

Caretaking Survey Summary 2020-21

K-West, an external company carried out external telephone satisfaction surveys for the Caretaking service on behalf of Phoenix.

The survey included the following questions:

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| 1. How satisfied or dissatisfied were you with the internal caretaking services provided such as sweeping of stairways and lifts, mopping and dusting, lighting and completed checklists? |
| 2. How satisfied or dissatisfied were you with the external caretaking service provided by the caretaking team such as litter picking and the cleanliness of bin chambers? |
| 3. How satisfied or dissatisfied were you with the caretaker's overall performance in terms of attitude, treatment and care of the communal areas within your block? |
| 4. What one thing could improve the caretaking services you already receive? |
| 5. How satisfied or dissatisfied are you with your neighbourhood as a place to live? |
| 6. What would make your neighbourhood a better place to live? |

The selection of questions asked were developed by the Estates Management Team, using the standard STAR methodology and members of the Resident Communications Group approved the final version of the survey.

Every property that benefits from our caretaking service is divided up into 4 areas. Each area is then surveyed over 4 quarters. In Quarter 1, 2020-21, Area 1 was surveyed, in Quarter 2, Area 2 was surveyed, in Quarter 3, 2020-21, Area 3 was surveyed and in Quarter 4, 2020-21, Area 4 was surveyed. Details of 2,787 residents, with 554 leaseholders and 2,233 tenants were sent to K-West to be surveyed.

A list of the Areas is available on request.

THE FINDINGS

Response rates

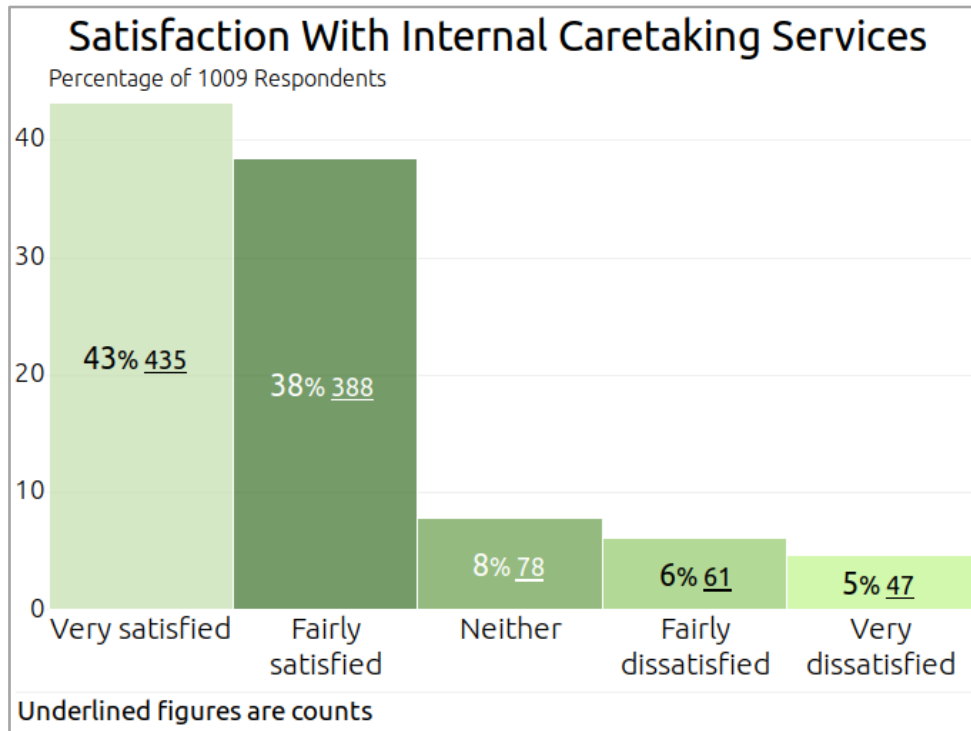
1,085 interviews were completed, 173 Leaseholders and 912 tenants, representing an overall response rate of 39%. The results have a margin of error at + or – 2.33%. This means if everyone had responded the results below for everyone would be within + or – 2.33%.

Of the 1,085 completed surveys, some questions were left unanswered.

Due to low numbers for leaseholders, results may be displayed as x out of y rather than %'s. Leaseholder satisfaction appears to have decreased but due to the lower response rates these results should be considered with caution.

