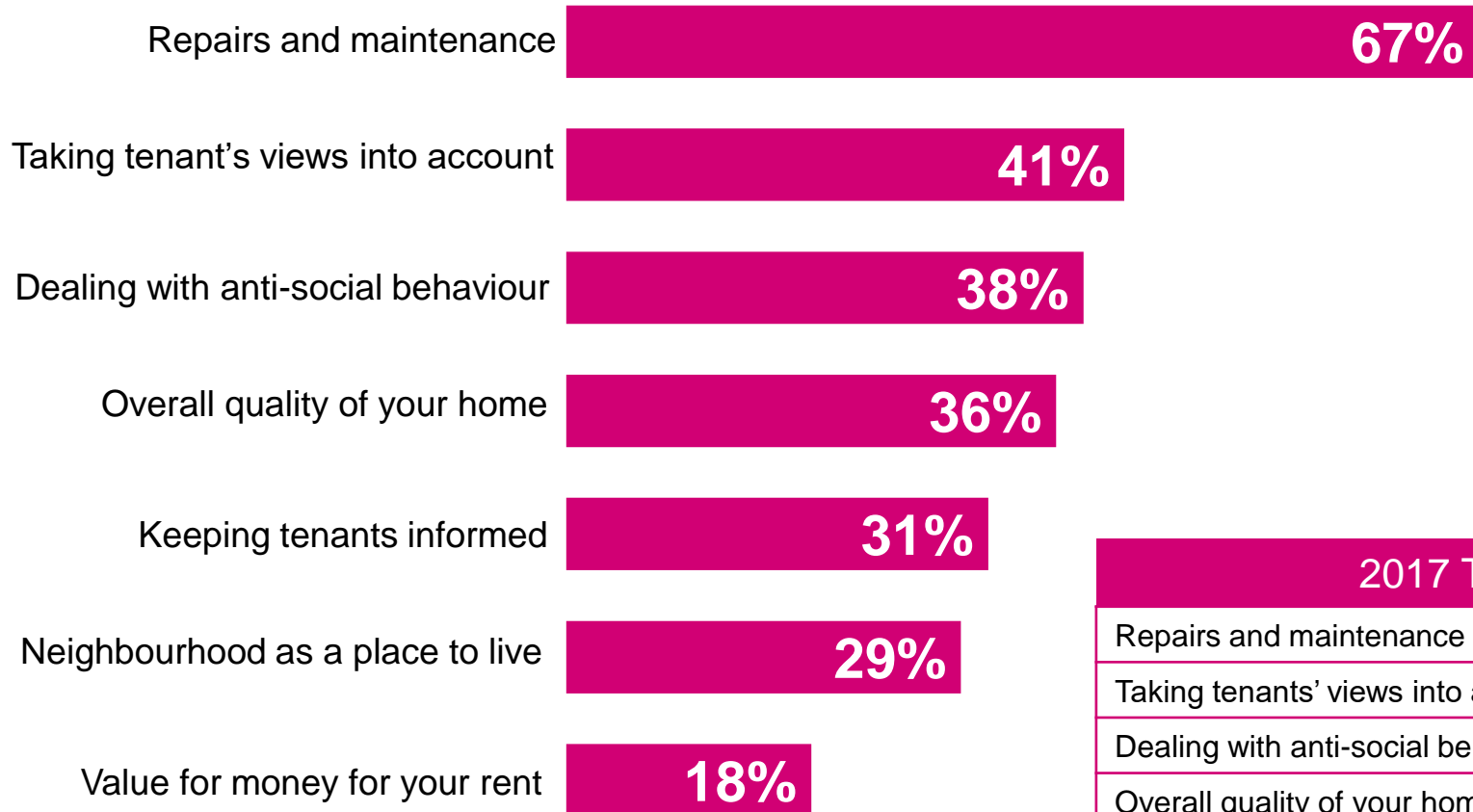
The perceived importance of repairs and maintenance and overall quality of home has remained consistent over the last 2 years. However, the proportion of tenants rating 'keeping tenants informed' as most important has dropped significantly in 2018 to 30% (40% in 2017; 39% in 2016).

2017 Top 5	
Repairs and maintenance	73%
Overall quality of your home	49%
Keeping tenants informed	40%
Taking tenants' views into account	37%
Dealing with ASB	35%

Base: 1,326 Newham tenants. NOTE: Respondents could indicate up to three aspects.

Repairs and maintenance also remains the aspect of service that tenants most consider needs improvement, further demonstrating its importance to tenants

Q5b. Of the following, which do you consider to be the THREE most in need of improvement?

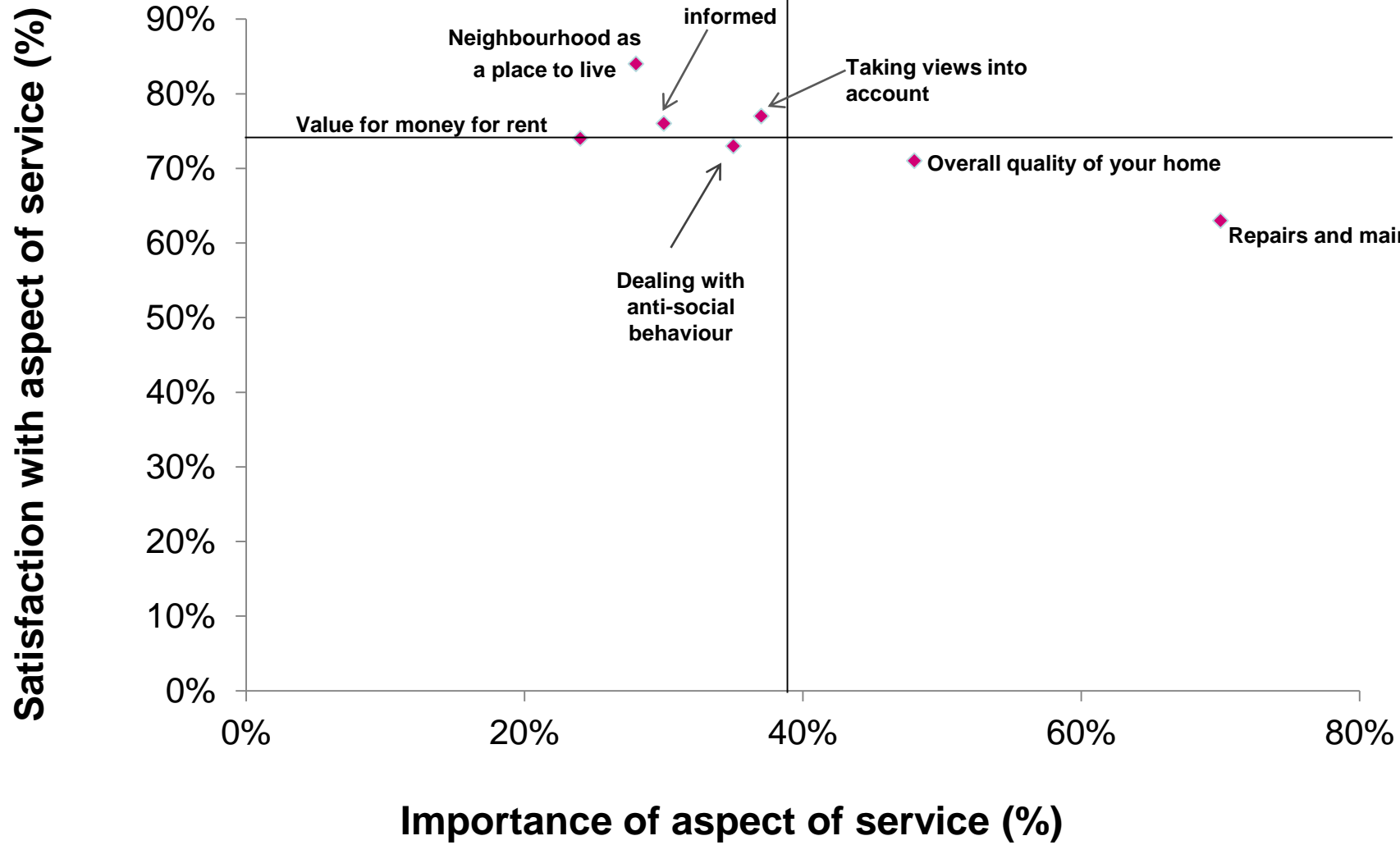


2017 Top 6	
Repairs and maintenance	61%
Taking tenants' views into account	36%
Dealing with anti-social behaviour	35%
Overall quality of your home	34%
Neighbourhood as a place to live	25%
Keeping tenants informed	24%

Base: 1,302 Newham tenants.

NOTE: Respondents could indicate up to three aspects.

Given that repairs and maintenance is the key tenant priority, improving perceptions in this area is desirable

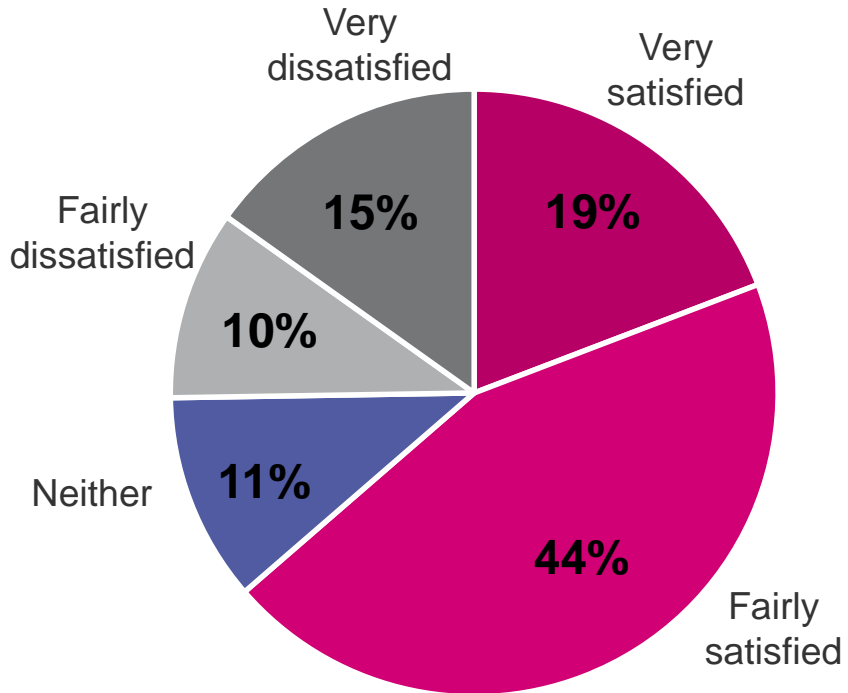


Base: All valid responses Newham tenants.

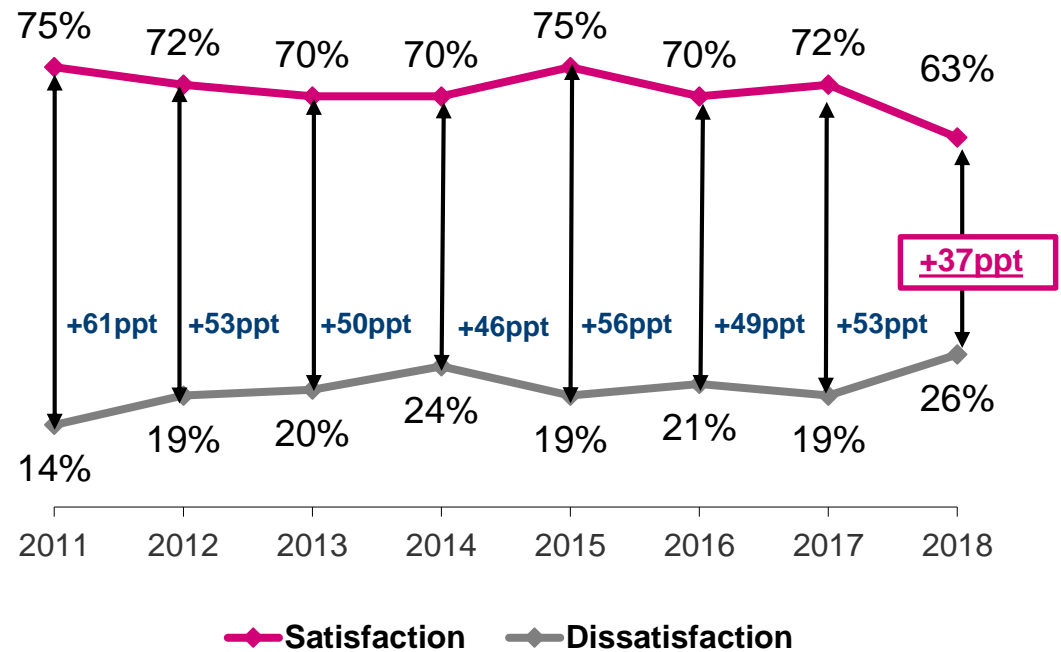
Tenants repairs and maintenance

Tenant satisfaction with the way their landlord deals with repairs and maintenance decreased significantly since 2017

Q7. Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?



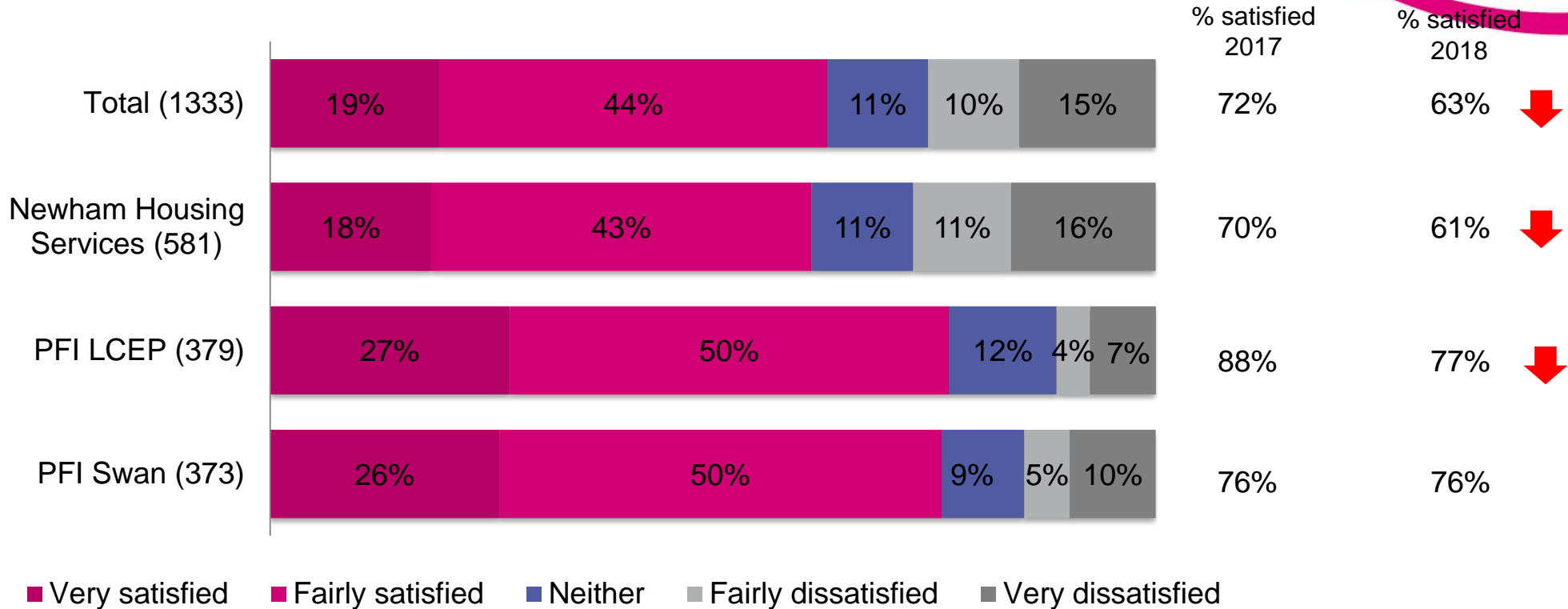
Satisfaction with repairs and maintenance over time



The proportion of tenants who state they have received a repair in the last 12 months (28%) is at its lowest level in recent years (2017 - 33%, 2016 - 50%, 2015 - 34%).

Satisfaction with repairs and maintenance by managing organisation

Q7. Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?



The significant fall in repairs satisfaction among Newham housing services tenants and PFI LCEP tenants is mainly due to a rise in those who are very dissatisfied (7 ppt increase for Newham housing services and 5 ppt increase for PFI Pinnacle since 2017).

PFI Swan saw a significant decrease in satisfaction in 2017 compared to 2016, but remained consistent in 2018.

The reasons given for dissatisfaction with repairs and maintenance are mostly concerned with outstanding issues and the length of the repairs process

Q8. Why do you say that? (those dissatisfied with the way their landlord deals with repairs and maintenance)



2017 Top 5	
Issues are outstanding/not dealing with issues	52%
Take too long to do repairs	27%
Job was left partially complete/poor quality of repair	19%
Poor customer service	18%
Having to call several times	11%

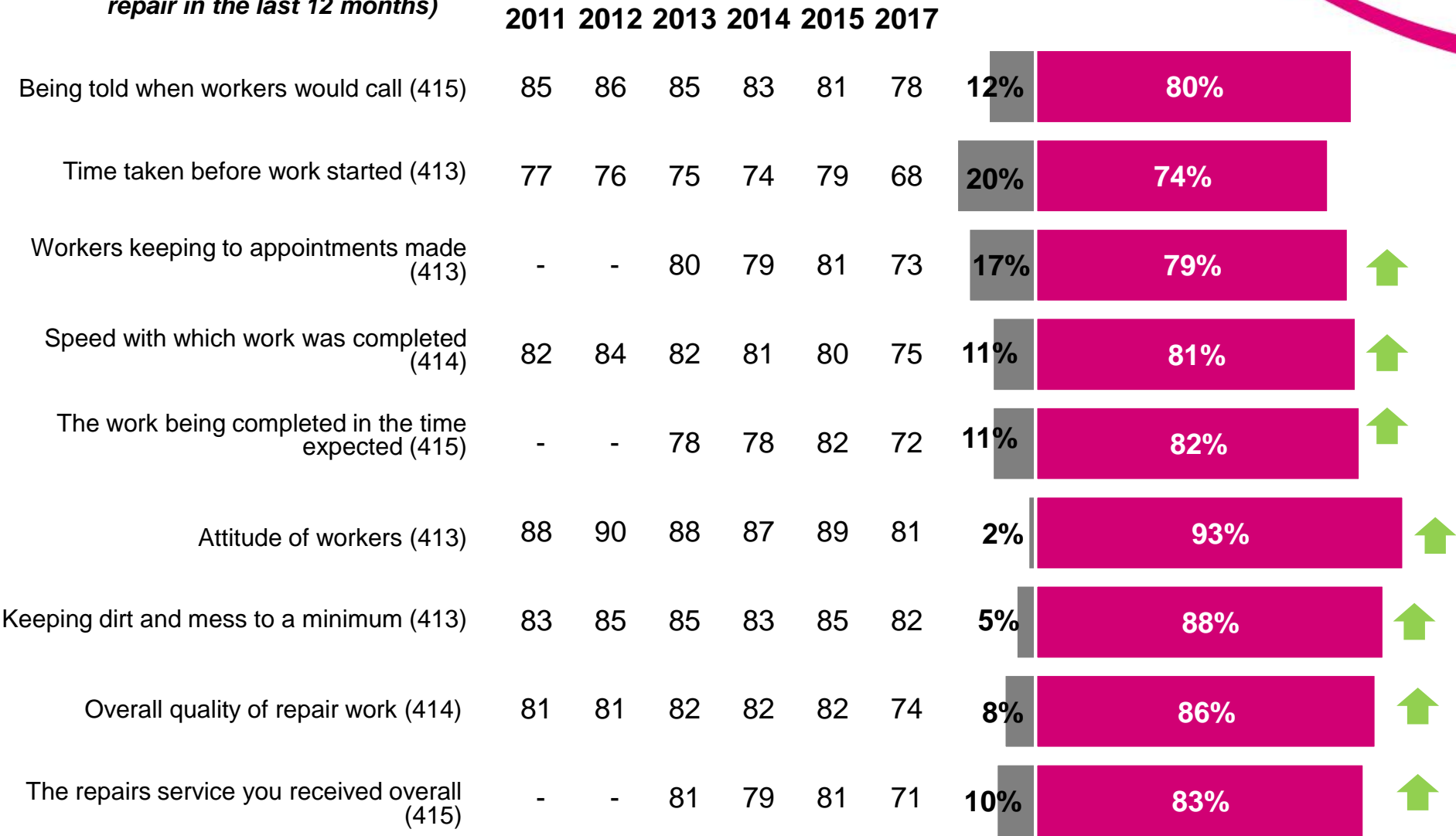
* Comparisons with 2017 should be treated with caution owing to differences in the coding frame used.

Base: 252 Newham tenants.

All aspects of the repairs experience are rated positively and views of the service overall have significantly improved since 2017



Q11. Thinking about your last completed repair, how would you rate it in terms of. .? (those who have had a repair in the last 12 months)



Base: All valid responses (base sizes in brackets), Newham tenants. Question not asked in 2016.

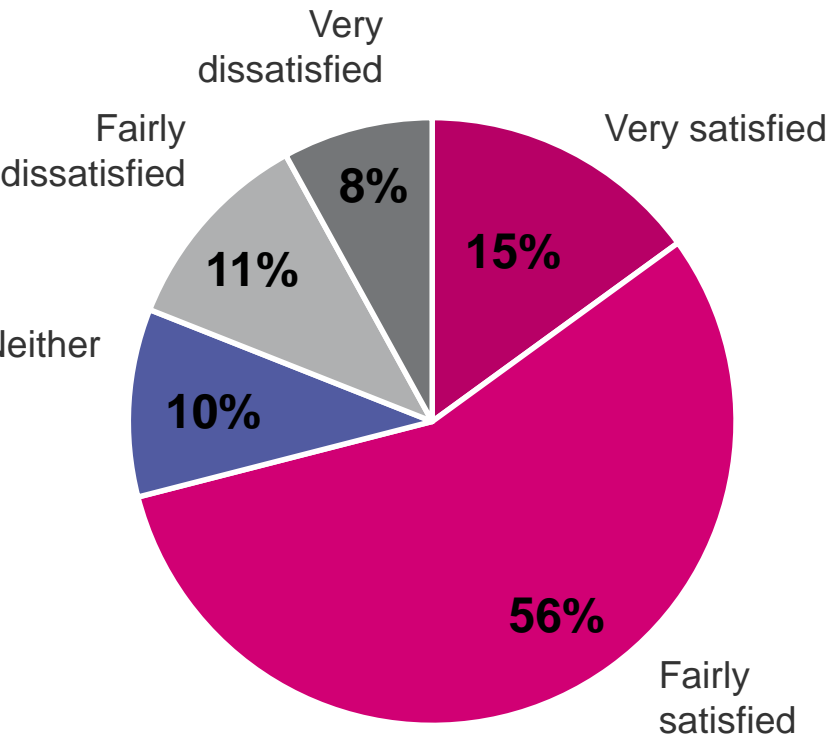
■ % Poor ■ % Good

Tenants

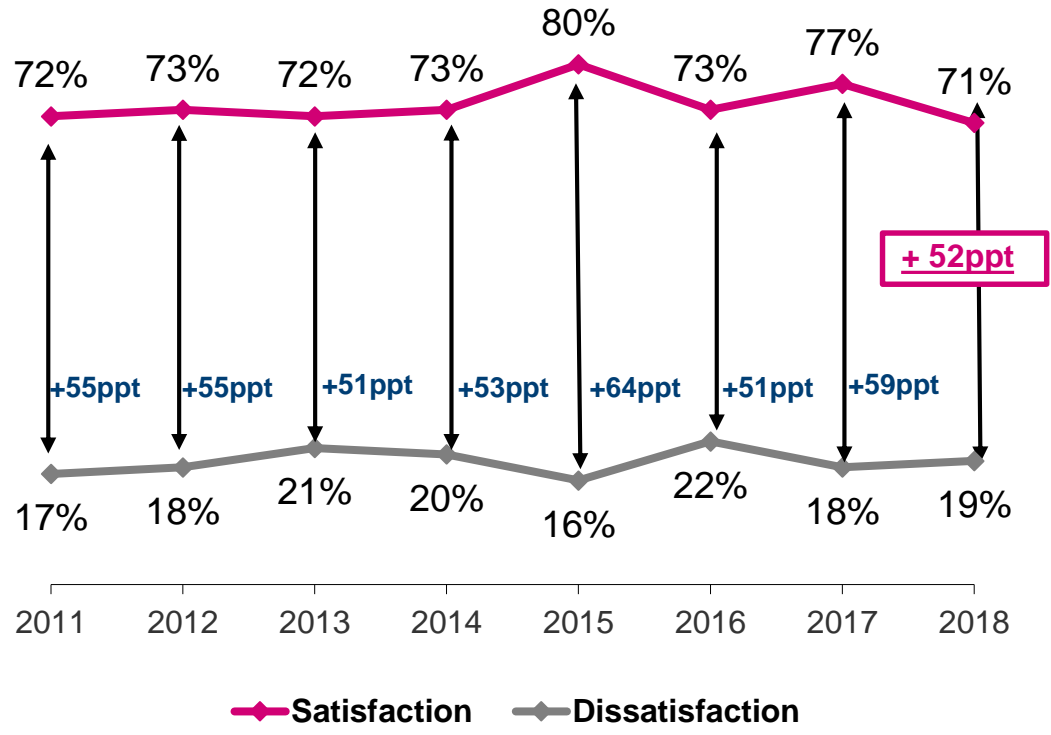
Home and neighbourhood

Proportion of tenants satisfied with the general condition of their property has fallen back to 2016 levels

Q3A. Overall, how satisfied or dissatisfied are you with the following? The general condition of this property



Satisfaction with general condition of property over time

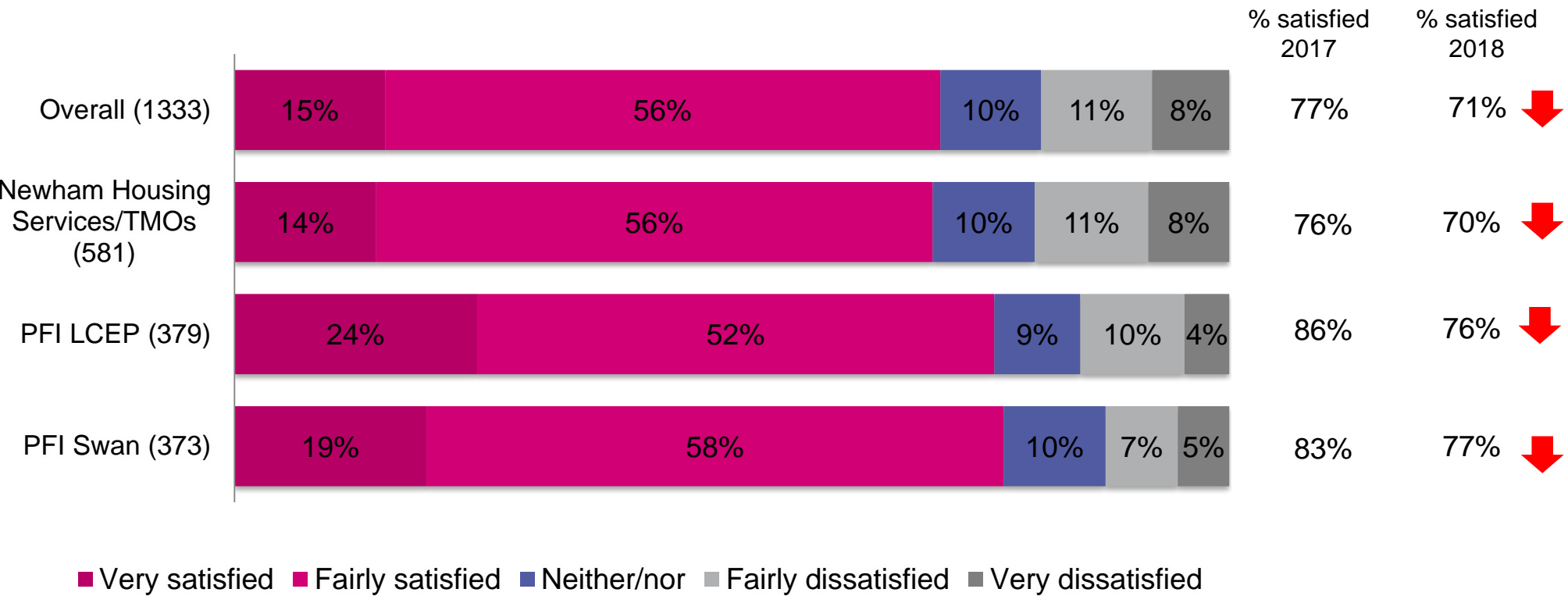


Tenants living in Manor Park (35%) and Royal Docks (43%) are significantly more likely to express dissatisfaction with the condition of their property than overall (19%). Those who pay higher rent/service charges, have larger properties and those who had repairs in the last 12 months are significantly more likely to be dissatisfied with property condition.

Base: 1,333 Newham tenants.

Satisfaction with general property condition by managing organisation

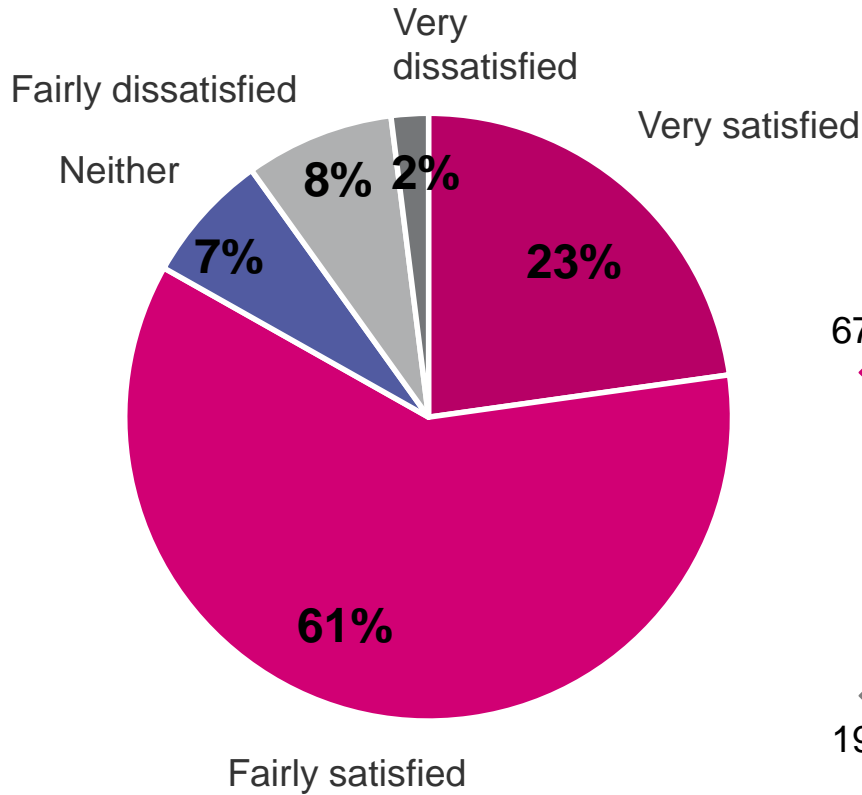
Q3A. Overall, how satisfied or dissatisfied are you with the following? The general condition of this property



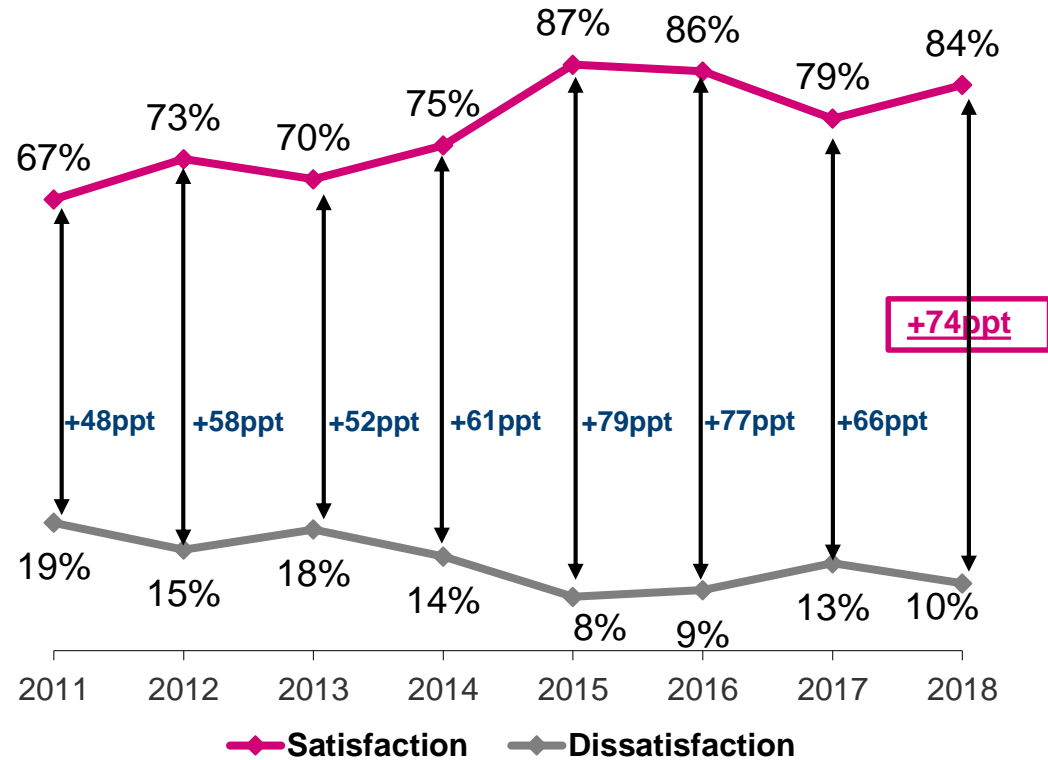
Base: See brackets; Newham tenants.

