



**Survey of Tenants and Residents (STAR) 2012  
Lambeth Living Results – Leaseholders**

## **2012 Survey of Tenants and Residents (STAR)**

In September 2012 Lambeth Living launched the Survey of Tenants and Residents (STAR) on behalf of Lambeth Council. HouseMark has developed this as new standard resident satisfaction survey for use in the social housing sector. [STAR replaces STATUS, which was a former regulatory requirement for all social landlords.]

### **Why do we use STAR?**

'STAR' is used by housing associations, arms length management organisations and local authorities across the country. Asking the same questions allows us to compare our results with others to see where we are doing well and where we could improve.

### **STAR 2012**

This year, we commissioned Measurement Evaluation Learning (MEL) Research, a market research company to undertake the survey on our behalf. Some 8,845 randomly selected residents from Lambeth Living, United Residents Housing (URH) and the Lambeth TMOs (Tenant Management Organisations) were invited to participate and sent a questionnaire for completion. *This was also the first time leaseholders as well as tenants were invited to participate in the survey.*

STAR questionnaires were sent out to residents by post during October and November 2012. It is the most important survey we do and a crucial way of gathering your opinions. The questionnaires are central to setting our key objectives for 2013-14, benchmarking our performance against our peers and most importantly, understanding our residents' requirements and views so we can re-shape services and improve resident satisfaction.

This year, some 23 per cent of Lambeth Living leaseholders invited to participate returned a completed survey and told us their views on a range of topics including:

- How satisfied or dissatisfied they were generally with our services
- Repairs and maintenance
- Value for money
- Estate services
- Service priorities
- Resident engagement
- Satisfaction with their neighborhood

## Core results for Lambeth Living leaseholders

	Satisfaction with our services	<b>33%</b>
	Satisfaction with the quality of your home	<b>61%</b>
	Satisfaction your service charges provides value for money	<b>20%</b>
	Satisfaction with our repairs and maintenance service	<b>22%</b>
	Satisfaction we listen and act on your views	<b>19%</b>
	Satisfaction with your neighbourhood as a place to live	<b>59%</b>

### What is important to you?

You told us the following service aspects matter the most:

1. Repairs and maintenance
2. Services charges provide value for money
3. Value for money of estate services
4. We treat you fairly
5. We listens and act on your views
6. Complaints
7. Our ability to deal with queries quickly and efficiently
8. Final outcome of a query.

## Key findings

- **Improve repairs and maintenance** - just over one in ten leaseholders reported a repair in the last 12 months, however, only one in five were satisfied with the service they received. This indicates we need to review the way in which we identify, carry out and inspect communal repairs. The survey also revealed that if we want to improve leaseholders' satisfaction with the repairs service we must listen and act on their views and ensure the service represents value for money.

Improving the repairs service is *our number one priority for improvement*. We are acting on your feedback and have been working with our contractors and residents to improve the quality and timeliness of estate cleaning, ground maintenance and communal repairs. We expect to see noticeable improvements in the new financial year.

- **Service priorities** - three out of every four leaseholders identified improving the repairs and maintenance service as the most important service priority. This was followed by ensuring day to day service charges represent value for money and improving how we deal with anti-social behaviour.

Improving value for money was a persistent theme from the survey. Survey feedback will be incorporated into the development and implementation of our value for money strategy. We will also be holding an anti-social behaviour summit for our tenancy enforcement teams to discuss the survey's findings and identify areas for improvement. This will be supported by a review of our anti-social behaviour policy, a comprehensive training programme commencing in the new financial year, and standardisation of our ongoing anti-social behaviour survey.

- **Major works process** - when asked to consider their last set of major works, leaseholders reported they were most satisfied with the attitude of the workers and the information provided before the work commenced, and were least satisfied with the work providing value for money and the options for payment. Over eighty percent of leaseholders have access to the internet at home, suggesting online payment options may be an area for further investigation as part of our IT system and website upgrades.
- **Satisfaction with neighbourhood** - almost sixty percent of leaseholders are satisfied with their neighbourhood as a place to live. Of the issues affecting their neighbourhoods they told us that car parking, rubbish or litter, and noisy neighbours were the greatest concerns.

In August we will be launching a new parking control scheme, which we expect will address some of the concerns expressed in the survey. Under the scheme, residents living on an estate will be able to determine if their estate will participate; giving you a greater say on the services you receive.

- **Financial stress** - while most leaseholders (64 per cent) report there has been little change in their ability to afford mortgage repayments since they moved in; of those who have experienced a change, the proportion experiencing difficulty is four times greater than those finding it easier.
- **Subletting** - four out of every five leaseholders live in their property as their primary home. Of those who do not, 85 per cent sublet the property. This is the first time we have information about the percentage of leaseholders subletting their properties. The findings indicate that some 1,400 Lambeth Living properties are potentially sublet (approximately 17 per cent of non tenanted stock).
- **Improving our communication** - three quarters of leaseholders contacted Lambeth Living in the last 12 months. The survey results indicate we need to improve our service by making it easier for leaseholders to reach appropriate staff members which should improve satisfaction with our ability to deal with their enquiries quickly and efficiently.
- **Supporting our communities** - older residents, residents with disabilities and BME residents all reported higher levels of overall satisfaction with our services than other resident groups. This suggests we are doing something positive in terms of engagement with these groups, however you also told us that just fewer than 40 per cent of you were satisfied with support for vulnerable residents, indicating we can still do more in this area.

Based on your feedback we will be working with our teams to ensure we offer services openly and fairly, and in ways that meet the needs of our diverse community. Part of this will be delivering our 'Residents First' commitment. This involves reinvigorating our resident engagement practices, listening to residents and working together to develop local solutions to local problems. To better support our communities, we will be investing some £183,000 in a community fund and re-launching several community centres as social hubs on estates.



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