

Oak Tree Housing Association Ltd

Outcome of Estate Management Feedback Survey – September 2018

The Association recently reviewed its Estate Management Policy and as part of that review, we took the opportunity to consult with our tenants and staff.

We wanted to find out whether or not tenants were aware of the current timescales for completion of estate management complaints and to see if any changes were needed as a result.

We also wanted to know if there was a demand from tenants for close cleaning to be provided as an additional service and we asked if tenants had a view on whether or not the number of pets in a household should be restricted.

Finally we asked for suggestions or comments on what could be improved in the tenant's close or area that could improve its appearance.

Our tenant's opinions are key to us making sure that we are providing not only a good service but the right service and we try to take all comments into account when shaping our future service.

We consulted in the following ways:-

- Online via the Association's website and Facebook page
- Funworld events held in July and August – this allowed us to speak to tenants in more detail and understand their concerns
- A letter and paper copy of the survey sent to all tenants
- Survey sent to Housing Services staff

We had an excellent response to the consultation – in total 163 surveys were completed.

The survey asked what type of property the tenant lived in. 116 lived in a flat, 42 in a house and 5 did not answer this question.

The responses to the survey were as follows:-

Question	Yes	No	No response or N/A
Have you experienced anti-social behaviour (ASB) in your property?	52	107	4
Do you know how to report ASB?	126	35	2
Did you report your complaint to OTHA?	50	61	52
Are you aware of the current timescales for completion of complaints	61	99	3

Only 33% of respondents had experienced ASB and 80% know how to report it.

38% of tenants were aware of the current timescales for the completion of complaints and the following answers were given when we asked if they agreed with the timescales or not

Timescale	Agree	Disagree	No response
First or one off complaint – 1 month	112	39	12
More serious or repeated complaint – 2 months	98	52	13
Complex case – 6 months	90	48	25

We also asked tenants what they thought of the Association providing close cleaning and the tenants being recharged for this service. The survey showed that 83 tenants (56%) agreed we should and 65 (44%) disagreed that this service should be provided.

Although there was a higher percentage of tenants in favour, there wasn't a significant difference in opinion and no strong demand for the Association to provide a service. This is not a service that we intend to provide at the moment.

We asked if tenants thought we should restrict the number of pets in a household. 114 72.7% agreed that households should restrict the number of pets whilst 35 disagreed.

The Association will take this feedback into account for the future. There are no immediate plans to restrict the number of pets but we got some very helpful comments and it has given us food for thought for the future.

In the mean time we will continue to do our best to ensure that tenants who have pets look after them properly and that we deal with any complaints about pets quickly and effectively.

We also asked what tenants thought needed improved in their close or area to enhance the appearance.

109 tenants gave their comments, 20 of them were positive comments that didn't include a suggestion for improvement and 89 tenants gave comments on items that could be improved.

The comments were wide and varied but there were common themes. 23 tenants who live in houses listed the following amongst the issues:-

- Dog fouling
- Lack of play parks
- Landscaping
- Fencing

65 tenants who live in flats listed the following amongst the issues raised:-

- Landscaping
- Bins and bin areas
- Dog fouling
- Window cleaning
- Close doors
- Close flooring
- Parking

Thank you to everyone who took part in the Survey