

## **Resident Management Organisation Housing Link Survey Results – comparison by RMO**

Overall there were 630 returned postal surveys for all the RMOs from an original database of 2,537 contacts<sup>1</sup>. This provides an overall response rate of 25%, lower than the expected 30%-40% but it is still considered to be a robust sample.

In total 428 tenants' and 202 leaseholders' questionnaires were completed. We can be 95% confident that overall responses are representative of those that would be given by the resident population to within 3.4% of the percentages reported. However caution must be given to the breakdown for individual RMOs as the sample base is very small, of all 12 RMOs all but 2 had fewer than 100 responses and 6 had less than 40. Where the questions were comparable the results from the Housing Link Panel Status Lite survey have also been included.

Where figures do not total 100% this is because those who responded don't know, neither satisfied nor dissatisfied and those who did not provide an answer have not been included.

### **Profile of RMOs**

Table 1 shows the number of properties managed by each RMO and the total number of returned surveys. Due to the lower number of returned postal surveys for the smaller RMOs comparison will generally only be made with the RMOs who manage over 200 properties as highlighted.

Table 1

<b>RMO/Co-op</b>	<b>No of Tenants</b>	<b>No of Leaseholders</b>	<b>No of Freeholders</b>	<b>Total No of Properties</b>	<b>Total No of Returned Surveys</b>
All Saints	23	26	5	54	11
Ackroydon East	126	148	0	274	53
Battersea Fields	359	151	0	510	91
Carey Gardens	235	168	0	403	112
Chatham Court	3	15	0	18	3
Convent	36	60	14	110	21
Felsham Road	47	41	0	88	19
Goulden House	42	227	0	269	52
McCarthy Court	39	39	0	78	11
Patmore	597	257	0	854	154
Totteridge House	107	31	0	138	39
Wimbledon Park	47	232	0	279	54

### **Overall Satisfaction**

**Taking everything into account, how satisfied or dissatisfied are you with the services provided by your RMO/Co-op?**

<sup>1</sup> Away leaseholder addresses were not written to.

Table 2 compares overall satisfaction including a breakdown of those that were very satisfied and very dissatisfied. Of note is that Goulden House (52%) and Wimbledon Park (41%) are considerably higher than the average for all RMOs (28%) for respondents that were very satisfied. It is also of note that dissatisfaction is considerably higher from respondents of Patmore than other RMOs.

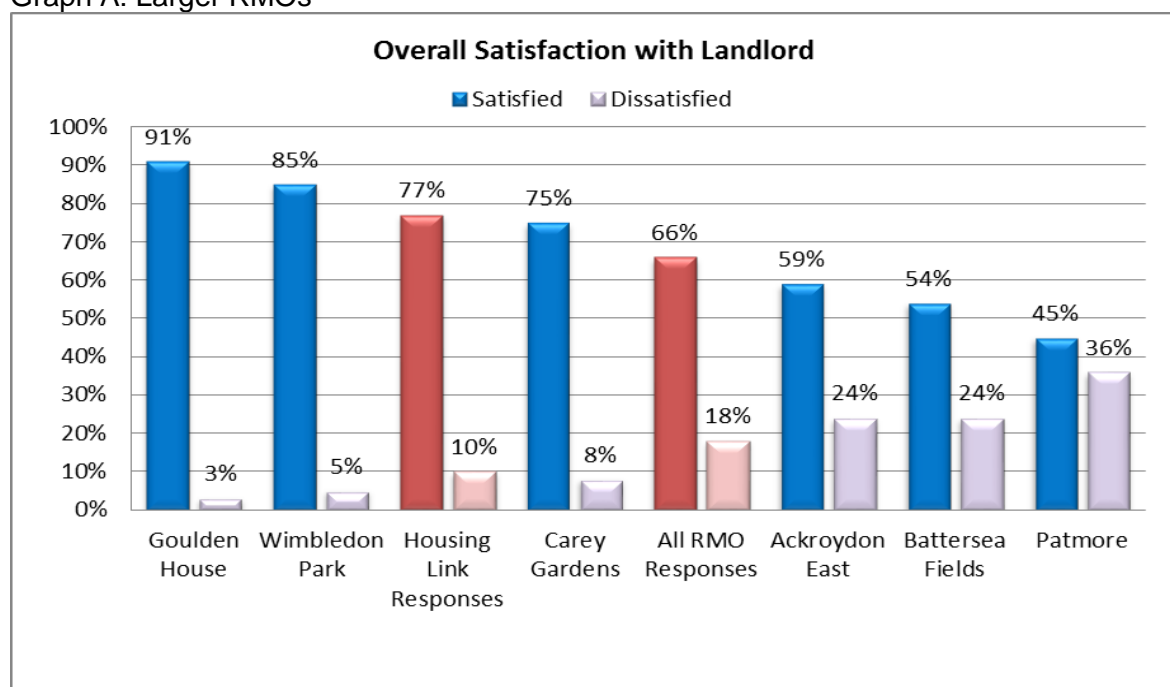
Graph A also compares the results from the 2013 Housing Link Panel Status Lite survey. The results from the Housing Link Panel show considerably higher overall satisfaction with services provided by the landlord.

As can be seen from Graph B satisfaction is generally higher amongst the smaller RMOs than the larger ones with dissatisfaction considerably lower, however caution must be given to these findings due to the very small sample size.

