

Report to the Neighbourhoods & Community Services Scrutiny Panel

For the meeting to be held on 3 September 2020



Board Feedback on Osborne Property Services

1. Background

- 1.1 The Resident Board ('the Board') is responsible for co-regulating and scrutinising Slough Borough Council's landlord services in line with the requirements of the Regulator of Social Housing.
- 1.2 The Board were involved in the final stages of the commissioning of the Repairs, Maintenance and Investment Service Partner, attending the final presentations from the three shortlisted providers and submitting their thoughts to the then Head of Neighbourhood Services.
- 1.3 Having seen all three presentations, the Board members that attended the sessions indicated that they favoured the Osborne Property Services' offer. The Board were not involved in the scoring of tenders nor the final selection process.

2. Resident Board Views of Osborne

- 2.1 The Resident Board have been raising concerns about Osborne's performance for some time. Their concerns are based on:
 - a) Feedback from the Neighbourhood Forum meetings
 - b) Reviews of Stage 3 complaints
 - c) Comments made in the free text boxes from the 2019 satisfaction survey
 - d) Feedback from mystery shopping
 - e) Feedback from neighbours
 - f) Their own experience of the service
- 2.2 The 2019 satisfaction survey results were presented to the Board at their meeting on 14 January 2020 and discussed again at the meeting held on 10 March where feedback (extracted directly from the minutes of the March meeting) included:

5.3	OF noted that he could not believe the survey responses. NP asked if OF thought residents were less satisfied than the survey results showed and OF replied that the results did not reflect what the Board were seeing and hearing from residents. TG and CG agreed that they thought that satisfaction was generally lower than the reports showed.
5.4	KL asked if OF, TP and CG's concerns were influenced by the negative feedback they had seen and heard in relation to the repairs service or the

	Housing Service overall. OF responded that his thoughts related to the repairs service in particular and in response to a question from NP, OF confirmed that his view was that satisfaction was a lot lower than reported.
--	---

5.11	OF noted that areas of low satisfaction reflect badly on the Council even though they may be related to services delivered by Osborne.
------	--

2.3 In response to the Board's cynicism around the results of last year's survey, they were given the lead this year in commissioning a market research company and setting the questions. The results are due to be presented to the Board in early November 2020. A copy of this year's survey is attached at Appendix 1.

2.4 The Board discussed the Neighbourhood Forums at the meeting held in January 2020. The Forums are a contractual obligation within the RMI contract however, the Board feel that they are not achieving their intended outcome. Comments from the meeting included:

5.7	LJ expressed the view that none of the Forum meetings held so far had led to any service improvement. It had been suggested that Osborne should organise their own surgeries, however OF responded that this would be a bad idea as, in his experience, Osborne are very defensive and focus solely on how good they are. LJ thanked OF for his feedback which mirrored officers' views.
5.8	OF explained that residents are unclear about who is responsible for things. He gave an example of his neighbour who had been liaising with Osborne by e-mail but she thought that she had been contacting the Council. LJ agreed that residents needed to hold Osborne to account more, particularly in relation to the performance information which officers didn't believe. LJ gave an example of officers being placed on hold for up to an hour and a half when calling the contact centre but Osborne are reporting an average wait time of 3 minutes in their performance report.
5.9	OF expressed the view that the Forums offered an opportunity for residents to shout at Osborne which is something he felt they needed to vent their frustration.

2.5 The Board's views on Stage 3 complaints are contained in a separate report. However, the Board's concerns about the number of complains relating to Osborne that led to Stage 3 led them asking for a dedicated Resident Complaints Scrutiny Panel to be formed to fully scrutinise complaints relating to Osborne. The Panel met for the first time last week to agree the scope of the review and establish how their work will link in with other groups within the Council, eg the Customer Experience Sub-Group and the Complaints Task & Finish Group.

