

Chris Stock STAR Survey Presentation

TLP 4th April 2017

A summary of residents comments in response to 4 questions asked by Chris during his presentation of 2016 STAR survey results.

Q1 – What one thing could the housing service do that would make you more satisfied?

- Visit tenants more regularly
- Improve environment – gardens
- ‘Service charges’ on our rent – what does the money get spent on?
- Raise their rents and/or administer a charge for the service so they learn to be more responsible
- Listen to customers
- Return phone calls
- Have tenancy officers more visible/available
- Communicate better with residents
- Lighting in communal areas
- Communicate with residents
- Feed back to residents
- Better coordination and communication between departments
- Respond more quickly to residents reporting problems – update
- Train tenancy officers to do the work properly so residents are listened to
- Estate inspections
- More communication with special sheltered tenants

Q2 – What one thing could the council do to increase your satisfaction with the repairs service?

- Reply to emails and calls and chase up the customers after the work is done
- More weekend and evening appointments
- Monitoring of service
- Get rid of Axis
- Axis to call back after a complaint has been put to them
- Joined up relationship with contractor
- First time job fixed
- Train the contact centre staff so they know the rules the council set
- Send inspectors out as well as the contractor
- Hold contractors to account properly

Q3 – What one thing would improve your neighbourhood?

- Deal with cars that don't work (parked in street)
- Speak to residents/Visit Borough of Kensington & Chelsea and do what they do
- Arrange local gatherings once in a while
- Fly tipping is a big issue
- Deal with environmental noise
- Better security/dealing with anti-social behaviour
- Stop tenants throwing litter out of their windows

- Getting residents to follow the Tenants Handbook
- Deal with noise nuisance (music at 4am)
- Solve parking problems
- Bring back the Safer Neighbourhood Teams and Neighbourhood Wardens

Q4 – Where do you think we can make savings/efficiencies?

- Charge those who commit ASB
- Charge those who leave properties in a bad state of repair
- Get council officers on the estates so they know what is happening and things can be addressed.