Table 2 Overall Satisfaction

	Ackroydon East	Battersea Fields	Carey Gardens	Goulden House	Patmore	Wimbledon Park	All RMO Responses
1 - Very satisfied	29%	14%	32%	52%	13%	41%	28%
2 - Fairly satisfied	31%	41%	42%	39%	32%	44%	38%
3 - Neither satisfied nor dissatisfied	14%	19%	14%	6%	15%	8%	13%
4 - Fairly dissatisfied	14%	11%	5%	0%	17%	5%	9%
5 - Very dissatisfied	10%	13%	3%	3%	19%	0%	9%
Not provided	2%	2%	3%	0%	4%	2%	3%
Summary: Satisfied	59%	54%	75%	91%	45%	85%	66%
Summary: Dissatisfied	24%	24%	8%	3%	36%	5%	18%

Graph A: Larger RMOs



Graph B: Smaller RMOs

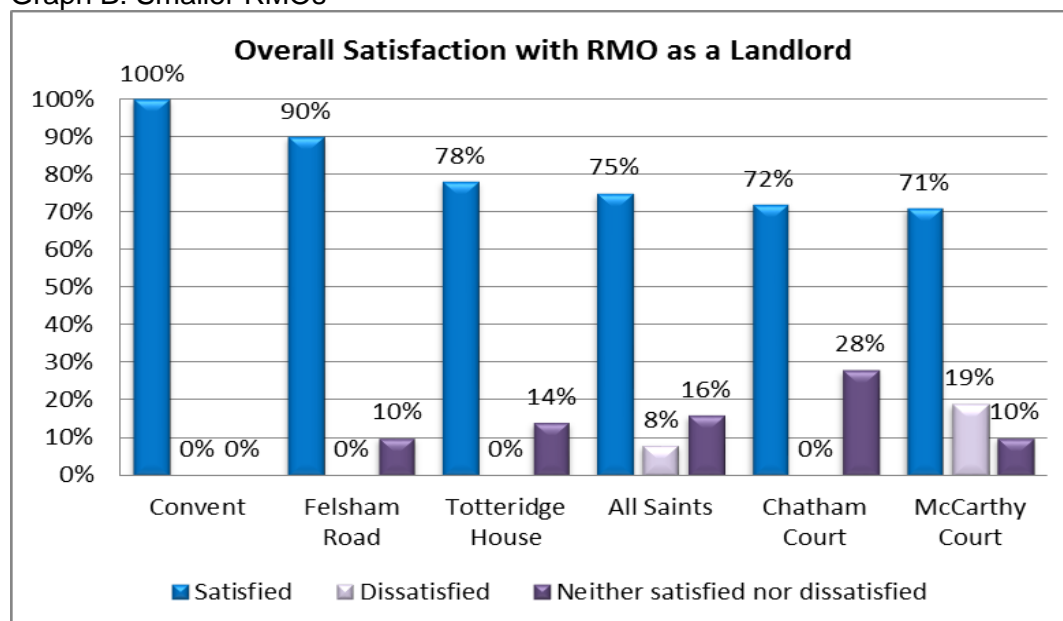


Table 3 Overall Satisfaction

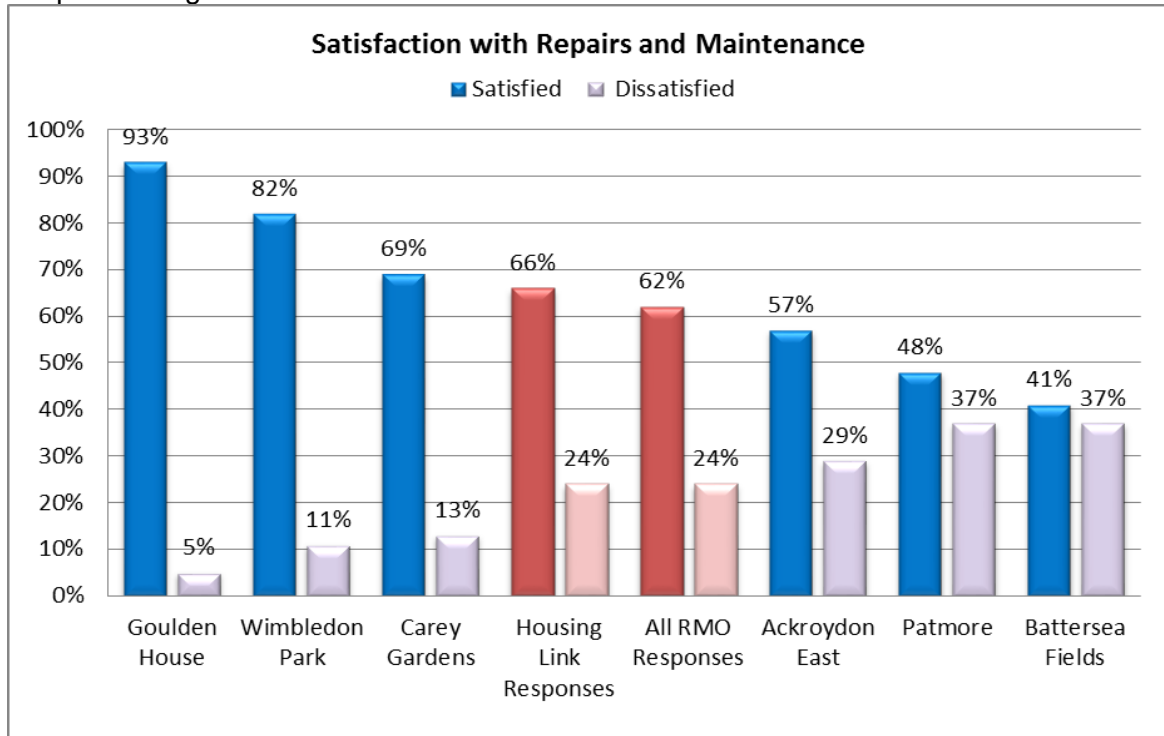
	All Saints	Chatham Court	Convent	Felsham Road	McCarthy Court	Totteridge House
1 - Very satisfied	8%	36%	71%	70%	29%	39%
2 - Fairly satisfied	67%	36%	29%	20%	42%	38%
3 - Neither satisfied nor dissatisfied	16%	28%	0%	10%	10%	14%
4 - Fairly dissatisfied	0%	0%	0%	0%	10%	0%
5 - Very dissatisfied	8%	0%	0%	0%	10%	0%
Not provided	0%	0%	0%	0%	0%	8%
Summary: Satisfied	75%	72%	100%	90%	71%	78%
Summary: Dissatisfied	8%	0%	0%	0%	19%	0%