2.6 The Board also looked at residents' feedback from the free text boxes contained within last year's satisfaction survey. A selection of quotes from these boxes has been included in Osborne's Annual Report, however additional comments (from the 1,525 comments made – not all relating to Osborne) include:

"Get rid of Osborne, disgusting customer service, never carry parts, assume people can just take time of work to accommodate their working hours."

"Get Osborne to do the repairs as reported, six months plus to get outside lights fixed on an old and vulnerable person is a joke, perhaps when they attend the next visit in November they will make another excuse and we will be closer to February when the lighting first failed"

"My house is a pre fab, to try and get repair a is near on impossible"

"Date 02/09/2019. Yes very annoyed with Osbourne as I'm waiting and have been waiting for the last three weeks for someone to come and change my pipe under my sink. As when I have washing machine on water spills out of the sink. A contractor came to see it done nothing. I was told the job would have to go back to Osbourne's. I've been phoning up for the last three weeks. Very annoyed as I'm disabled and need washing machine."

"The osborne didn't work properly i m very very disappointed"

"On two occasions we complained about the guttering pipe above our porch keeps leaking onto the entrance into the kitchen. Both occasions an engineer arrived and nothing was done. Problem persists today."

"No recorded visits to site evidenced by zero progress on maintenance issues raised at various leaseholders forums / consultations."

"Would like to see a caretaker or a daily basic as I have not seen one for months and stairs washed weekly as they have not been for months as they are filthy and smell."

"My toilet was blocked I phoned the council. All night I was waiting because I have just one toilet I have 6 children. Council response morning time."

"Osborne should be monitored to see they have repaired properly. Our main entrance doesn't lock despite being repaired several times"

"We have a problem with our roof. The cement is coming away from the tiles and almost hit me as I walked past it. I have now reported it twice and nothing has been done about it."

"Because they claim to want to come round and do repairs and you take the time off work they don't turn up and when they do it's a bodge rush job and not finished properly."

“We have a communal system and it is constantly being activated by a few certain residents. The response time by Osbourne engineers is totally unacceptable. Last time 2 hours. Before up to 3 hours.”

“The front door to the building has been needing repair for months and we have written to Slough Borough Council and it has been escalated to complaints and the front door is still broken. The building has been used by rough sleepers and people just walking in to use the laundry and a lot of the residents are sick and vulnerable. It is supposed to be a secure building!!!”

“When repairs are a responsibility of the council I expect them to be done promptly. In July a blocked drain deposited everybody else's kitchen waste on my floor. Reported on Mon despite many phone calls not repaired until Fri!”

- 2.7 Considering the above resident feedback, at the Board's most recent meeting held on 18 August 2020, residents took time to reflect on their views of Osborne's Annual Report. The following are extracts from the minutes (which have been agreed by the Chair but not yet officially approved by the Board):

	Board Comments/Views on Osborne's Annual Report
5.18	NP reminded the Board that Osborne had attended the previous meeting to present their Annual Report. The report has since been re-drafted to take account of the Board's comments, however he could only see that the report now showed performance data for the last financial, rather than calendar, year and the remaining content appeared unchanged.
5.19	NP acknowledged that TP had already sent his written comments by email and KL will include these in the report that she will be drafting.
5.20	NP reminded the Board that, at the last meeting, Osborne were reporting resident satisfaction in the high 90s which had surprised the Board who gave anecdotal evidence to the contrary. The 2019 resident satisfaction survey reported satisfaction to be around 60%.
5.21	NP also noted that Osborne had reported call waiting times as being an average of 3 minutes, however both Board members and mystery shoppers had told a different story with wait times of between 20-40 minutes before they gave up.
5.22	OF noted that Osborne appeared to be reporting on their own performance and they think they are doing a great job. OF gave an example of when one of his neighbours made a complaint to Osborne and, 2 weeks they called again only to be told there was no record of the complaint which makes OF feel as though Osborne just make things up.
5.23	IF reported his recent experience of calling Osborne to report a repair that had not been completed. The call taker advised that they would need to look into this and speak to the Planners however, when they called him back, he was advised that they no longer have the same reference numbers for jobs as they had changed their system. On the third occasion that IF

