

# Resident Engagement Event feedback

Chris Stock

Resident involvement manager

# Background

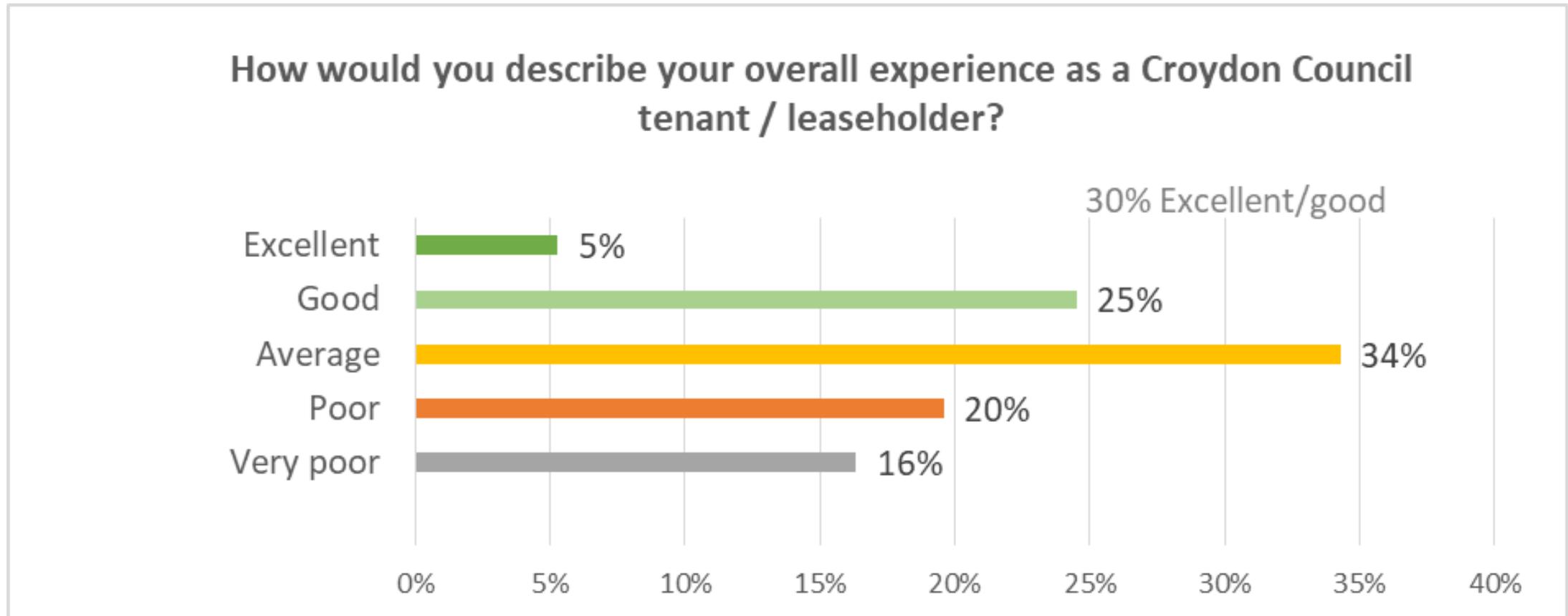
- The independent investigation carried out by ARK highlighted various housing service issues experienced by residents at Regina Road
- The council were keen to hear from other tenants and leaseholders across the borough
- Knocking on doors and conducting short surveys - effective way to connect with residents.

# What has happened so far?

- **27** engagement events held from July to this week (mid-October)
- Resident involvement and tenancy officers have met with hundreds of residents on council estates across Croydon
- The following high level feedback is for events completed up to 24 September, which included **2286** doors knocked and **563** surveys completed.

# How do residents rate being a Croydon Council tenant/leaseholder?

Results so far suggest that just under a third of residents have found their experiences to be good/excellent, a third average and just over a third poor/very poor.