## Repairs and Maintenance

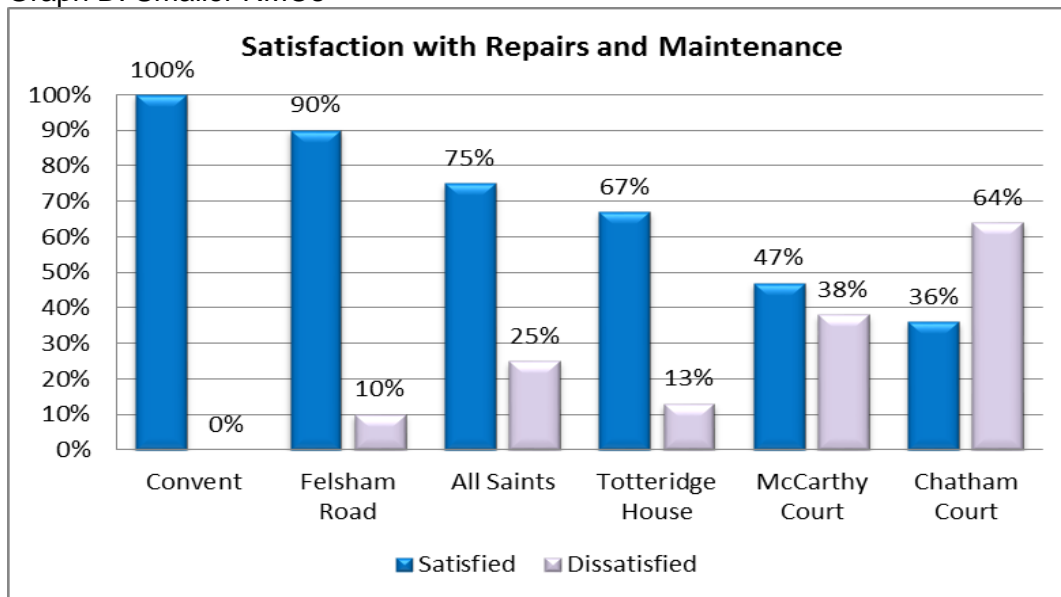
### **Generally, how satisfied or dissatisfied are you with the way your RMO/Co-op deals with repairs and maintenance?**

Satisfaction with repairs and maintenance ranges from a high of 100% (Convent) to a low of 36% (Chatham Court) with a similar range of satisfaction between the smaller and larger RMOs. Of note is the low level of satisfaction with repairs for both Battersea Fields and Patmore and for the smaller RMOs McCarthy Court and Chatham Court. The average level of satisfaction for all RMOs is 62% with Ackroydon East, Battersea Fields, Patmore, McCarthy Court and Chatham Court all falling below this level (57%, 41%, 48%, 47% and 36% respectively). This is not dissimilar to the level of satisfaction from the Housing Link Panel of 66% given the margin for error.

Graph C: Larger RMOs



Graph D: Smaller RMOs



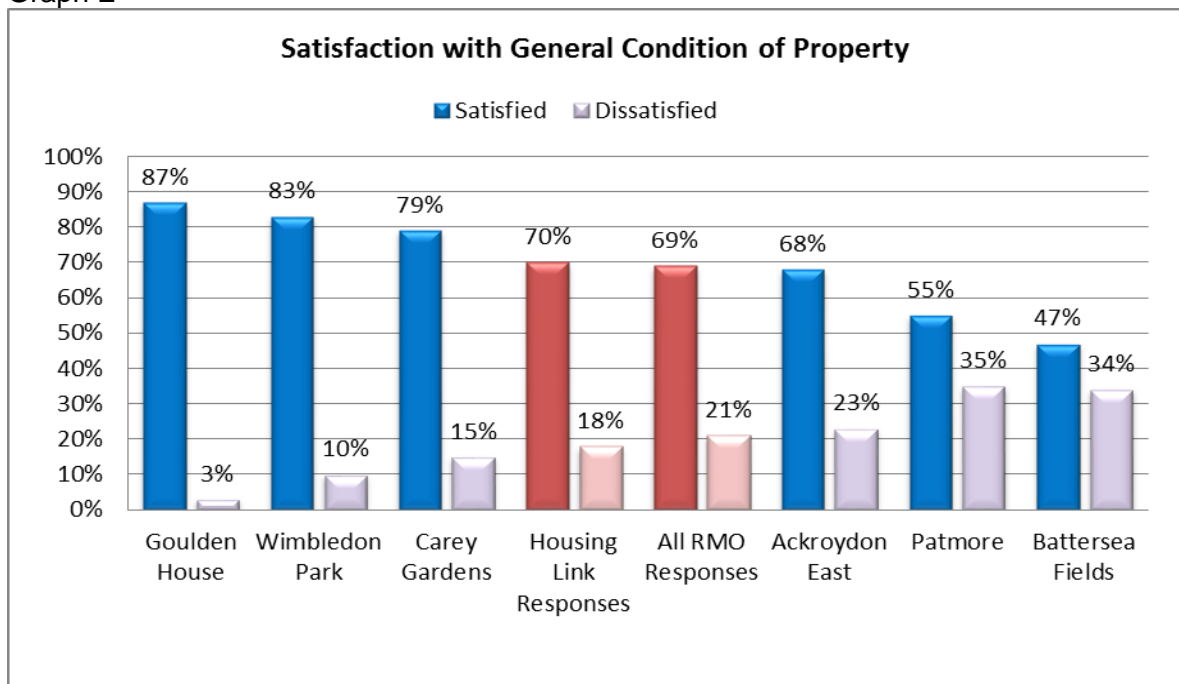
\* It must be noted that there were only 3 responses from Chatham Court and 11 from McCarthy Court.