	called Osborne he was promised a call back which never happened.
5.24	NP asked RJG whether any of these issues had been picked up through the IAA's reviews. RJG responded that RSM have found Osborne's data to be very inconsistent, adding that Osborne's claims about having a new system was news to him as he, as Contract Administrator, had not been advised what the capabilities of the new system were. RJG will pick this up, adding that it should still be possible to look at the old system.
5.25	RJG noted that SBC have always had access to Osborne's system however they appeared to only be sharing what they want to tell us rather than what has been requested. RJG was aware of the backlog of repairs that had built up during lockdown, however Osborne reported 1,900 repairs that they claim has now reduced to 1,000 in only a month, however the actual volume of repairs is 2,700 so it would appear that they have focussed on clearing the backlog at the cost of the current workload. RJG noted that RSM have offered the view that Osborne are using 'smoke and mirrors' and only reporting what they want SBC to know.
5.26	NP noted that, in relation to responsive repairs, the Annual Report only reported on Priority 1 and 2 repairs and not routine repairs and asked whether there was a reason for this. RJG replied that there was no specific reason but that this was what Osborne presented as a partnership and reiterated that SBC are only given the information that Osborne want to share.
5.27	TP noted the difference between percentages and absolute numbers and noted his concerns about information being recorded on operatives' PDAs. RJG agreed that surveys could, potentially, be completed by the operative themselves after the event so this process was not ideal.
5.28	NP agreed that Osborne seemed to be concentrating on what they are measured by and RJG agreed that works that may result in a 'fine' are getting done.
5.29	CG gave an example of her recent gas safety check where she had not been asked to sign anything and she was not given a certificate. NP asked CG to send the example to KL who would include it in the report for NCS and urged all Board members to do the same.

2.8 One Board member submitted a particularly detailed response to the Panel's request which is worth including in this report in its entirety, see below:

Overall impression is that the report is not balanced, and shows is biased towards a high level of success which is not necessarily reflected in the report content. The data used to calculate some of the statistics is probably incomplete and hence the high-end percentages shown.

Osbourne have made particular mention of areas where improvements have been made. They are:

- PDAs implemented 100%
- Co-located staff
- Statutory Compliance
- Revised Safety Policy agreed
- Training

Statutory Compliance. This is a potential high risk area for SBC. Failure to comply with statutory requirements may result in criminal prosecution by HSE, civil prosecution by residents, loss of reputation and failure to meet the Cabinet's stated principles and ambitions.

In this area Osborne claim:

- 100% fire risk assessments across the housing stock
- 100% gas compliance
- 100% water hygiene (legionella)
- 100% lifts (passenger?)
- Asbestos register being developed

Linked to compliance issues are SBC adopted policies. These include policies for gas, fire, electrical, water and asbestos.

Notes

The implications of not having a full and up to date Asbestos Register is worrying. This is not a new requirement and unless there are justifiable reasons for this it means that Osborne/SBC are in breach of their statutory duties under current legislation in regard to the management of asbestos.

Although fire risk assessments have been completed the report fails to say what proportion of essential works arising from the assessments have been complete and what proportion is outstanding

There is no note of compliance in regard to Electrical Testing etc

Resident satisfaction is monitored by interaction between an Osborne operative and the resident on completion of the service provided using a PDA device. Satisfaction levels apparently peak at about 99%. This is questionable. It does not reflect the Boards experiences.

The figure of 99% is calculated from number of residents who agree to answer the questions posed by the operative directly. This does not reflect residents as a whole and takes no account of residents who decline to be involved or for some reason are unable to be involved.

