

## Leaseholder satisfaction survey – results for 2023-24

### Survey background

The Council employed an independent research company, Opinion Research Services, to conduct a survey of council leaseholders and to analyse the results. The survey was completed between 20 February 2024 and 26 April 2024.

As part of the survey, 555 council leaseholders were interviewed. The raw results were then weighted, or compared with the data for all of the council's leaseholders, to ensure that the results were representative of all council leaseholders.

To ensure the results were comparable we used the same questions as the ones used for the survey of council tenants.

**Table 1: Satisfaction survey result**

**N.B. All scores are rounded to the nearest whole number or percentage.**

Satisfaction measure	Performance (%)	Comparative result from the council tenants survey
Overall satisfaction	33%	59%
Satisfaction with repairs	49%	72%
Satisfaction that the home is safe	56%	71%
Satisfaction that the landlord listens to tenant/leaseholder views and acts upon them	27%	54%
Satisfaction that the landlord keeps tenants/leaseholders informed about things that matter to them	50%	62%
Agreement that the landlord treats tenants/leaseholders fairly and with respect	48%	73%
Satisfaction with the landlord's approach to handling complaints	11%	27%
Satisfaction that the landlord keeps communal areas clean and well maintained	45%	70%
Satisfaction that the landlord makes a positive contribution to neighbourhoods	41%	57%
Satisfaction with the landlord's approach to handling anti-social behaviour	38%	58%

### Commentary

Overall the results show that council leaseholders are considerably less satisfied with the landlord service that they receive than council tenants. We know we need to improve the services and information that council leaseholders receive, and so we are implementing a number of service improvements, including:

- The ongoing delivery of maintenance programmes which are designed to improve the general condition of our housing stock
- We have conducted a self-assessment against the Housing Ombudsman's Complaint Handling Code [self-assessment-form-lbn-2024-v4 \(newham.gov.uk\)](https://www.newham.gov.uk/property-and-housing/tenants-and-residents/tenants-and-residents-associations/tenants-and-residents-associations-self-assessment-form-lbn-2024-v4). We will also be seeking further views, from council leaseholders who are on our resident involvement mailing list, in October
- Our Housing Liaison team are establishing new housing or area patches, meaning that council leaseholders (and tenants) will have a dedicated housing liaison officer with whom they can raise queries about the Housing service. Letters are to be sent to council residents explaining these changes in October
- We are working to establish more Tenants and Residents Associations, to involve council residents in the Council's plans to improve the areas where they live
- We have also established a Leasehold Working Group, with the purpose of improving our communications with council leaseholders. The group is open to all leaseholders, and provides members with opportunities to meet with council teams, receive updates about leasehold services as well as providing feedback to council staff. If you would like more information about the Leasehold Working Group, please email [getinvolved.housing@newham.gov.uk](mailto:getinvolved.housing@newham.gov.uk)
- We will introduce a leaseholder service improvement plan over the next 12 months