**Overall how satisfied or dissatisfied are you with the general condition of the property?**

Graph E shows the overall satisfaction with the general condition of the property. Due to the small numbers of respondents information for individual RMOs was not broken down between tenants and leaseholders. Again of note are the lower levels

of satisfaction from respondents of Patmore and Battersea Fields and their corresponding higher levels of dissatisfaction.

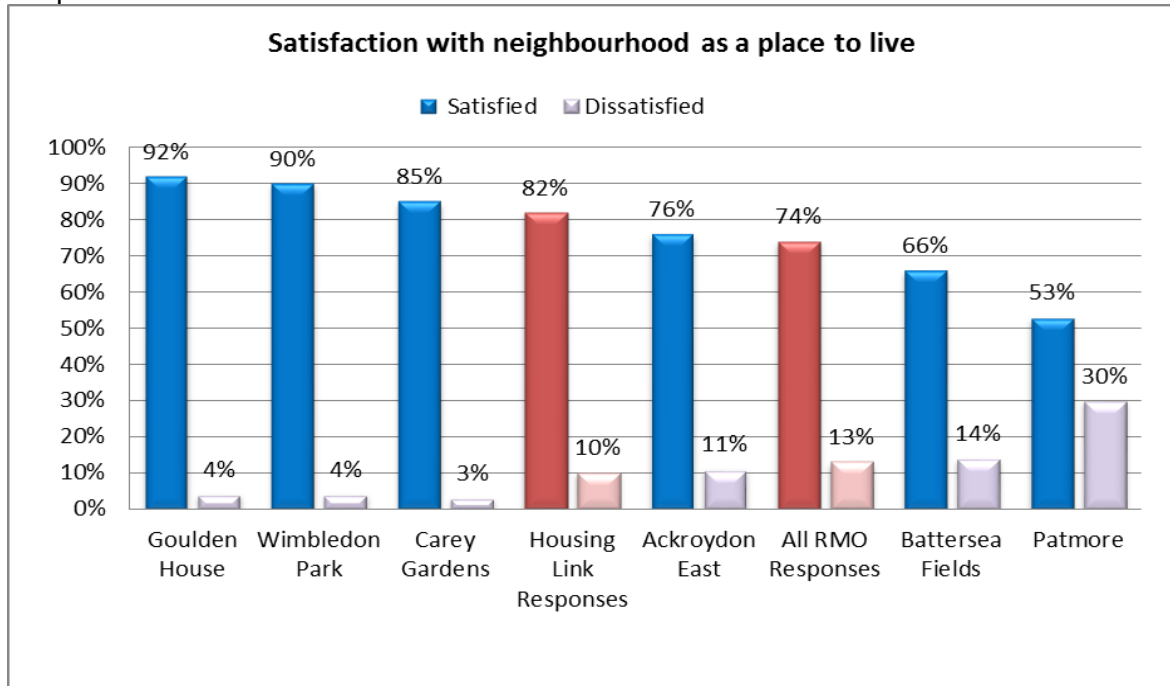
Graph E



**Overall how satisfied or dissatisfied are you with the neighbourhood as a place to live?**

The larger RMOs generally have high satisfaction levels with the neighbourhood as a place to live although Battersea Fields and Patmore fall below the average level of satisfaction with Patmore respondents considerably more dissatisfied than average. It must be noted that the average level of satisfaction with respondents from the Housing Link Panel (made up of all residents) is 82%.