Tenant satisfaction with their neighbourhood as a place to live has increased significantly since 2017 to 84%

Q3C. Overall, how satisfied or dissatisfied are you with the following? The neighbourhood as a place to live



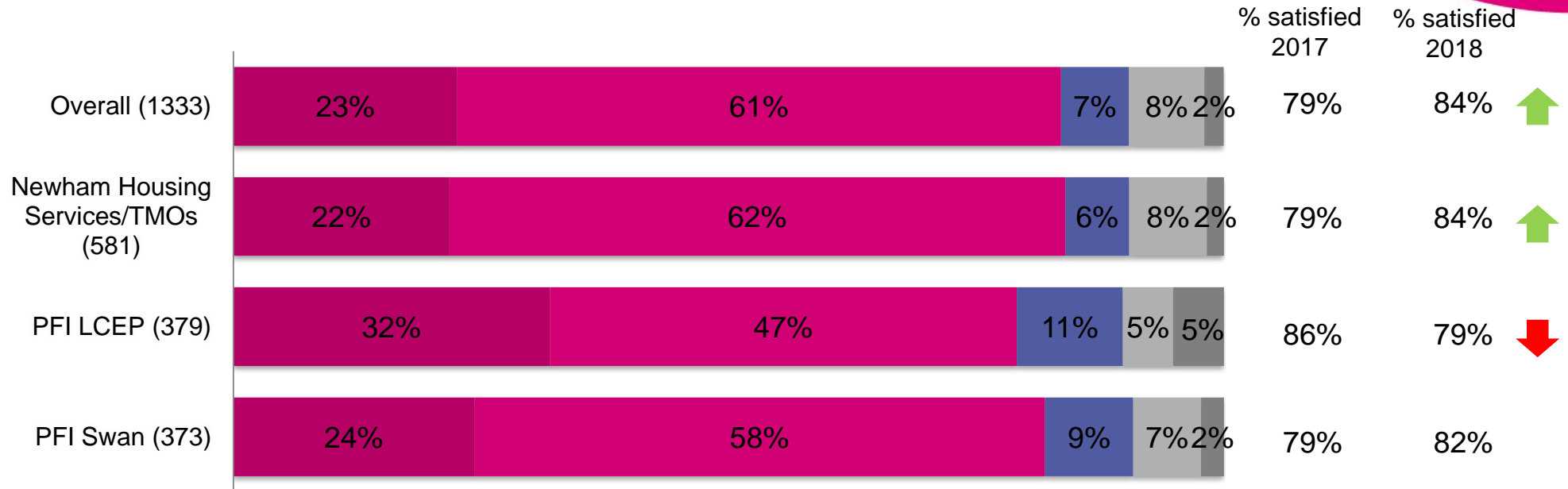
Satisfaction with the neighbourhood over time



Base: 1,333 Newham tenants

Satisfaction with neighbourhood as a place to live by managing organisation

Q3C. Overall, how satisfied or dissatisfied are you with the following? The neighbourhood as a place to live



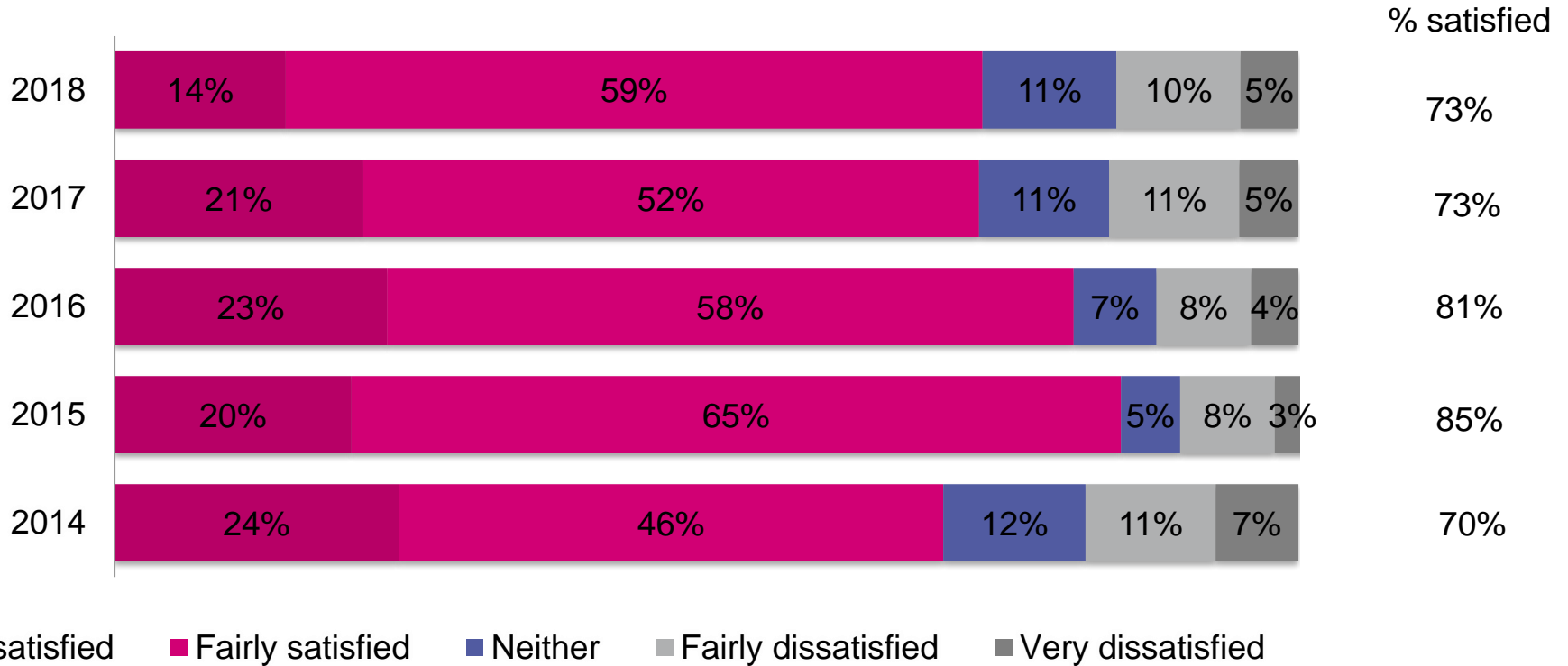
■ Very satisfied
 ■ Fairly satisfied
 ■ Neither/nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

There has been a significant increase in neighbourhood satisfaction among Newham housing services/TMO tenants but a significant drop in neighbourhood satisfaction among PFI LCEP tenants.

Base: See brackets; Newham tenants.

73% of tenants are satisfied with the safety of their neighbourhood, in-line with 2017 but down significantly by 8-percentage points from 2016 and 12-percentage points since 2015.

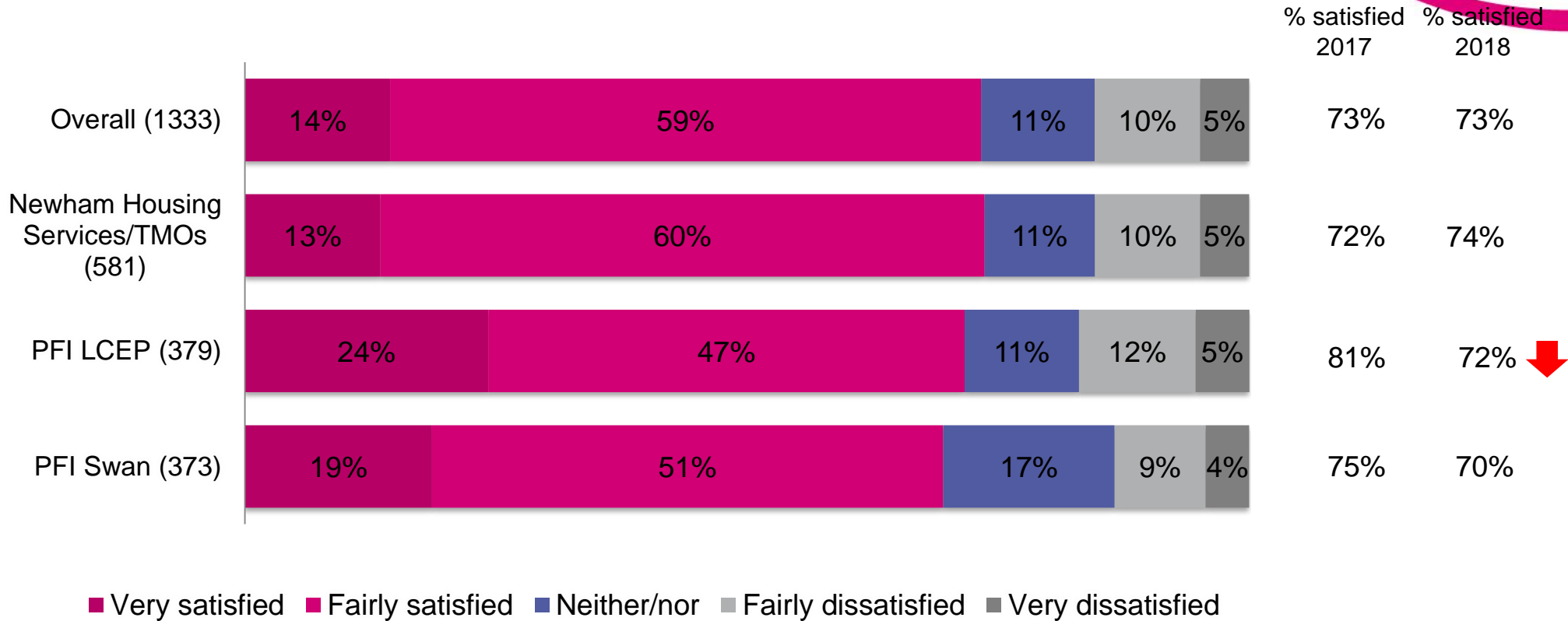
Q3B. Overall, how satisfied or dissatisfied are you with the safety of your neighbourhood?



Base: 1,333 Newham tenants.

Satisfaction with neighbourhood safety by managing organisation

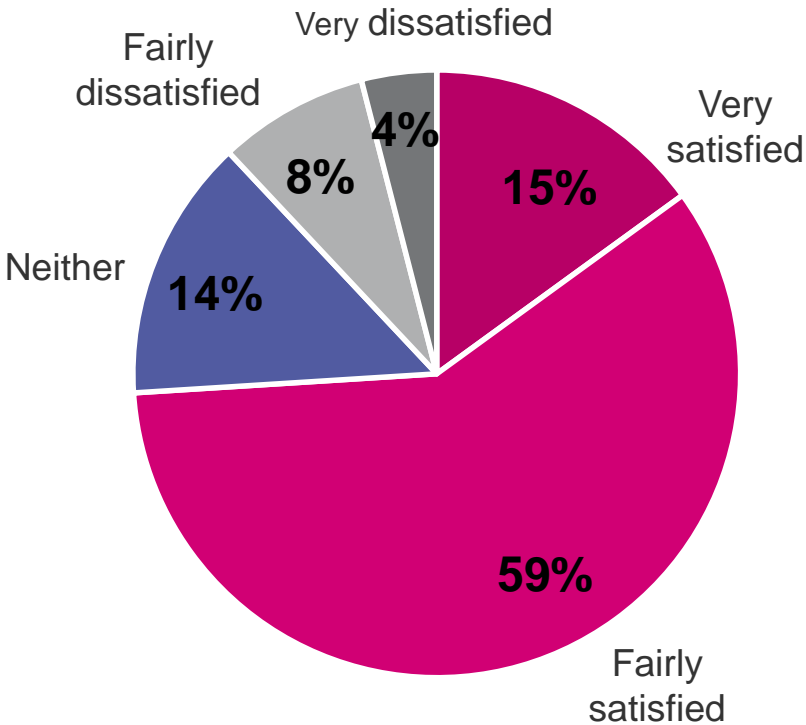
Q3B. Overall, how satisfied or dissatisfied are you with the safety of your neighbourhood?



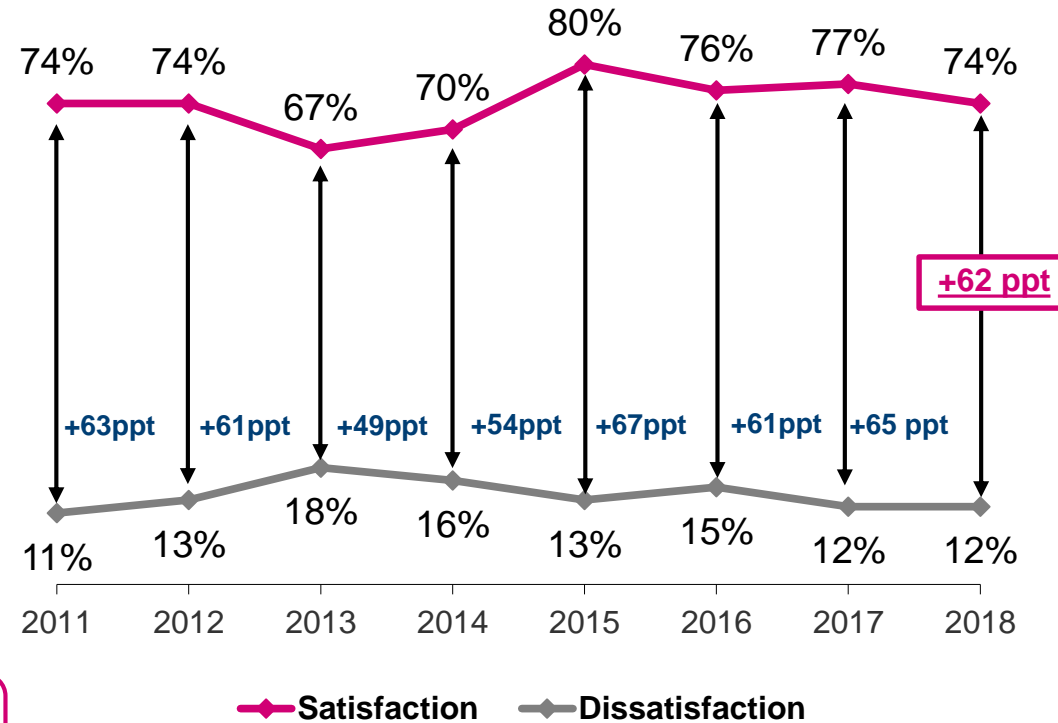
Base: See brackets; Newham tenants.

74% of tenants are satisfied with the value for money of their rent. Satisfaction levels have been following a slow negative trend since the peak seen in 2015

Q3E. Overall, how satisfied or dissatisfied are you with the following? The value for money for your rent



Satisfaction with value for money of rent over time

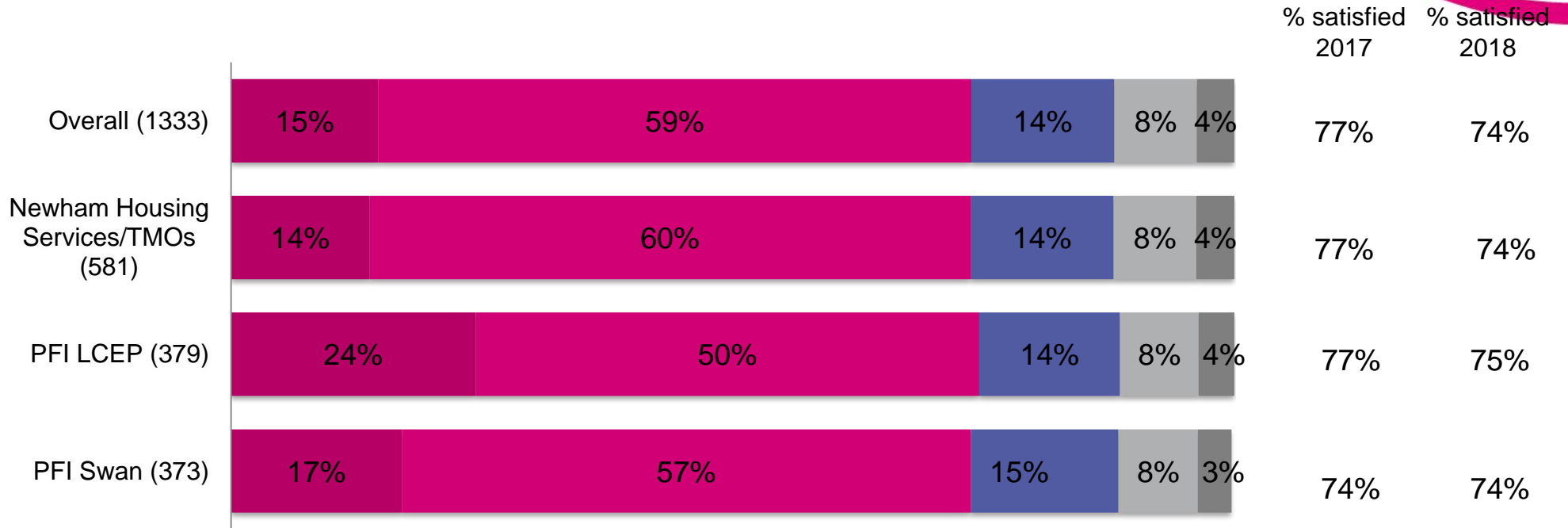


Recipients of housing benefits are significantly more likely to be satisfied with the value for money their rent represents (78%) than tenants who do not receive housing benefits (69%).

Base: 1,333 Newham tenants.

Satisfaction with value for money of rent by managing organisation

Q3E. Overall, how satisfied or dissatisfied are you with the following? The value for money for your rent

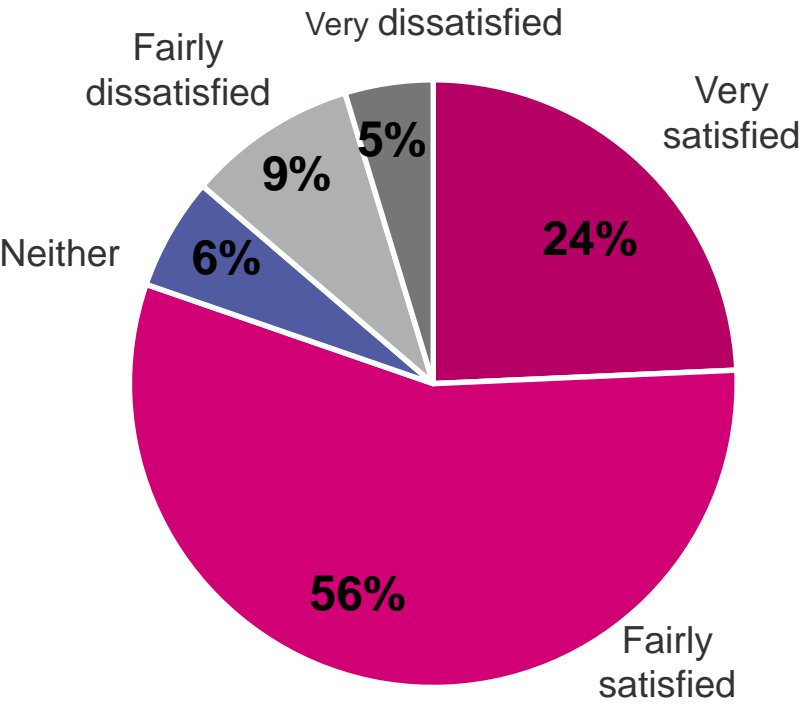


■ Very satisfied
 ■ Fairly satisfied
 ■ Neither/nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

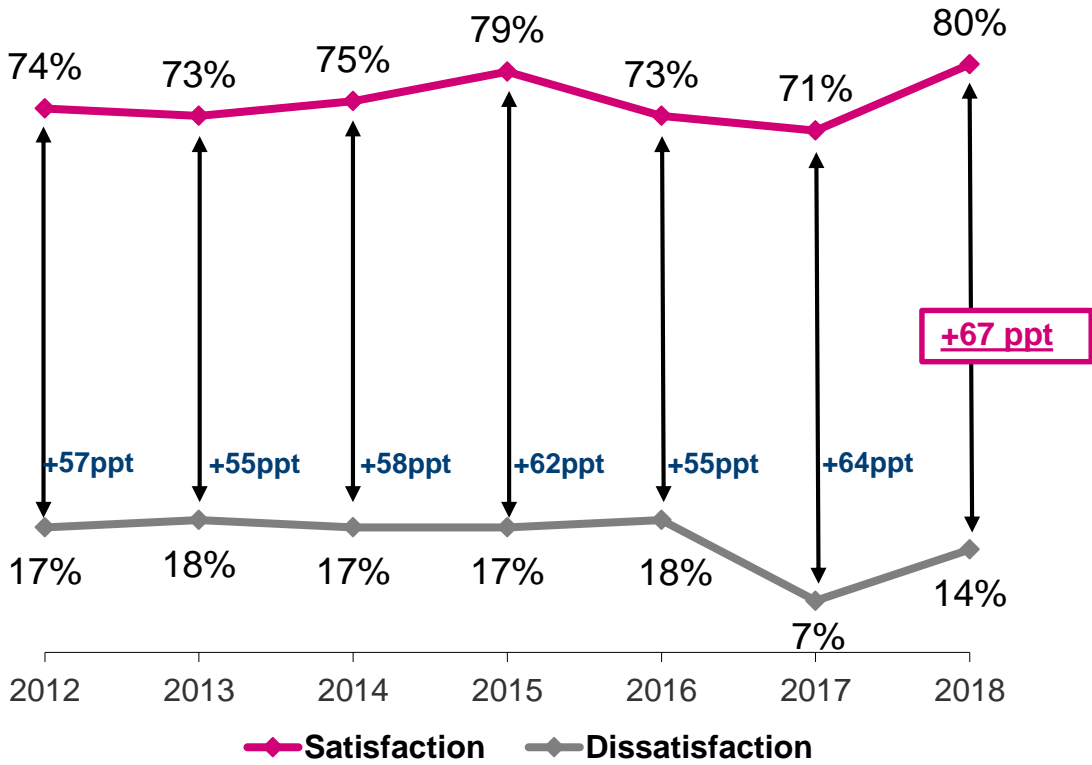
Base: See brackets; Newham tenants.

80% of tenants who receive caretaking services are satisfied with the caretaking service in their block - the highest level in 7 years

Q20. How satisfied or dissatisfied are you with the caretaking service in your block overall? (those who receive caretaking services)



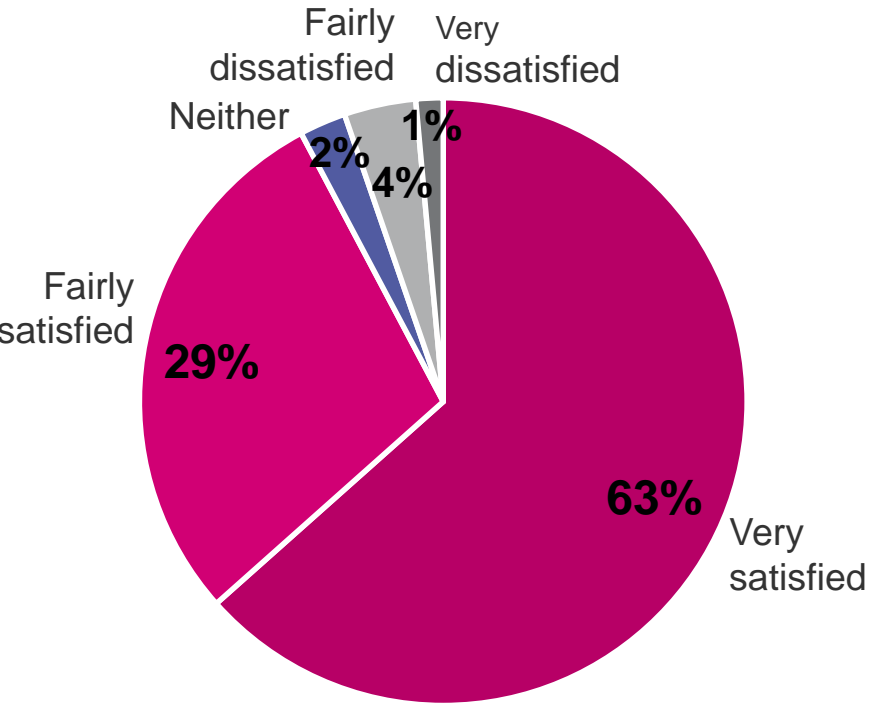
Satisfaction with caretaking service over time



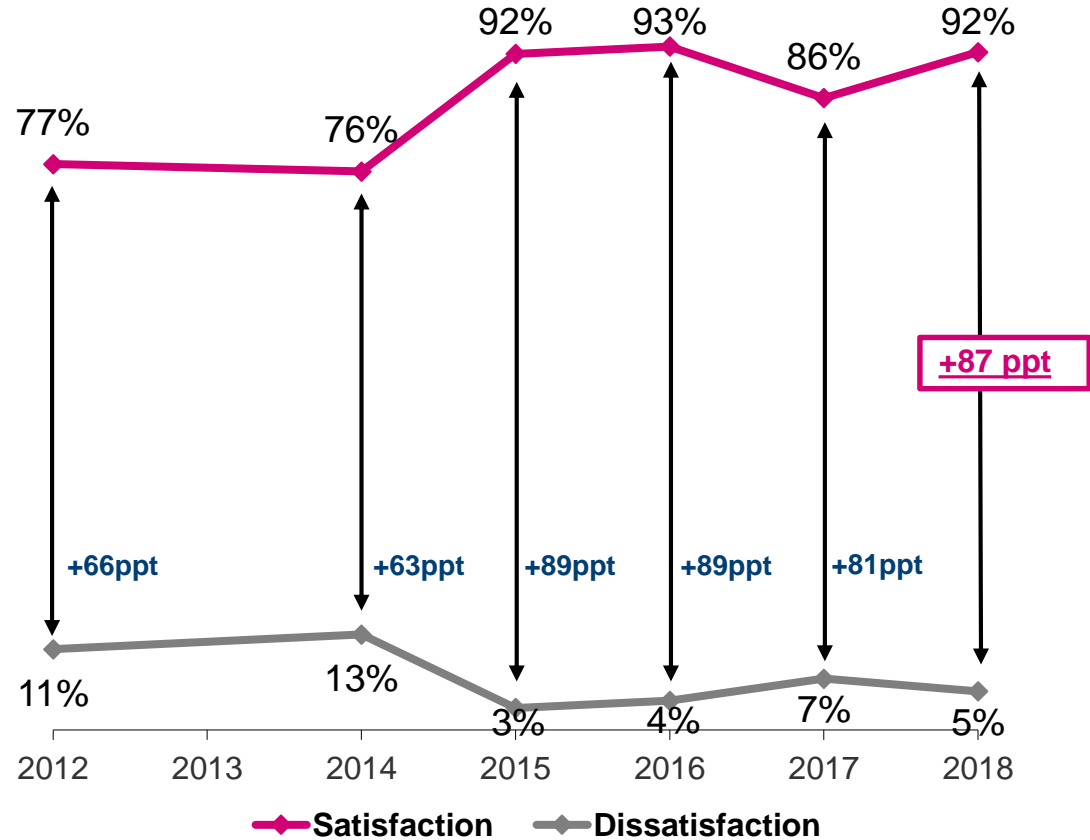
Base: All valid responses 867, Newham tenants.

92% of tenants who have a concierge service are satisfied with it and just 5% are dissatisfied

Q22D. How satisfied or dissatisfied are you with your concierge service overall?
 (where tenants indicate they have a concierge)



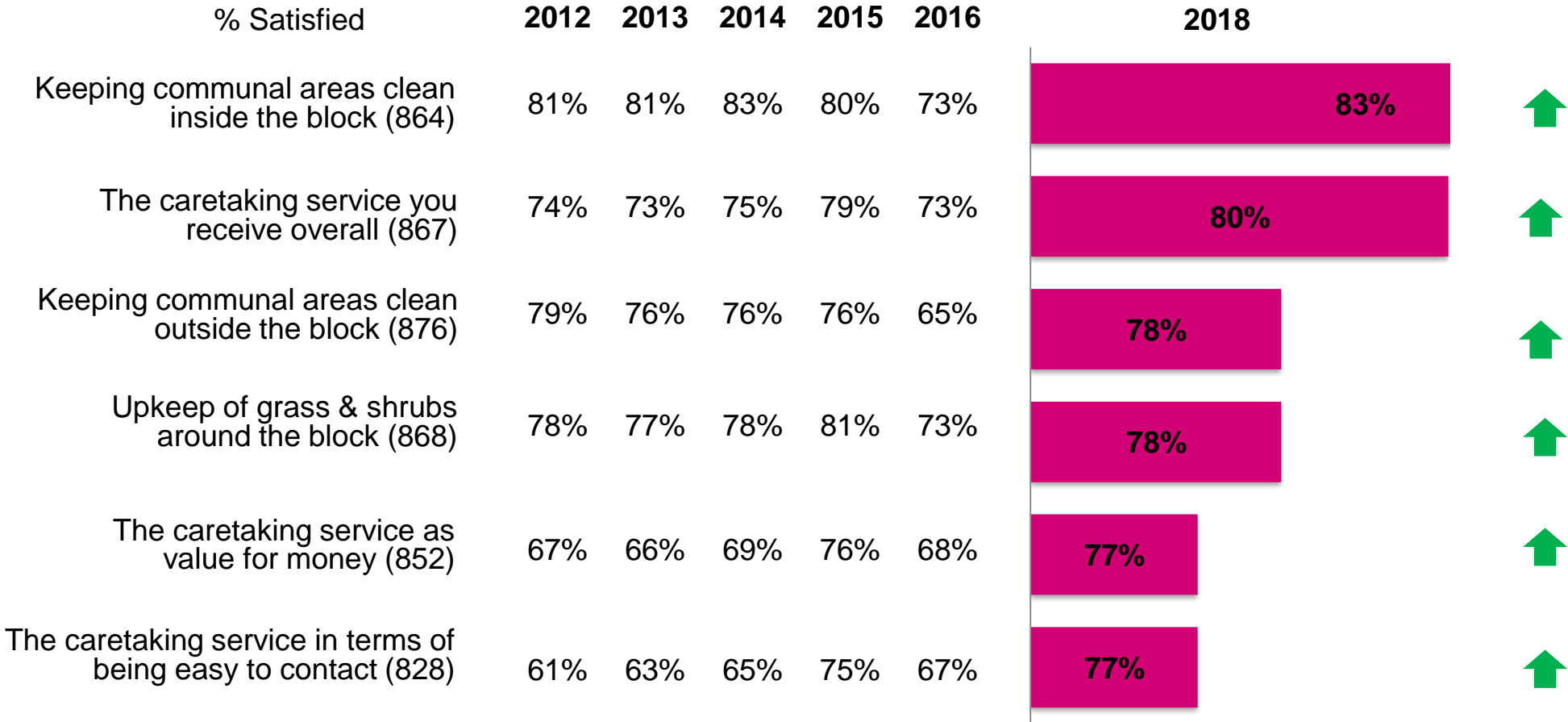
Satisfaction with concierge service over time



Base: All valid responses 59, Newham tenants.
 Not asked in 2013.

The majority of tenants are satisfied with all six aspects of the caretaking service.

Q20. How satisfied or dissatisfied are you with the caretaking service in your block on the following aspects? (those who receive caretaking services)



Base: All valid responses (base sizes in brackets), Newham tenants. Note questions NOT asked in 2017.

