



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

## **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**





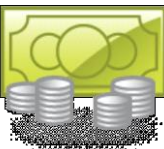


This year, we commissioned Measurement Evaluation Learning (MEL) Research, a market research company to undertake the survey on our behalf. Some 8,845 randomly selected residents from Lambeth Living, United Residents Housing (URH) and the Lambeth TMOs (Tenant Management Organisations) were invited to 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 survey results 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 41 per cent of Lambeth Living tenants invited to participate returned a completed questionnaire and told us their views on:

- 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 – Lambeth Living tenants

	Satisfaction with our services	<b>63%</b>	<b>▲ 11%</b>
	Satisfaction with the quality of your home	<b>57%</b>	<b>▲ 3%</b>
	Satisfaction your service charges provide value for money (new question for 2012)	<b>47%</b>	<b>N/A</b>
	Satisfaction with our repairs and maintenance service	<b>51%</b>	<b>▲ 1%</b>
	Satisfaction your rent provides value for money	<b>63%</b>	<b>▲ 7%</b>
	Satisfaction we listen and act on your views	<b>46%</b>	<b>▼ 1%</b>
	Satisfaction with your neighbourhood as a place to live	<b>75%</b>	<b>▲ 8%</b>

Direction of travel relates to 2011 STATUS results.

## What is important to you?

You told us the following service aspects matter the most:

1. Repairs and maintenance
2. We treat you fairly
3. Quality of your home
4. We listen and act on your views
5. Our contractors do the job you expect
6. Service charges provide value for money
7. Your neighbourhood is a place you want to live

## Key findings

- **Improve our repairs service** - while almost 70 per cent of tenants reported they had a repair carried out in the last 12 months, only half were satisfied with the service. To improve, you told us we need to listen and act on your views, treat you fairly and work to improve the condition of your home. In addition, we also need to reduce the time taken before the work starts and complete more repairs 'right first time'.

Improving the repairs service you receive is our number one priority for improvement. We intend to act on your feedback and work with our contractors to address current shortcomings. This includes improving our communication with residents about when a repair will start and finish; more accurately diagnosing repairs so we can complete more repairs 'right first time'; and improving our post-inspection and quality assurance processes so that repairs meet the standards you expect. We expect to see noticeable improvements in the new financial year.

- **You like your neighbourhood** - three out of four tenants reported they were satisfied with their neighbourhood as a place to live. This is a considerable increase (eight percentage points) compared to when we asked you in 2011. Of the issues affecting your neighbourhood you told us that car parking, and rubbish or litter were the greatest problems.

Improving the environment in which you live is a pivotal focus for our estates services teams. We have been working with our residents and contractors to improve the quality and timeliness of estate cleaning, ground maintenance and communal repairs.

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.

- **Focus on managing anti-social behaviour** - you have indicated we need to review our handling of anti-social behaviour cases; as satisfaction was lower than we expected.

Almost one in three respondents of Asian background reported racial harassment as a big or major issue: this is matter we need to investigate further.

We will be holding an anti-social behaviour summit for our tenancy enforcement teams to discuss the survey's findings and identify potential areas for improvement. This will begin with 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. The ongoing survey will provide us with regular feedback as to whether our service improvements have been effective.

- **Communication improvements successful** - we recently published new resident handbooks and redesigned our area newsletters. Feedback suggests tenants support these improvements. Satisfaction with the way tenants are kept informed about matters which affect them increased by more than 10 per cent since last year, with seven in ten respondents reporting that they were satisfied.
- **Dealing with your enquiries effectively** – in late 2011 we transferred our Lambeth Living Call Centre to a new independent provider. This was marked by a considerable improvement in performance, most notably a reduction in the amount of time you wait before your call is answered. We also regularly monitor your satisfaction with the service at the end of each call and almost 90 per cent of callers report that they are satisfied.

The results of the STAR survey reveal that although we have made these improvements, we still need to do more to make it easier for you to get in touch with the right person. This suggests we need to improve the relationship between our call centre and area office staff. You also told us we need to listen more actively to your concerns and provide advice which is tailored and helpful to you.

- **Engaging and supporting residents** - older residents, residents with disabilities and those from black and minority ethnic groups 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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