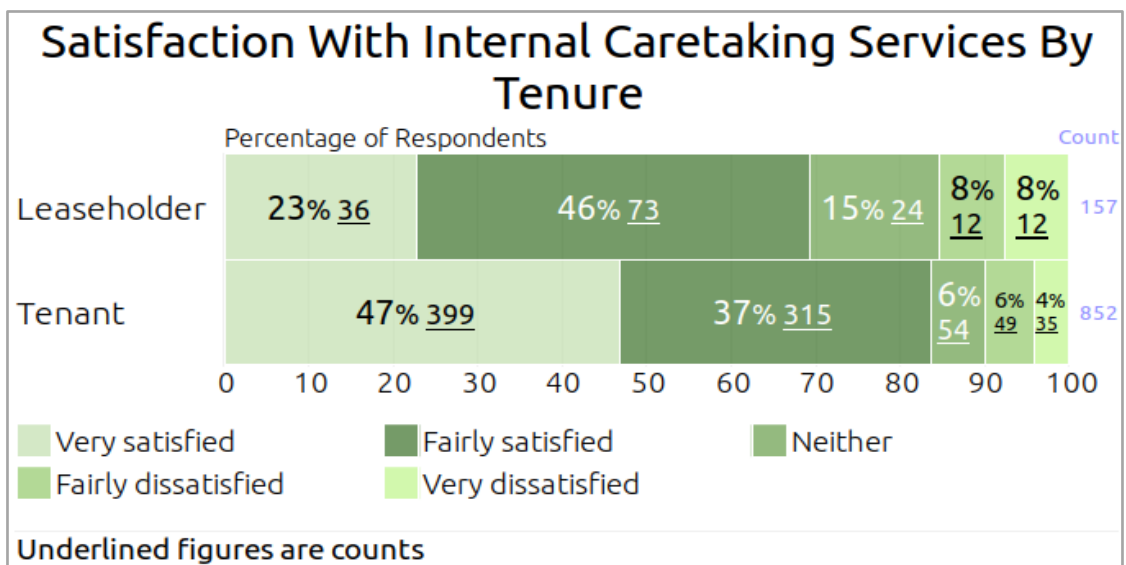
89% of residents said they were fairly or very satisfied with the caretaker's overall performance in terms of attitude, treatment and care of the communal areas within their block.

Q1. How satisfied or dissatisfied were you with the internal caretaking services provided such as sweeping of stairways and lifts, mopping and dusting, lighting and completed checklists?



**Some of the numbers have been rounded*

The graph above shows the overall satisfaction for internal caretaking services in Quarter 1-4, 2020-21. Overall, 81% of respondents responded with very/fairly satisfied responses and 11% responded with very/fairly dissatisfied responses.



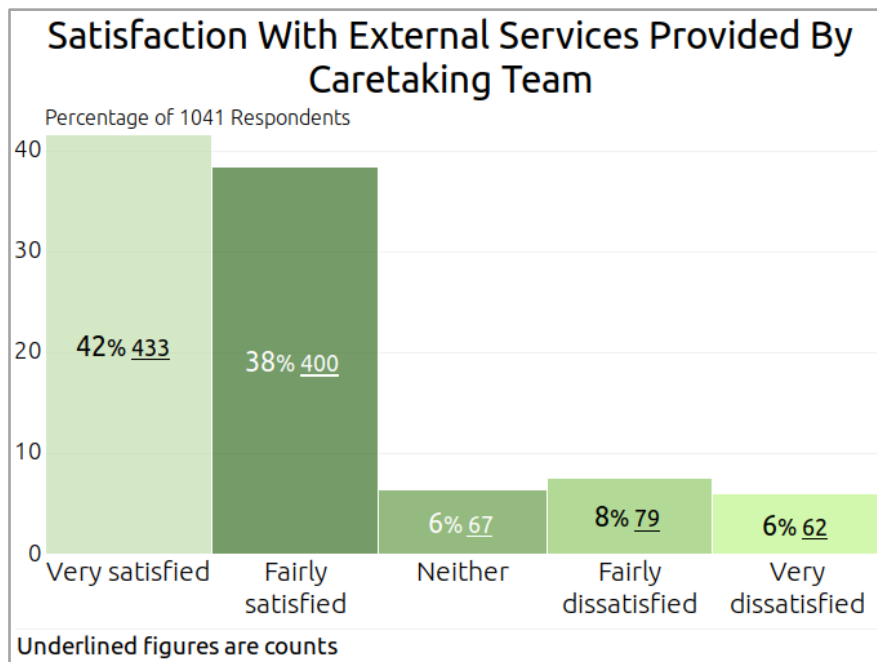
**Some of the numbers have been rounded*

The graph above shows the differences in satisfaction between leaseholders and tenants in Quarter 1-4, 2020-21 for internal caretaking services.

- Satisfaction was higher for tenants than leaseholders as 84% of tenants were satisfied with the internal caretaking services, compared to 69% (109 out of 157) of leaseholders.
- Leaseholders answered with more dissatisfied responses compared to tenants, with 16% (24 out of 157) of leaseholders responding with very/fairly dissatisfied responses compared to 10% of tenants.
- Ambivalence was higher for leaseholders, with 15% (24 out of 157) answering with ambivalent responses compared to 6% for tenants.