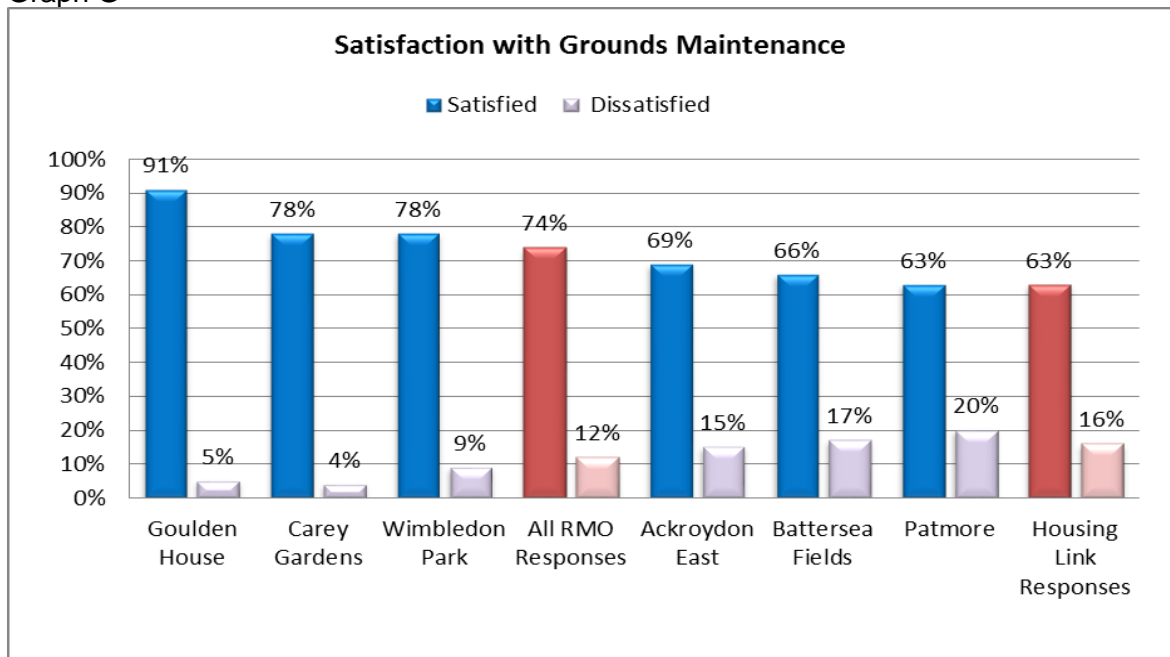
Graph F



**Overall how satisfied or dissatisfied are you with the following services provided by your RMO/Co-op? : Grounds maintenance for external communal areas (i.e. gardening)**

The RMOs generally have high levels of satisfaction with grounds maintenance with an average of 74% compared to 63% satisfied on the Housing Link Panel. This is perhaps not surprising given that RMOs usually have smaller local contractors for garden maintenance.

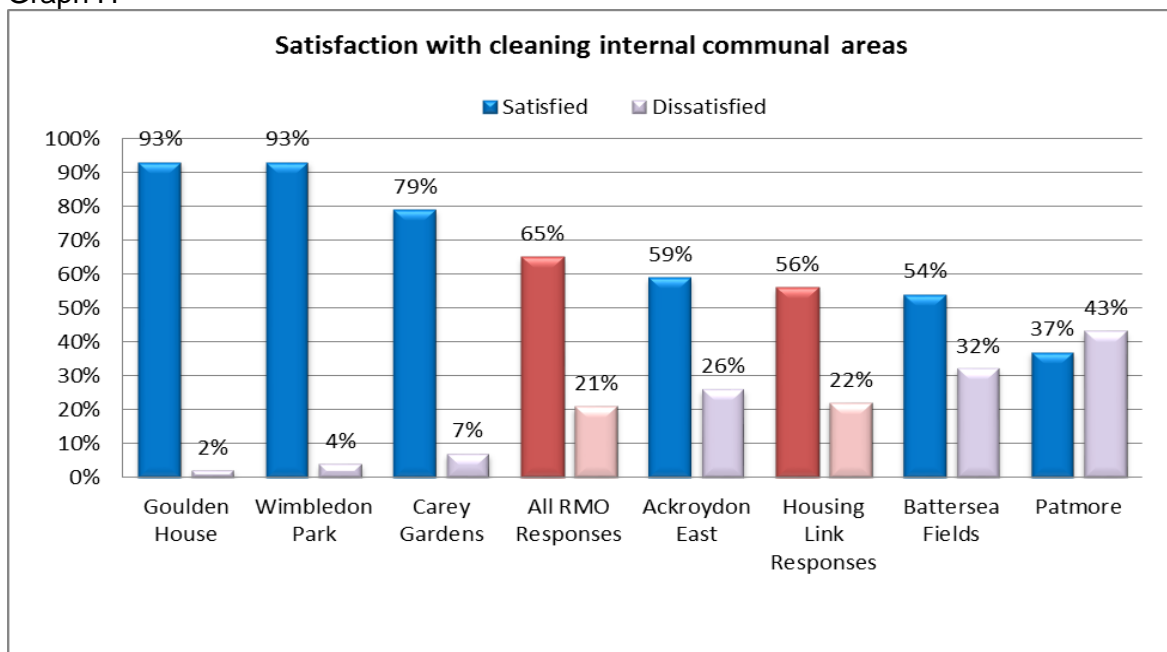
Graph G



**Overall how satisfied or dissatisfied are you with the following services provided by your RMO/Co-op? : Cleaning services for internal communal areas**