Satisfaction with concierge services remains very high among tenants who have such a service

Q22. How satisfied or dissatisfied are you with the service in your block on the following aspects? (where tenants indicate they have a concierge)

% satisfied	2012	2014	2015	2016	2018
The security the concierge provides (58)	79%	79%	94%	91%	94%
The concierge service overall (59)	77%	76%	92%	93%	92%
The concierge service as value for money (59)	69%	76%	91%	85%	92%
Ease of contacting the concierge (59)	81%	83%	96%	91%	90%

Base: All valid responses (base sizes in brackets), Newham tenants. Note questions NOT asked in 2017

*Due to the small sample size at this question there is no evidence of significant variations in satisfaction year on year.

Tenants

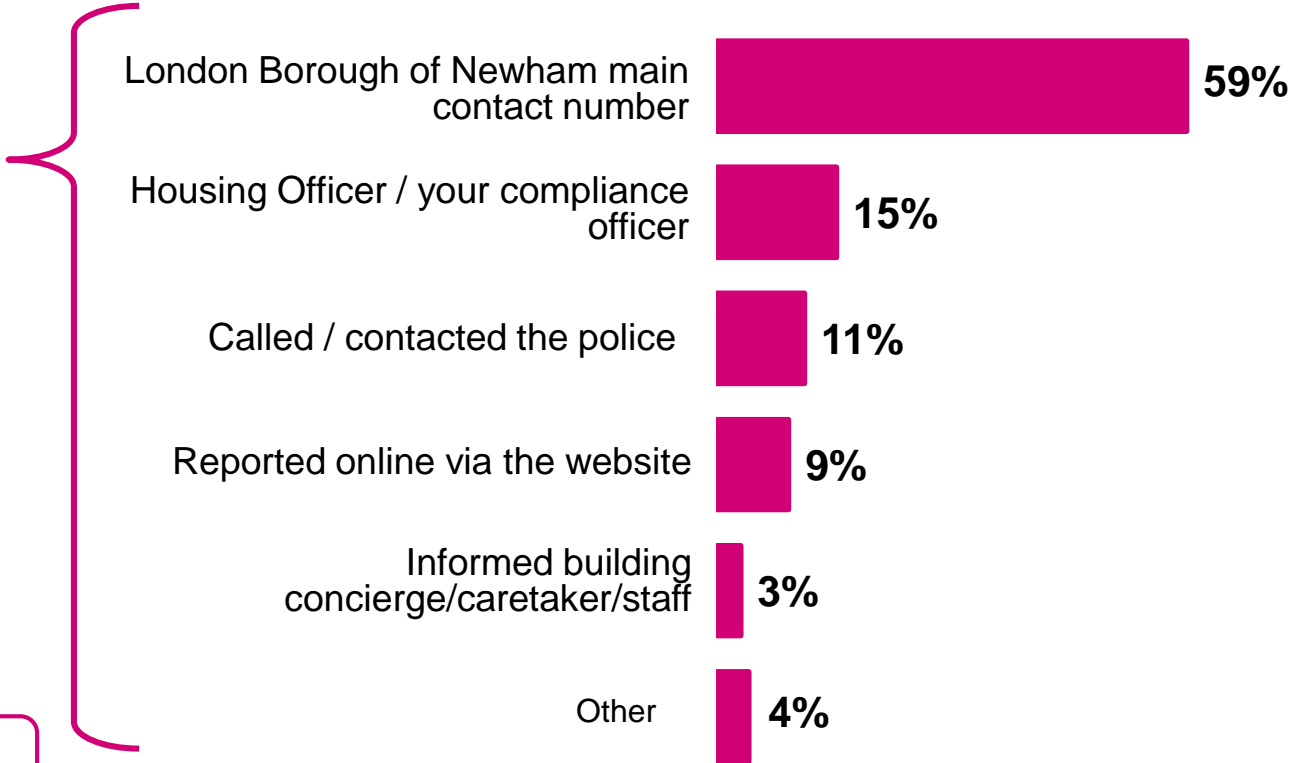
Anti-social behaviour and neighbourhood issues

Reporting of ASB has fallen significantly since 2016 and now at lowest level in recent years

Q13. Have you reported any anti-social behaviour to your landlord in the last 12 months? (1,332)

Q14. How did you report the anti-social behaviour incident you encountered? (91)

Reported ASB	% "yes"
2018	5
2016	8
2015	6
2014	14
2013	15
2012	13
2011	15



The proportion reporting ASB to their landlord rises to 10% among PFI Swan tenants.

Base: All responses (base sizes in brackets), Newham tenants. NOTE: questions not asked in 2017.

Three fifths (62%) of those who contacted their landlord about ASB indicated the landlord was not able to deal with the problem and they have raised the issue previously

Q15. Was getting hold of the right person...? (91)

	2011	2012	2013	2014	2015	2016	2018
Easy	44%	39%	33%	33%	58%	67%	50%
Difficult	42%	47%	39%	38%	35%	22%	40%

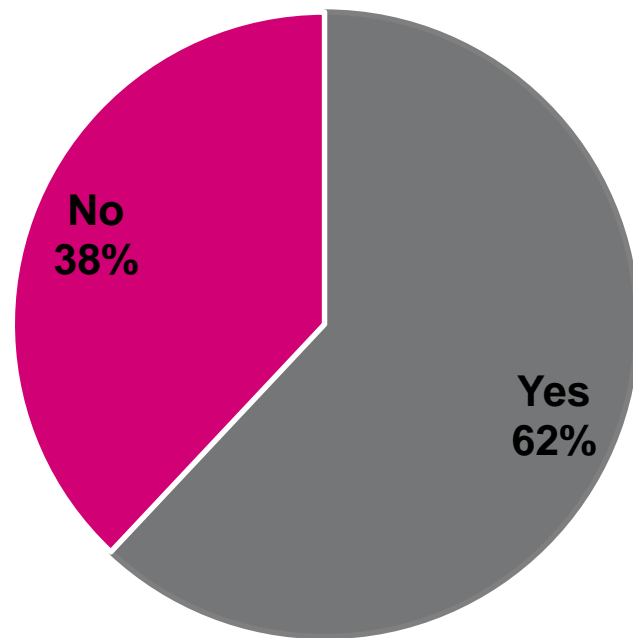
Q16. Did you find the staff...? (88)

	2011	2012	2013	2014	2015	2016	2018
Helpful	59%	45%	49%	54%	55%	48%	34%
Unhelpful	20%	32%	22%	25%	27%	39%	32%

Q17. And were they...? (90)

	2011	2012	2013	2014	2015	2016	2018
Able to deal with the problem	43%	32%	33%	37%	41%	41%	29%
Unable to deal with the problem	41%	51%	39%	43%	51%	51%	62%

Q18. Have you had to raise the issue of the same anti-social behaviour in the last 12 months? (91)

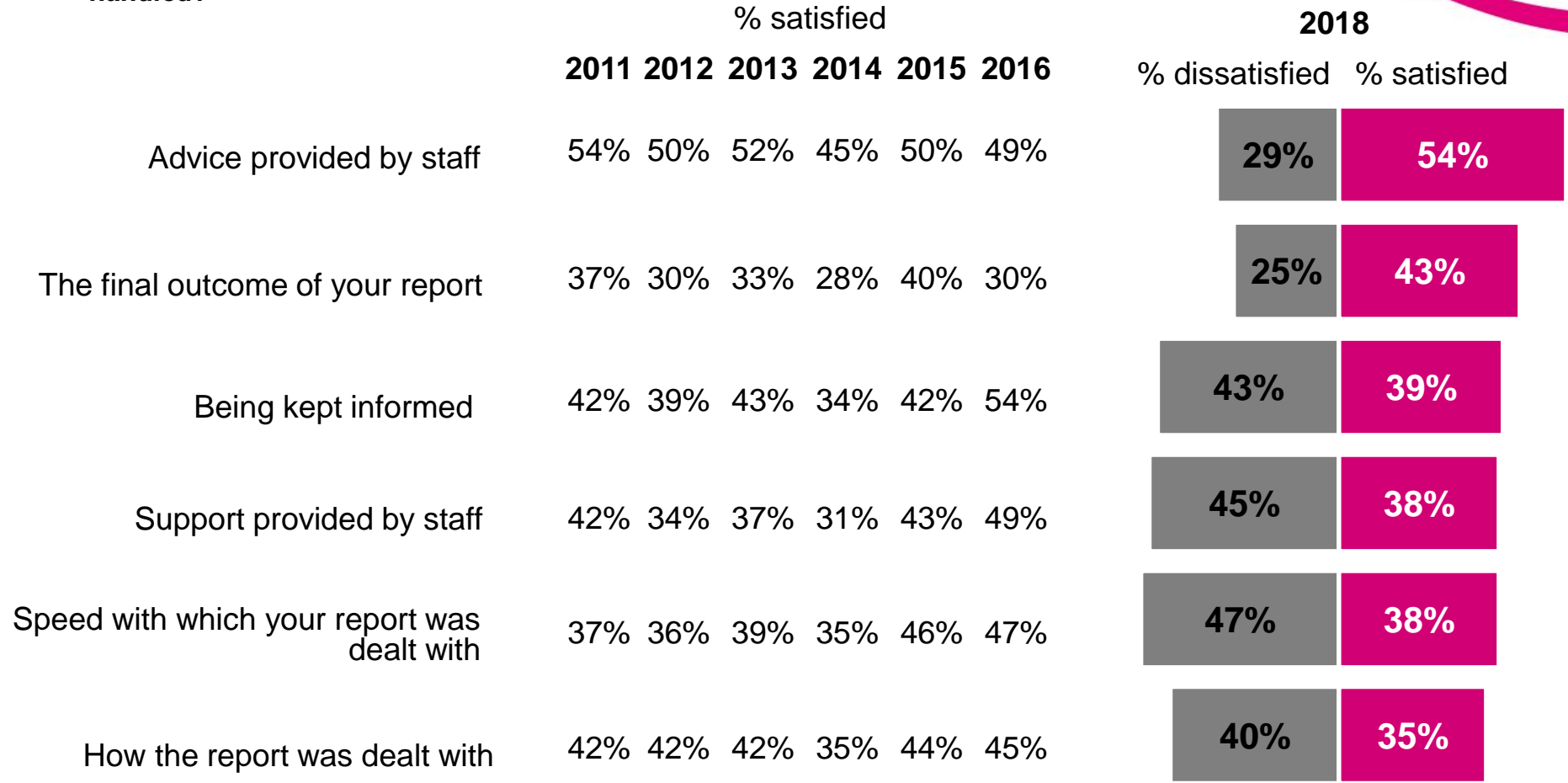


In 2016, 53% reported they had to raise the issue of the same ASB in the last 12 months (though this is not significantly different to 2018 due to low base sizes).

Base: All responses (base sizes in brackets), Newham tenants. NOTE: questions not asked in 2017.

More tenants are dissatisfied than satisfied with being kept informed about their ASB report, support provided by staff and the speed with which their report was dealt with*

Q19. *How satisfied or dissatisfied were you with the following aspects of how your report was handled?*



*Due to the small sample size at this question there is no evidence of significant variations in satisfaction year on year.

Base: 91 Newham tenants. NOTE: questions not asked in 2017.

A minority of all tenants identify four key neighbourhood issues as a problem, and fewer identify them as a problem in 2018 than 2017

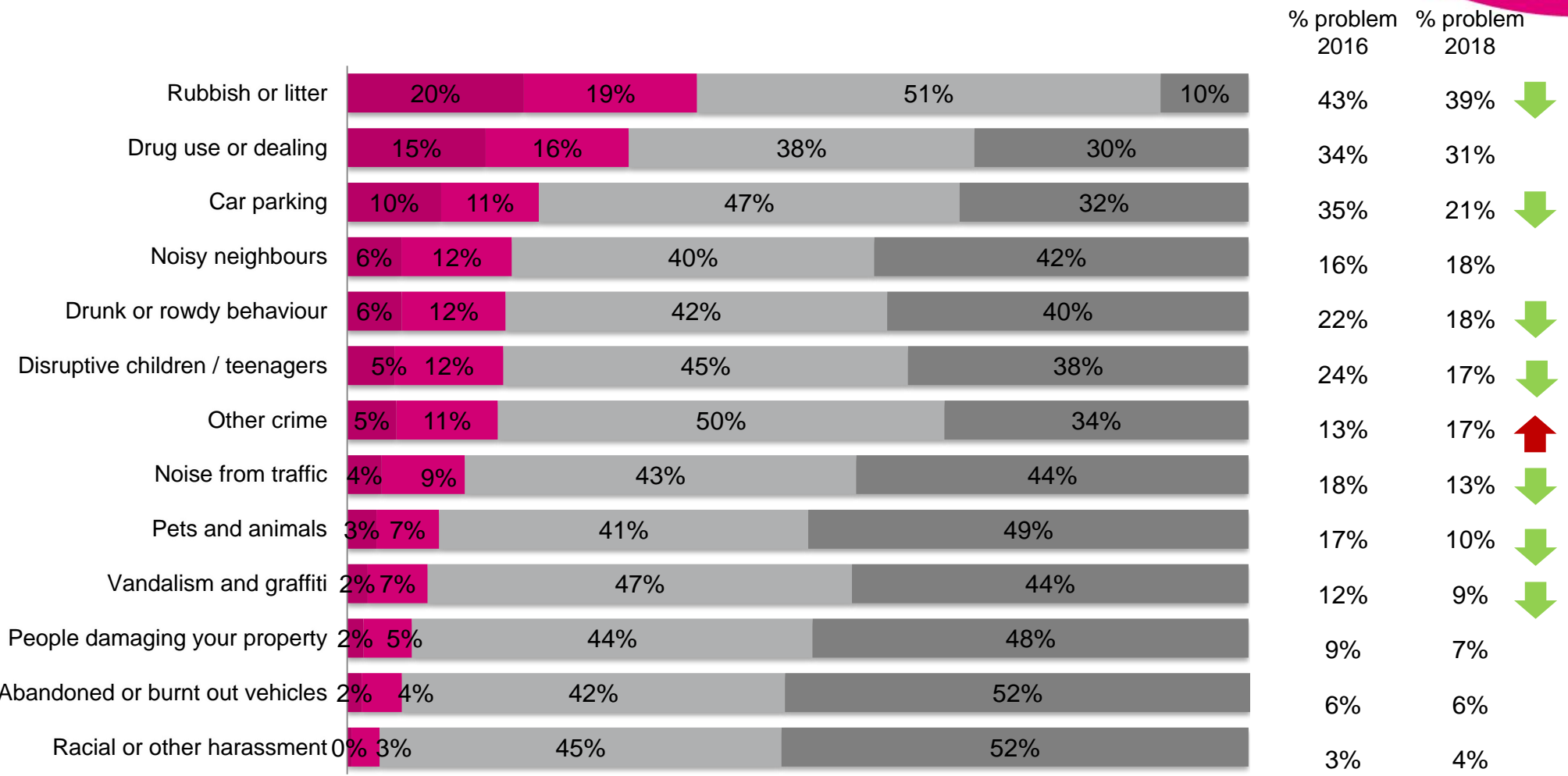
Q6. To what extent are the following a problem in your neighbourhood?

% problem	2011	2012	2013	2014	2015	2016	2017	2018	
Rubbish or litter	45%	43%	49%	46%	37%	43%	50%	38%	↓
Noisy neighbours	27%	27%	25%	25%	21%	15%	16%	17%	
Vandalism and graffiti	20%	20%	17%	15%	9%	12%	12%	9%	↓
People damaging your property	15%	17%	15%	13%	7%	9%	9%	6%	↓

Base: All responses 1329, Newham tenants.

Rubbish and litter, and drug use and dealing are the most common ASB problems for tenants living on a block or estate

Q6. To what extent are the following a problem in your neighbourhood?



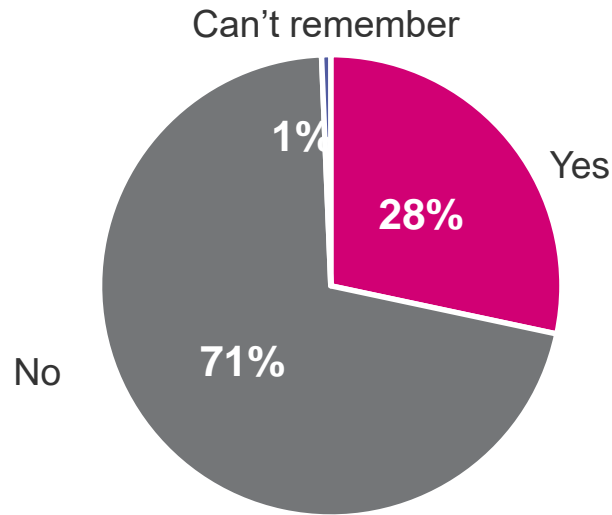
■ Very big problem ■ Fairly big problem ■ Not a very big problem ■ Not a problem at all

Base: All those on block or estate: 1191, Newham tenants.

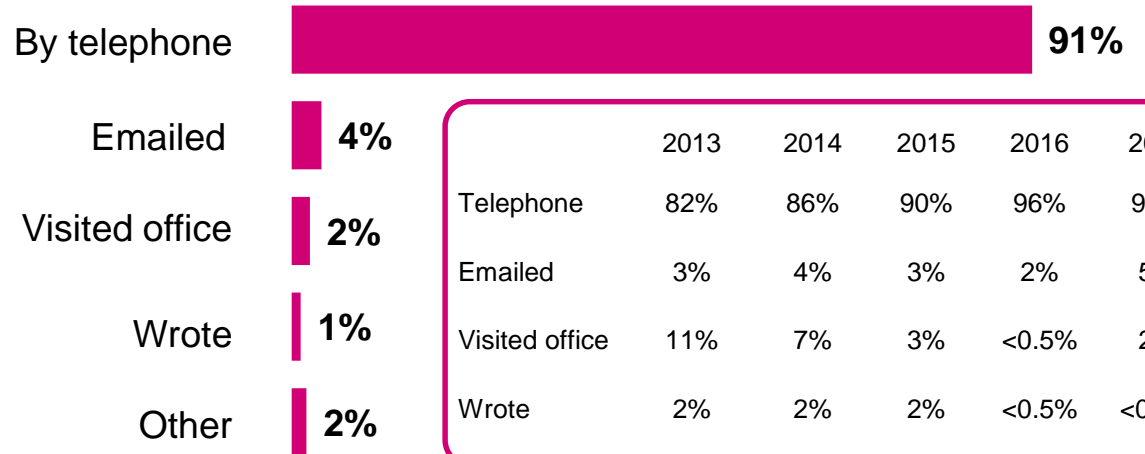
Tenants' experience of contacting the landlord

Fewer tenants have contacted their landlord in the last year.
 Telephone is the most common method used and repairs the most common reason.

Q23. Have you contacted your landlord within the last 12 months? (1,333)



Q24. How did you last contact your landlord? (404)



	2013	2014	2015	2016	2017
Telephone	82%	86%	90%	96%	92%
Emailed	3%	4%	3%	2%	5%
Visited office	11%	7%	3%	<0.5%	2%
Wrote	2%	2%	2%	<0.5%	<0.5%

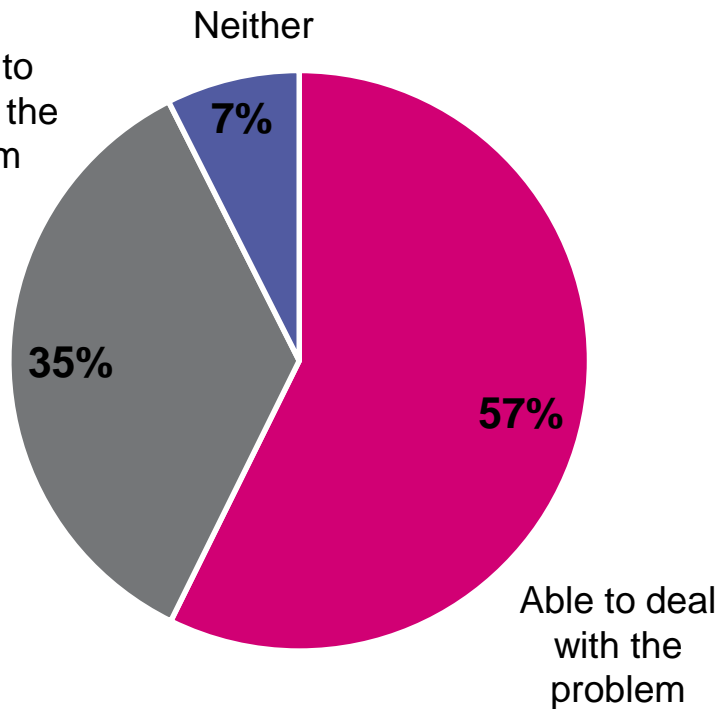
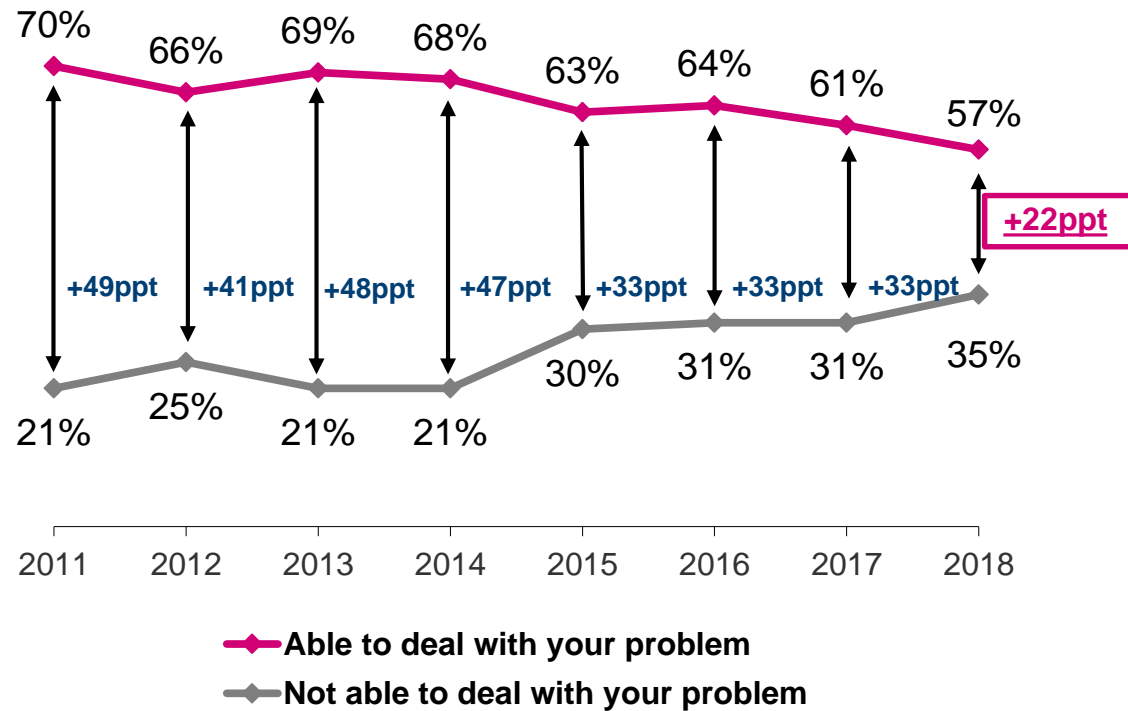


Q25. What did you last have contact about? (403)

The ability of staff to help resolve problems has gradually reduced over time. 2018 levels are significantly below those seen in 2016 and previously

Q28. And were they...?

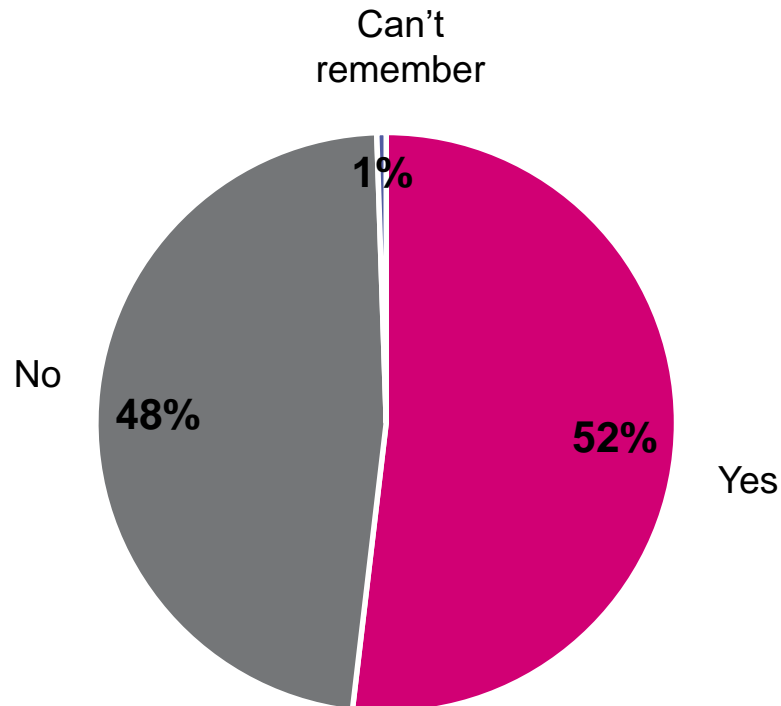
Staff ability to help over time



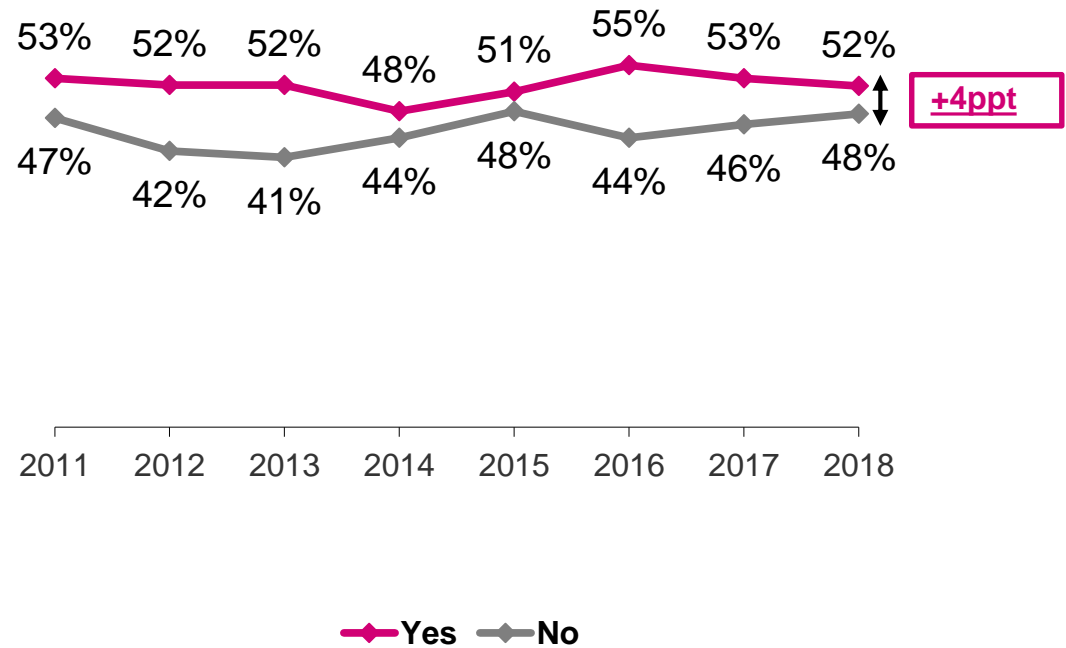
Base: 404 Newham tenants making contact in the last 12 months.

Just over half (52%) of those who made contact raised the same issue more than once, in line with 2017

Q31. Have you had to raise the issue/query you contacted your landlord about initially more than once?



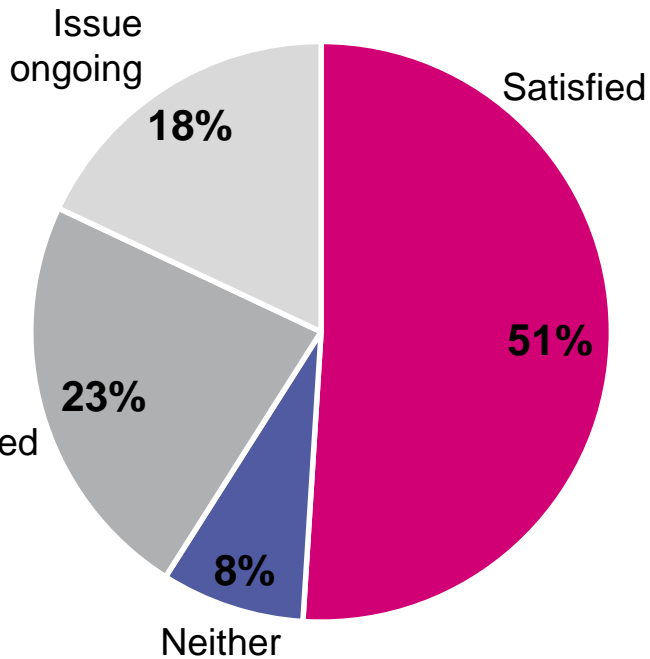
Contact about same issue more than once over time



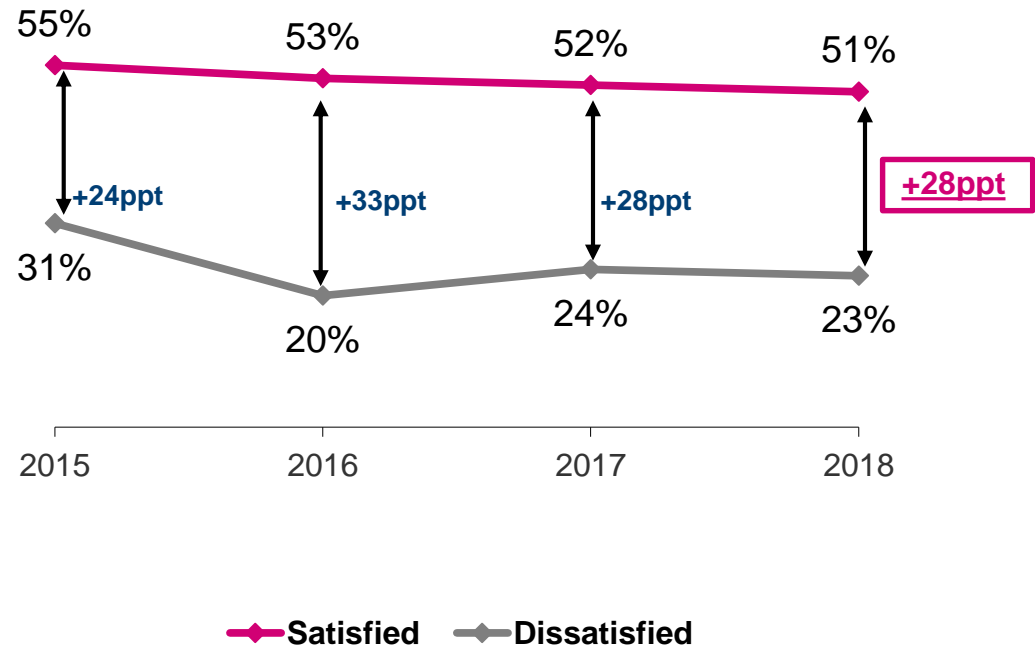
Base: 404 Newham tenants making contact in the last 12 months.

51% of tenants were satisfied with the outcome of their most recent contact; however, more than a fifth (23%) were dissatisfied

Q32. *Were you satisfied or dissatisfied with the final outcome of your most recent contact?*



Satisfied with final outcome of most recent contact

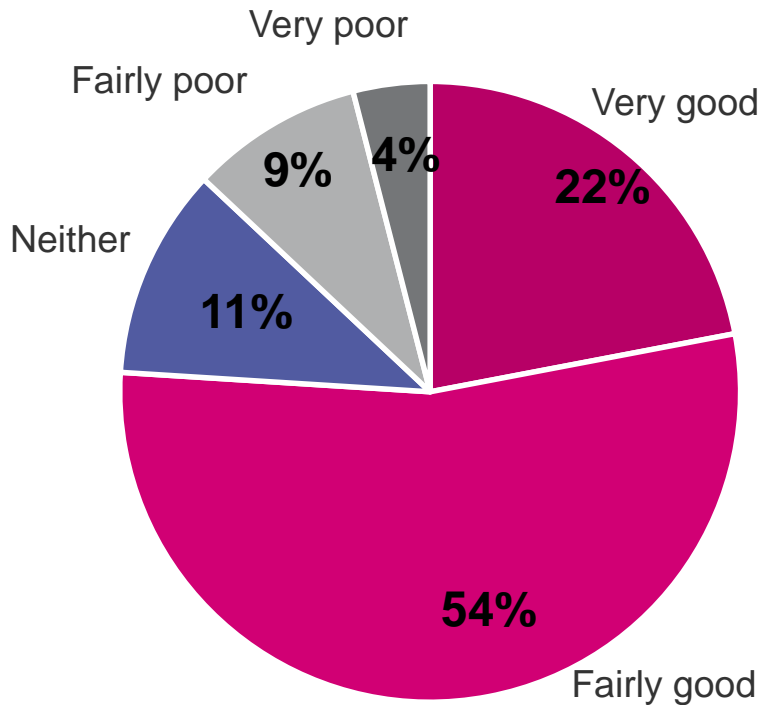


Base: 404 Newham tenants making contact in the last 12 months.