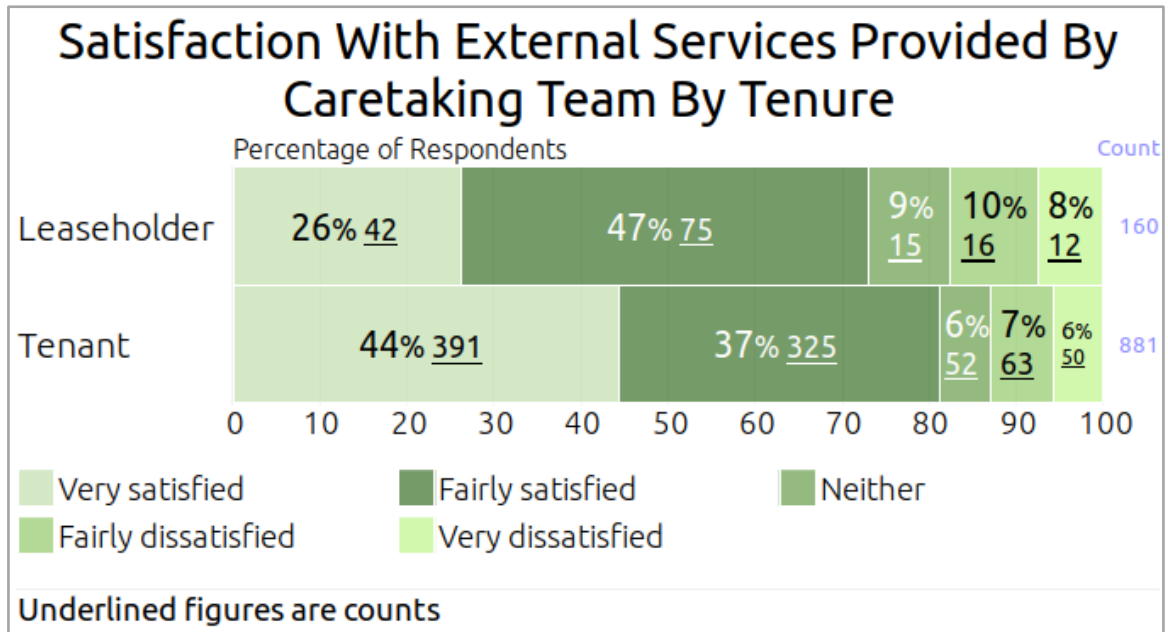
Please note that the response rates for leaseholders were lower (157 respondents for this question) so some of the results displayed as x out of y and results should be considered with caution.

Q2. How satisfied or dissatisfied were you with the external caretaking service provided by the caretaking team such as litter picking and the cleanliness of bin chambers?



**Some of the numbers have been rounded*

The graph above shows the overall satisfaction for external caretaking services in Quarter 1-4, 2020-21. Overall, 80% of respondents responded with very/fairly satisfied responses and 14% responded with very/fairly dissatisfied responses.



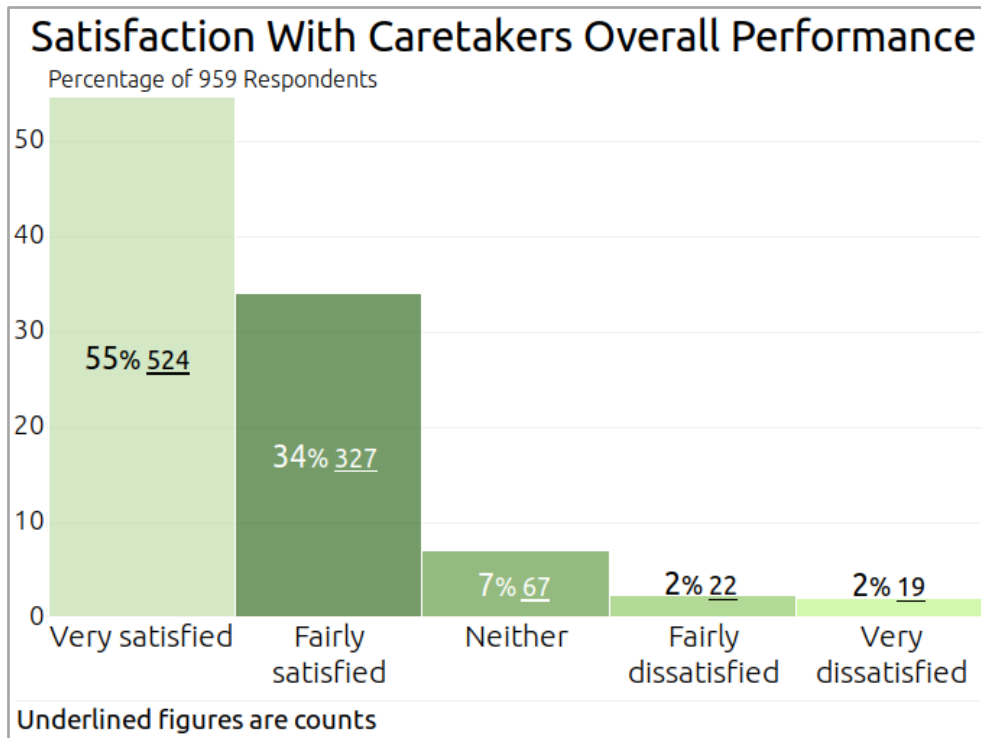
**Some of the numbers have been rounded*

The graph above shows the differences in satisfaction between leaseholders and tenants in Quarter 1-4, 2020-21 for external caretaking services.