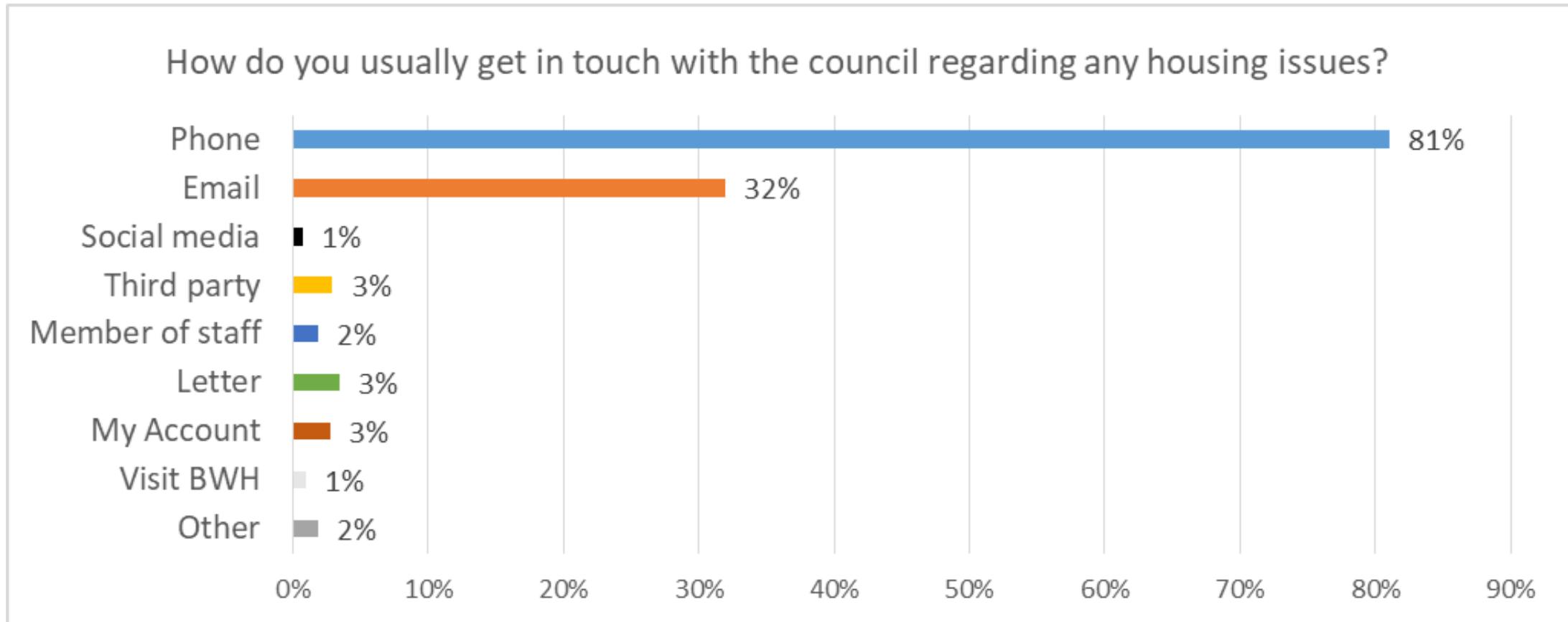
# What do residents say about being a Croydon Council tenant/leaseholder?

## Key themes emerging:

- Poor repairs service
- Communal block repairs 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

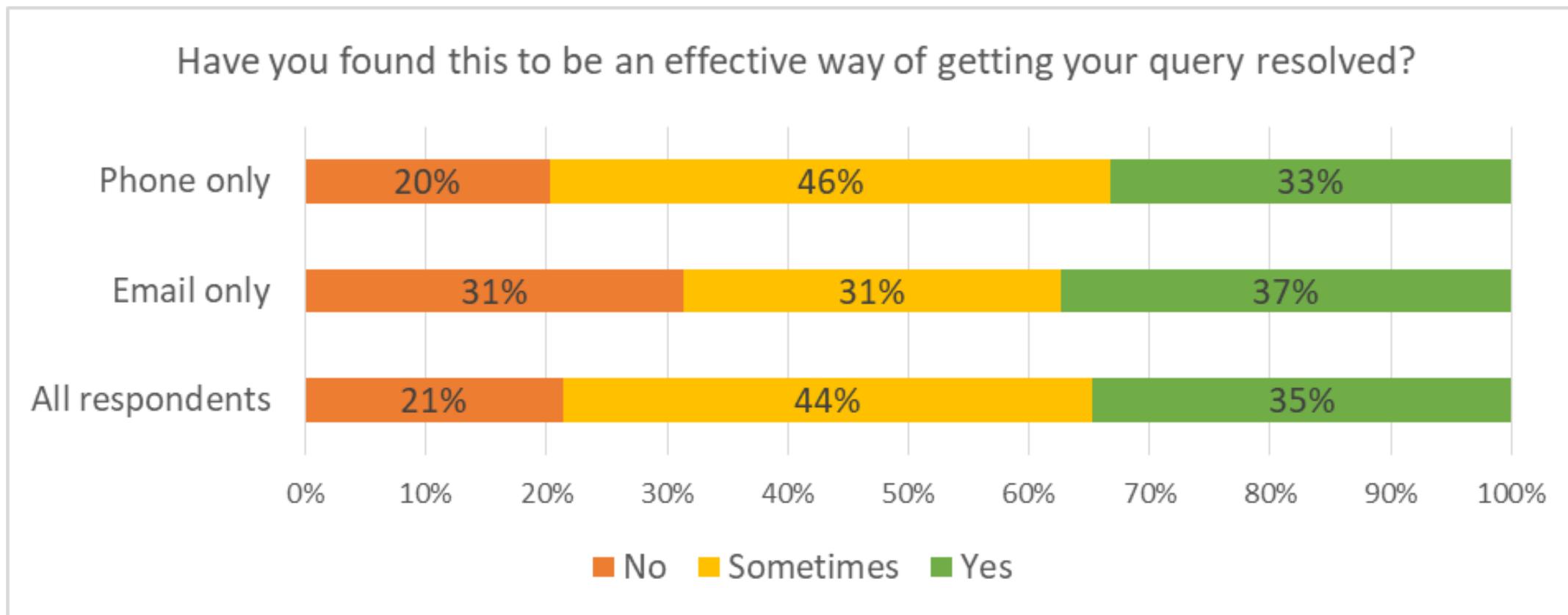
# How do residents contact us?