As it stands at the 99% satisfaction is distorted by factors that may have an impact but are not taken into account. It would be more realistic to base the statistics on (a) the total jobs completed; (b) total number of tenants' responses, both negative and positive. (c) total number of residents who did not engage

Repairs - right first time. The target for both P1 and P2 repairs should be reviewed and set at 100%. SBC should expect no less a figure

Voids Completions achieving 100% may reflect the time taken to complete against target. But it does not reflect those voids that have been completed but present grave problems resulting in further works. There have been reports to the Board of damp, mould, poor fittings and bathroom furniture collapse of floors, roof tiling deterioration etc.

These statistics fail to give a true and meaningful picture. Whilst they may reflect performance, they do not reflect the quality of the work. It should be noted too, the effect of incidents on residents is traumatic and should not be tolerated.

Supply Chain information might be more useful if suppliers and sub-contractors were shown separately. Only 24 % have Slough postcodes. This is a cause for concern and notwithstanding financial considerations an effort should be made to increase this figure.

Conclusion

This report was written at the request of the Neighbourhoods & Community services Scrutiny Panel and sets out the views of the Resident Board in relation to Osborne's service overall, Osborne's Annual Report and the basis on which they have reached their conclusions.

The Panel is invited to note and comment on the content of this report.



Tenant and Leaseholder Satisfaction Survey 2020

HELP SHAPE THE SERVICES YOU RECEIVE

Please read these instructions carefully before completing the survey.

- It should be completed by the tenant or leaseholder at this address, their partner/spouse or carer, on their behalf.
- Please carefully read the instructions for each question.
- Please check that you have answered all the questions that apply to you.
- All responses will be confidential.
- Please return the completed questionnaire to M·E·L Research in the FREEPOST envelope provided, or complete it online at <https://melresearch.co.uk/Slough>, or scan the QR code below on your smartphone/tablet. When prompted, type in the ID number found at the top right corner of the letter.



SCAN ME

WIN ONE
OF THREE

£50!
PRIZES

If you tick the relevant box in the survey you will be entered into a prize draw with the chance to win one of three £50 Love2Shop vouchers.



OVERALL SERVICES

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Housing Services? **PLEASE TICK ONE BOX ONLY**

Very satisfied	<input type="checkbox"/> 1	Fairly dissatisfied	<input type="checkbox"/> 4
Fairly satisfied	<input type="checkbox"/> 2	Very dissatisfied	<input type="checkbox"/> 5
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3		

Q2 To what extent do you agree or disagree with the following statements about Housing Services? **PLEASE TICK ONE BOX FOR EACH ROW**

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Provides an effective and efficient service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Treats residents with respect	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Has friendly and approachable staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Provides the service I expect	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I feel valued by Housing Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q3 How satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
That Housing Services listens to what you say and responds to you	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
That Housing Services is easy to deal with	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
That Housing Services treats you fairly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

YOUR HOME

Q4 How satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The overall quality of your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The overall condition of your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
That Housing Services provides a home that is safe and secure	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q5 Do you have, or do you know where to find, information about the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Yes	No	Not applicable
Your tenancy	<input type="checkbox"/> 1	<input type="checkbox"/> 2	
Your rent and how to make payments	<input type="checkbox"/> 1	<input type="checkbox"/> 2	
Your repair responsibilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	
Managing your home (e.g. condensation and mould)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	
Caretaker responsibilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
How to contact your housing officer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	
How to make a complaint	<input type="checkbox"/> 1	<input type="checkbox"/> 2	
How to report anti-social behaviour	<input type="checkbox"/> 1	<input type="checkbox"/> 2	

If there is any other information you would like from Housing Services, please let us know here:

Q6 Is the information provided by Housing Services easy or difficult to understand? **PLEASE TICK ONE BOX ONLY**

Easy 1 Difficult 3
 Neither easy nor difficult 2 Don't know 4

THE REPAIRS SERVICE

The next set of questions are about how satisfied you are with the repairs and maintenance service provided by Osborne Property Services.