- For tenants, 81% of respondents were satisfied with the external caretaking services, compared to 73% (117 out of 160) of leaseholders.
- Tenants had a lower dissatisfaction, with 13% answering with very/fairly dissatisfied responses, compared to 18% (28 out of 160) of leaseholders being dissatisfied.
- Ambivalent responses were higher for leaseholders, with 9% (15 out of 160) responding with ambivalent responses, and 6% of tenants answering with ambivalent responses.

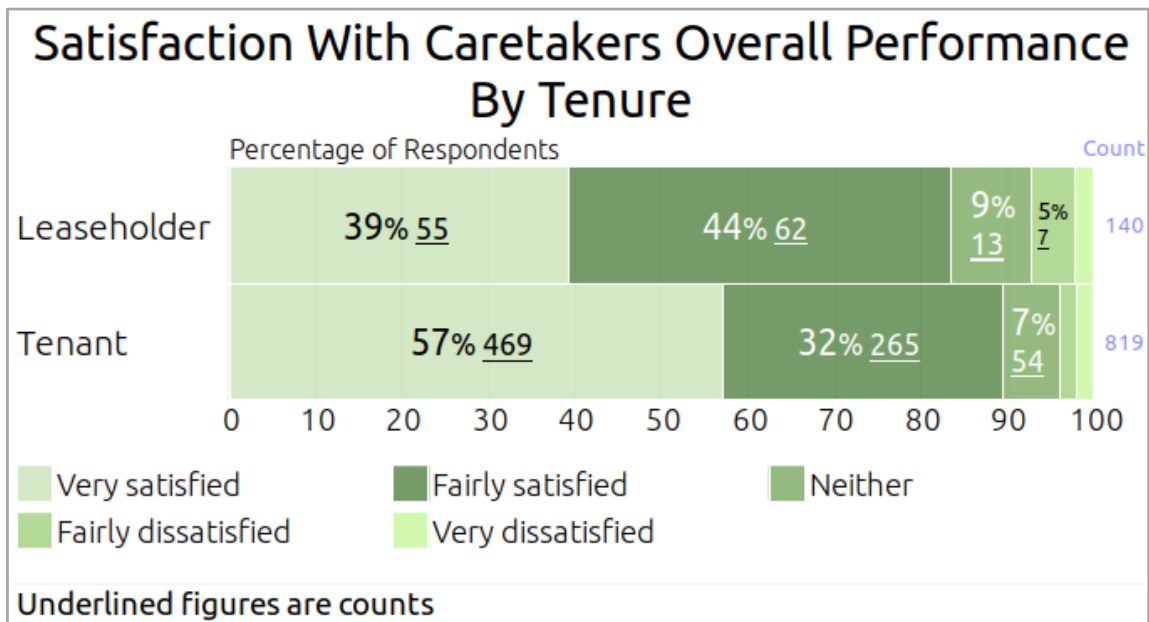
Please note that the response rates for leaseholders were lower (160 respondents for this question) so some of the results have been displayed as x out of y and results should be considered with caution.

Q3. How satisfied or dissatisfied were you with the caretaker's overall performance in terms of attitude, treatment and care of the communal areas within your block?



**Some of the numbers have been rounded*

The graph above shows the overall satisfaction for the caretaker's overall performance in Quarter 1-4, 2020-21. Overall, 89% of respondents responded with very/fairly satisfied responses and 4% responded with very/fairly dissatisfied responses.



**Some of the numbers have been rounded*

The graph above shows the differences in satisfaction between leaseholders and tenants in Quarter 1-4, 2020-21 for the caretaker's overall performance.

- Satisfaction was higher for tenants, with 89% of respondents answering with very/fairly satisfied responses, compared to 83% (117 out of 140) of leaseholders.
- Tenants had a lower dissatisfaction, with 4% being very/fairly dissatisfied compared to 7% (10 out of 140) of leaseholders.
- Ambivalent responses were also higher for leaseholders, with 9% (13 out of 140) responding with ambivalent responses compared to 7% of tenants.

Please note that the response rates for leaseholders were lower (140 respondents for this question) so some of the results have been displayed as x out of y and results should be considered with caution.

