



Report Author	Team	Job Title
Wendy Gajadhar	Resident Engagement Team	Resident Engagement Officer

Name of Meeting	Date of Meeting	Agenda item	Status
Housing Scrutiny Committee	8 October 2015	B1	Witness Evidence

Major Works Survey - Pilot Scheme

1. Synopsis

- 1.1 This report provides information about how Housing Services measures the satisfaction of residents who have had major works carried out to their property or block. Previously surveys were conducted by an external provider following practical completion of the works being carried out. This previous survey was over 30 questions long.
- 1.2 In August and September 2015, the Resident Engagement team trialled a shorter survey and made questions more relevant to stages of work being carried out. A list of questions is set out at Appendix 1. It is intended to continue measuring resident satisfaction on this basis.
- 1.3 As part of the new survey arrangements, residents were contacted at various stages of the work being carried out, as follows:
 - Before works started
 - During works
 - After practical completion.
- 1.4 The Capital Programme team provided details of properties on estates with work about to commence (Adams Place/Miranda Estate); works that are currently ongoing (Mayville Estate and Whitehall Mansions) and works after practical completion (New River Green Estate/Elthorne & Hillside Estate). Residents were contacted via telephone.

2. Recommendations

- 2.1 That the survey methods used and questions asked by the Resident Engagement Team be noted, including the intention to continue carrying out surveys across the three stages of works.
- 2.2 That the Committee consider the findings of the pilot survey carried out in August/September 2015, including levels of satisfaction and consultation engagement.

3. Background

- 3.1 In 2014 a full review took place of Property Services customer feedback surveys that were either delivered in-house or by an external provider. The review also evaluated survey costs, reporting mechanisms and timescales.
- 3.2 It was agreed that the Resident Engagement Team would trial carrying out the telephone surveys across a sample of residents where works were being carried out, at the three stages of work listed in section 1.2 (above).

4. Survey Results

The following are the results of the pilot survey carried out during August/September 2015

Findings – Works about to commence

- 4.1 Adams Place (19 households surveyed)
- 72% tenants 28% leaseholders.
 - 97% Received information.
 - 100% were given the opportunity to discuss works.
 - 11 people attended the public meeting from the households surveyed.
 - 100% found the information given at the public meeting helpful.
- 4.2 Miranda Estate (23 households surveyed)
- 81% tenants 19% leaseholders.
 - 100% Received information.
 - 100% were given the opportunity to discuss works.
 - 17 people attended the public meeting from the households surveyed.
 - 100% found the information given at the public meeting helpful.

Findings – During the works

- 4.3 Mayville Estate & Whitehall Mansions (5 households surveyed)
60% Tenants 40% Leaseholders
- 100% received information from Islington Council or contractor
 - 100% know who to contact if issues arise
 - 100% happy with the works
 - 100% happy with the information provided by the contractor
 - 100% happy with the information provided by Islington Council

Findings – The work after practical completion

- 4.4 New River Green Estate (11 households surveyed)
- Cleaning up after works – 73% Good 14% Fair 13% Poor
 - Politeness of Contractors – 53% Good 8% Fair 39% Poor
 - Access Required – For those who had to provide access, 100% said adequate arrangements were made and 100% kept to arrangements.
- 4.5 Elthorne & Hillside Estate (17 households surveyed)
- Cleaning up after works – 79% Good 5% Fair 16% Poor
 - Politeness of Contractors – 72% Good 3% Fair 25% Poor
 - Access Required – For those who had to provide access, 100% said adequate arrangements were made and 100% kept to arrangements.

Report author: Wendy Gajadhar, Resident Engagement Officer
Telephone: 0207 527 4117
Email address: Wendy.Gajadhar@islington.gov.uk

Appendix 1 – Major Works Survey Questions: phases one to three

Phase 1 - Before the improvement work began

- Q1 Which of the following are you?
- Leaseholder
 - Tenant
 - Other
- Q2 Have you received any information about the major works?
- Yes
 - No
- Q3 Were you given the opportunity to discuss the improvement work before they started?
- Yes
 - No
- Q4 If you attended a public meeting, did you find this meeting helpful?
- Yes
 - No
- Q5 Was the information you received helpful
- Yes
 - No

Phase 2 - During the Works

- Q1 During the course of the work, are you receiving any information from Islington Council or the Contractor?
- Yes
 - No
- Q2 If you have any concerns during the course of the work, do you know who to contact?
- Yes
 - No
- Q3 Are you happy with the works that were done?
- Yes
 - No
- Q4 Are you happy with the information the contractor provided you?
- Yes
 - No
- Q5 Are you happy with the information Islington Council provided you?
- Yes
 - No

Phase 3 - After the work has been completed

- Q1 Thinking about the recent works, how would you rate the following:

	Good	Fair	Poor
Cleaning up after works were done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Politeness of Contractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 During the recent works, if access was required to your property;

Did the contractors make adequate arrangements with you to call?

Yes No

Did they keep to their arrangements?

Yes No

Q3 Were you happy with the Customer Service provided by Islington Council?

Yes No