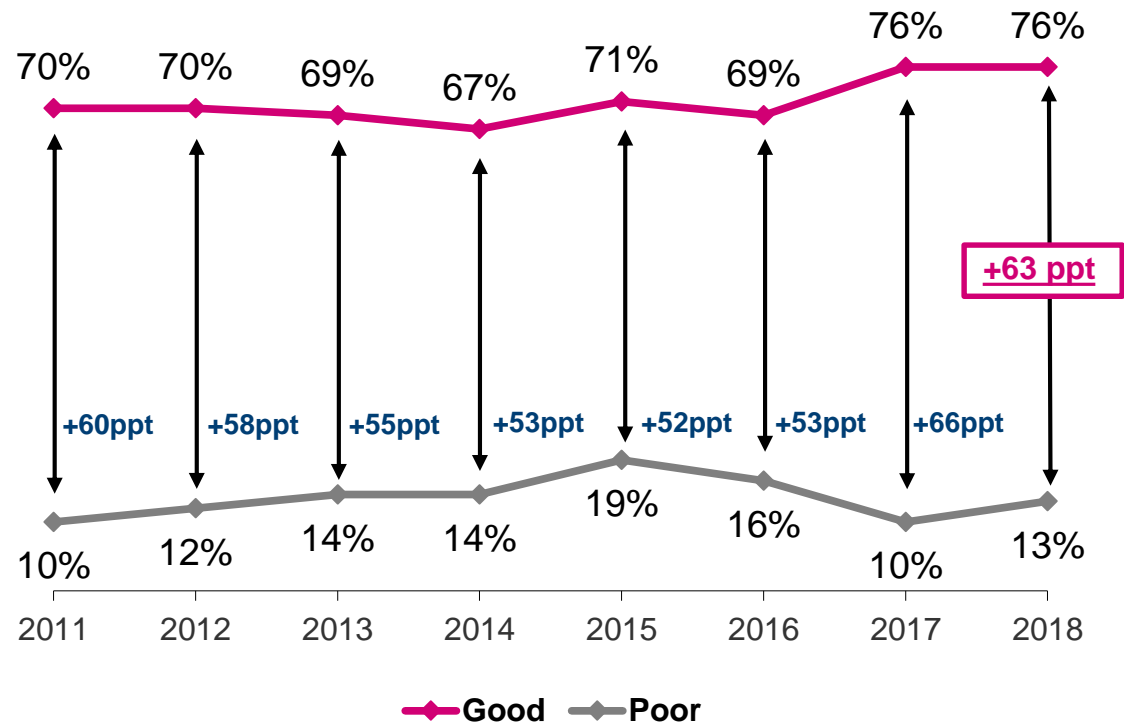
Tenant communication, information, participation

Three quarters (76%) of tenants indicate their landlord is good at keeping them informed: maintaining the significant improvement seen in 2017.

Q35. How good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant?



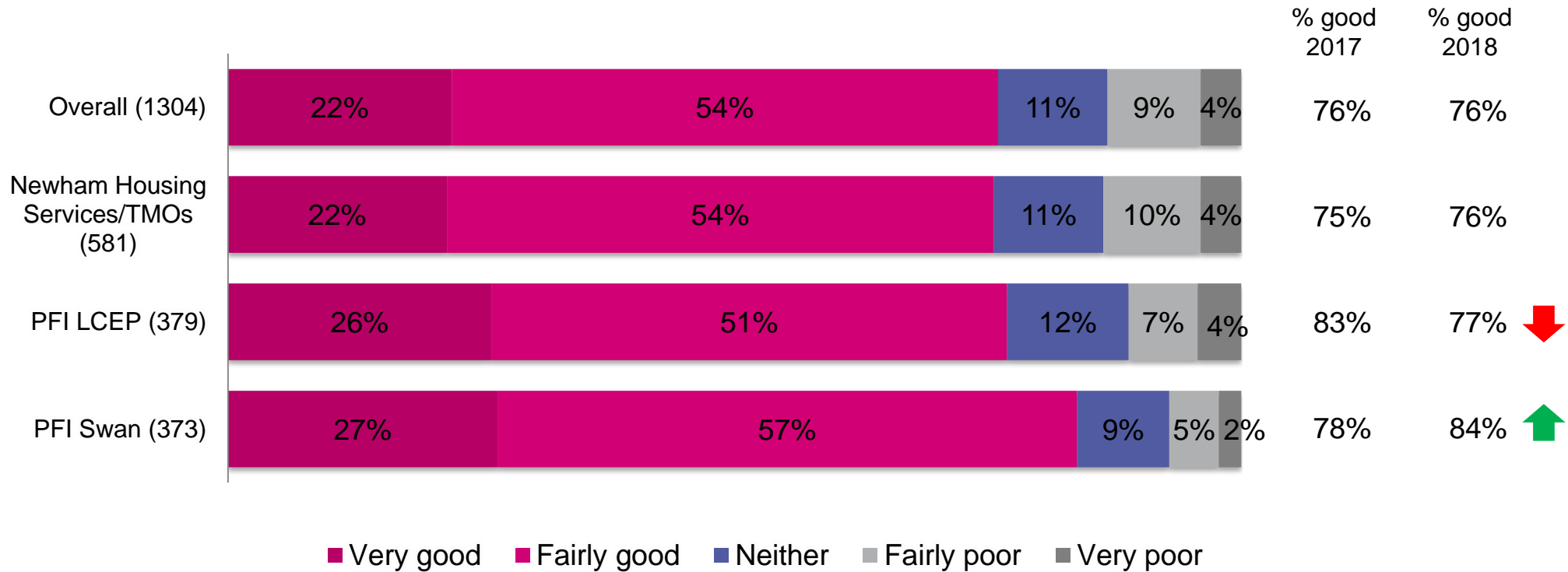
Satisfaction with being kept informed over time



Base: 1,333 Newham tenants.

Views on being kept informed by managing organisation

Q35. How good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant?

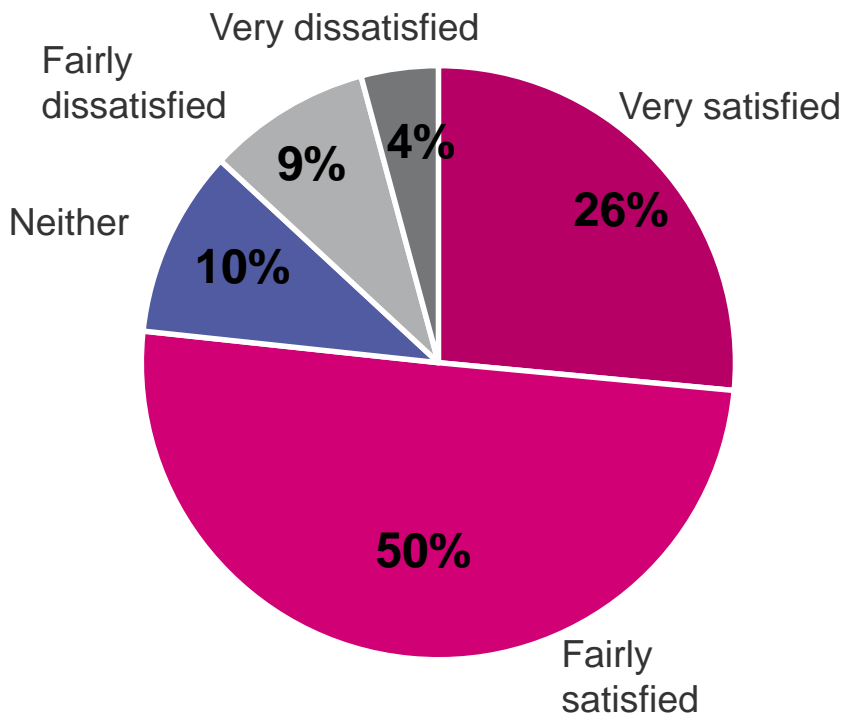


The increase in the proportion of PFI Swan tenants saying their landlord is 'good' at keeping them informed (78% in 2017 vs. 84% in 2018) means it is now sits significantly higher than all other organisations. While in 2017, the result for PFI LCEP was significantly higher than all other organisations.

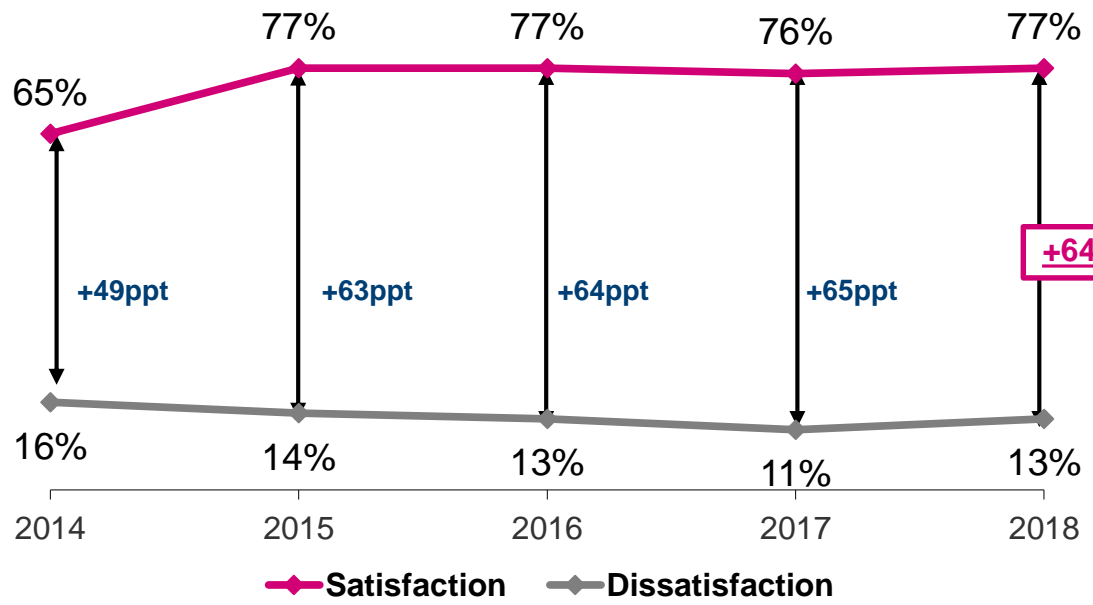
Base: See brackets; Newham tenants.

Over three quarters (77%) of tenants are satisfied with how their landlord communicates.

Q3D. Overall, how satisfied or dissatisfied are you with the way your landlord communicates with you?



Satisfaction with landlord communications over time

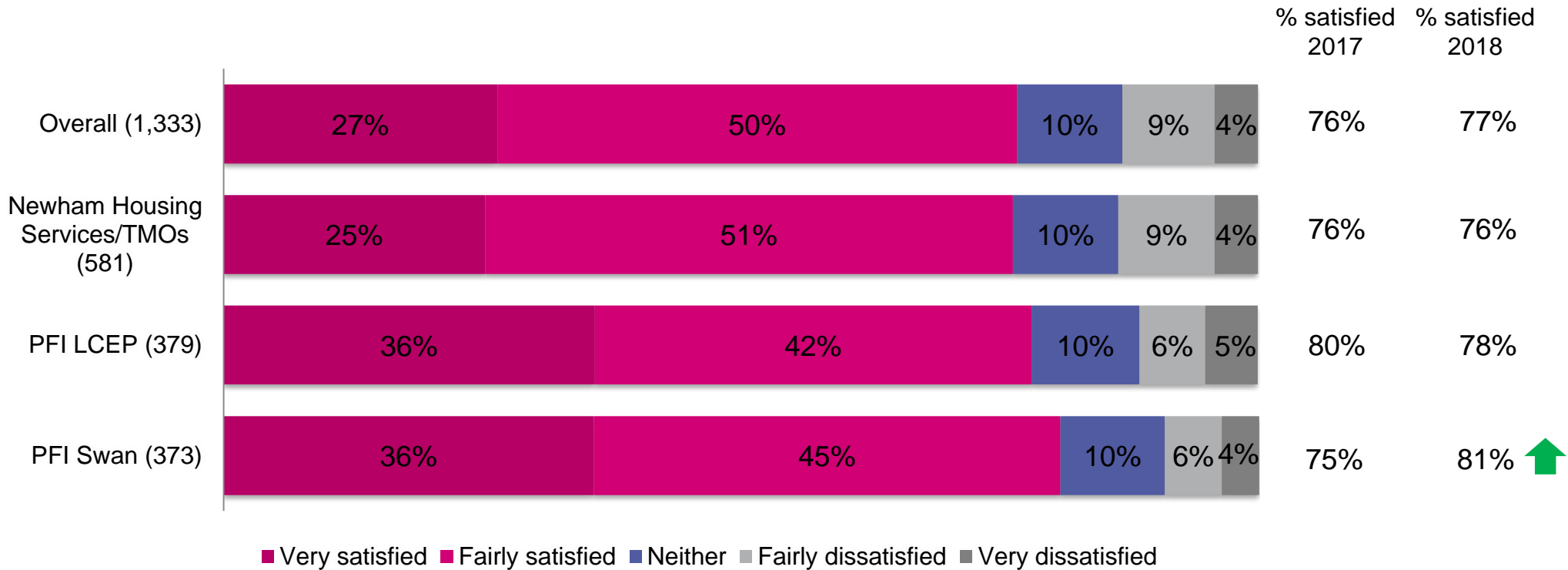


Satisfaction with landlord communications increases with age, with 85% of tenants aged 75+ satisfied compared to 73% of those aged 35-44.

Base: 1,333 Newham tenants.

Satisfaction with Landlord communication by managing organisation

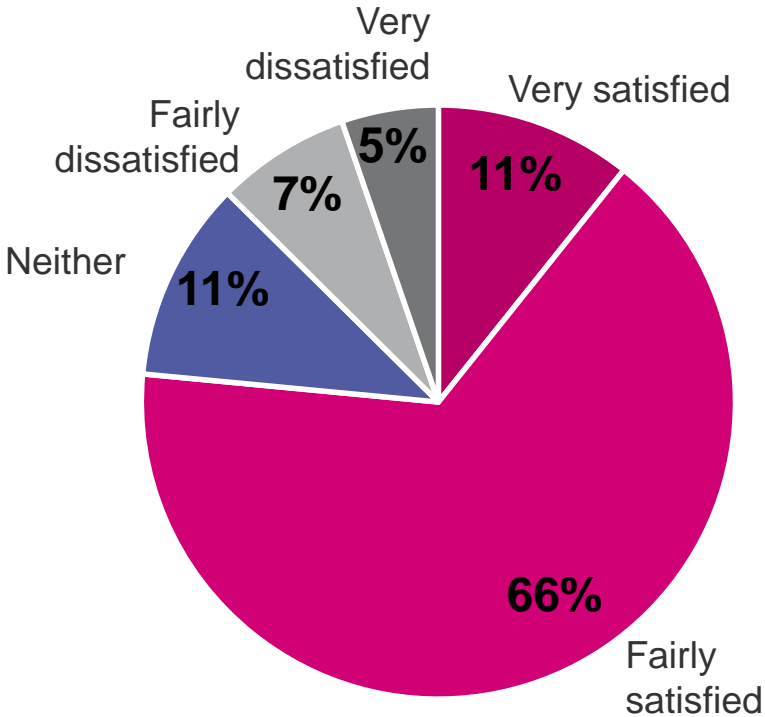
Q3D. Overall, how satisfied or dissatisfied are you with the way your landlord communicates with you?



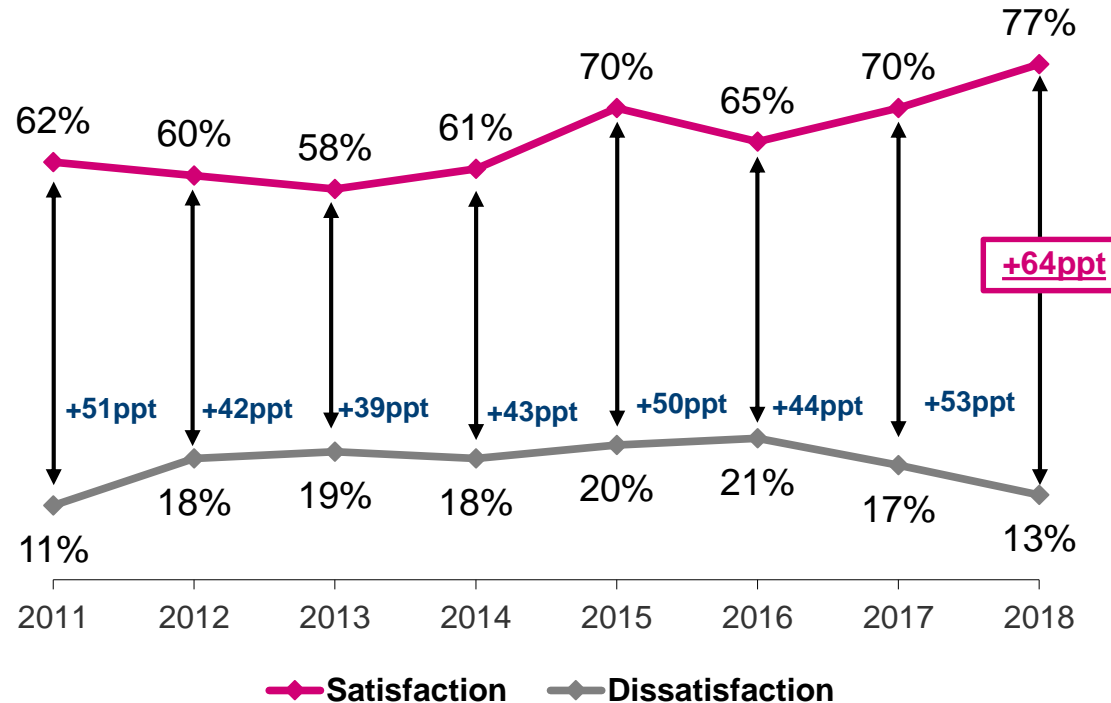
Base: See brackets; Newham tenants.

77% of tenants are satisfied that their views are taken into account: the highest figure so far

Q34. How satisfied or dissatisfied are you that your views are being taken into account by your landlord?



Satisfaction that views are taken into account over time

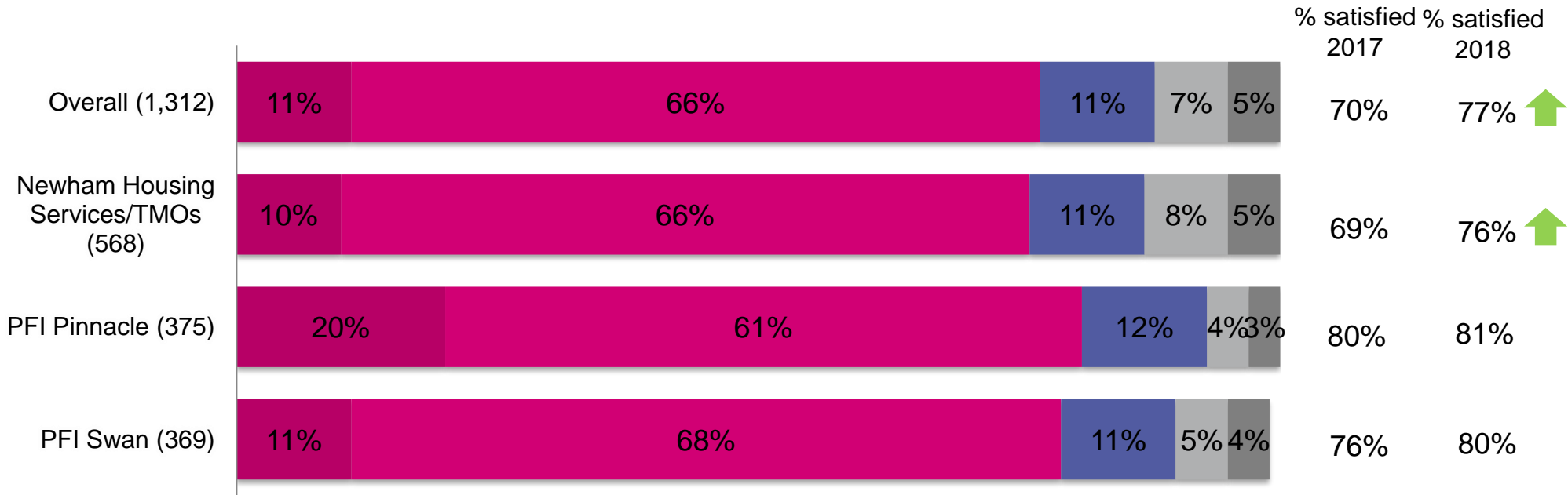


Those who had landlord contact in the last 12 months are significantly less likely to be satisfied their views are taken into account than those who did not (59% cf. 83%)

Base: 1,312 Newham tenants.

Satisfaction that views are taken into account by managing organisation

Q34. How satisfied or dissatisfied are you that your views are being taken into account by your landlord?

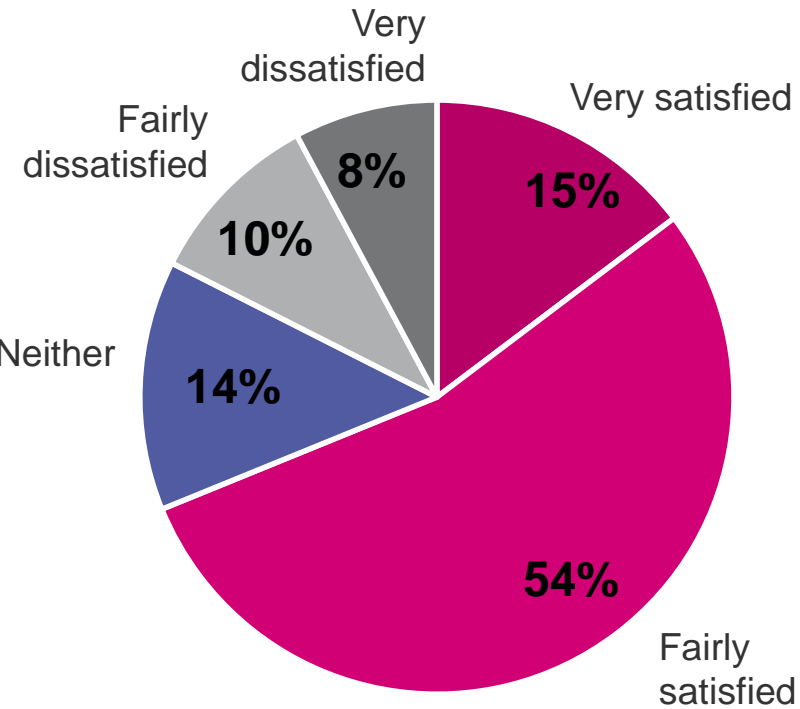


■ Very satisfied
 ■ Fairly satisfied
 ■ Neither
 ■ Fairly dissatisfied
 ■ Very dissatisfied

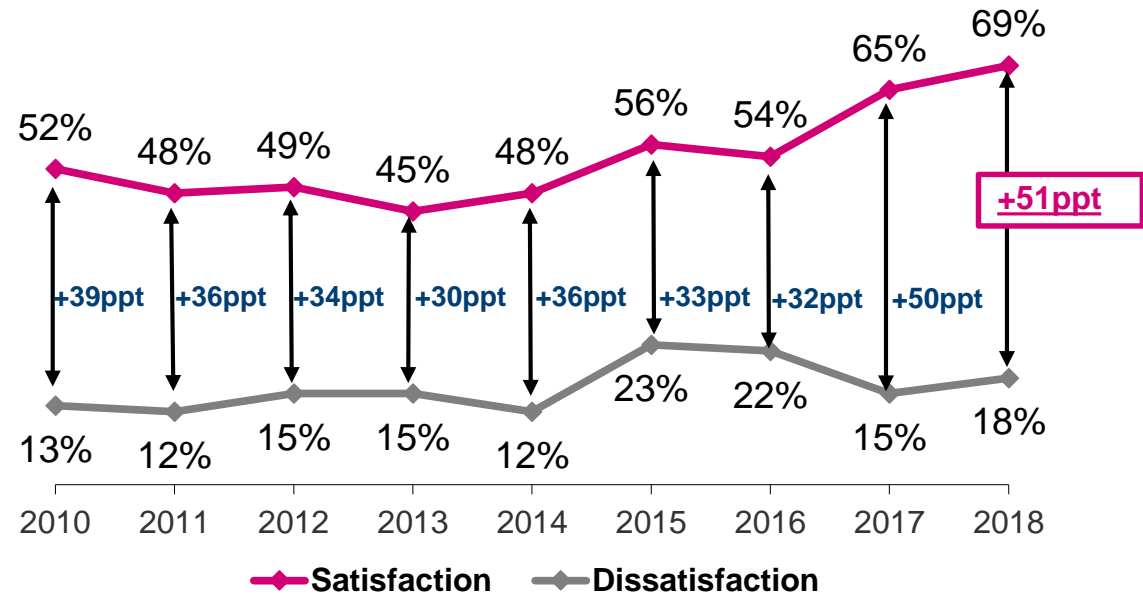
Base: See brackets; Newham tenants.

69% of tenants are satisfied with the opportunities for participation in decision making, a significant increase since 2017

Q38. How satisfied or dissatisfied are you with the opportunities for participation in management and decision making?



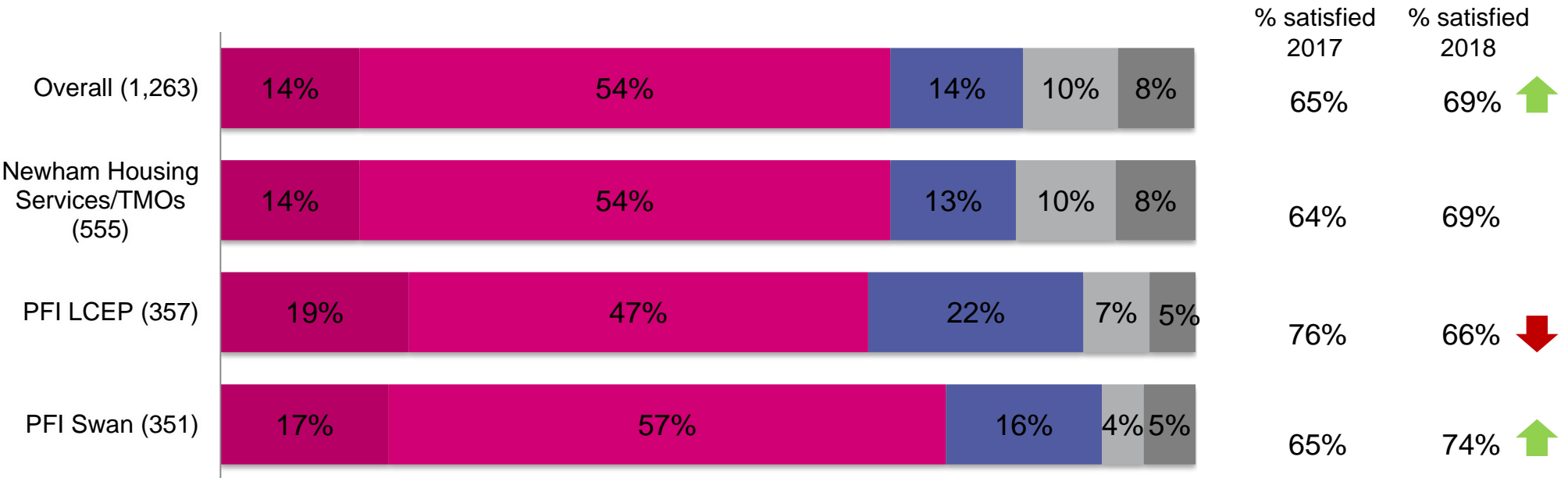
Satisfaction with the opportunities for participation in decision making



Base: Valid responses 1,263 Newham tenants.

Satisfaction with opportunities for participation by managing organisation

Q38. How satisfied or dissatisfied are you with the opportunities for participation in management and decision making?



■ Very satisfied
 ■ Fairly satisfied
 ■ Neither/nor
 ■ Fairly dissatisfied
 ■ Very dissatisfied

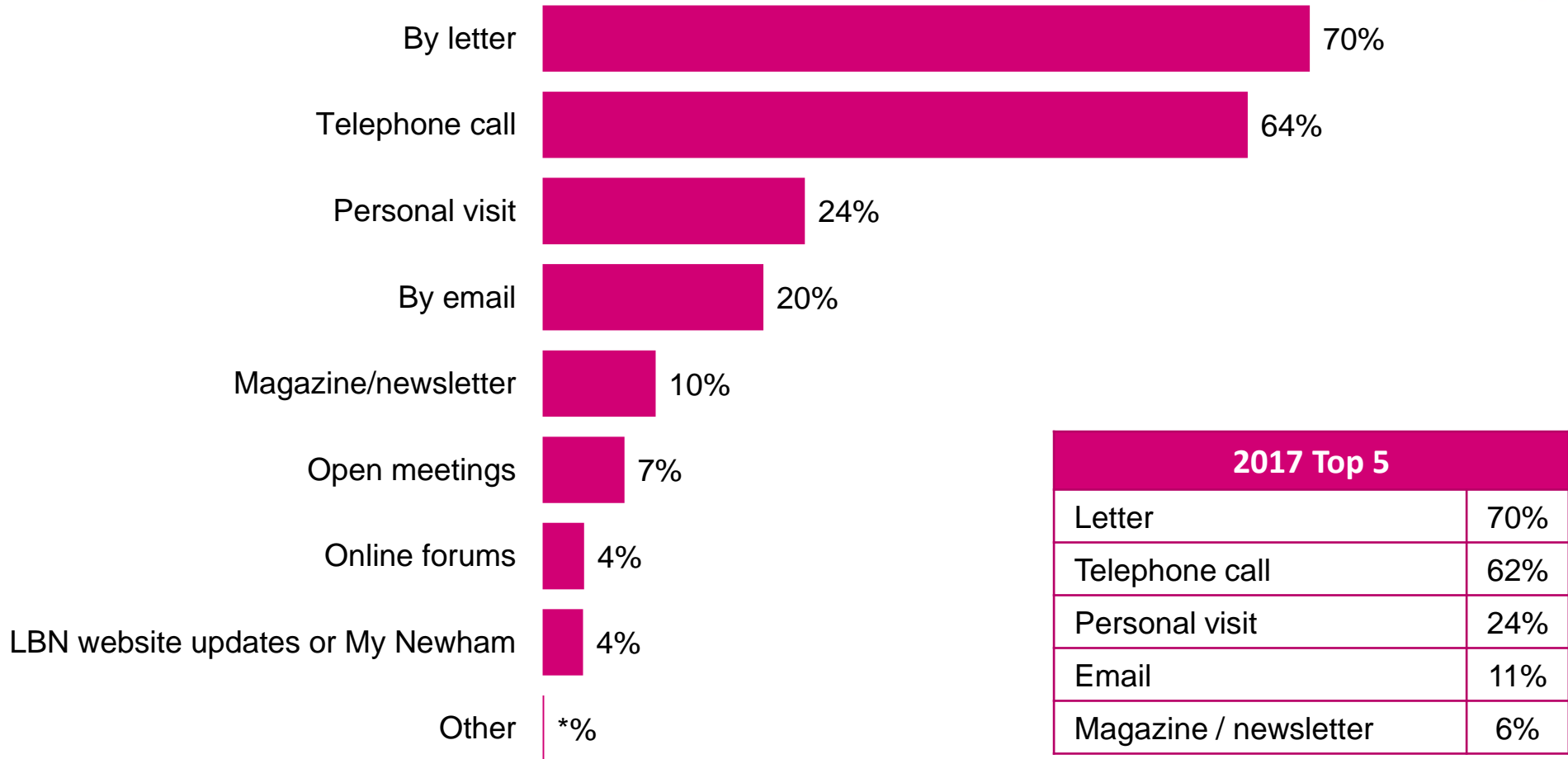
In 2017, satisfaction levels for PFI LCEP tenants were significantly higher than for PFI Swan tenants (and other organisations). This has been reversed in 2018, with PFI Swan tenants significantly more likely to be satisfied than PFI LCEP tenants.

Base: See brackets; Newham tenants.