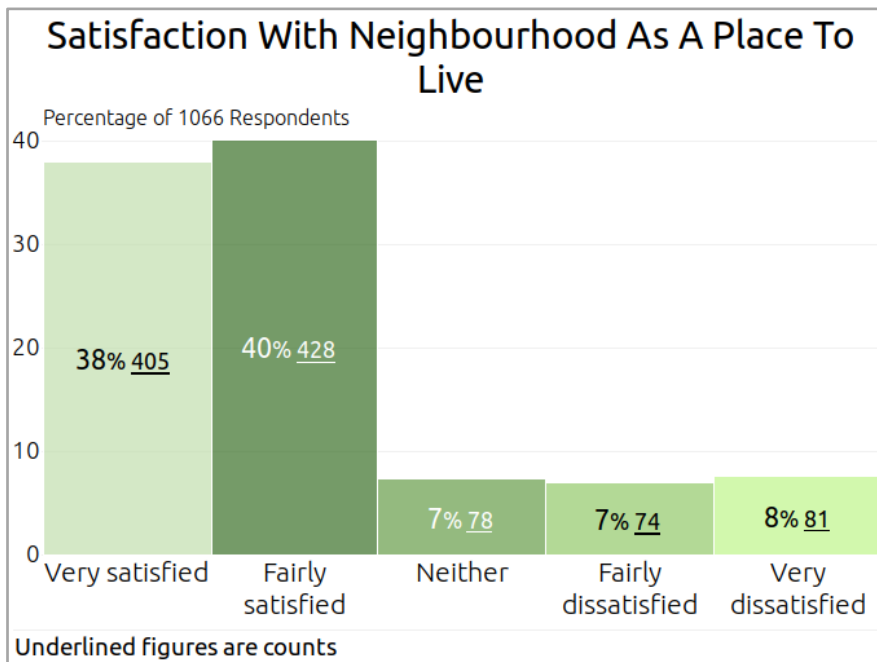
Q4. What one thing could improve the caretaking services you already receive?

In Quarter 1-4, 2020-21, out of the 1,085 residents that were interviewed, 499 (46%), left a response. The comments received in Quarter 1-4, 2020-21 have been summarised below. Due to the high volume, a summarised list with headings has been provided to capture each response. The numbers not noted below left no specific suggestions adding comments such as, 'not really' and 'nothing to add'.

| Comment | Number of comments |
|--|--|
| External work required <i>For example: 'The bins could be cleared up, it's like a dumping ground out there', 'I would like to see the litter on the outside lawns collected'.</i> | 130 residents responded with suggestions and comments about external works. |
| Service and standard <i>For example: 'I think the cleaning needs to be much more thorough. I want the cleaners to appropriate cleaning products, it often seems like the area is just cleaned with water', 'The quality of the cleaning inside the building - the cleaners never use clean water to mop and the products they use are not fit purpose, 'I believe that the floors could be cleaned with better bleach'.</i> | 261 residents responded with suggestions or comments on the level of service and standards they receive. |
| Internal work required <i>For example: 'The cleaning of the internal areas does not seem to take place at all.', 'The cleaning of the internal areas needs to be frequent.'</i> | 19 residents responded with suggestions or comments about internal works. |
| Praise <i>For example: 'How do you improve on perfection?'</i> | 2 resident praised the service. |
| Other <i>For example: 'I would like the caretaker to be more accessible, should I want to ask him any questions', 'I think the caretaking service is understaffed.', , 'Better communication when contacting the repairs team would be better', 'The caretaking service is too expensive'</i> | 87 residents responded outside of the other headings. |

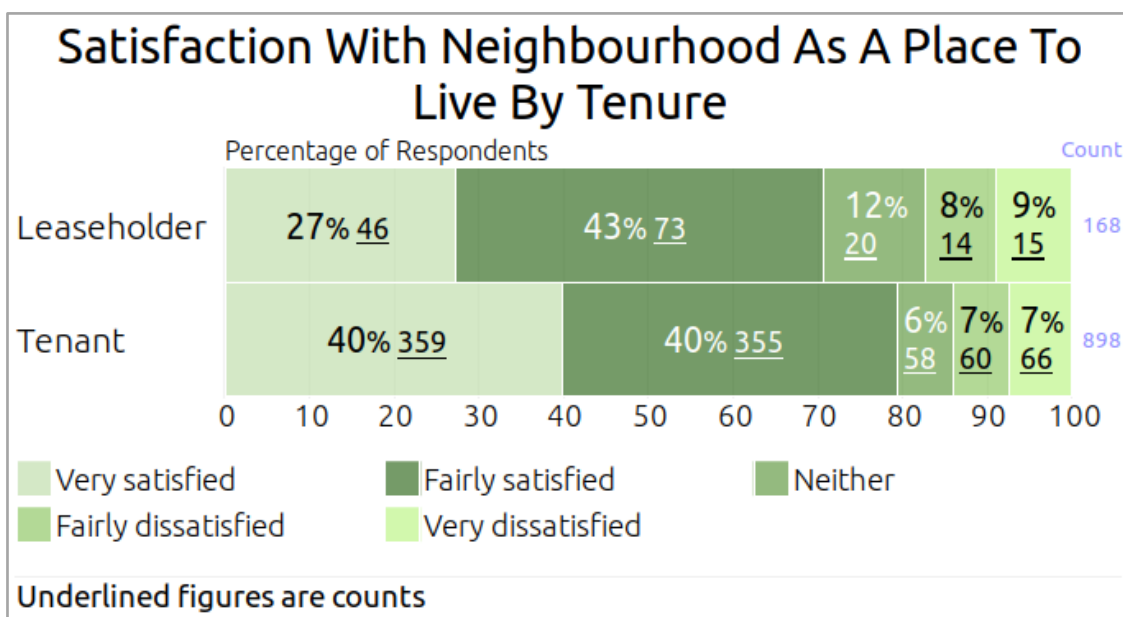
A full list is available from each survey for every Quarter. All responses that require action are sent directly to the relevant team to action as soon as the results are receive.

