

REPORT TO:	TENANT AND LEASEHOLDER PANEL 12 October 2021
SUBJECT:	Resident Engagement Road Show
LEAD OFFICER:	Alison Knight, Interim Executive Director of housing
CABINET MEMBER:	Councillor Patricia Hay-Justice
WARDS:	All
PUBLIC/EXEMPT:	Public

SUMMARY OF REPORT:

This report summarises the feedback obtained to date from residents in response to an engagement exercise carried out by officers from the Resident Involvement and Tenancy Teams.

The report also sets out the next steps and proposes that we extend the visits to include other estates and houses during the coming months.

RECOMMENDATIONS:

The Panel is asked to note the report and support the proposal to extend the engagement exercise to further estates.

1. BACKGROUND

- 1.1 The independent investigation carried out by ARK following the repairs issues at Regina Road earlier this year identified a range of serious housing service issues.

- 1.2 The council were keen to hear the experiences of a wider range of tenants and leaseholders across other parts of the borough. It was felt that the most effective way to do this was to knock on doors and ask residents if they would be happy to complete a short survey.

2. THE DETAIL

- 2.1. Officers from the Resident Involvement and Tenancy Teams have initially targeted flats on those estates with high rise blocks and where there were a higher volume of repair requests. The visits commenced on 13 July and up until 24 September over 2,286 doors have been knocked and 563 surveys have been completed. Where the resident was not at home a flyer was left providing details of their caretaking service and contact details for accessing support for all other housing services and their ward councillors.
- 2.2 A copy of the survey questions is attached as appendix A. A list of estates visited to date is attached as appendix B. The summary of the survey findings is attached as appendix C.
- 2.3 In addition to the completion of the survey the visits provided an opportunity for residents to seek advice and support on individual housing issues and officers to observe some of the conditions in and around residents' homes.
- 2.4 In addition to the data collected in the survey, officers have also been able to record anecdotal information from door step discussions and observations when visiting the estates.

3. THE NEXT STEPS

- 3.1 The data can be analysed further to focus on particular estates or service areas or where residents are least satisfied. This data will be shared with service managers, the Performance Monitoring Group and the Housing Improvement Board. This should assist with prioritising service improvements and the development of service improvement plans and monitor the impact of these going forward.
- 3.2 These visits have been well received by the vast majority of those contacted. Residents appreciated that the council had taken time to come out to their estate and talk with them face to face about their housing services. The recent lockdown had led to many feeling isolated and most had little interaction with housing officers for some time.
- 3.3 In the circumstances it is proposed that the council will extend the roadshow to other estates throughout the winter months and report on progress to this panel and report findings to the Performance Monitoring Group.

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APPENDICES TO THIS REPORT

- A: Survey Questions
- B: List of estates visited
- C: Summary of survey findings