Letters remain the most popular means of consultation for tenants



Q33. Which methods do you prefer your landlord to use to consult with you about issues that may affect you?



Base: 1,332 Newham tenants.

NOTE: Respondents could indicate more than one response.

* denotes less than 0.5%

Tenants vulnerability analysis

Vulnerable tenants are generally less satisfied with services overall compared to all tenants

70% of tenants are classed as vulnerable

Overall services provided by the landlord



Less likely to be satisfied:

- with the overall service provided by their landlord (C)



More likely to be dissatisfied:

- with the value for money for their rent (C)



More likely to:

- feel that the service they receive from their landlord has got worse in the last 12 months (H&W)

Bases:
916 Combined Vulnerable (C) tenants,
580 Economic vulnerable (E) tenants,
725 Health and wellbeing vulnerable (H&W) tenants.

Red highlighting = negative relationships
Green highlighting = positive relationships
Grey highlighting = neutral relationships

Vulnerable tenants are generally less satisfied with contact, communication and support

Contact,
communication &
support



Less likely to be satisfied:

- with support provided to vulnerable tenants (H&W)
- that their views are taken into account by their landlord (H&W,C).

More likely to be dissatisfied:

- with how enquiries are dealt with generally (H&W,C)
- with the way your landlord communicates with you (C).

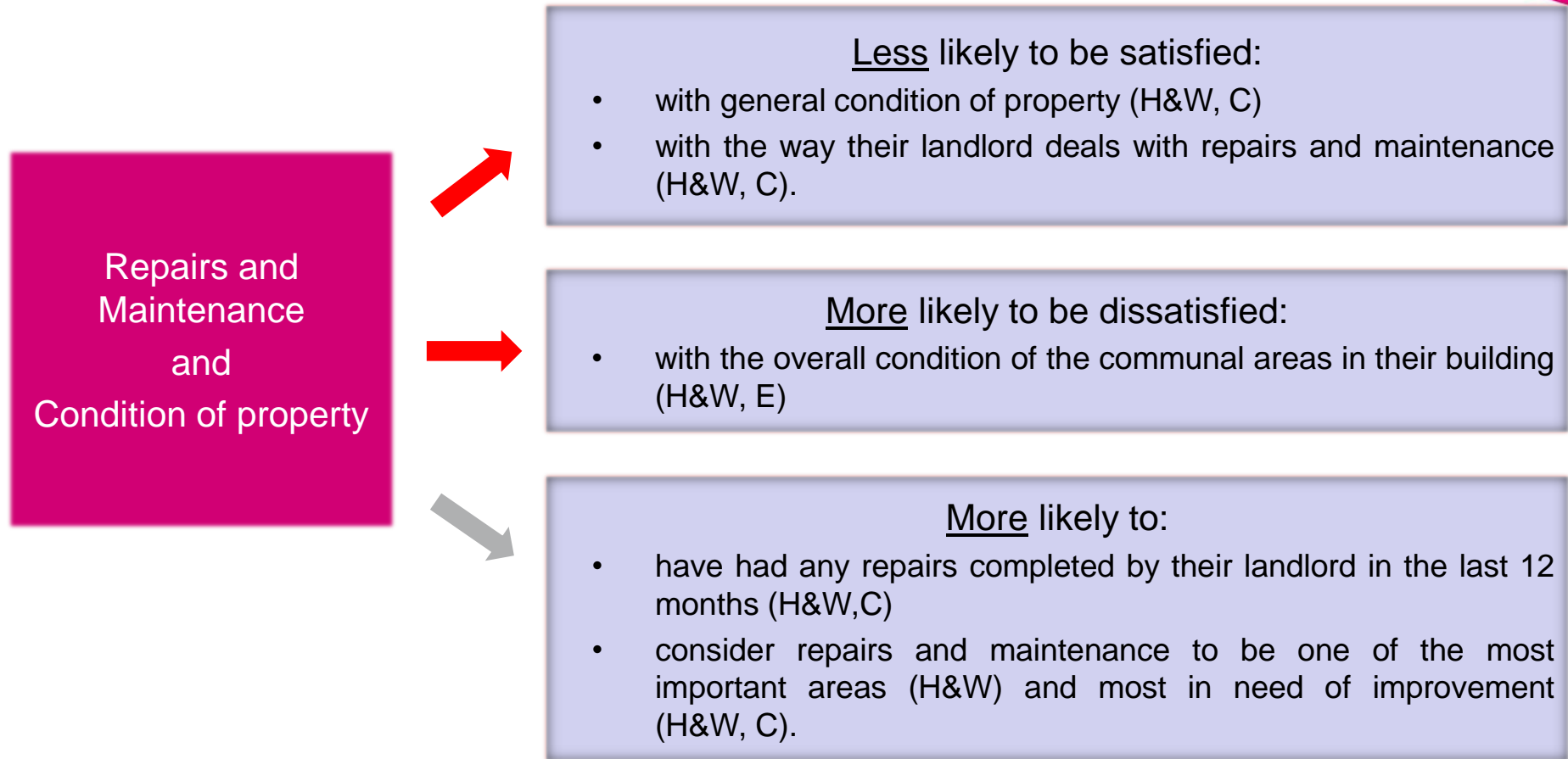
More likely to:

- have contacted their landlord in the last 12 months (H&W,C)
- have reported anti-social behaviour (C)
- have had to report the same anti-social behaviour previously in the last 12 months (H&W).

Bases:
916 Combined Vulnerable (C) tenants,
580 Economic vulnerable (E) tenants,
725 Health and wellbeing vulnerable (H&W) tenants.

Red highlighting = negative relationships
Green highlighting = positive relationships
Grey highlighting = neutral relationships

Vulnerable tenants are generally less satisfied with repairs and maintenance.

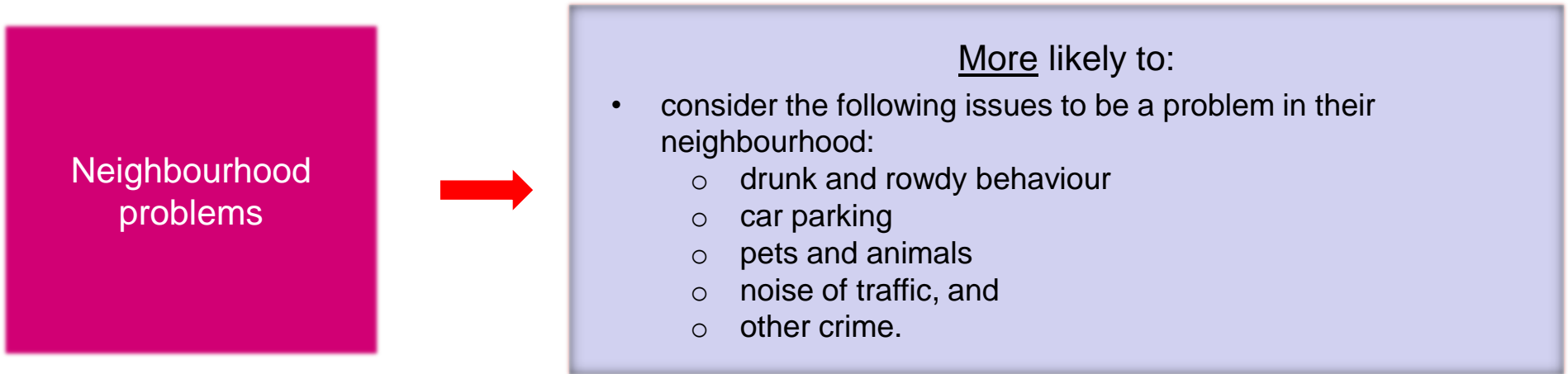


Bases:

916 Combined Vulnerable (C) tenants,
580 Economic vulnerable (E) tenants,
725 Health and wellbeing vulnerable (H&W) tenants.

Red highlighting = negative relationships
Green highlighting = positive relationships
Grey highlighting = neutral relationships

Vulnerable tenants generally identify more problems in their neighbourhood



Bases:

916 Combined Vulnerable (C) tenants,
580 Economic vulnerable (E) tenants,
725 Health and wellbeing vulnerable (H&W) tenants.

Red highlighting = negative relationships

Green highlighting = positive relationships

Grey highlighting = neutral relationships

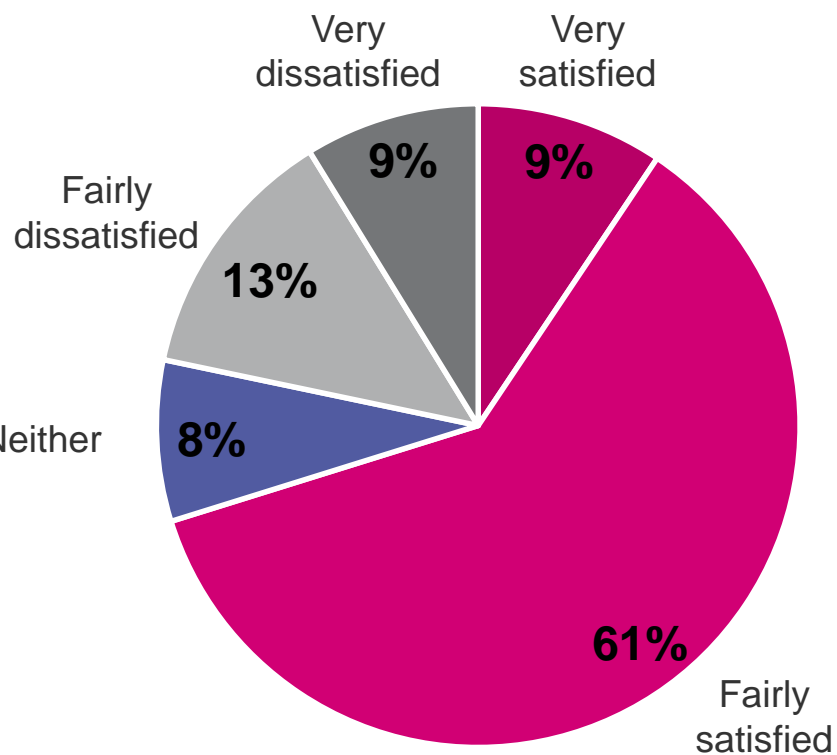
Leaseholders survey

Leaseholders

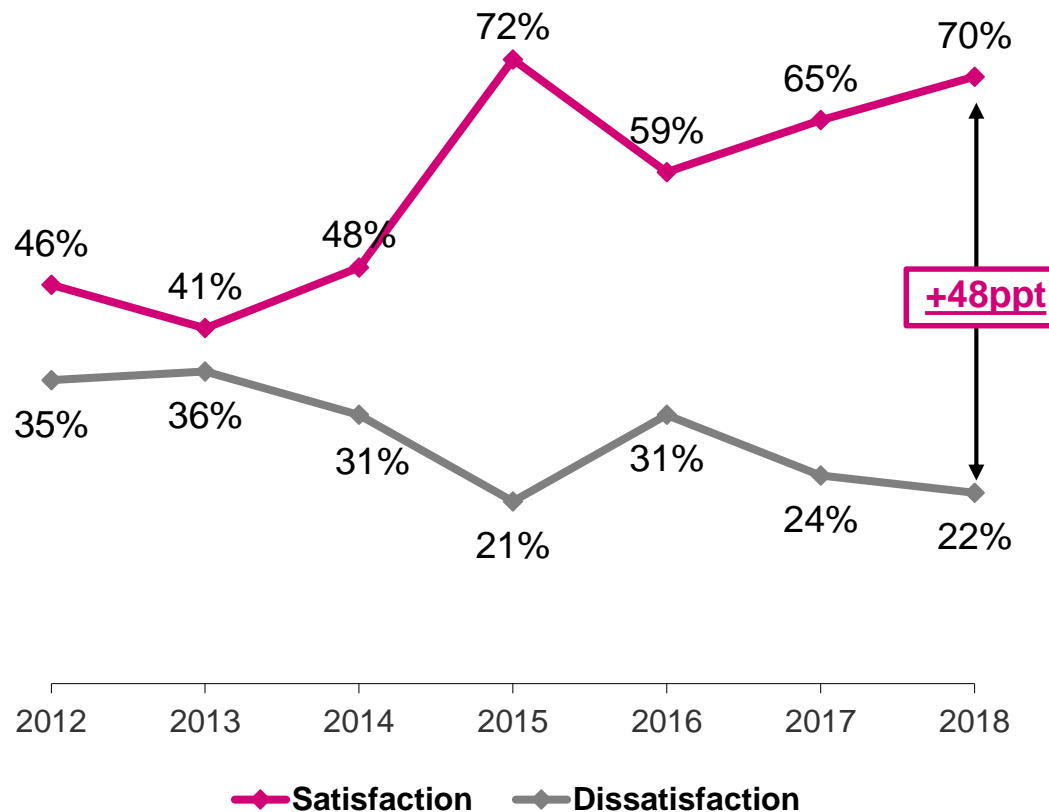
Overall satisfaction

Leaseholders' satisfaction with the service provided by their landlord has increased significantly, now 70%

Q8. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?



Satisfaction with the overall service provided over time

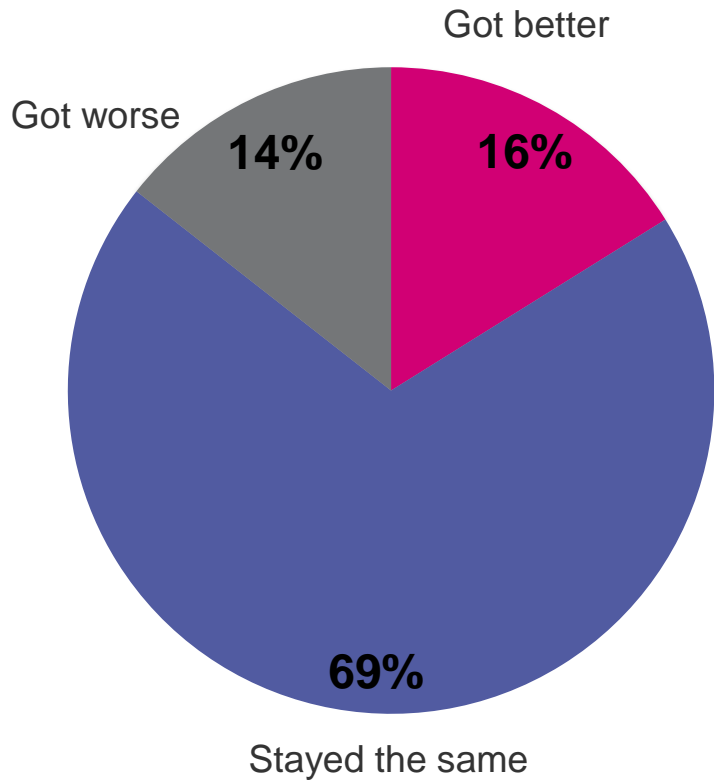


Base: 562 Newham leaseholders.

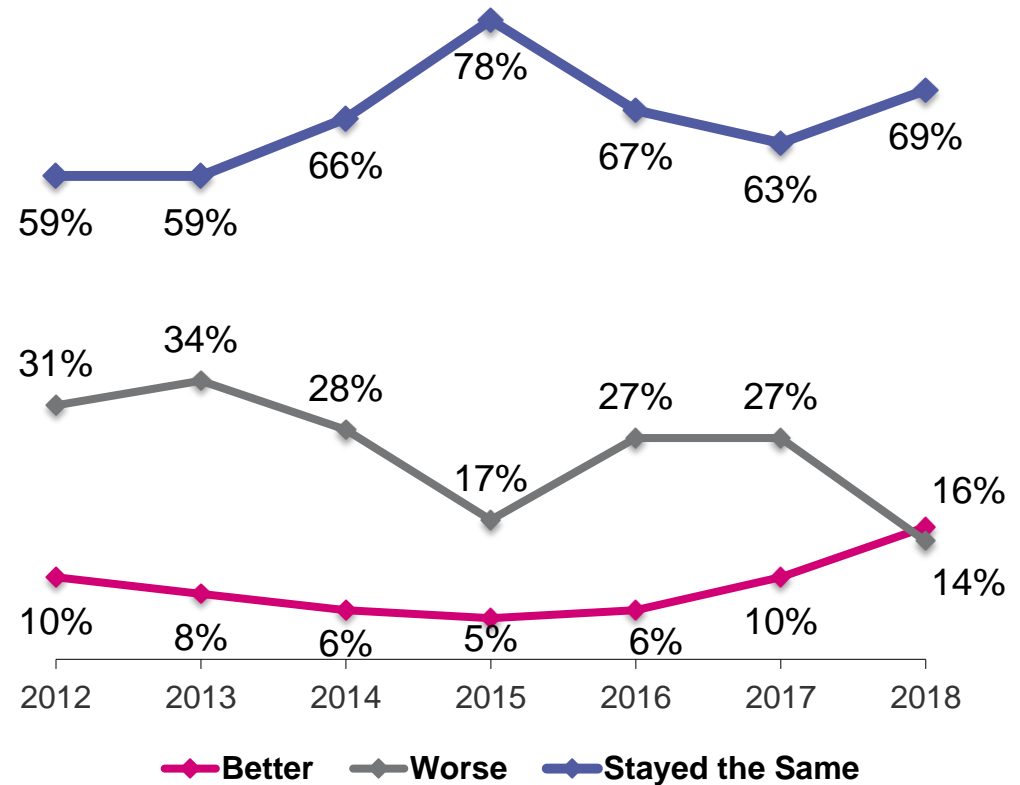
Only leaseholder addresses within Newham were included in the sample

The proportion of leaseholders who feel services have got better is now higher than those who believe it has become worse for the first time

Q9. Do you think that the service you receive from your landlord has got better or worse over the last 12 months or has it stayed the same?

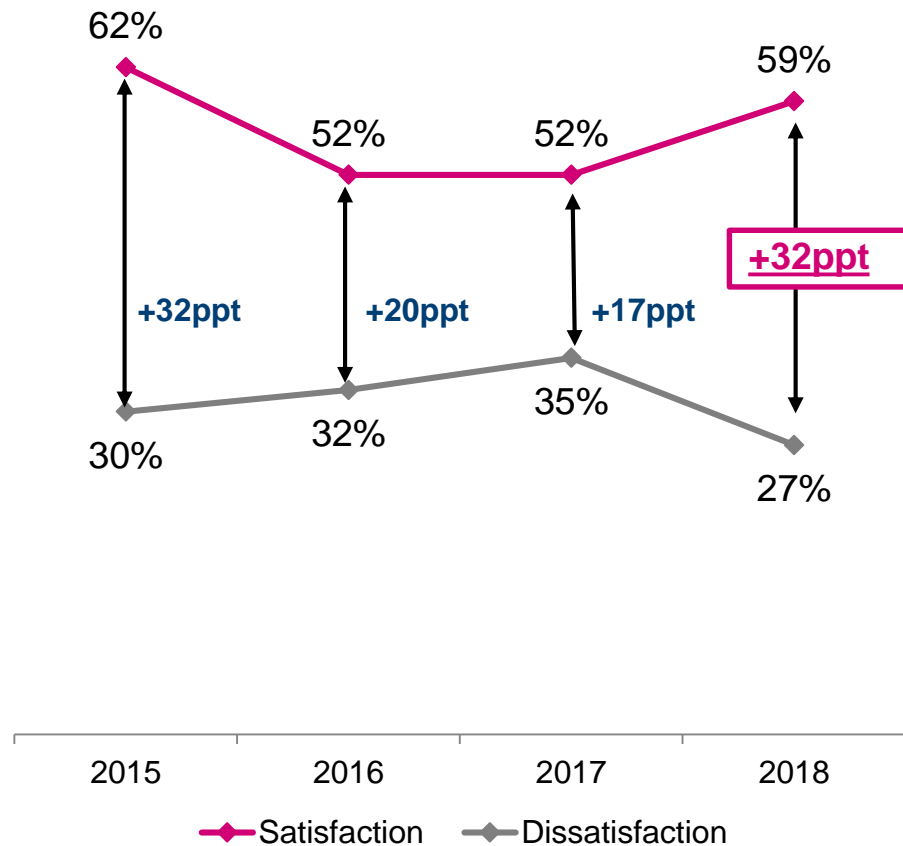
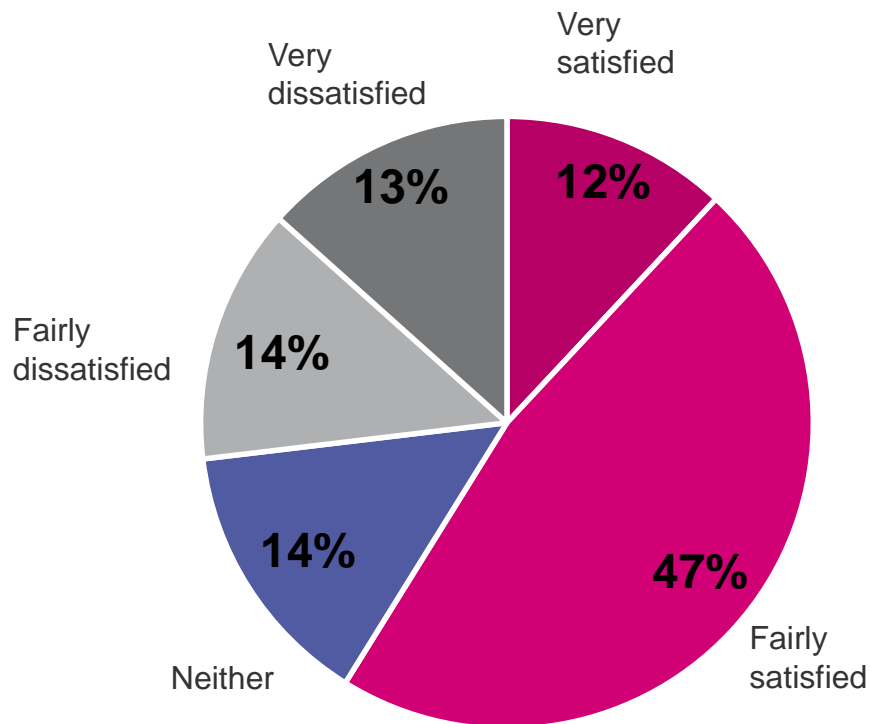


Views on level of service over time



Dissatisfaction fell from its highest level in 2017 to its lowest level in 2018. However, the change in satisfaction is not significant

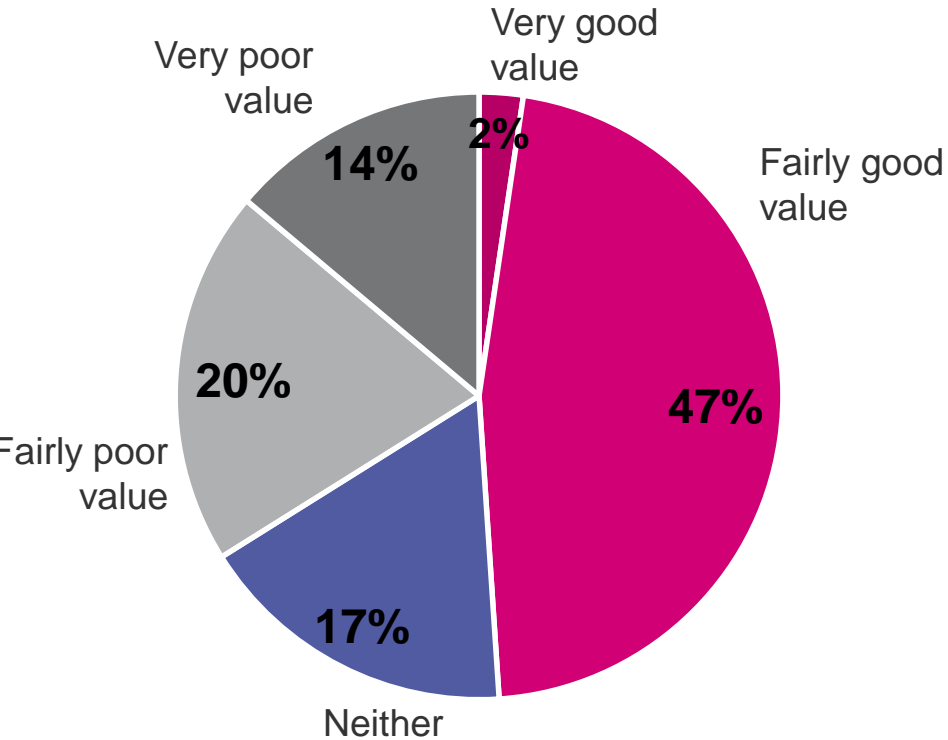
Q11b. Overall, how satisfied or dissatisfied are you with estate services overall e.g. caretaking, concierge services (Respondents known to receive these services)



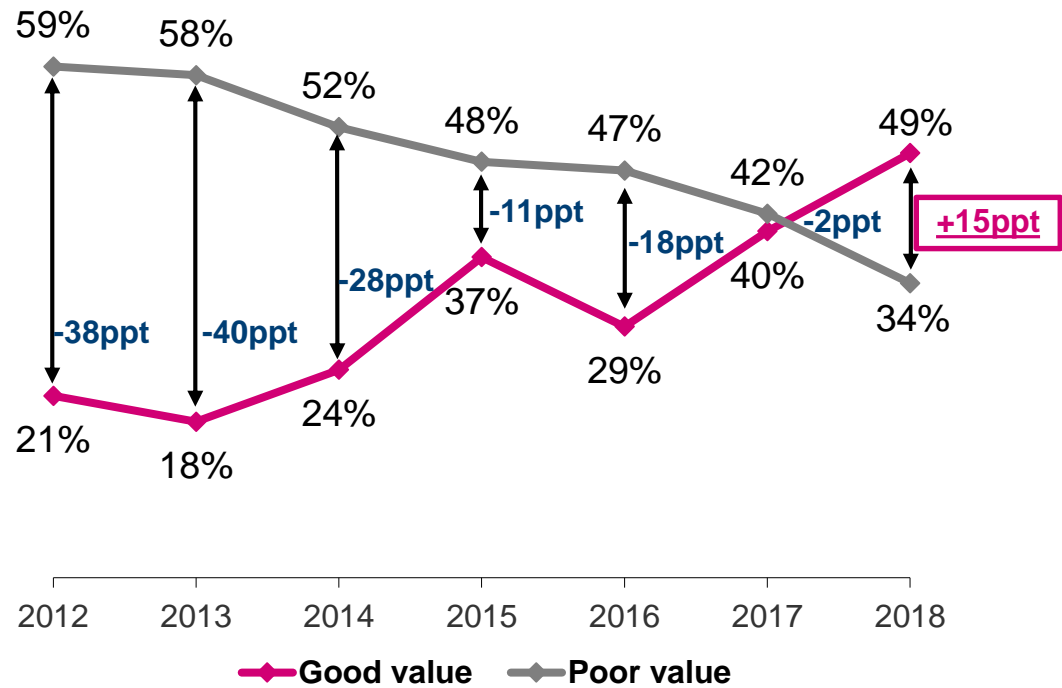
Base: 186 Newham leaseholders.

Perceptions of service charge value are at their most positive level to date

Q39. Taking into account the services your managing agent provides, do you think that the service charges represent good or poor value for money?



Satisfaction with value for money of service charge over time

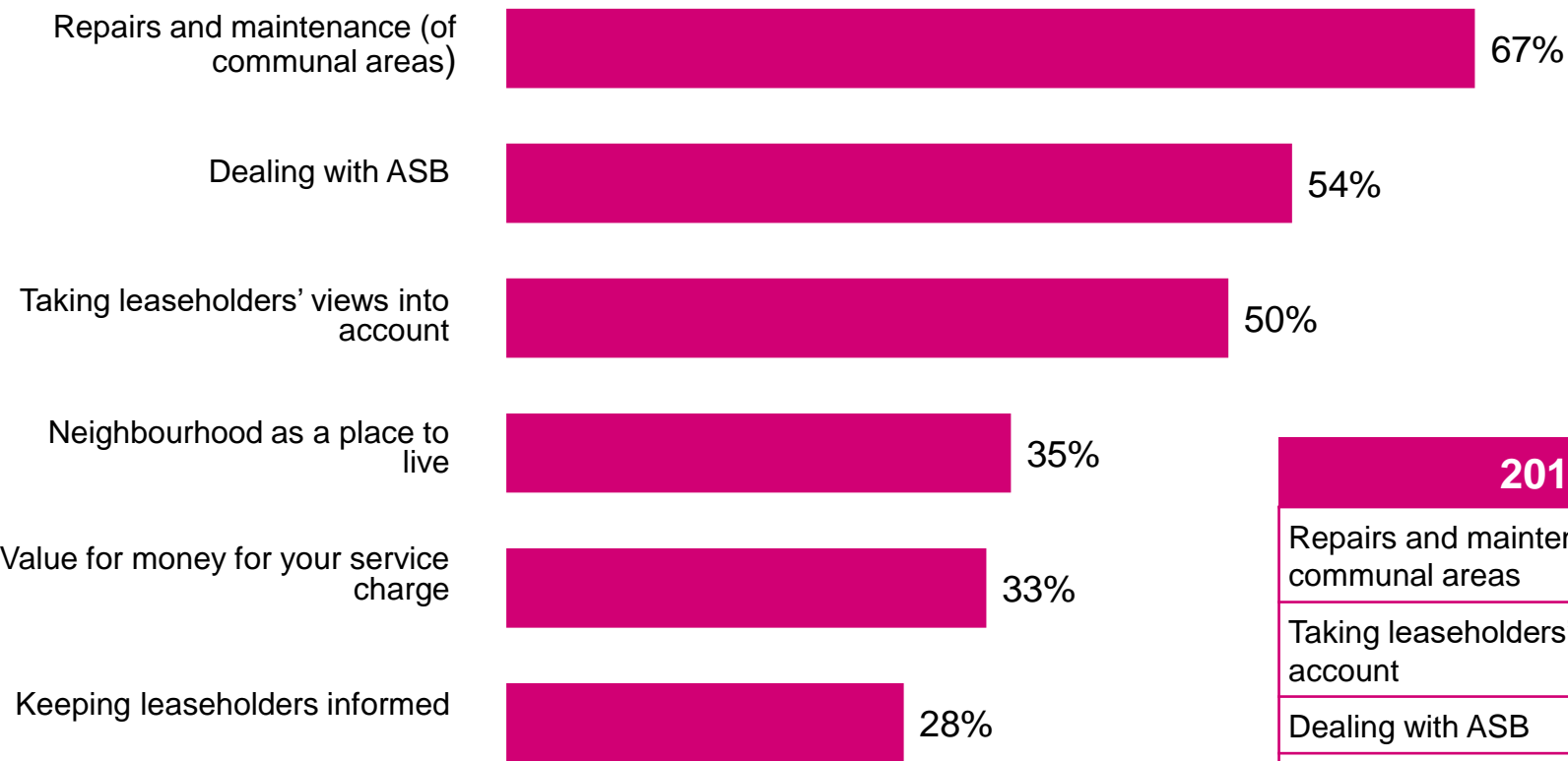


Among those satisfied with their landlord overall, the proportion who feel that their service charge provides good value for money reaches 62%.

Leaseholders Priorities

Leaseholders still say repairs and maintenance is most important to them followed by dealing with ASB and taking views into account

Q13a. Of the following, which do you consider to be the THREE most important?