Q5. How satisfied or dissatisfied are you with your neighbourhood as a place to live?



**Some of the numbers have been rounded*

The graph above shows the overall satisfaction with the neighbourhood as a place to live in Quarter 1-4, 2020-21. Overall, 78% of respondents responded with very/fairly satisfied responses and 15% responded with very/fairly dissatisfied responses.



**Some of the numbers have been rounded*

The graph above shows the differences in satisfaction between leaseholders and tenants in Quarter 1-4, 2020-21 for satisfaction with the neighbourhood as a place to live.

- For tenants, 80% of respondents were satisfied with the neighbourhood as a place to live, compared to 70% (119 out of 168) of leaseholders.
- Leaseholders were more dissatisfied than tenants, with 17% (24 out of 168) of leaseholders responding with very/fairly dissatisfied responses compared to 14% of tenants.
- Ambivalent responses were higher for leaseholders, with 12% (20 out of 168) responding with ambivalent responses compared to 6% of tenants.

Please note that the response rates for leaseholders were very low (168 respondents for this question) so some of the results have been displayed as x out of y and results should be considered with caution.

Q6. What would make your neighbourhood a better place to live?

In Quarter 1-4, 2020-21, out of 1,085 residents that were interviewed, 135 (12%), left a response. The comments received in Quarter 1-4, 2020-21 have been summarised below. Due to the high volume, a summarised list with headings has been provided to capture each response. The numbers not noted below left no specific suggestions adding comments such as, 'not really' and 'nothing to add'.

| Comment | Number of comments |
|--|--|
| Caretaking/Environmental works <i>For Example:</i> 'The garden areas need more work done on them. Some of these areas are a complete mess', 'Better cleaning would help. Most areas are filthy.' | 26 residents made suggestions regarding Caretaking or environmental works. |
| Parking <i>For example:</i> 'The parking could be improved, there is too much parking on the pavements. I am disabled and the parking is dangerous for me as the cars block my vision when I am crossing the road', 'Parking is very difficult as I have a disabled child and it is difficult to exit the building with a wheelchair'. | 6 resident made suggestions around parking improvements. |
| ASB <i>For Example:</i> 'I want better services to deal with antisocial behaviour', 'There is a lot of noise from my neighbours at unsociable hours, and they also | 58 residents made suggestions or highlighted ASB as an issue. |

| Comment | Number of comments |
|---|---|
| smoke constantly, which gets into my flat even with doors and windows closed. Phoenix should do more to tackle this’. | |
| Neighbourhood concerns For example: ‘The neighbourhood is very noisy’, ‘If the area was safer it would be a better place to live’, ‘The neighbourhood would be better for me if I had better neighbours. | 24 residents made comments on concerns they have about their neighbourhood. |
| Neighbourhood Service additions / improvements For example: <i>‘My neighbourhood would be better if there were gates to prevent people who don't live here from coming in and causing trouble’, The neighbourhood would be better if we had more policing and security..’</i> | 16 residents suggested service/neighbourhood improvements. |
| Other For example: <i>‘Phoenix should make sure that tenants all keep the hallway clear of items. It can be a fire risk when the green recycling bin is in the internal corridor and no-one else can move it, as the case is currently. It needs to be addressed’, ‘Phoenix need to take more time to maintain the properties and bring them up to a better standard. The properties are subsidising and need pulling down and rebuilding’.</i> | 5 residents made comments that didn’t fall into the above categories. |

A full list is available from each survey every Quarter upon request. The comments from the caretaking surveys can be used to add to learning in service improvement plans.