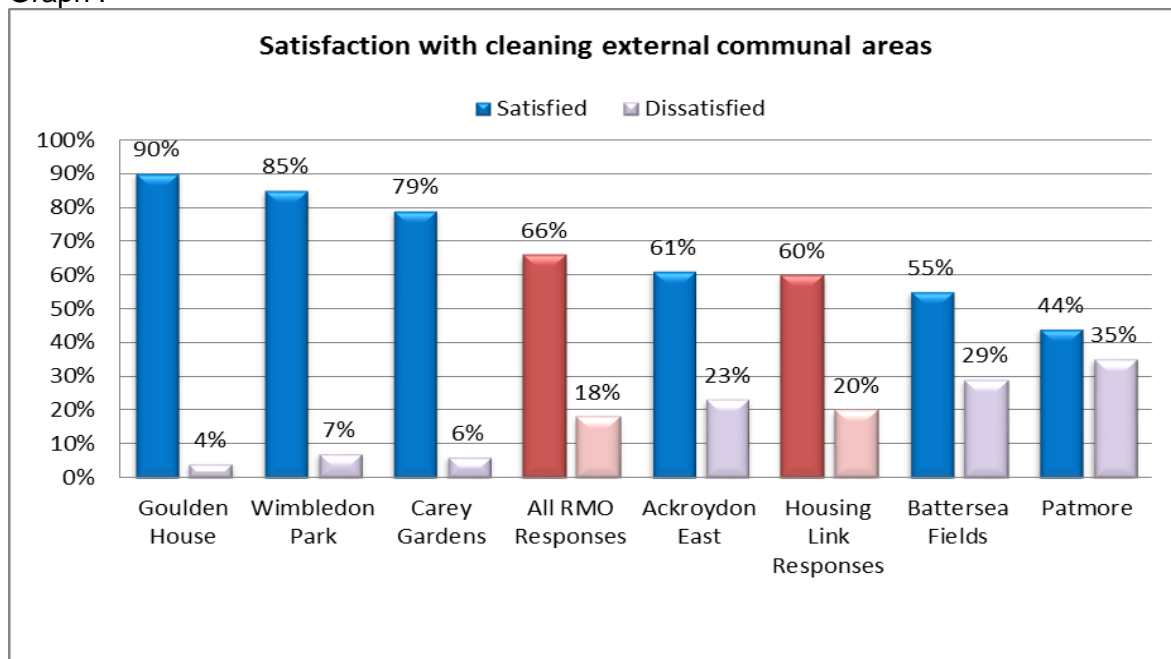
Acrkroydon East, Battersea Fields and Patmore all fall below the average level of satisfaction for cleaning of both internal and external communal areas. Of concern is that more respondents from Patmore are dissatisfied than satisfied with internal cleaning. The average level of satisfaction for both internal and external communal cleaning is higher amongst RMO respondents than the Housing Link Panel (internal 65% compared with 56% and external 74% compared with 63%).

Graph H



**Overall how satisfied or dissatisfied are you with the following services provided by your RMO/Co-op? : Cleaning services for external communal areas**

Graph I



## Communication

Table 5 shows the type of communication residents receive from their RMO. The most frequent form of communication is by newsletter with all but Goulden House having over 60% of respondents who receive information this way. The second most common is information displayed on notice boards and regular meetings (46% and 45% respectively). Of note is the low number of respondents from Patmore who receive information on notice boards, considerably lower than the average at 9%. Four of the RMOs have fewer than 40% of respondents who receive communication from regular meetings. Whilst this could show a lack of interest from residents in being involved there are many factors that could mean residents do not attend regular meetings.

Graph J shows how satisfied respondents are with the communication they receive from their RMO, of note is Patmore whose satisfaction is considerably lower than the other large RMOs and the average for all RMOs. Goulden House and Wimbledon Park have the highest level of satisfaction. Respondents from these two RMOs were considerably more likely to receive communication through regular meetings (65% and 60% compared with an average of 45%).

## What communication do you receive from your RMO/Co-op?

Table 5

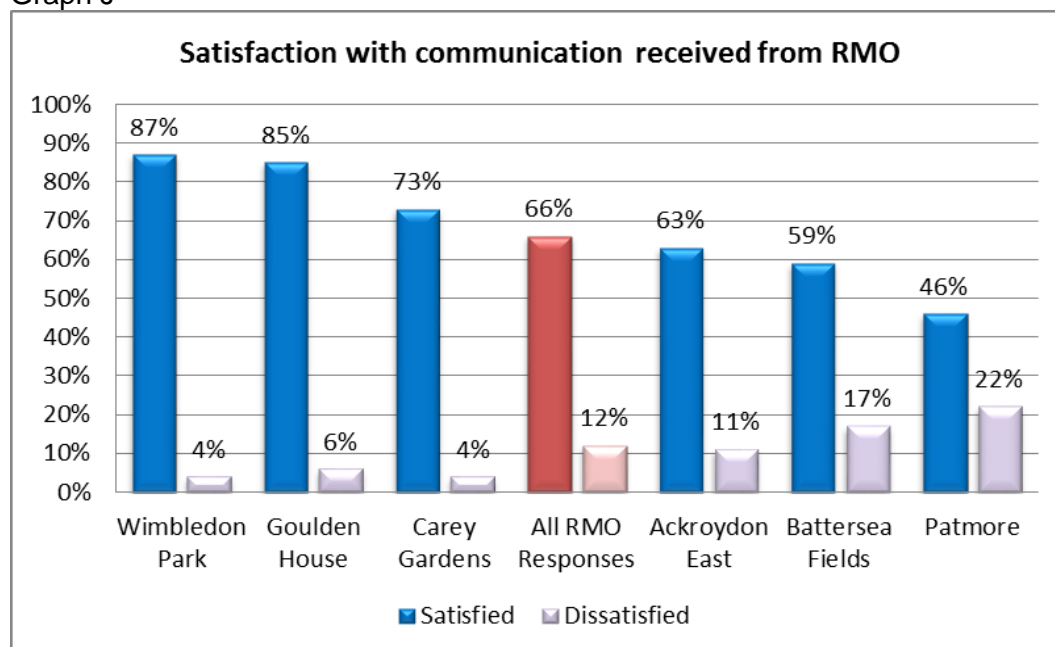
	Ackroydon East	Battersea Fields	Carey Gardens	Goulden House	Patmore	Wimbledon Park	All RMO Responses
Newsletters	71%	81%	82%	55%	60%	89%	72%
The RMO/Co-op has	6%	9%	7%	22%	3%	36%	10%



a website that provides information							
Regular Meetings	26%	33%	35%	65%	39%	60%	45%
Information displayed on estate notice boards	53%	56%	48%	66%	9%	81%	46%
Community Events	30%	28%	42%	33%	17%	23%	27%
Other	4%	2%	5%	8%	4%	2%	4%
No Communication	6%	4%	4%	2%	10%	2%	6%
Not provided	2%	5%	6%	2%	6%	2%	4%