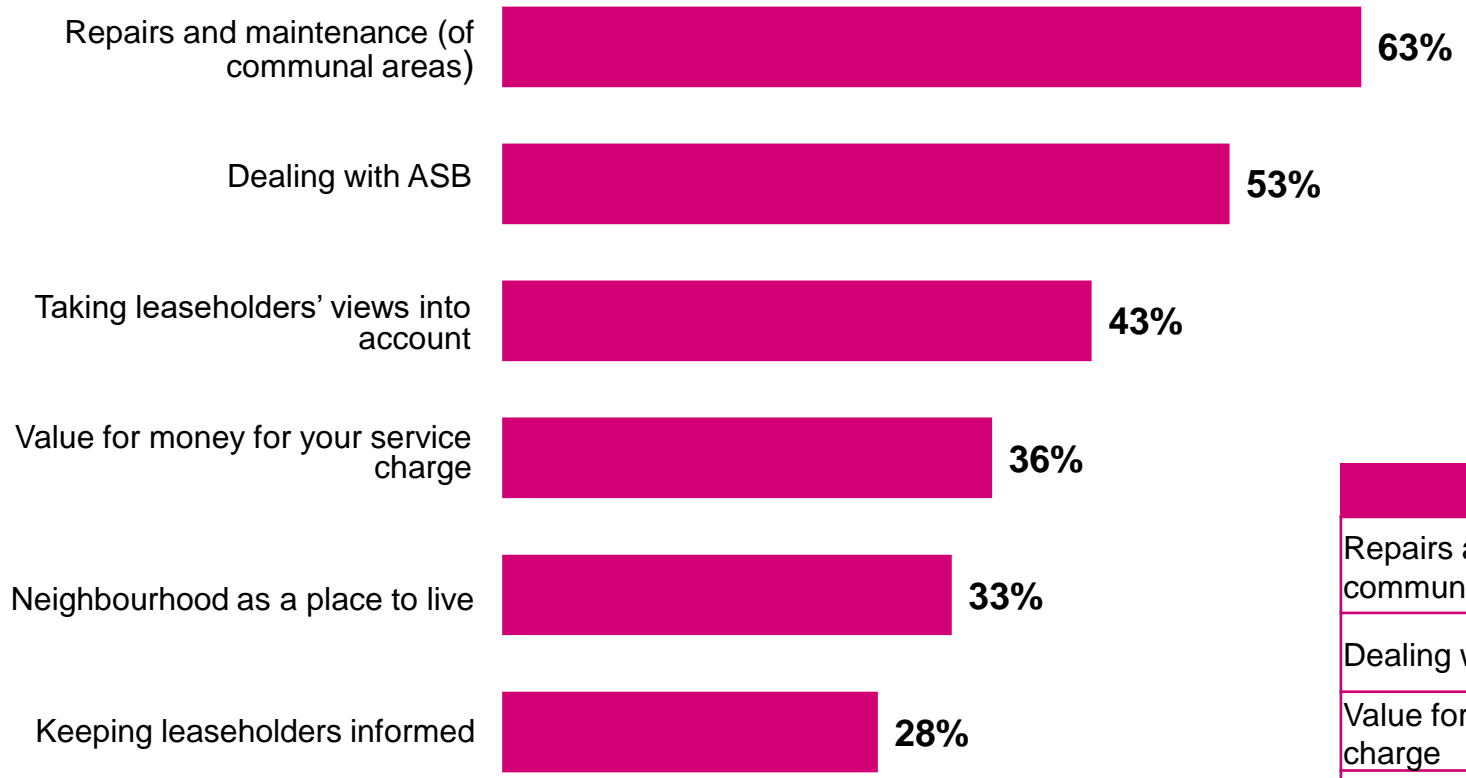
2017 Top 5	
Repairs and maintenance (of communal areas)	59%
Taking leaseholders' views into account	45%
Dealing with ASB	45%
Value for money for your service charge	36%
Keeping leaseholders informed	41%

Base: 560 Newham leaseholders

NOTE: Respondents could indicate up to three aspects

Repairs and maintenance (63%) and dealing with anti-social behaviour (53%) are the service aspects most commonly selected as in need of improvement

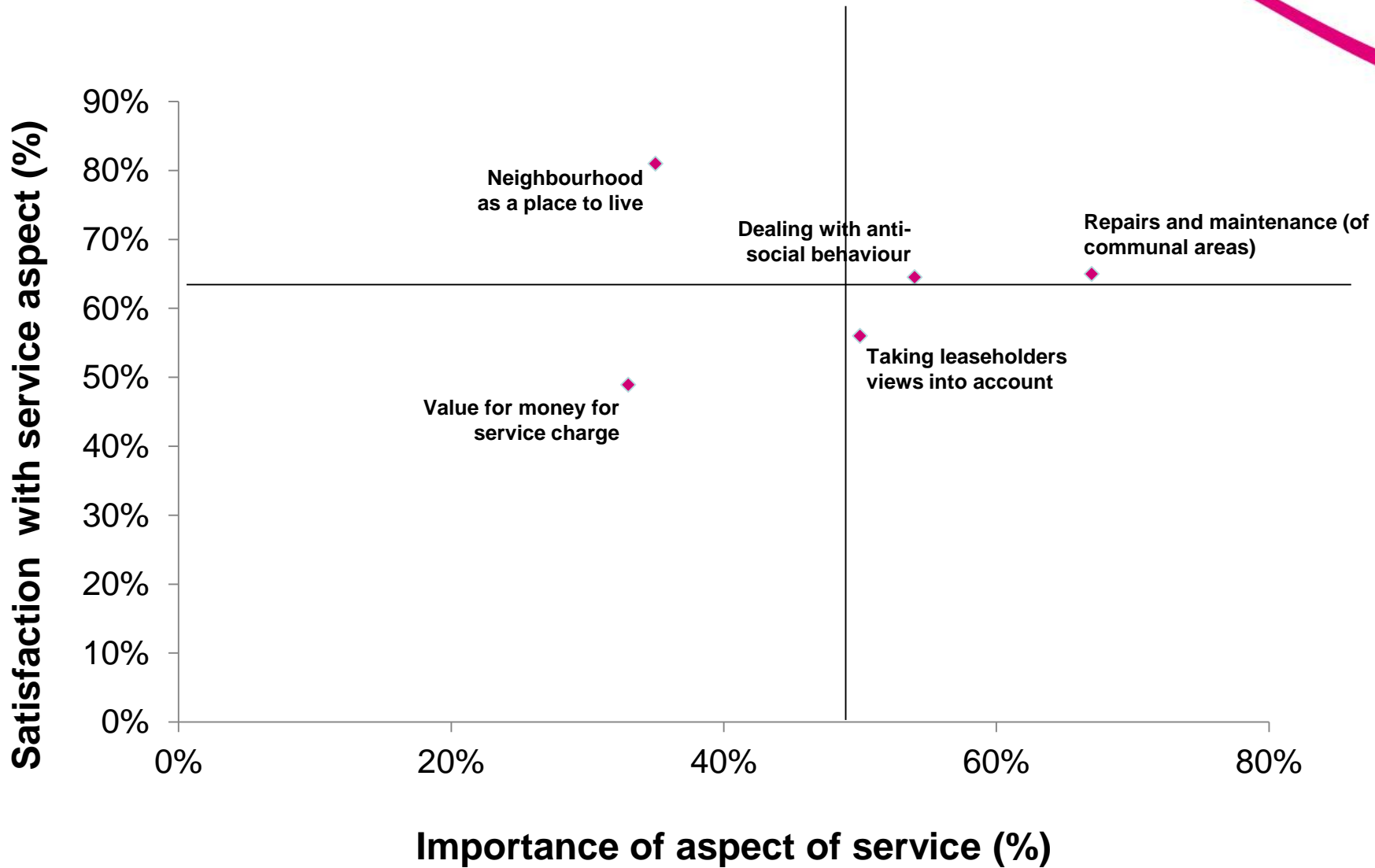
Q13b. Of the following, which do you consider to be the THREE most in need of improvement?



2017 Top 5	
Repairs and maintenance (of communal areas)	52%
Dealing with ASB	46%
Value for money for your service charge	39%
Taking leaseholder's views into account	39%
Keeping leaseholders informed	32%

Base: 557 Newham leaseholders.
 NOTE: Respondents could indicate up to three aspects.

Satisfaction with the most important measure - repairs and maintenance - is in line with the average for the measures shown

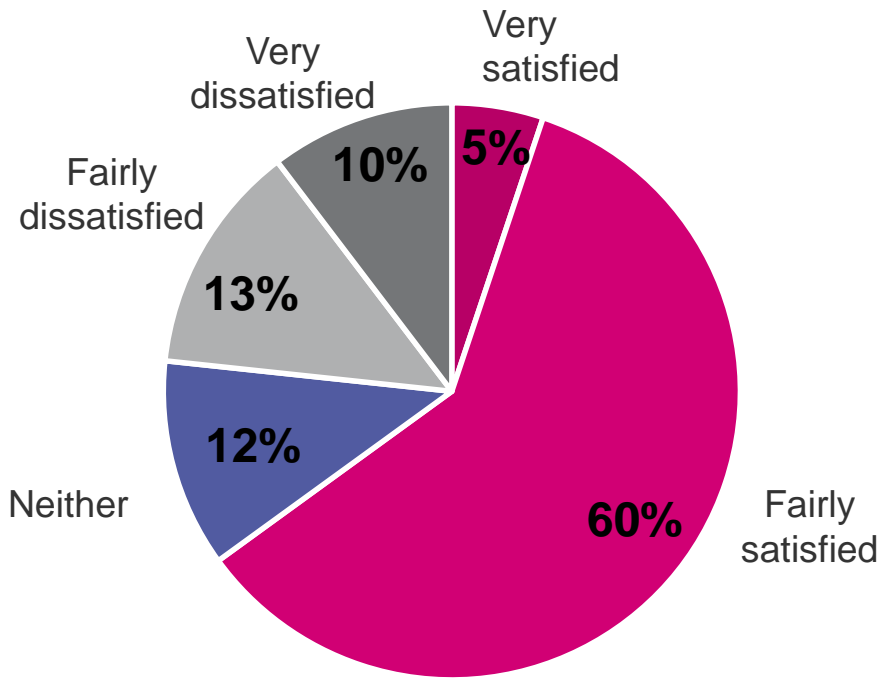


Base: All responses, Newham leaseholders.

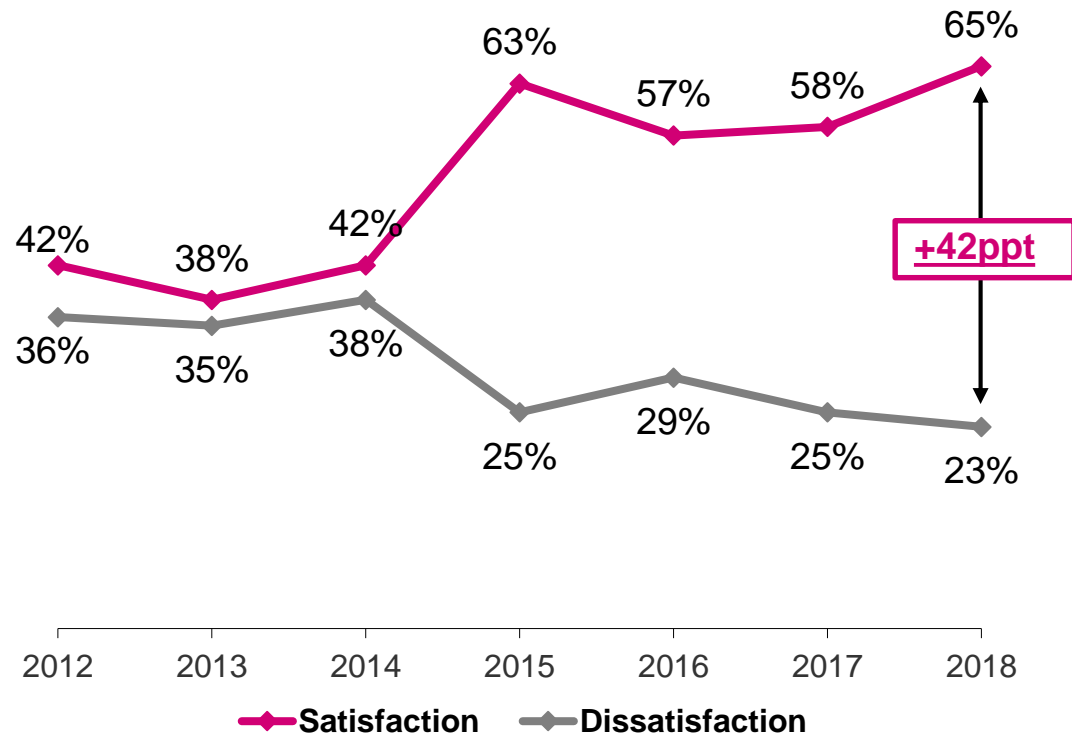
Leaseholders Repairs and maintenance

A significantly higher proportion of leaseholders are satisfied with repairs and maintenance in communal areas than in 2017, now 65%

Q20. Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance in the communal areas of your block and/or estate?



Satisfaction with repairs and maintenance over time

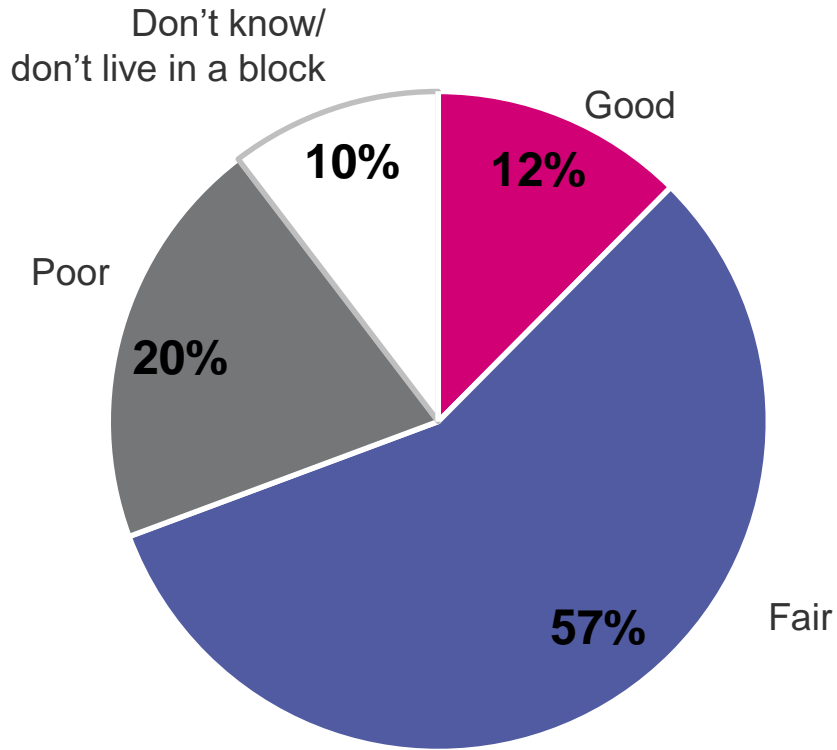


Satisfaction with how their landlord deals with repairs and maintenance is significantly higher than the average for Forest Gate (77%), and significantly lower than average for Beckton & Royal Docks (47%) and East Ham (42%).

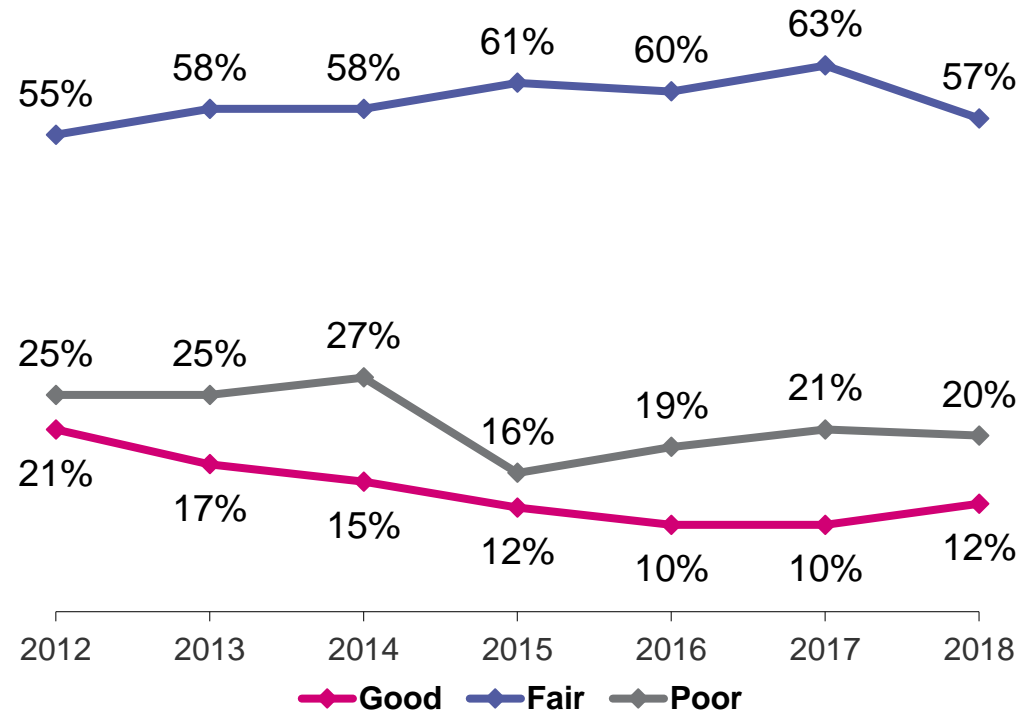
Only 6% of leaseholders report that they have had any major works carried out in their block or estate in the past year.

Six in ten leaseholders (57%) state the repair of their block is “fair”, a significant drop of 6ppt since 2017, while more continue to suggest it is “poor” rather than “good”

Q19. How, if at all, would you describe the state of repair of the block and/or estate that your home is in?



Perceptions of state of repair of the block over time

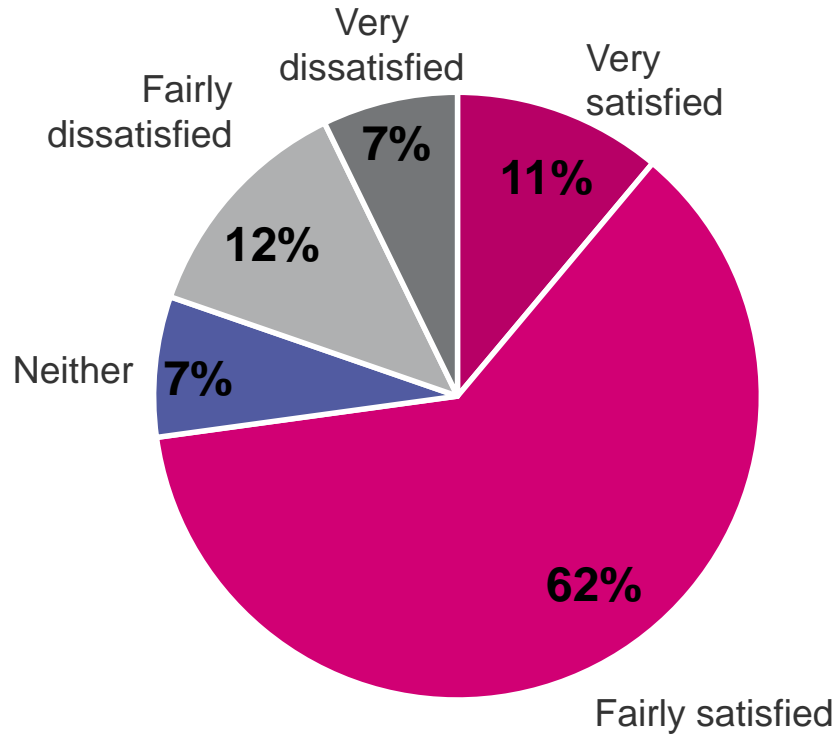


Leaseholders

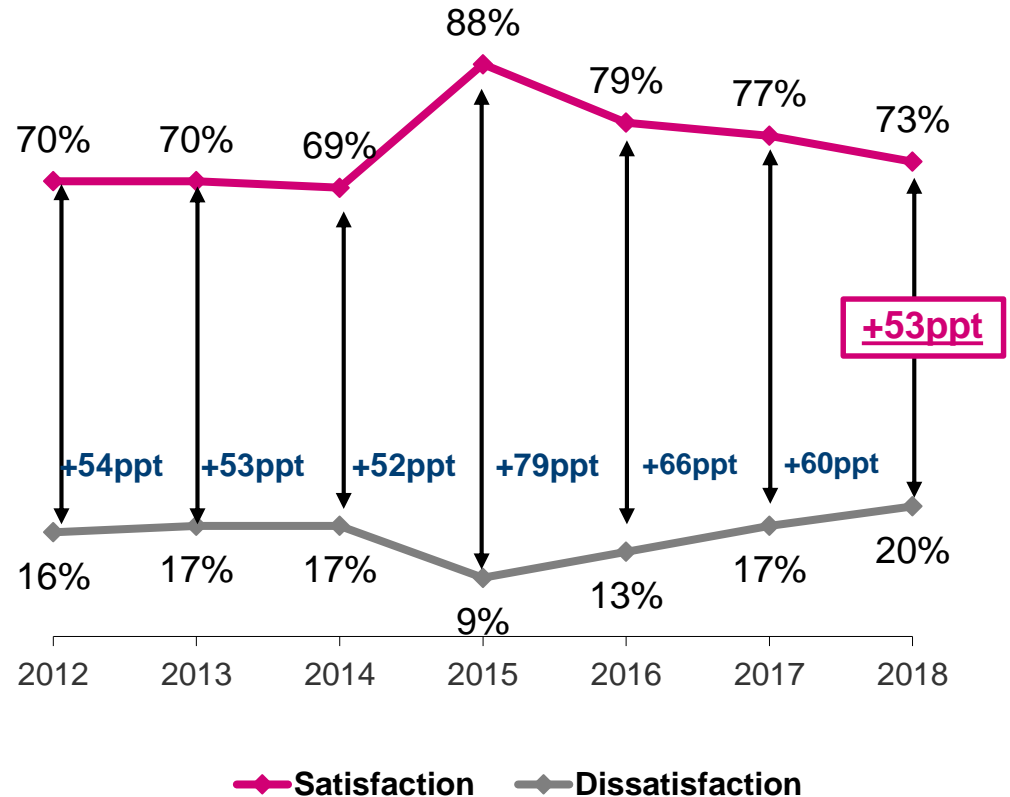
Home and neighbourhood

Most leaseholders are satisfied with the general condition of their property (73%), but dissatisfaction has increased significantly compared to 2017

Q10a. Overall, how satisfied or dissatisfied are you with the following? The general condition of this property



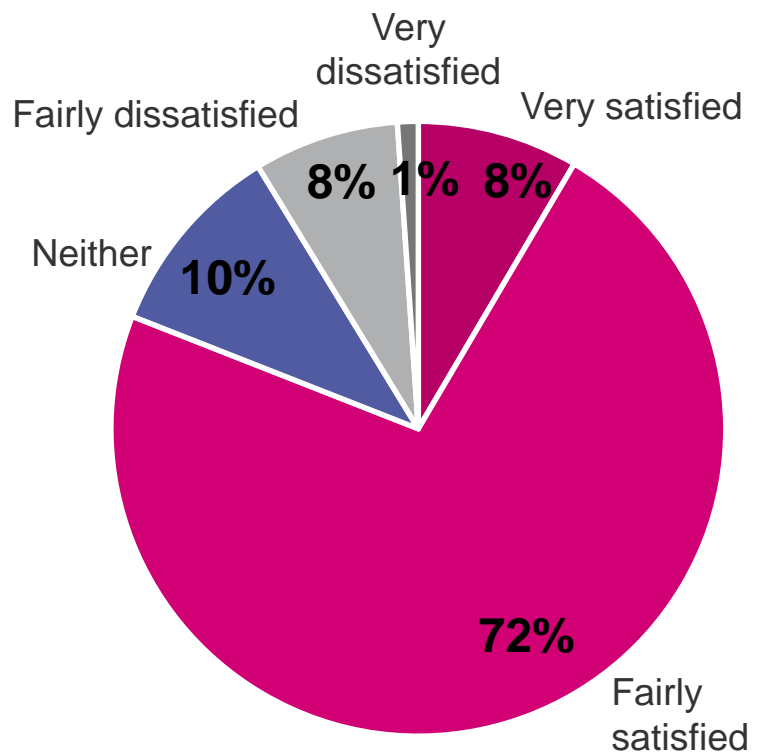
Satisfaction with general property condition over time



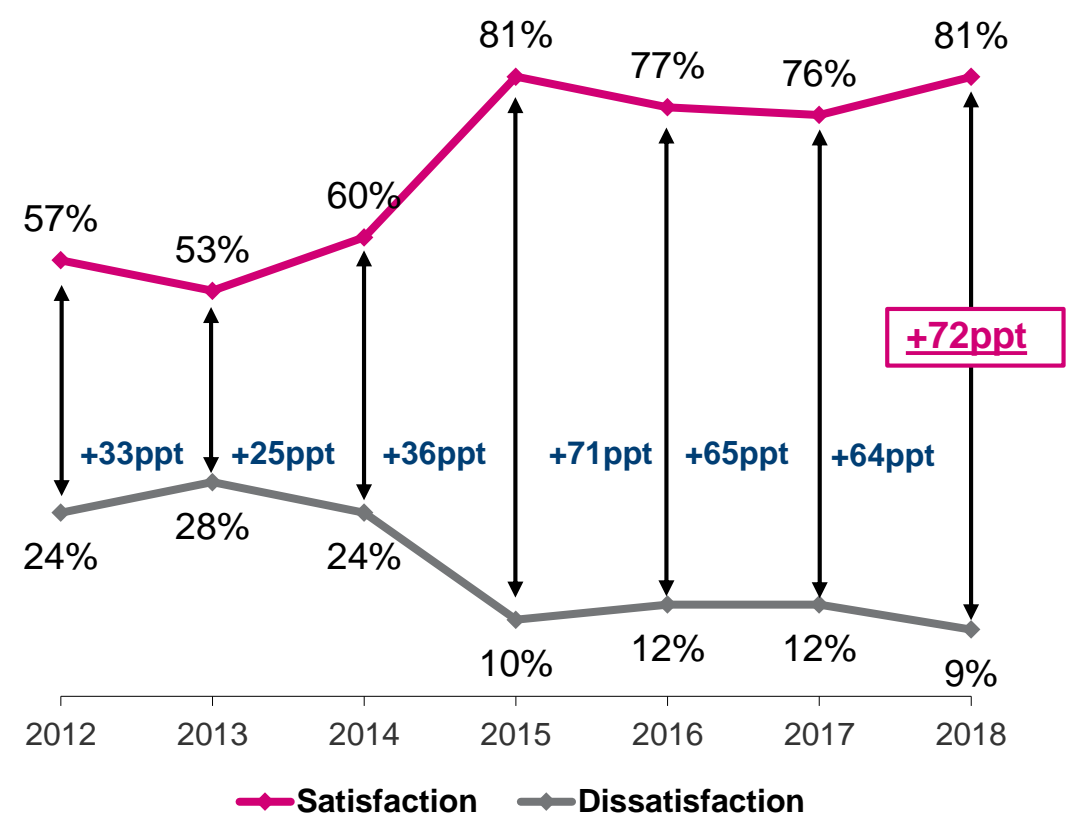
Satisfaction with the general condition of the property is significantly higher among leaseholders living in East Ham (94%)

A majority of leaseholders (81%) are satisfied with their neighbourhood as a place to live, significantly higher than in 2017

Q16. How satisfied or dissatisfied are you with your neighbourhood as a place to live?



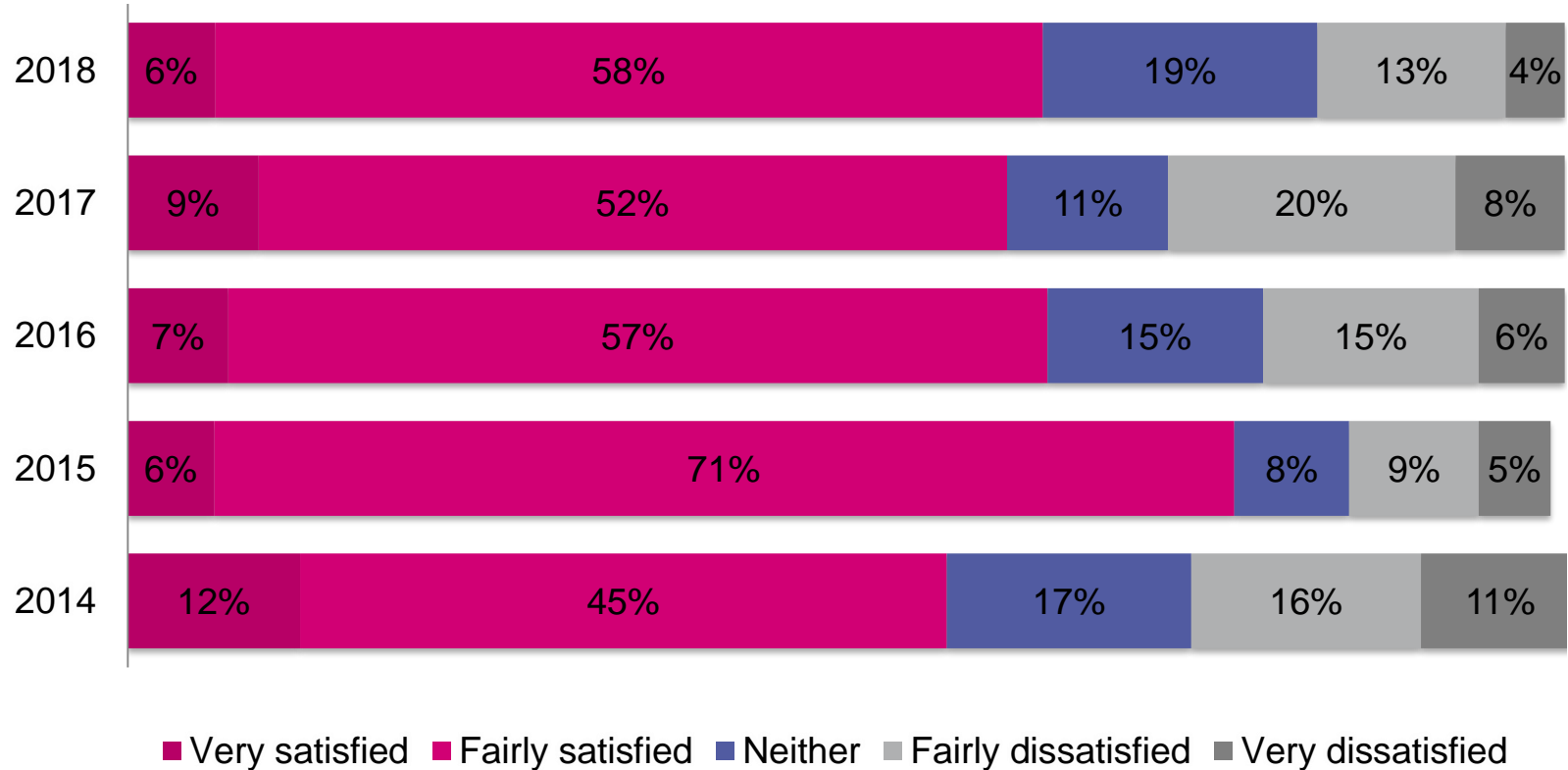
Satisfaction with the neighbourhood as a place to live over time



Base: 562 Newham leaseholders.

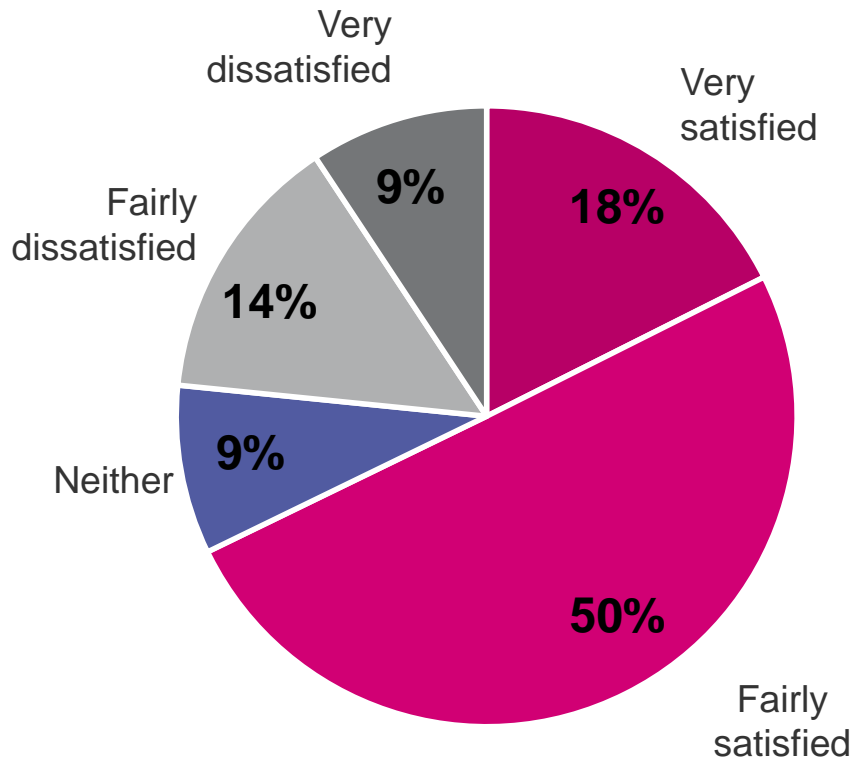
64% of leaseholders are satisfied with the safety of their neighbourhood, down significantly compared to 2015 (77%)

Q10b. Overall, how satisfied or dissatisfied are you with the following? (The safety of your neighbourhood)

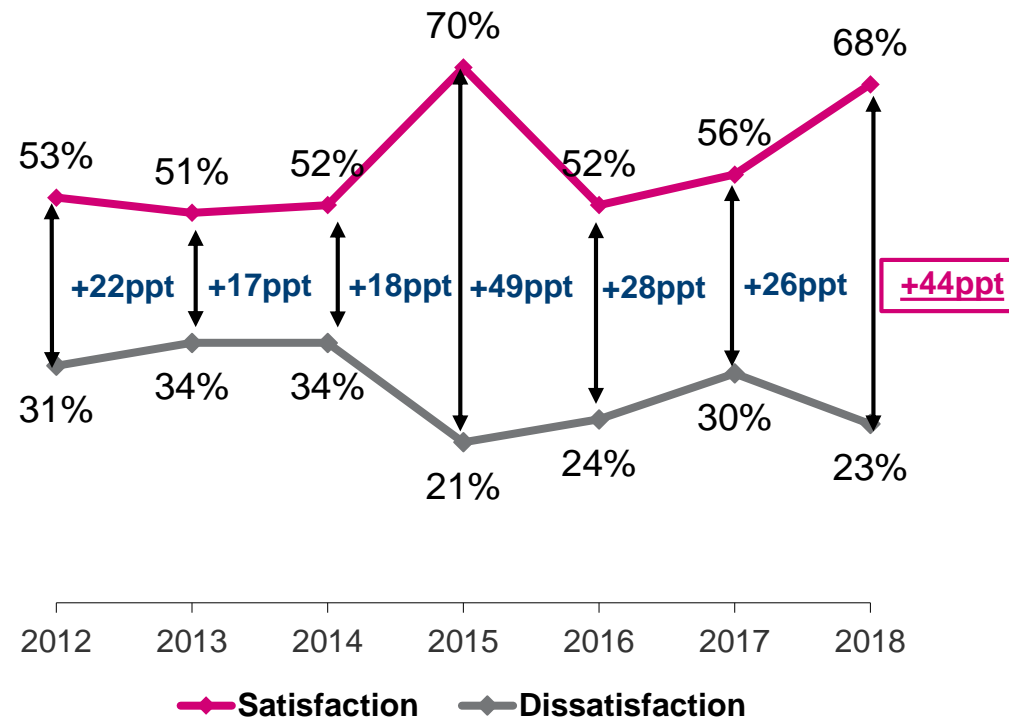


Around two thirds of leaseholders (68%) are satisfied with the condition of the exterior of their building; this is a significant increase compared to 2017

Q10C. Overall, how satisfied or dissatisfied are you with the condition of the exterior of the building?

