

Resident engagement events - Summer 2021

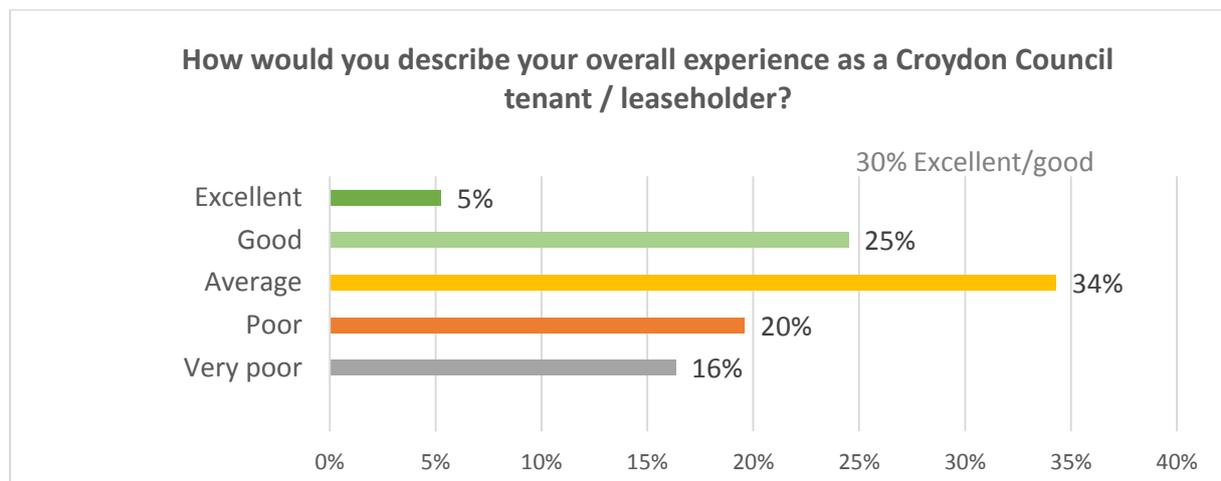
Headline feedback

22 events

2286 doors knocked

563 surveys completed

The resident involvement and tenancy team visited specific estates/blocks across Croydon. All doors were knocked and cards left for those not in. Residents were asked their views on their overall experience of housing services and how we communicate with them. The following is a headline summary of the surveys completed up to 24th September.



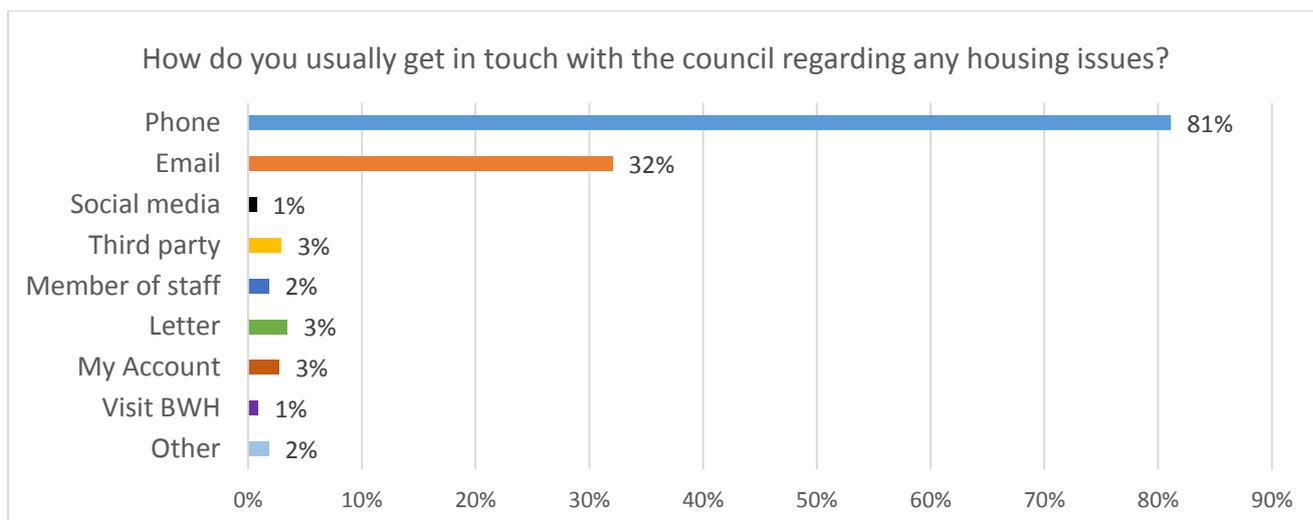
Can you tell me a bit more about why you feel that way?