Summary –2019-20 compared to 2020-21

In Quarters 1-4 in 2019-20 and 2020-21, the same areas were surveyed (Areas 1 - 4). The below table summarises very/fairly satisfied responses between both time periods.

| Question | % Very/Fairly Satisfied 2019-20 | % Very/Fairly Satisfied 2020-21 |
|---------------------------------------|---|--|
| INTERNAL CARETAKING SERVICES | Overall: 81% Tenants: 84% Leaseholders: 65% | Overall: 81% ▶ Tenants: 84% ▶ Leaseholders: 69% ▲ |
| EXTERNAL SERVICES | Overall: 80% Tenants: 82% Leaseholders: 70% | Overall: 80% ▶ Tenants: 81% ▶ Leaseholders: 73% ▲ |
| CARETAKERS OVERALL PERFORMANCE | Overall: 83% Tenants: 85% Leaseholders: 70% | Overall: 89% ▲ Tenants: 89% ▲ Leaseholders: 83% ▲ |
| NEIGHBOURHOOD | Overall: 83% Tenants: 84% Leaseholders: 76% | Overall: 78% ▼ Tenants: 80% ▼ Leaseholders: 70% ▼ |

Leaseholder satisfaction appears to have decreased or increased in some areas but due to the lower response rates these results should be considered with caution.

The summary table above shows that there have been some significant changes for some of the questions between Quarters 1-4 in 2019-20 and 2020-21.

- For internal caretaking services, overall satisfaction and tenant satisfaction has remained consistent when compared to last year.
- For external caretaking services, overall satisfaction and tenant satisfaction have remained consistent when compared to last year.
- For the caretaker's overall performance, overall satisfaction has increased from 83% last year, to 89% this year. There has also been an increase in tenant satisfaction, increasing from 85% to 89% this year.
- For the neighbourhood, there has been a decrease in overall satisfaction, decreasing from 83% to 78% this year. This is the same for tenant satisfaction, which decreased from 84% to 80% this year

The response rates for leaseholders was very low, so commentary on satisfaction changes for leaseholders has not been included. The margin error for leaseholders only was also slightly lower last year (+ or – 6.5%) compared to this year (+ or – 6.83%). However, it should be noted that the continued lower levels in satisfaction in the neighbourhood in Quarter 1-4, 2020-21 could be related to the Covid-19 pandemic, as many of the services in the wider community will have halted and residents are spending more time at home and in their neighbourhood. The comments from this report can be used and fed into service improvement plans and environmental improvements.

**Summary Satisfaction by Area – Areas 1 – 2,
2019-20 compared to 2020-21**

The below table summarises very/fairly satisfied responses in Area 1 and 2 that were surveyed in 2019-20 and 2020-21.

| Question | AREA 1 | | AREA 2 | |
|---------------------------------------|---|--|---|--|
| | % Very/Fairly Satisfied 2019-20 | % Very/Fairly Satisfied 2020-21 | % Very/Fairly Satisfied 2019-20 | % Very/Fairly Satisfied 2020-21 |
| INTERNAL CARETAKING SERVICES | Overall: 82% Tenants: 85% Leaseholders: 61% | Overall: 80% ▶ Tenants: 83% ▶ Leaseholders: 40% ▼ | Overall: 84% Tenants: 86% Leaseholders: 74% | Overall: 79% ▶ Tenants: 80% ▼ Leaseholders: 70% ▶ |
| EXTERNAL SERVICES | Overall: 80% Tenants: 81% Leaseholders: 77% | Overall: 83% ▶ Tenants: 84% ▶ Leaseholders: 65% ▼ | Overall: 81% Tenants: 81% Leaseholders: 74% | Overall: 76% ▶ Tenants: 77% ▶ Leaseholders: 64% ▼ |
| CARETAKERS OVERALL PERFORMANCE | Overall: 85% Tenants: 88% Leaseholders: 66% | Overall: 89% ▶ Tenants: 90% ▶ Leaseholders: 71% ▶ | Overall: 86% Tenants: 87% Leaseholders: 79% | Overall: 86% ▶ Tenants: 77% ▼ Leaseholders: 79% ▶ |
| NEIGHBOURHOOD | Overall: 85% Tenants: 85% Leaseholders: 84% | Overall: 77% ▼ Tenants: 79% ▼ Leaseholders: 56% ▼ | Overall: 84% Tenants: 84% Leaseholders: 79% | Overall: 80% ▶ Tenants: 80% ▶ Leaseholders: 76% ▶ |

When looking at Area 1, there are some significant differences for the neighbourhood between 2019-20 and 2020-21, as overall satisfaction decreased from 85% last year to 77% this year. This is also seen for tenant satisfaction which decreased from 85% to 79%. These decreases in satisfaction may be linked to the Covid -19 pandemic, as Area 1 was surveyed towards the beginning of the pandemic. There were no significant changes for the other questions.

For Area 2, there were some significant differences seen for the internal caretaking services between 2019-20 and 2020-21, with tenant satisfaction decreasing from 86%

to 80%. Tenant satisfaction also decreased for the caretaker's overall performance from 87 to 77%. There were no significant changes in satisfaction for the other questions.