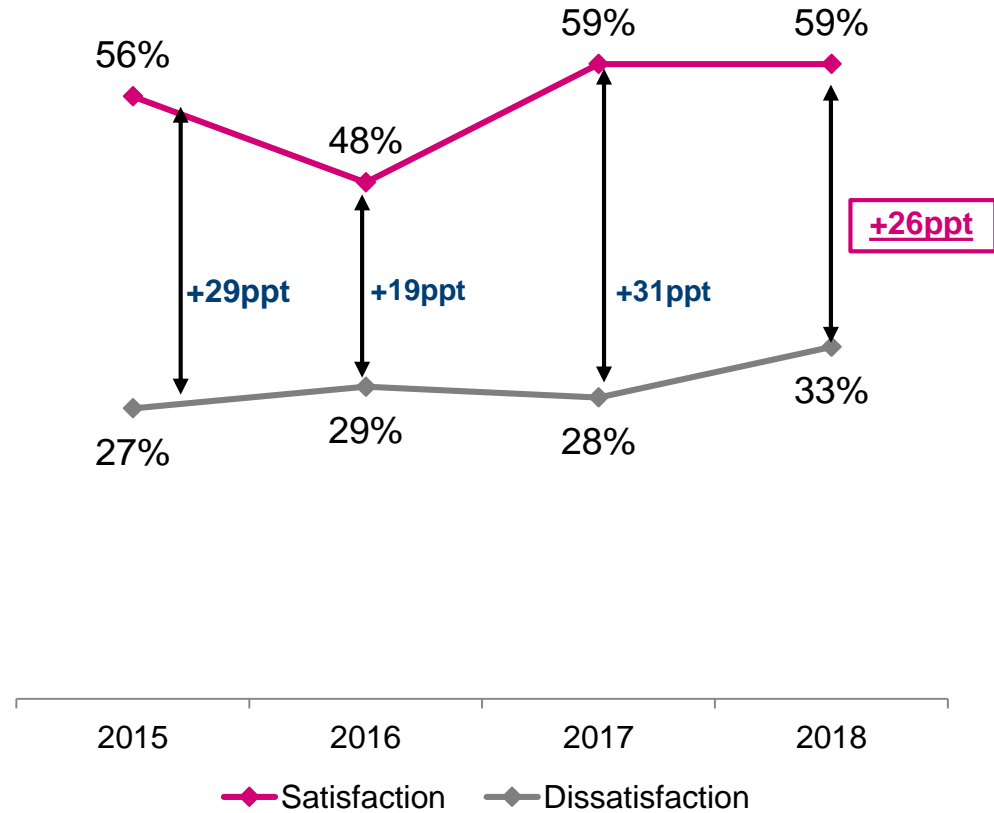
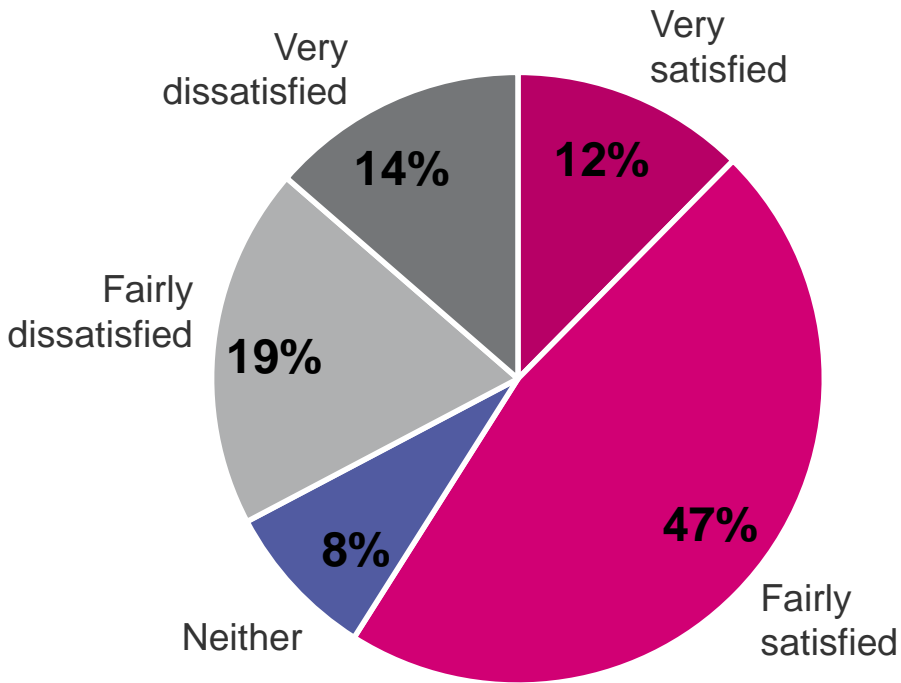


Satisfaction with building exterior over time



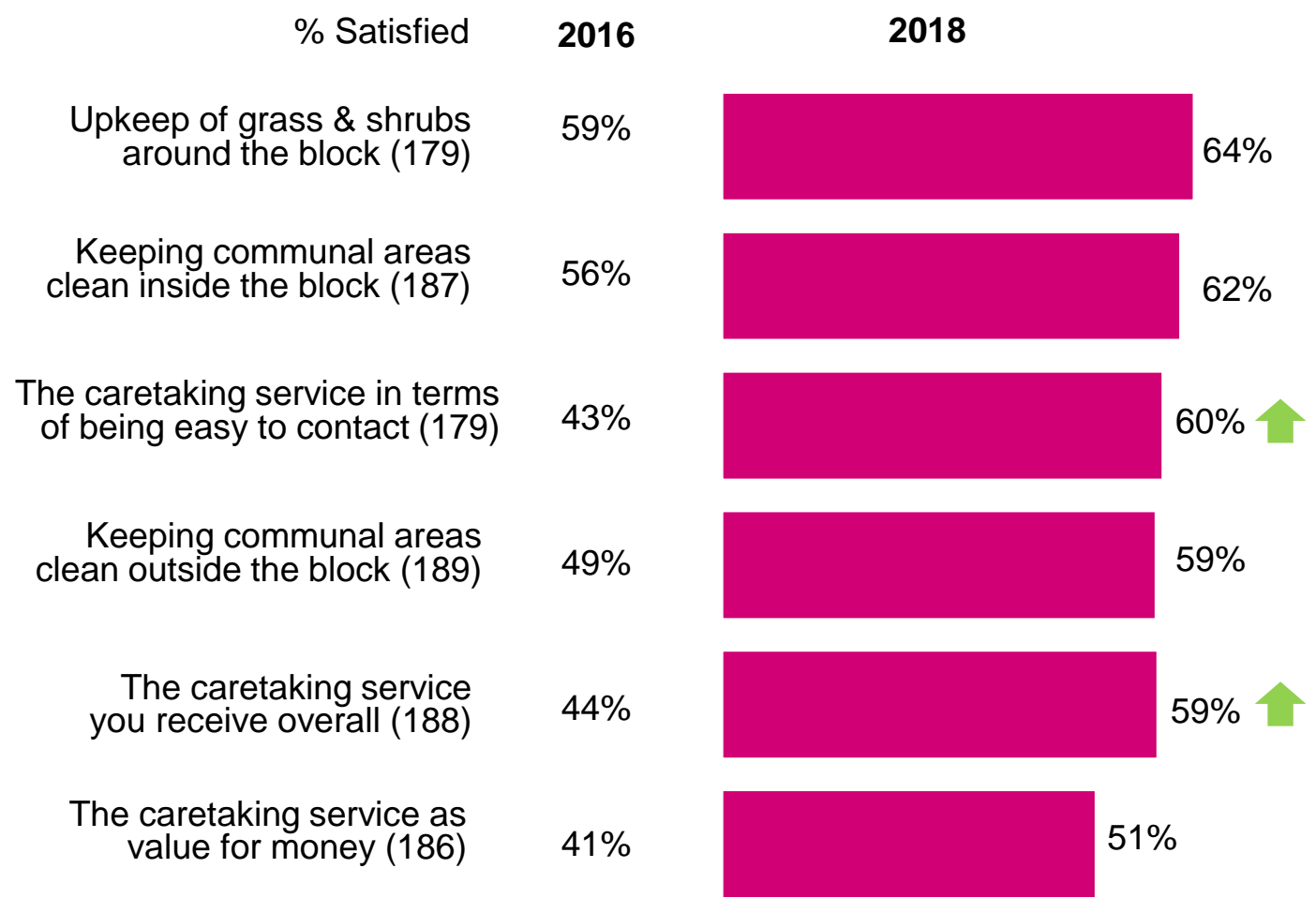
Satisfaction with the caretaking service has remained in line with 2017

Q30. *How satisfied or dissatisfied are you with the caretaking service you receive overall?
(Where service received, excluding no opinion/not applicable)*



For each aspect of caretaking services, a higher proportion of leaseholders are satisfied than in 2016

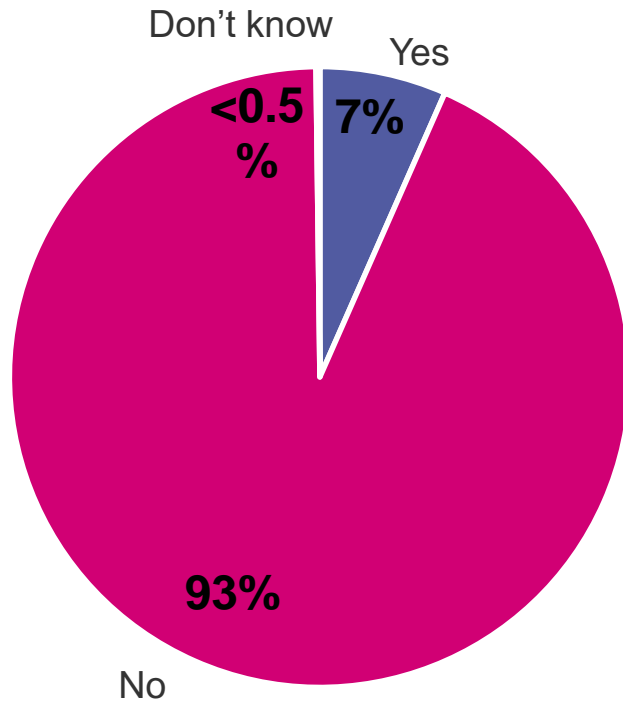
Q30. *How satisfied or dissatisfied are you with the following aspects of the caretaking service in your block? (Where service received)*



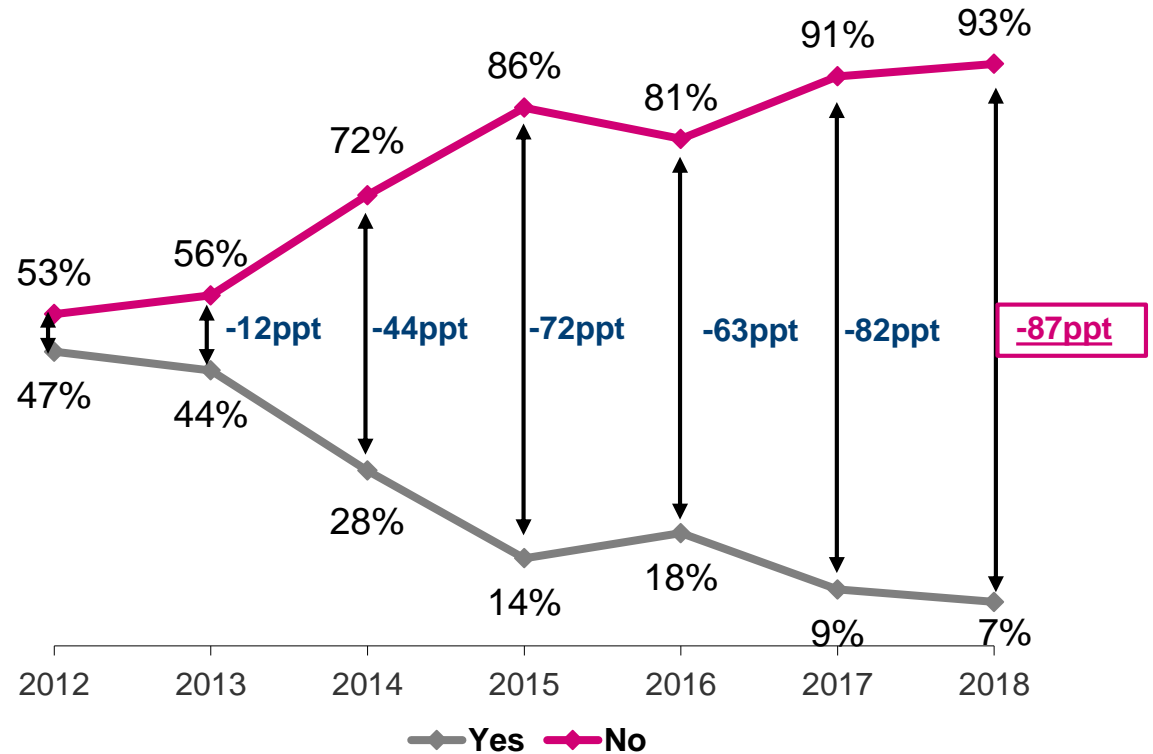
Base: All valid responses (base sizes in brackets), Newham leaseholders.

The proportion of leaseholders experiencing financial difficulties is at the lowest level to date, maintaining the significant drop seen in 2017

Q40. *Have you experienced any financial difficulties in paying regular payments/bills in the past 12 months? (by regular bills we mean service charges, mortgage payments, fuel bills etc)*



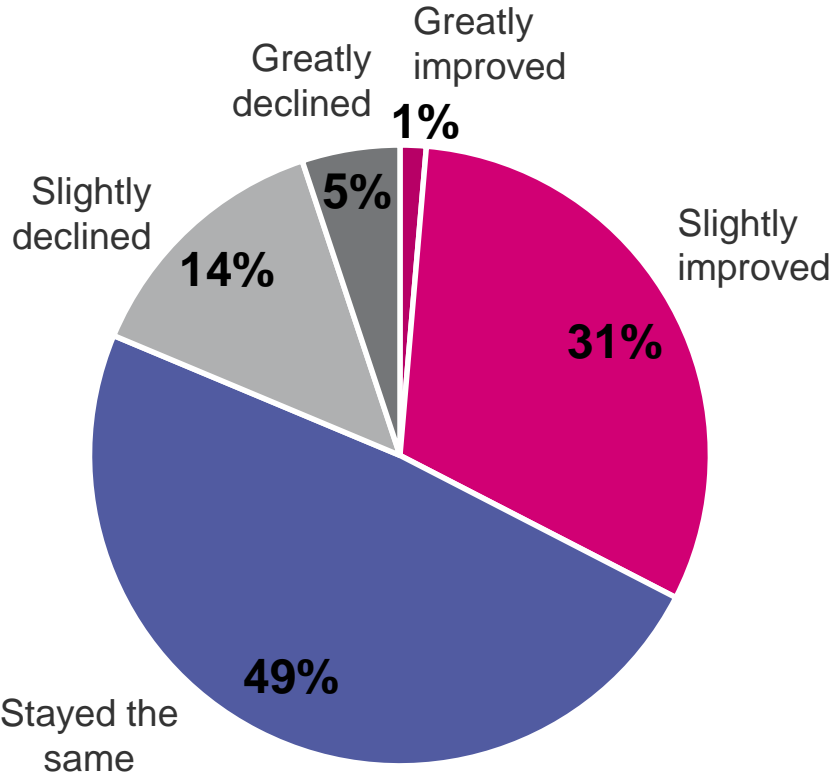
Experience of financial difficulties over time



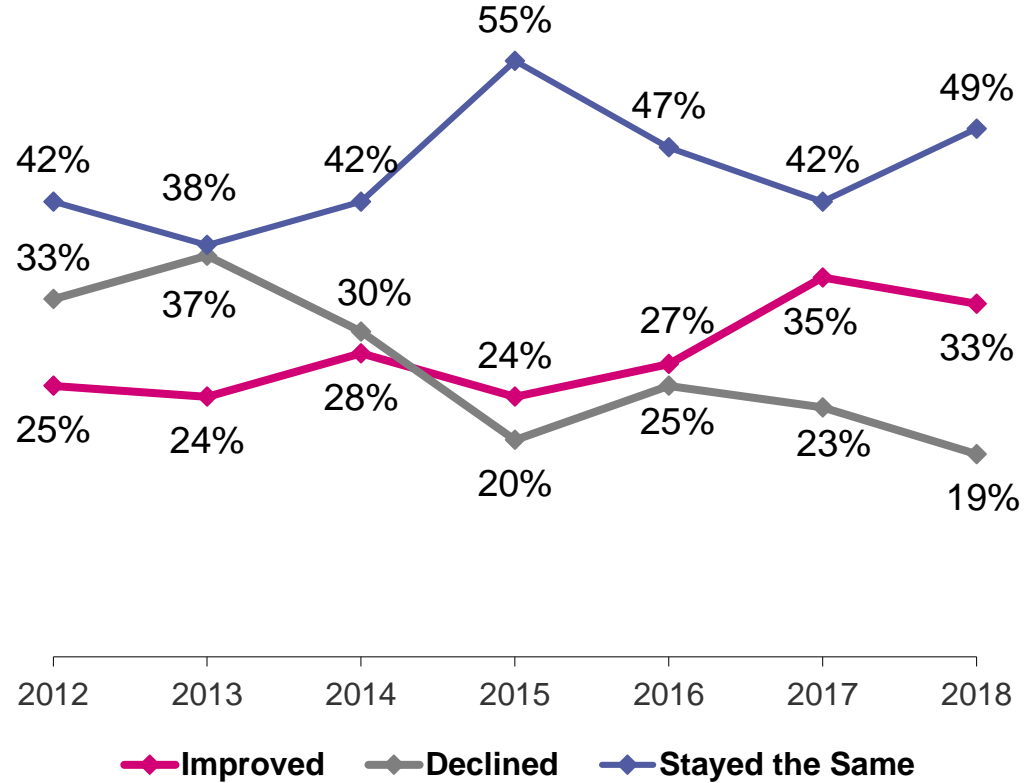
Leaseholder Anti-social behaviour and neighbourhood issues

The proportion of leaseholders who believe their neighbourhood has stayed the same has significantly increased since 2017

Q17. In the last three years do you think your neighbourhood has...?



Neighbourhood improvement/decline over time

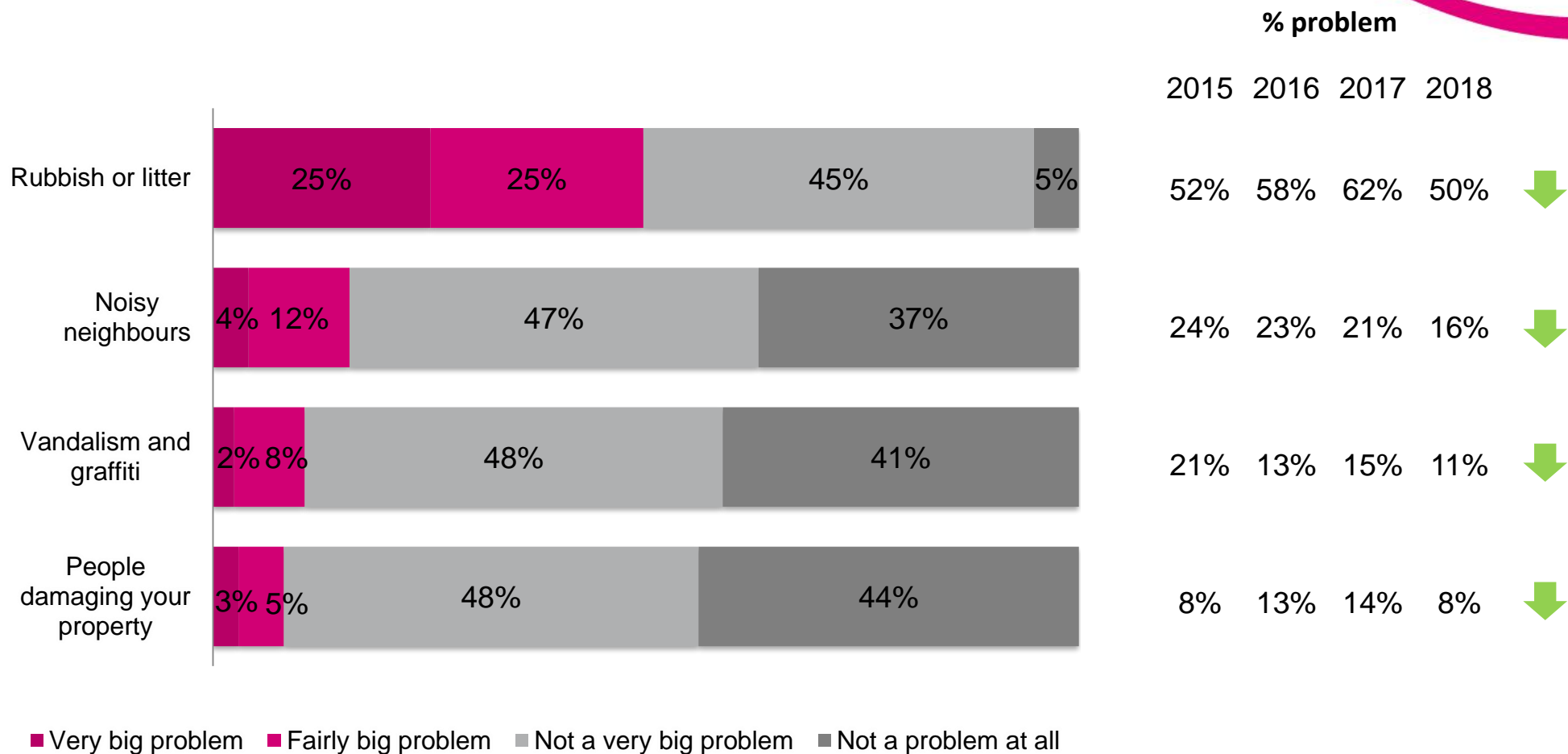


Leaseholders in Plaistow and Stratford & West Ham are significantly more likely to believe their neighbourhood has improved (54% and 42% respectively), while Beckton & Royal Docks (38%), East Ham (35%) and Green Street (30%) are significantly more likely to say it had declined.

Valid sample base: 552 Newham leaseholders.

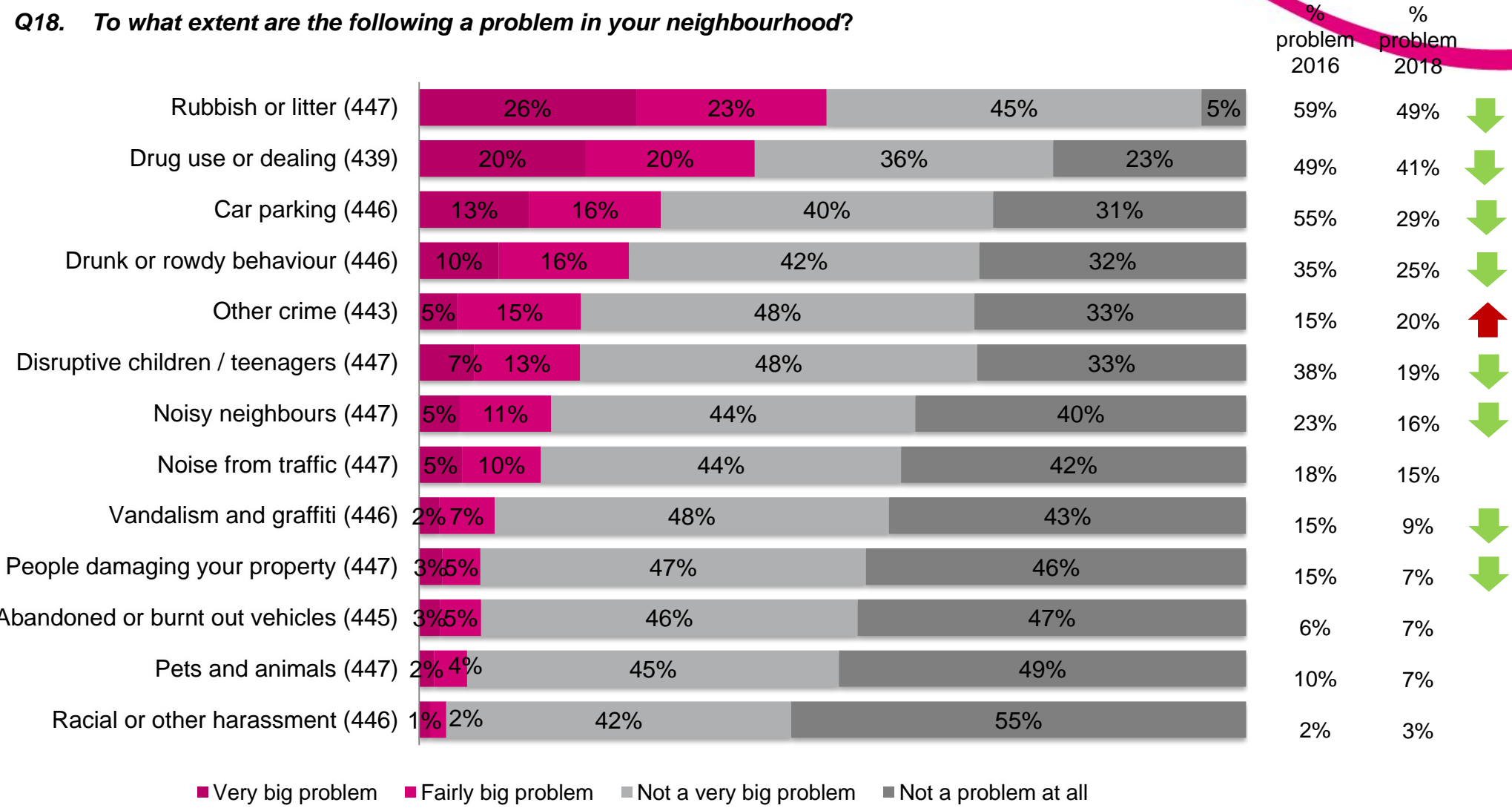
Rubbish or litter remains much the most-mentioned neighbourhood problem, but all key neighbourhood issues fell significantly compared to 2017

Q18. To what extent are the following a problem in your neighbourhood?



Leaseholders living on a block or estate are most likely to cite rubbish and litter and drug use and dealing as a problem

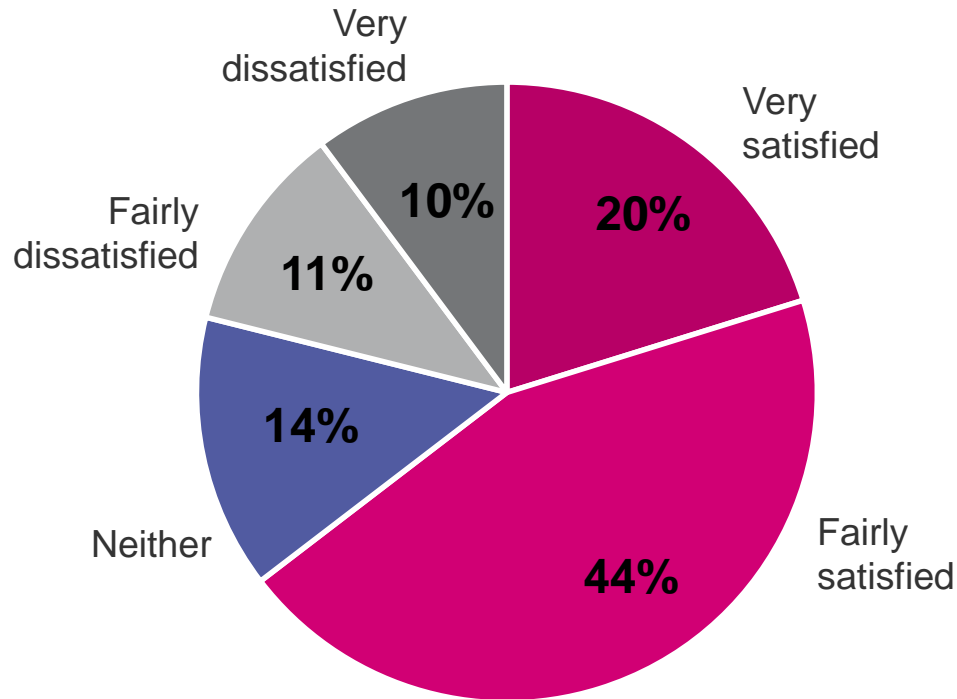
Q18. To what extent are the following a problem in your neighbourhood?



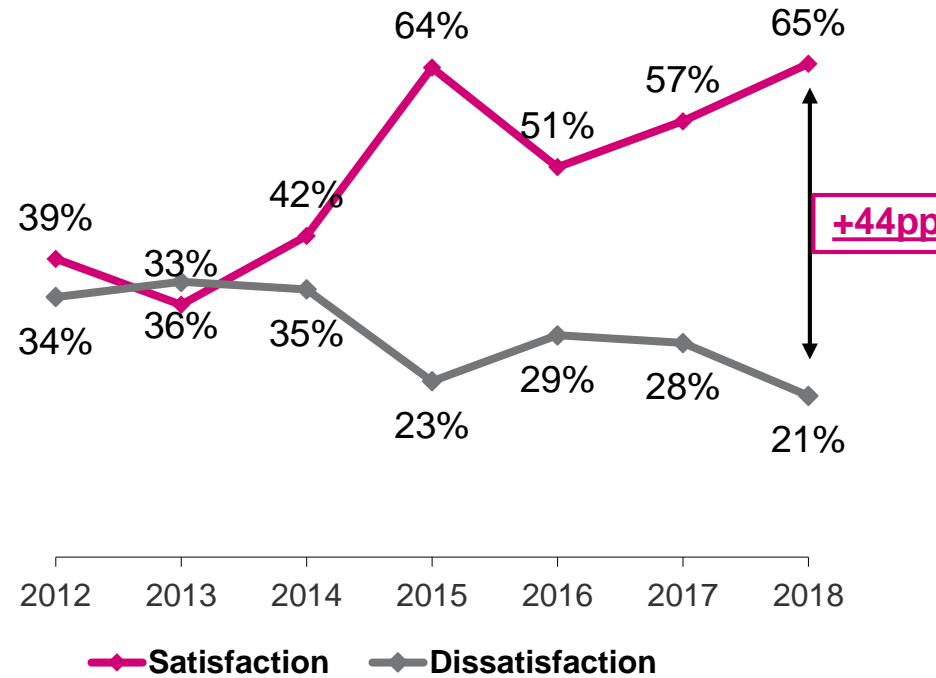
Base: Newham leaseholders living on an estate, number of responses shown in brackets.