Key themes:

- Poor repairs service
- Communal repairs to block needed
- Council is unresponsive/ takes too long to deal with things
- Grass cutting
- Caretaking/block cleanliness
- Bin area/rubbish/fly tipping
- ASB issues – drugs, noise
- Block security
- Some positive responses from those happy with service

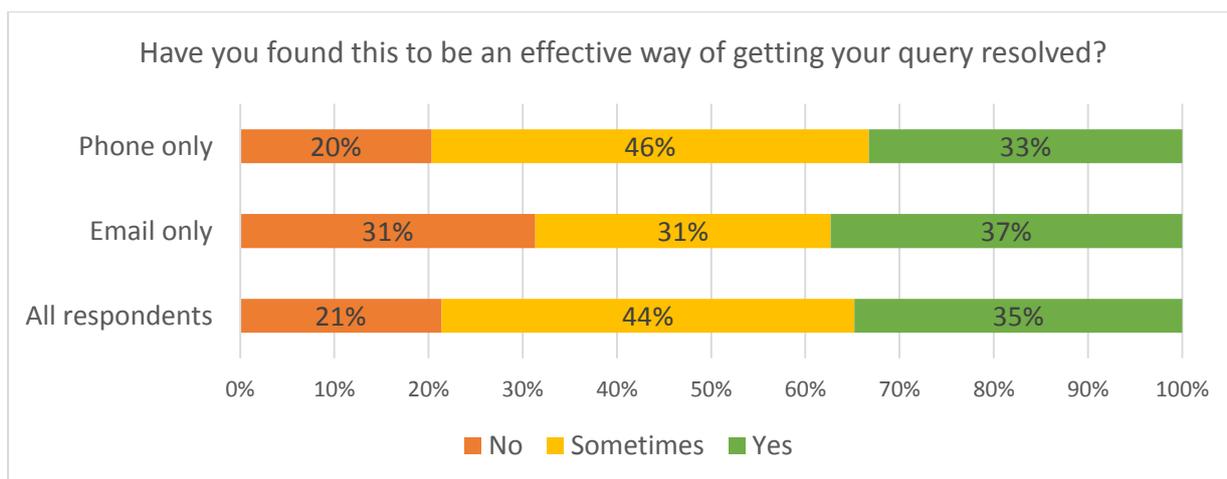
How do you usually get in touch with the council regarding any housing issues?

The chart below shows the % of respondents who chose each option. Residents could tick multiple options.



Have you found this to be an effective way of getting your query resolved?

The following graph shows responses from those who only use email or only use the phone to contact us, in addition to combined answers from all respondents.



Do you have any other comments or feedback about your experience of contacting housing services and getting issues resolved?

Key themes:

- Too slow to respond/issues not resolved/have to chase
- Issues with repair service
- Contact centre – can't get through, wait too long
- Council staff don't listen/do anything
- Can't find right dept/get passed around
- Other issues – block maintenance/ASB/Grass cutting
- Some positive comments about good experiences

What do you like about where you live?

Key themes:

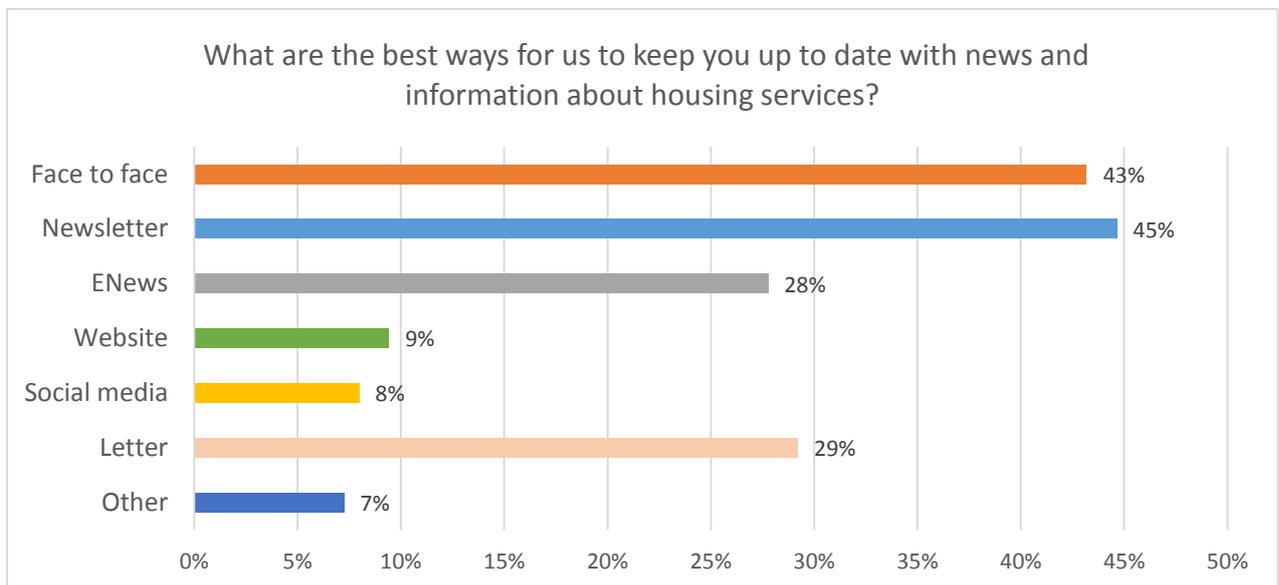
- Quiet/peaceful
- Good neighbours
- Area generally
- Convenient location - close to shops/transport
- Green spaces

Is there anything you would change?