**How satisfied or dissatisfied are you with the communication you receive from your RMO/Co-op?**

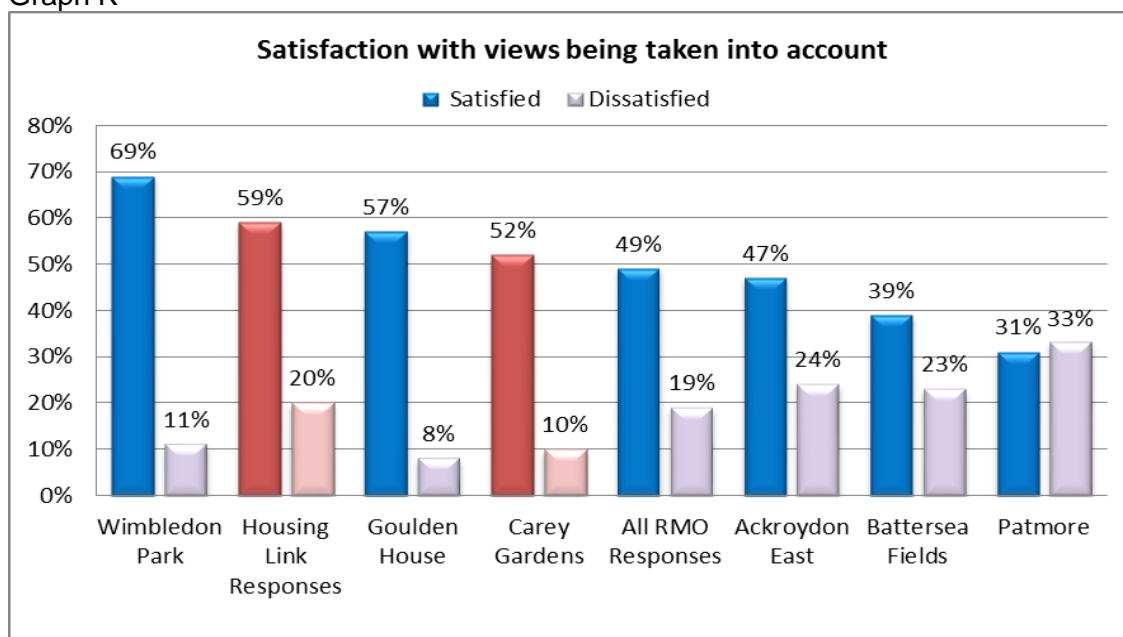
Graph J



**Generally, how satisfied or dissatisfied are you that your views are being taken into account by your RMO/Co-op?**

Of note is that the satisfaction for views being taken into account is considerably higher amongst the Housing Link Panel than RMO respondents (59% compared with 49%). This is an area that may require further scrutiny as RMOs are resident led organisations and therefore it would be expected that their level of satisfaction would be higher.

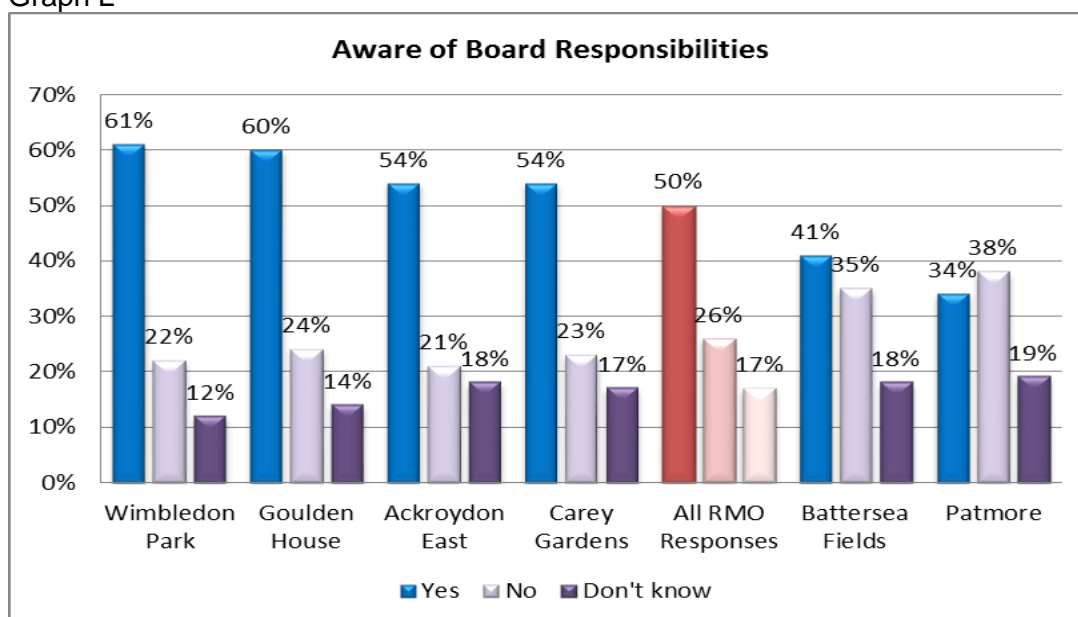
Graph K



**Are you aware of the work your board does and the responsibilities they have to provide you with housing?**

Battersea Fields and Patmore both have below average number of respondents aware of the work the board does and the responsibilities they have. This would seem to correspond with lower levels of satisfaction they have with the communication they receive and the satisfaction with views being taken into account. It may be advisable for these RMOs to promote to residents what the work of the board entails and how to get further involved in the work of the RMO and the decisions making process.