The majority (65%) of leaseholders are now satisfied with how their landlord deals with ASB. Dissatisfaction fell significantly since 2017.

Q11A. Overall, how satisfied or dissatisfied are you with the way your landlord deals with anti-social behaviour?



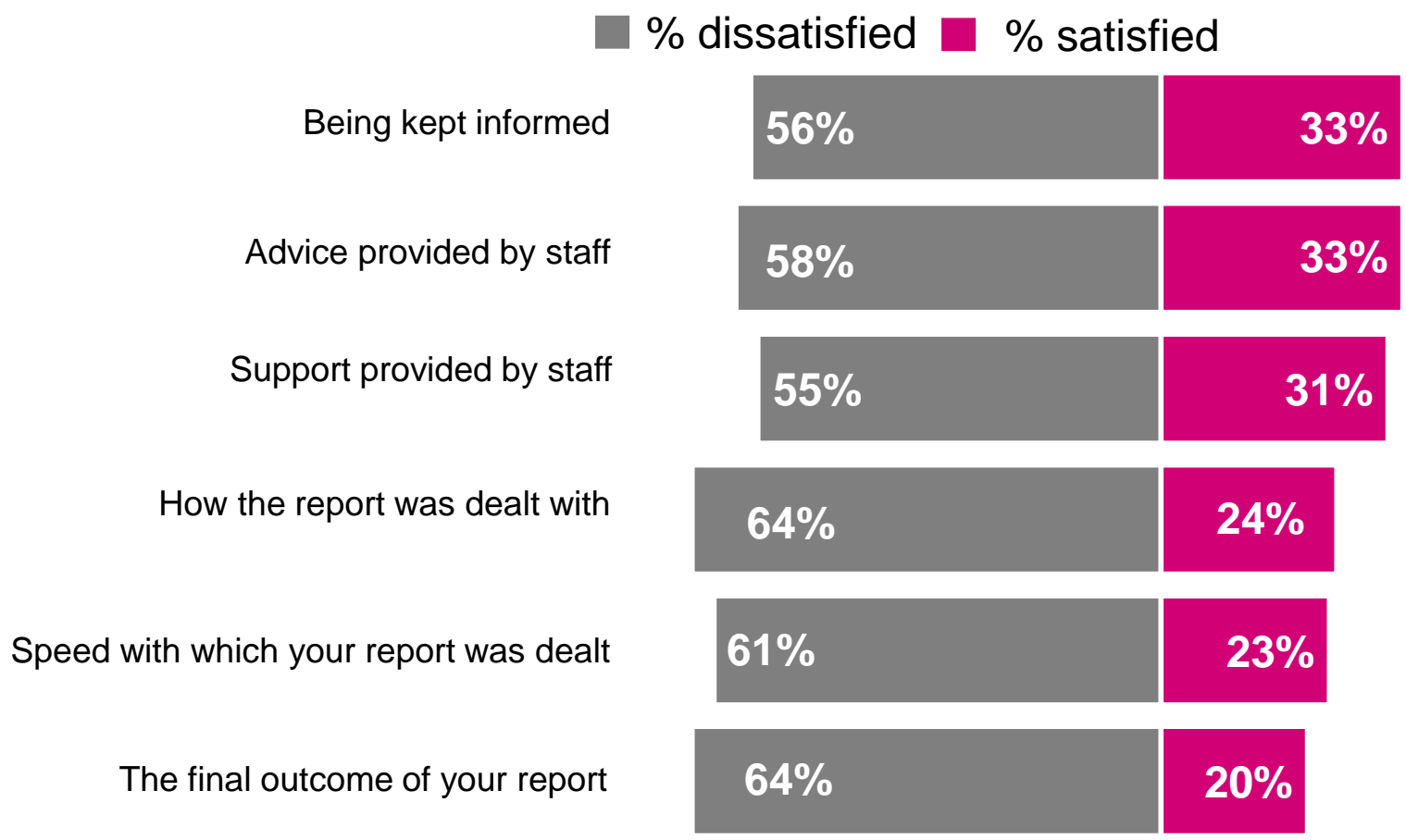
Satisfaction with dealing with ASB over time



Base: 523 Newham leaseholders.

When ASB is reported, leaseholders are more commonly dissatisfied than satisfied with the response received

Q15. How satisfied or dissatisfied were you with the following aspects of how your report was handled?



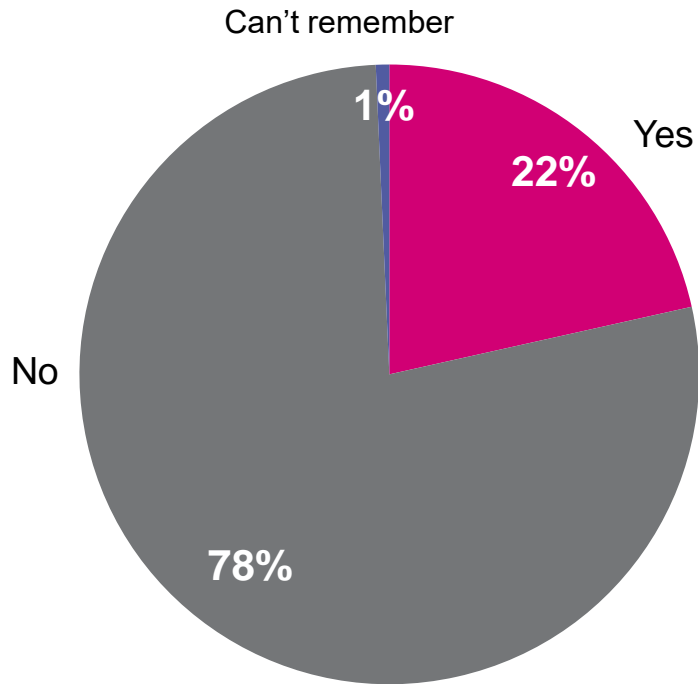
Base: 55 – all Newham leaseholders who have reported ASB to the landlord in the last 12 months (9% of leaseholders). Caution low base size . Low and variable base sizes year on year means that tracking data is not shown.

Leaseholders

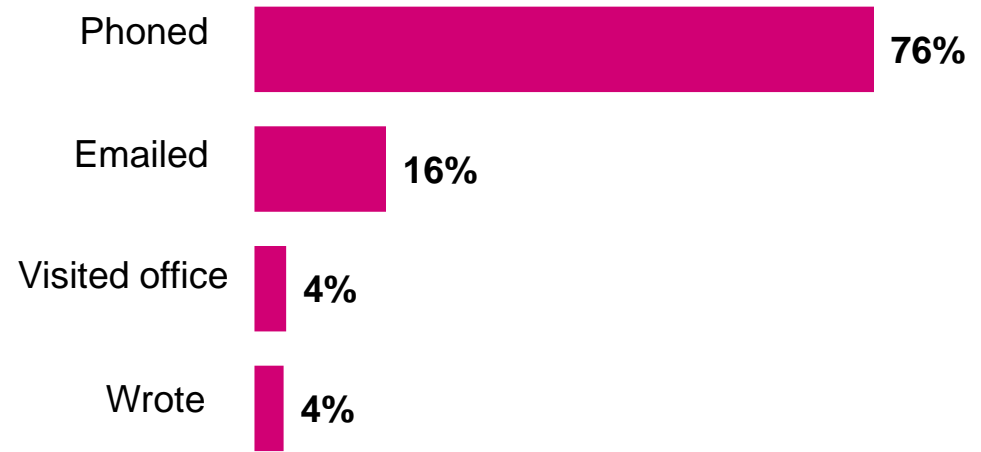
Experience of contacting the landlord

Among leaseholders the phone remains the dominant channel through which landlord contact is made (81%). Just over one in ten made their last contact by email (16%)

Q22. Have you been in contact with your landlord's housing service in the last 12 months? (562)



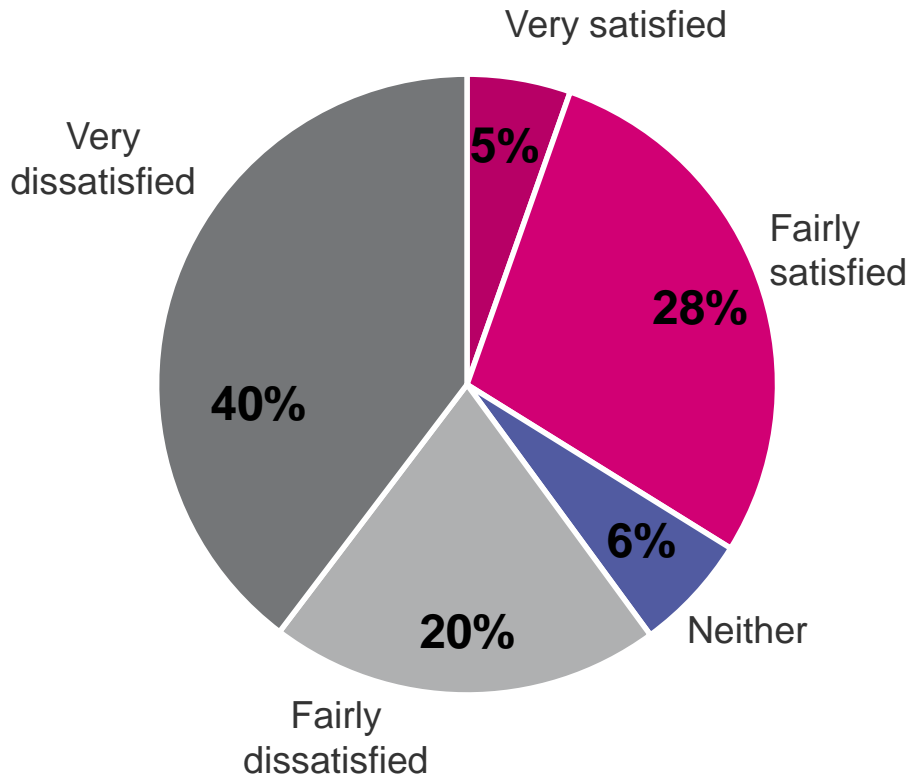
Q23. How did you last contact your landlord? (124)



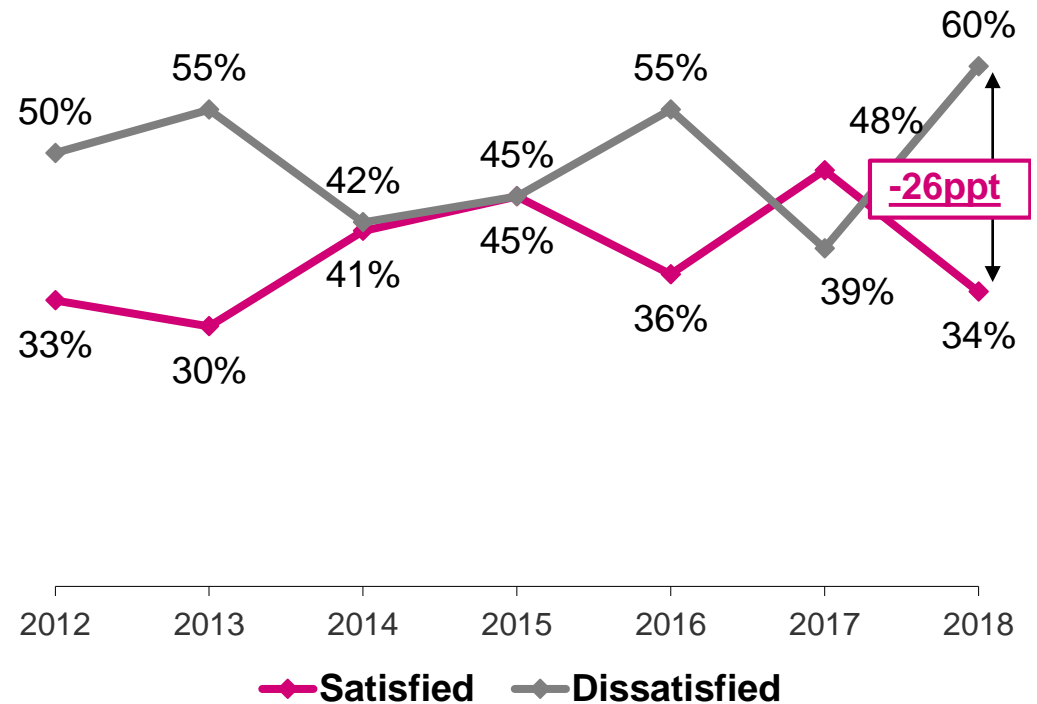
	2013	2014	2015	2016	2017	2018
Telephone	70%	66%	75%	84%	81%	76%
Visited office	9%	7%	6%	3%	3%	4%
Emailed	12%	20%	11%	10%	11%	16%
Wrote	5%	5%	5%	<0.5%	1%	4%

Satisfaction with contact outcome has reduced over time.
Dissatisfaction is now at the highest recorded level.

Q29. How satisfied or dissatisfied are you with the final outcome of your most recent contact?



Satisfaction with contact outcome over time

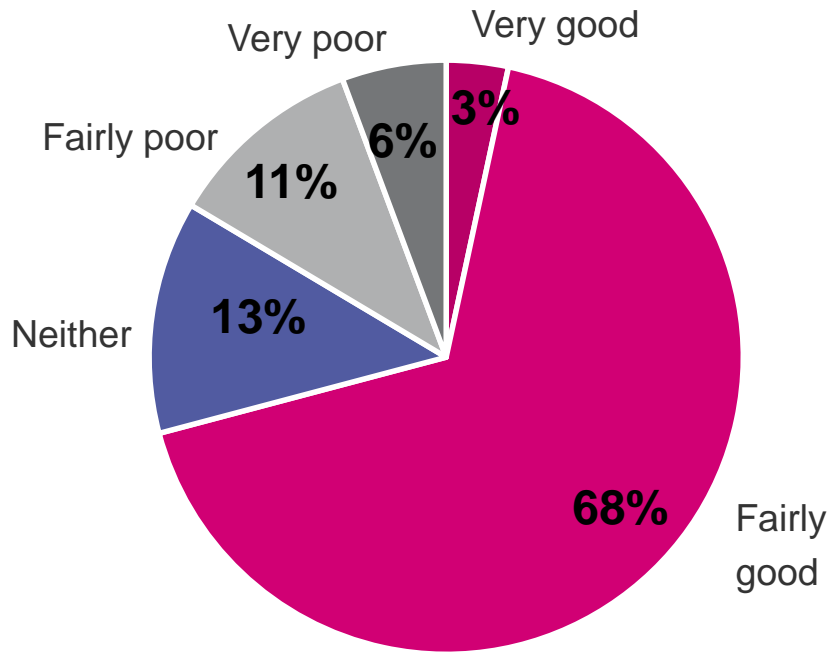


Leaseholders

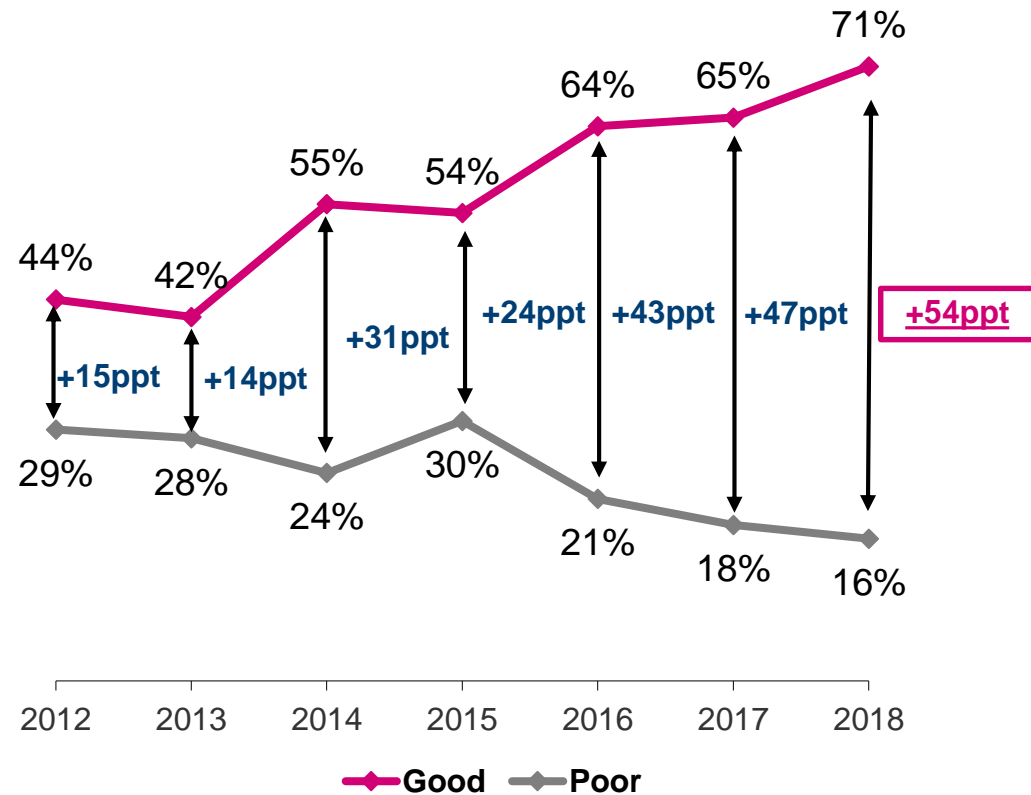
Communication, information, participation

Perceptions that landlords keep leaseholders informed continue to improve

Q36. *How good or poor do you feel your landlord is at keeping you informed about things that might affect you as a leaseholder?*



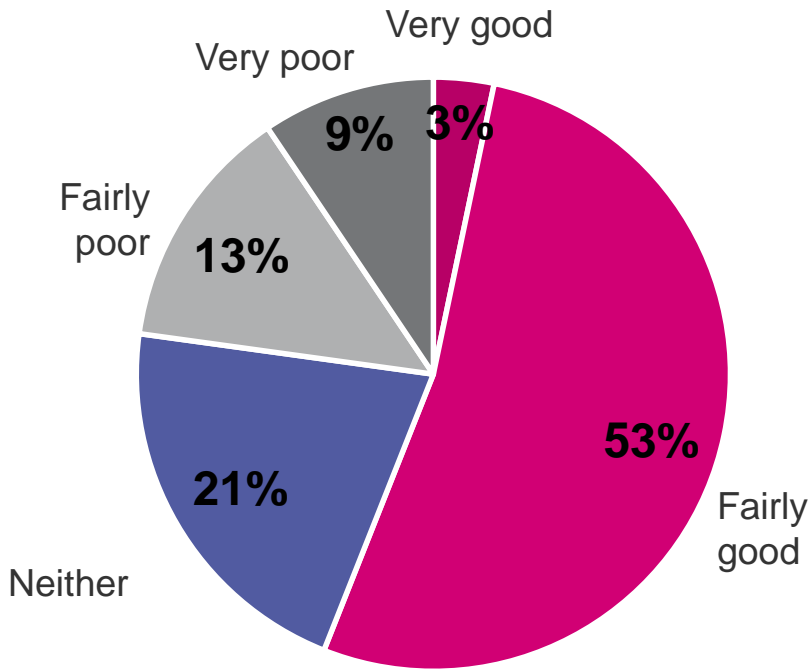
Being kept informed over time



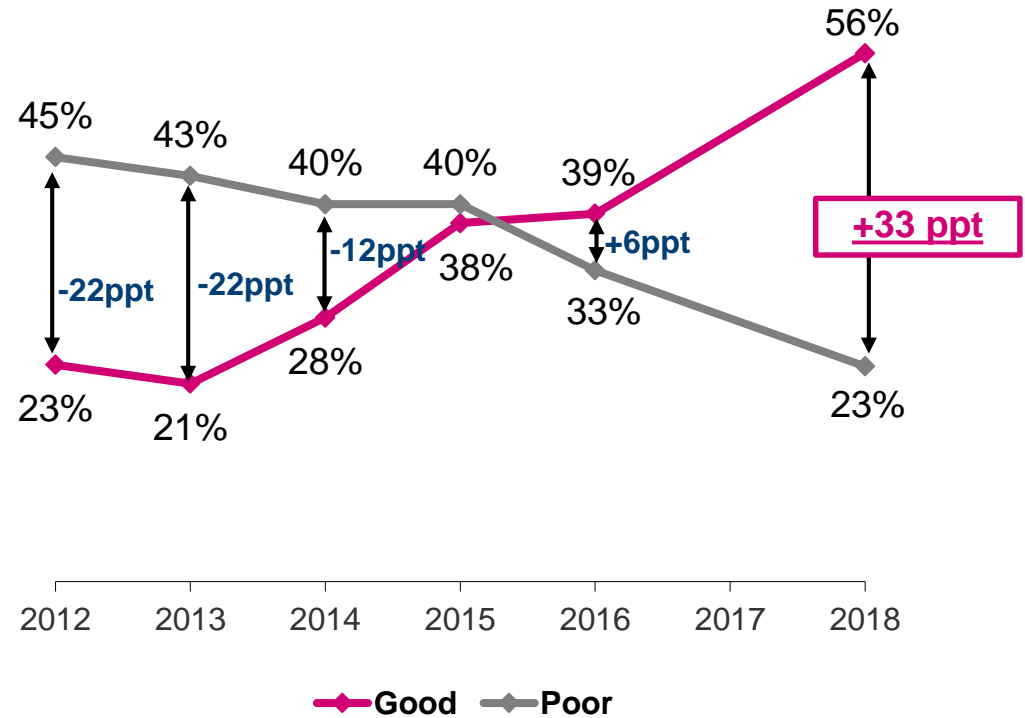
Leaseholders who are satisfied overall more commonly state their landlord is good at keeping them informed (81%) than those who are dissatisfied (47%).

The proportion of leaseholders who feel their landlord is good at taking their views into account when making decisions has continued to rise

Q37. How good or poor do you feel your landlord is at taking into account leaseholders' views when making decisions?

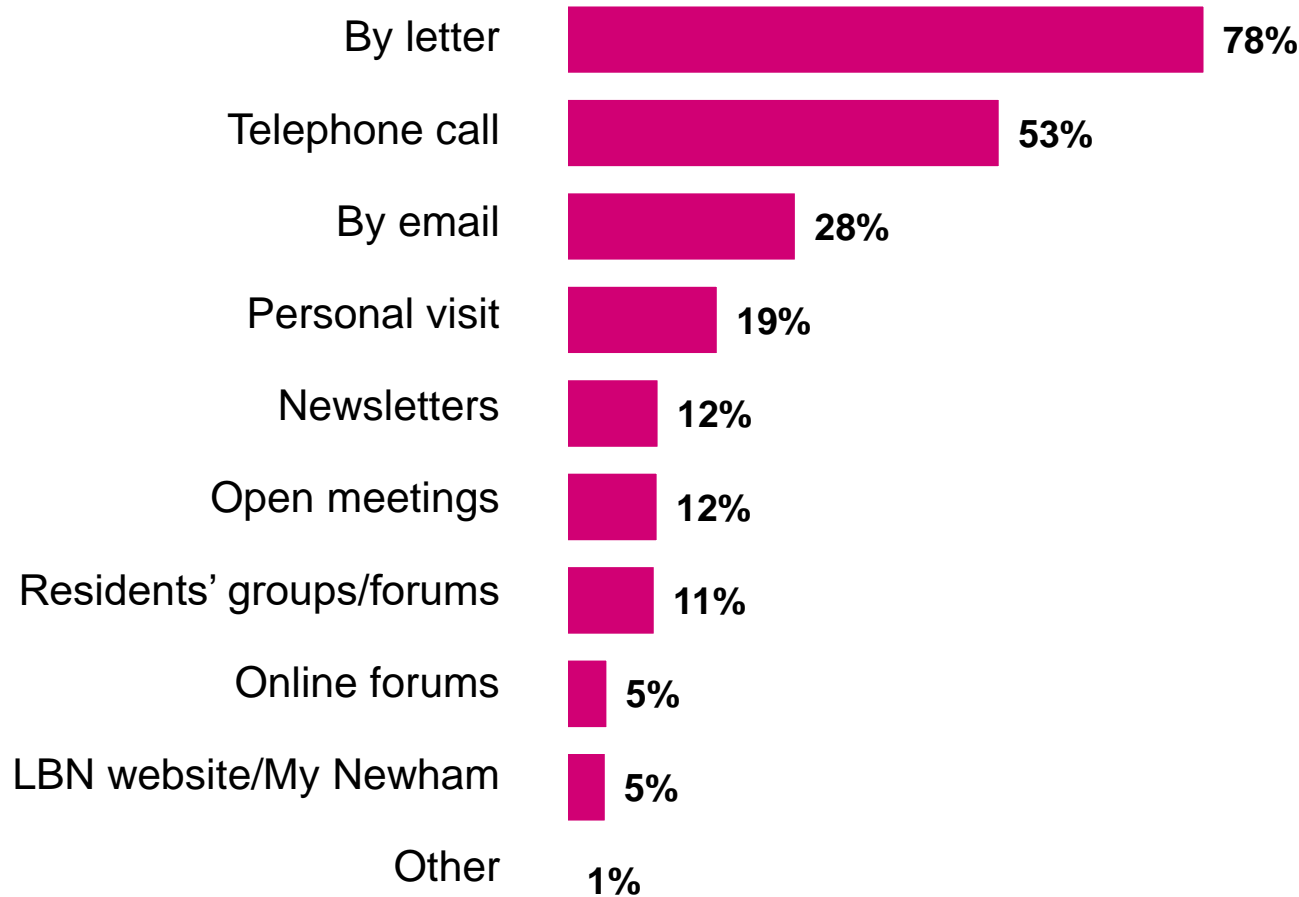


Taking leaseholder views into account over time



Letters remain leaseholders' preferred channel for information and consultation for all age groups

Q38. Which methods do you prefer your landlord to use to inform you or consult with you about issues that may affect you?



Base: 560 Newham leaseholders.

NOTE: Respondents could indicate more than one response.

Leaseholders Vulnerability Analysis

Vulnerable leaseholders are generally more satisfied than leaseholders overall (in contrast to vulnerable tenants).

25% of leaseholders are classed as vulnerable – notably lower than for tenants

Overall services,
Property and
Neighbourhood/Estate



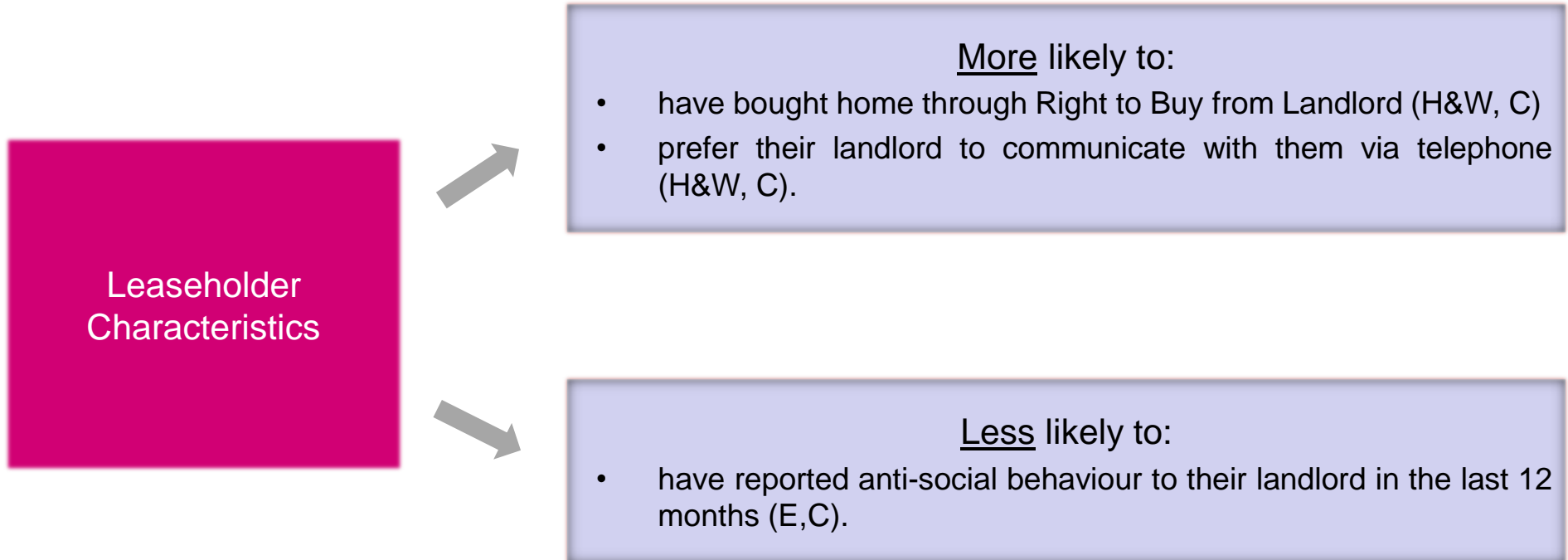
- More likely to be satisfied:
- with overall service provided by landlord (E)
 - with the general condition of their property (E)
 - with the safety of the neighbourhood (E,C)
 - with estate services overall (H&W,C)
 - with their neighbourhood as a place to live (E)
 - with keeping communal areas clean and tidy outside the block (H&W,C)
 - with upkeep of grass and shrubs around the block (C).

- Less likely to:
- report that racial or other harassment, vandalism and graffiti or people damaging their property as a problem in their neighbourhood (E).

Bases:
139 Combined Vulnerable (C) leaseholders.
41 Economic vulnerable (E) leaseholders.
112 Health and wellbeing vulnerable (H&W) leaseholders.

Red highlighting = negative relationships
Green highlighting = positive relationships
Grey highlighting = neutral relationships

Vulnerable leaseholders have differing characteristics and needs to leaseholders overall



Bases:

139 Combined Vulnerable (C) leaseholders.

41 Economic vulnerable (E) leaseholders.

112 Health and wellbeing vulnerable (H&W) leaseholders.

Red highlighting = negative relationships

Green highlighting = positive relationships

Grey highlighting = neutral relationships

Survey sampling and weighting

The sampling approach for each group is summarised below:

- PFI Swan: All tenant contacts issued in order to achieve 350 interviews – 373 interviews were achieved.
- PFI Pinnacle: All tenant contacts issued in order to achieve 370 interviews – 379 interviews were achieved.
- Newham Housing Services and TMO tenants: A proportional stratified random sampling approach was used - the distribution of tenants was established by ward and managing organisation, and interviewing targets were set on a proportional basis. The overall target number of interviews was 580 with 581 interviews completed.
- Randomly generated sample was checked by geography, tenure and property type to ensure none are disproportionately represented. Demographic quotas were not set but completed interviews were monitored for fall out in terms of age, gender and ethnicity, as well as ward, tenure and property type.
- Leaseholders: The same approach was used as described for the Newham Housing Services and TMO tenants sampling, although it was only stratified by ward. Only leaseholder addresses within Newham were included in the sample. The target number of interviews was set at 560 with 562 interviews completed.
- At the sampled leaseholder addresses screening questions were asked to ensure that any individuals sub-letting from the main leaseholder were excluded from taking part.

The tenants and the leaseholder data sets are weighted by managing organisation/housing provider, Community Forum Area, property type, ethnicity and age to ensure that the data is representative of the housing stock. Where it was possible to judge, the demographic distribution within the sample was not substantially different to that seen within the tenant and leaseholder populations.

Vulnerability Categorisation

- Tenants and Leaseholders have been classified as ‘vulnerable’ if they have one or more of a set of criteria that relate to their property or to their response to the surveys.
- Two ‘vulnerability’ sub-categories have been created: ‘health and wellbeing vulnerability’ (H&W) and ‘economic vulnerability’ (E). The overall ‘combined vulnerability’ flag (C) groups all criteria together.

Health and wellbeing vulnerability criteria (H&W)	Economic vulnerability criteria (E)
Household received Sheltered Accommodation Service in Last 12 months	Member of household receives Disability Related Benefit, i.e. have Current Disability Claim
Household have a Blue Badge registered	Household is in Council Tax Arrears, current outstanding balance more than £200
Household at property are registered with troubled families programme	Household received Discretionary Housing Payment in last 12 months
Household are on the Independent living Team caseload	Household are in rent arrears, outstanding balance of more than £500 in last 12 months
One or more members of household are aged 60 or over	One or more children in household is currently claiming Free School Meals (Note: Census is 2 Terms Behind)
Survey respondent reports they have a disability	Survey respondent reports household currently receives Housing Benefit or Universal Credit to help pay some or all of their rent
One or more members of household cannot read or speak English	Survey respondent reports household currently receives income support
	Household has a low income (less than £300 per week or £15,600 per year). Note: this is a rough indicator only and must be used with caution as household income data in the survey cannot be equivalised (adjusted for household size and composition).