For reference, below is a list of the areas 1 and 2 which were surveyed and commented on above.

| AREA 1 | AREA 2 |
|---------------------|-------------------|
| Ambleside | Dunfield Road |
| Arnulf Street | Dunster House |
| Avondale Road | Durnford House |
| Ballamore Road | Elfrida Crescent |
| Battersby Road | Ember House |
| Beckenham Hill Road | Evans Road |
| Bellingham Green | Falkland House |
| Berkshire House | Farmfield road |
| Beverley House | Farmstead Road |
| Boundfield Road | Flatford House |
| Bourbon House | Forster House |
| Bourneside Gardens | Gareth Grove |
| Boyland Road | Ghent Street |
| Brandon House | Gilton Road |
| Brent House | Grangemill road |
| Bromley Hill | Grangemill Way |
| Brookehowse Road | Grovehill Court |
| Brunner House | Hazelhurst Court |
| Capstone road | Hexal Road |
| Castillon Road | Hoover House |
| Chestnut Close | Ingrebourne House |
| Cowden Street | Kendale Road |
| Crutchley Road | |
| Dagonet Gardens | |
| Darent House | |
| Dedham House | |
| Downham Way | |
| Dunfield Gardens | |

Summary Satisfaction by Area – Areas 3 – 4, 2019-20 compared to 2020-21

The below table summarises very/fairly satisfied responses between Area 3 and 4 that were surveyed in 2019-20 and 2020-21,

| Question | AREA 3 | | AREA 4 | |
|---------------------------------------|---|--|---|--|
| | % Very/Fairly Satisfied 2019-20 | % Very/Fairly Satisfied 2020-21 | % Very/Fairly Satisfied 2019-20 | % Very/Fairly Satisfied 2020-21 |
| INTERNAL CARETAKING SERVICES | Overall: 79% Tenants: 83% Leaseholders: 57% | Overall: 85% ▲ Tenants: 88% ▲ Leaseholders: 73% ▲ | Overall: 79% Tenants: 82% Leaseholders: 67% | Overall: 82% ▶ Tenants: 85% ▶ Leaseholders: 73% ▲ |
| EXTERNAL SERVICES | Overall: 79% Tenants: 82% Leaseholders: 61% | Overall: 81% ▶ Tenants: 81% ▶ Leaseholders: 77% ▲ | Overall: 81% Tenants: 85% Leaseholders: 67% | Overall: 81% ▶ Tenants: 83% ▶ Leaseholders: 75% ▲ |
| CARETAKERS OVERALL PERFORMANCE | Overall: 81% Tenants: 84% Leaseholders: 69% | Overall: 89% ▲ Tenants: 90% ▲ Leaseholders: 82% ▲ | Overall: 81% Tenants: 84% Leaseholders: 70% | Overall: 91% ▲ Tenants: 92% ▲ Leaseholders: 88% ▲ |
| NEIGHBOURHOOD | Overall: 82% Tenants: 84% Leaseholders: 73% | Overall: 78% ▶ Tenants: 78% ▼ Leaseholders: 73% ▶ | Overall: 82% Tenants: 85% Leaseholders: 70% | Overall: 78% ▶ Tenants: 81% ▶ Leaseholders: 71% ▶ |

When looking at Area 3, there are some significant differences between 2019-20 and 2020-21 for the internal caretaking services as overall satisfaction increased from 79% to 85% this year. Tenant satisfaction also increased from 83% last year to 88% this year.

In Area 3, for the caretaker's overall performance, overall satisfaction increased from 81% last year to 89% this year and tenant satisfaction also increased from 84% to 90% this year.

For Area 3, satisfaction decreased for the neighbourhood, with tenant satisfaction decreasing from 84% to 78% this year.

For Area 4, for the caretaker's overall performance, overall satisfaction increased from 81% to 91% this year and from 84% to 92% for tenant satisfaction. There were no significant changes in satisfaction for the other questions

For reference, below is a list of areas 3 and 4 which were surveyed and commented on above.

| AREA 3 | AREA 4 |
|----------------------|-------------------|
| Knapmill road | Riverpark Gardens |
| Lamerock Road | Rokell House |
| Langthorne Court | Rythe House |
| Launcelot Road | Sandpit Road |
| Lentmead road | Scarlet Road |
| Lincombe road | Sedgehill Road |
| Longford House | Shroffold Road |
| Lushington Road | Southend Lane |
| Marriott House | St Amunds Close |
| Marton Close | Steve Biko Lane |
| Merlin Gardens | Stoms Path |
| Millcroft House | Swallands Road |
| Moremead Road | Swiftsden Way |
| Nayland House | Thurbarn Road |
| Newnham House | Tristram Road |
| Oslac Road | Tyrrell House |
| Otterden Street | Wandle House |
| Passfields | Waterer House |
| Pendragon road | Waters Road |
| Playgreen Way | Whitefoot Lane |
| Primrose Close | Wingrove Road |
| Randisbourne Gardens | Woodbank Road |
| Randlesdown Road | |
| Rangefield road | |
| Ravensbourne House | |
| Ravenscar Road | |
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