Graph L



## Anti-Social Behaviour

### **Have you reported anti-social behaviour to the RMO/Co-op (i.e. not police) in the past 12 months?**

Due to the very small sample base that have reported ASB in the last 12 months no further analysis of responses from individual RMOs has been done.

In terms of overall comparisons with the Housing Link Panel survey, Panel members are more likely to express satisfaction with being kept informed (47% compared with 34% RMO residents) and with the final outcome of the report (41% compared with 27% RMO residents) but equally as likely to be satisfied with how the report was dealt with (51% each).

Table 6

	Ackroydon East	Battersea Fields	Carey Gardens	Goulden House	Patmore	Wimbledon Park	All RMO Responses
Yes	21%	19%	17%	28%	25%	35%	22%
No	76%	76%	76%	72%	71%	61%	74%
Can't remember	0%	1%	2%	0%	2%	3%	1%
Not provided	4%	5%	5%	0%	3%	2%	3%

## Services Provided

### **Which of the following statements comes closest to how you feel about your RMO/Co-op?**

It is of concern that only 26% of respondents from both Battersea Fields and Patmore would speak highly of their RMO. This is considerably lower than the average of 44%. For Patmore the percentage that would be critical is also considerably higher than the average at 35% compared to 22% whilst for Battersea Fields a higher than average number have no view (33% compared with an average of 25% for all respondents). However it is positive to note that almost three quarters of respondents at Goulden House and Wimbledon Park would speak highly of their RMO. For the Housing Link Panel those who would speak highly of their landlord was slightly higher than for the RMO respondents at 50%. However it must be noted that the Housing Link Panel is made up of both Council tenants and leaseholders and those managed by RMOs/Co-ops.

Table 7

	Ackroydon East	Battersea Fields	Carey Gardens	Goulden House	Patmore	Wimbledon Park	All RMO Responses	Housing Link Responses
I would speak highly of my landlord	23%	13%	20%	44%	8%	42%	21%	16%

without being asked								
I would speak highly of my landlord if asked	28%	13%	22%	33%	18%	31%	23%	34%
I have no view one way or the other	21%	33%	35%	9%	29%	15%	25%	33%
I would be critical about my landlord if asked	21%	16%	10%	6%	24%	3%	15%	10%
I would be critical of my landlord without being asked	2%	14%	3%	4%	11%	7%	7%	6%
Not provided	5%	11%	10%	4%	11%	2%	9%	0%
Total would speak highly	51%	26%	42%	77%	26%	73%	44%	50%
Total would be critical	23%	30%	13%	10%	35%	10%	22%	16%

### Which of the following services do you consider to be priorities?

Similar to the Housing Link Panel repairs and maintenance is the top priority for RMO residents by a considerable margin (83%). The second most important priority for RMO residents is being kept informed (63%) followed by dealing with ASB (60%).

Priorities for the larger RMOs are broadly similar with some unusually high or low figures highlighted below. For example for Ackroydon East 90% of respondents believe dealing with ASB should be a priority.

Table 8

	Ackroydon East	Battersea Fields	Carey Gardens	Goulden House	Patmore	Wimbledon Park	All RMO Responses
Support and advice on claiming welfare benefits, money advice and paying rent	29%	27%	35%	19%	36%	21%	30%
Keeping residents informed	63%	58%	63%	65%	63%	59%	63%
The overall quality of your home	57%	58%	58%	55%	67%	55%	60%
Listening to residents' views and acting upon them	53%	57%	55%	47%	55%	60%	56%
Repairs and maintenance	88%	84%	76%	89%	81%	85%	83%
Dealing with anti-social behaviour	90%	51%	54%	67%	62%	70%	61%
Your neighbourhood as a place to live	62%	46%	64%	64%	61%	69%	60%
Value for money for your rent/service charge	53%	49%	53%	59%	60%	69%	58%
The Wandsworth Emergency Control service	53%	38%	45%	30%	38%	35%	39%
Where in a sheltered scheme, the sheltered housing officer service	5%	5%	30%	0%	11%	0%	11%

Not provided	0%	1%	4%	0%	4%	0%	2%
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**Conclusion**

Whilst caution must be taken due to the small sample sizes when considering the responses from individual RMOs the survey has highlighted some concerns with the levels of satisfaction for both Patmore and Battersea Fields in several areas. For example overall satisfaction with the RMO as a landlord is 45% for Patmore and 54% for Battersea Fields whilst the average across all RMO responses is 66%.

Of note are the consistently high satisfaction levels for Goulden House and Wimbledon Park throughout the survey. The high levels of satisfaction are particularly noticeable for satisfaction with communication received by the RMO (85% and 87% compared with 66% for all RMOs). There would seem to be a correlation between the amount of communication residents receive about the work of the RMO and their overall satisfaction with services provided.

The RMO Customer Satisfaction Survey 2013 has highlighted the need for individual RMOs to conduct their own surveys with residents to obtain more robust views and improve the delivery of services.