The majority of residents contact us by phone or email regarding housing issues.



# Is this contact method effective?

Whilst a third are satisfied, significant numbers do not feel that contact methods are effective for getting queries resolved.



# Experience with contacting housing services and getting issues resolved

## Key themes emerging:

- 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
- Some positive comments about good experiences

# What do residents like about where they live?

## Key themes emerging :

- Quiet/peaceful
- Good neighbours
- The general area
- Convenient location - close to shops/transport
- Green spaces

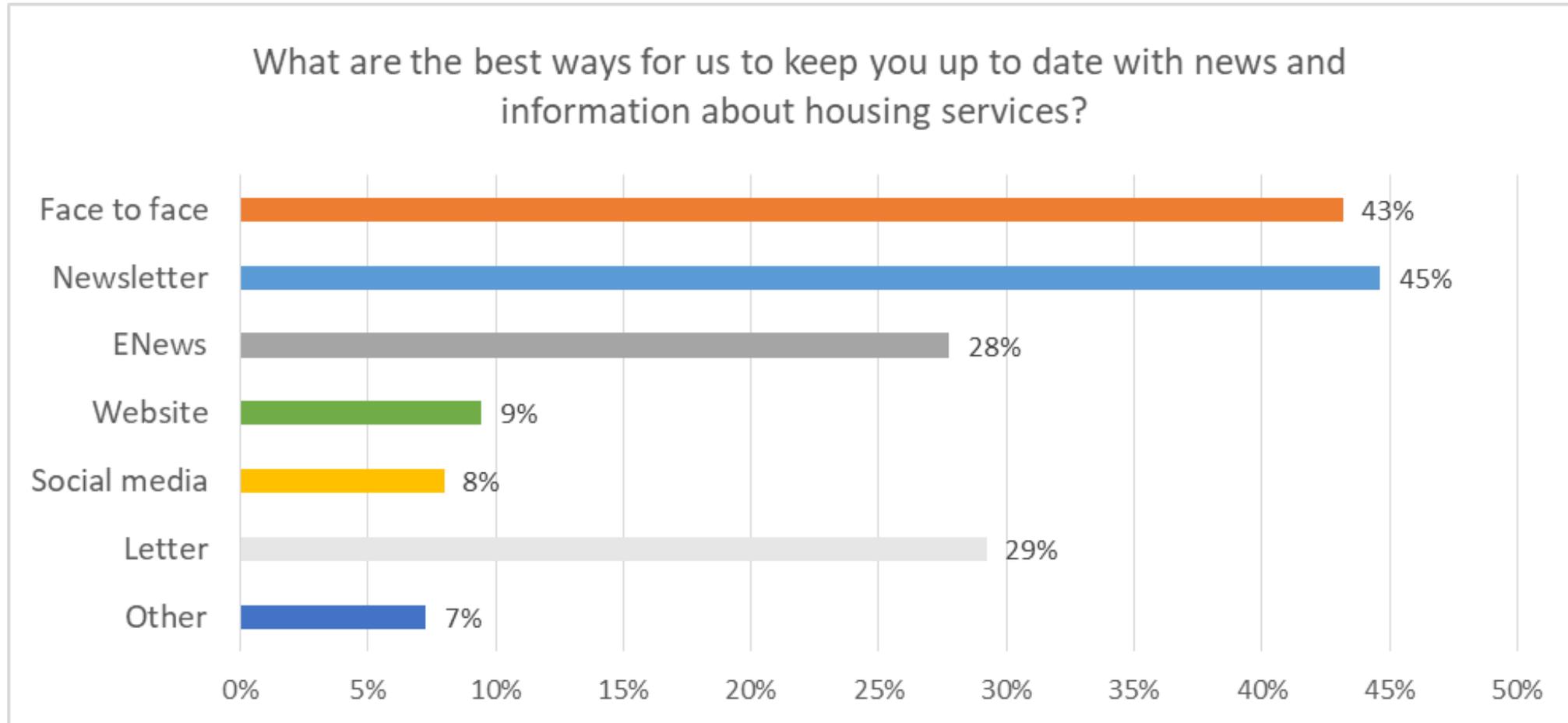


# What would residents like to change?

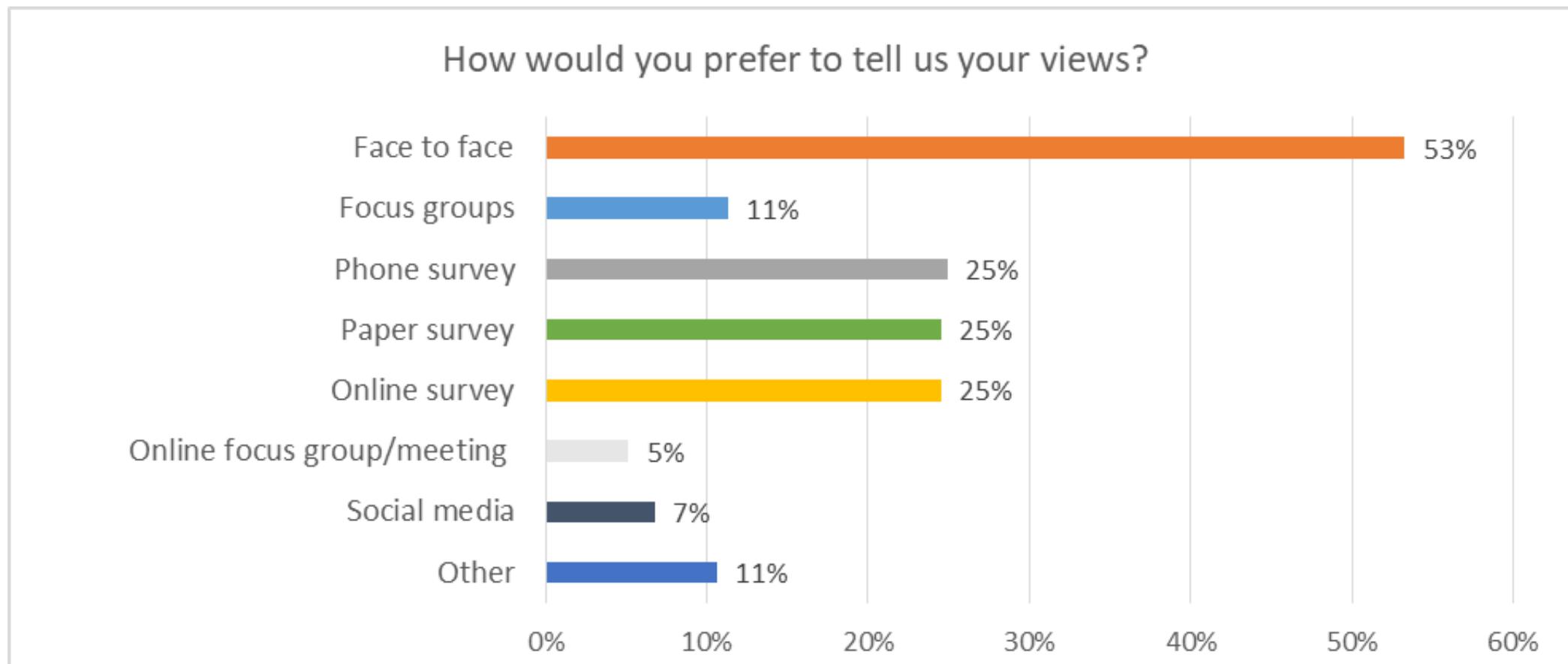
## Key themes emerging:

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

# How do residents want to be kept up to date about housing services?



# How do residents want to tell us their views?



# Do residents want to get involved?

- Around three quarters of residents said they weren't aware of the different ways to get involved
- About 30% of those surveyed said they were interested in getting involved
- All those interested were given further information/an involvement form to complete



## Next steps

- Full analysis of surveys once this round of engagement is complete

- Detailed block/area breakdowns will help inform service managers & Housing Improvement Board

- Proposal to continue this exercise to meet and hear from more tenants and leaseholders

# Any questions?

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