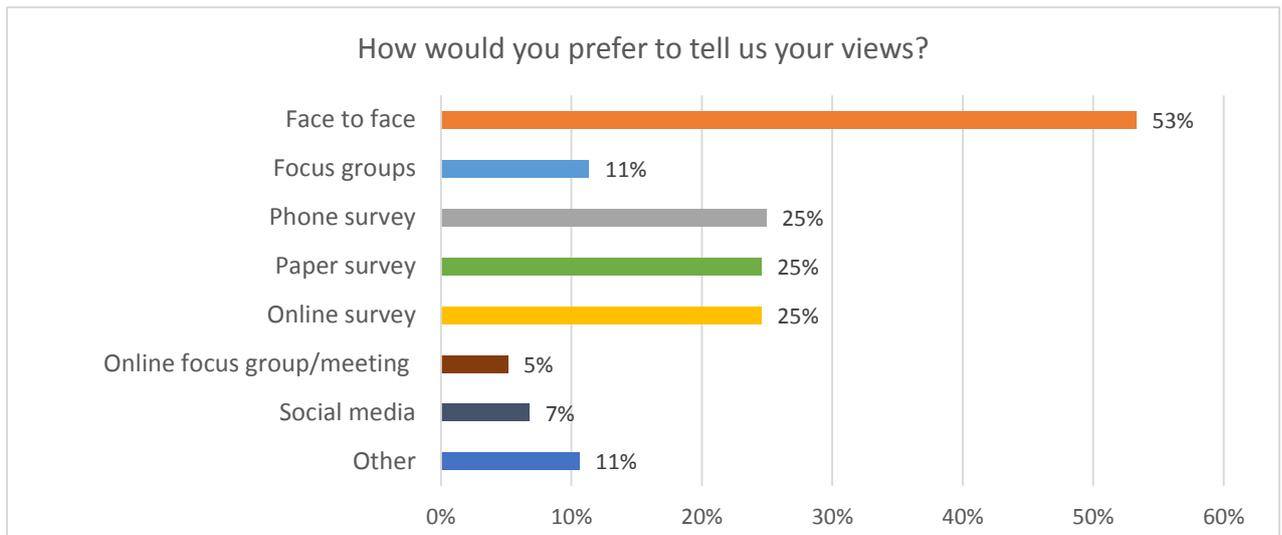
Key themes:

- Deal with ASB – drug problems/noise etc
- Improve block security
- Clean blocks
- Increase grass cutting/grounds maintenance
- Want to move (accomm. size/type, area)
- Better block maintenance
- Parking
- Rubbish collection/fly tipping
- Better facilities for children/youth

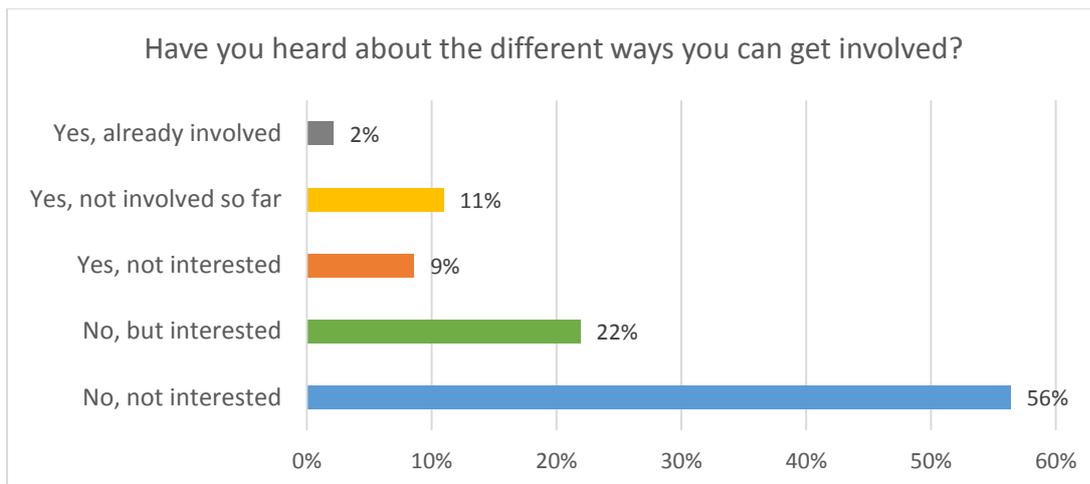
What are the best ways for us to keep you up to date with news and information about housing services?



How would you prefer to tell us your views?



Have you heard about the different ways you can get involved (such as mystery shopping, neighbourhood voice, housing scrutiny, service improvement groups)?



Would you be interested in getting involved in a resident group for the block/area where you live?

30% of those surveyed expressed an interest in joining a resident group.

All residents interested in getting involved were provided with further information and an involvement form to complete, either at the time or later.