Q7 How satisfied or dissatisfied are you with the repairs and maintenance service delivered by Osborne Property Services? **PLEASE TICK ONE BOX ONLY**

Very satisfied 1 Fairly dissatisfied 4
 Fairly satisfied 2 Very dissatisfied 5
 Neither satisfied nor dissatisfied 3 Don't know / Not applicable 6

Q8 How satisfied or dissatisfied are you with Osborne's customer services? **PLEASE TICK ONE BOX ONLY**

Very satisfied 1 Fairly dissatisfied 4
 Fairly satisfied 2 Very dissatisfied 5
 Neither satisfied nor dissatisfied 3 Don't know / Not applicable 6

Q9 Thinking about the last time you reported a repair, how satisfied or dissatisfied were you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
Contacting the call centre	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The call handler understanding your issue	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Being able to make an appointment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Being kept informed throughout the process	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Time taken before work started	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The speed of completion of the work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The operative	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The repair being completed on the first visit	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The overall quality of work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The repairs service you received on this occasion	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q10 Did the contractor show proof of identity? **PLEASE TICK ONE BOX ONLY**

Yes 1 Don't know / can't remember 3
 No 2

Q11 Did you report your last repair by telephone? **PLEASE TICK ONE BOX ONLY**

Yes, and I was able to get through first time - 1
GO TO Q13

No, I reported it using a different method - 3
GO TO Q13

Yes, but I was unable to get through first time - 2
GO TO Q12

Don't know / can't remember - **GO TO Q13** ... 4

Q12 When you were unable to get through, did you..? **PLEASE TICK ONE BOX ONLY**

Abandon the call and call back later 1

Use a different method to report the repair 3

Use the call-back service 2

Other (please specify below) 4

Q13 How could the repairs and maintenance service be improved? **PLEASE WRITE BELOW**

YOUR NEIGHBOURHOOD

Q14 How satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Your neighbourhood as a place to live	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
The overall appearance of your neighbourhood	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q15 Who's responsibility do you think it is to keep your neighbourhood clean and tidy? **PLEASE TICK ALL THAT APPLY**

Mine 1

Slough Borough Council's..... 3

My neighbour(s) 2

Other (please specify below) 4

ESTATE SERVICES

Q16 Do you receive a caretaking and cleaning service in the communal areas where you live? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q17** 1

No - **GO TO Q20** 2

Q17 How satisfied or dissatisfied are you with how often your block is cleaned? **PLEASE TICK ONE BOX ONLY**

Very satisfied 1

Fairly dissatisfied 4

Fairly satisfied 2

Very dissatisfied 5

Neither satisfied nor dissatisfied 3

Don't know 6

Q18 How satisfied or dissatisfied are you with the standard of cleaning in your block? **PLEASE TICK ONE BOX ONLY**

Very satisfied 1

Fairly dissatisfied 4

Fairly satisfied 2

Very dissatisfied 5

Neither satisfied nor dissatisfied 3

Don't know 6

Q19 Was your block cleaned in the following months, during the coronavirus pandemic? **PLEASE TICK ONE BOX FOR EACH ROW**

	Yes	No	Don't know / can't remember
March	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
April	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
May	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
June	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
July	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

CONTACT AND COMMUNICATION

Q20 How good or poor do you feel Housing Services is at keeping you informed about things that may affect you as a resident? **PLEASE TICK ONE BOX ONLY**

Very good..... 1 Fairly bad 4
 Fairly good 2 Very bad..... 5
 Neither good nor bad 3

Q21 Have you contacted Housing Services in the last 12 months? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q22**..... 1 No - **GO TO Q23**..... 2

Q22 How satisfied or dissatisfied were you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
The ease of getting hold of the right person	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The helpfulness of staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The time taken to answer your query	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The ability of staff to deal with your query quickly and efficiently	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The final outcome of your query	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q23 How satisfied or dissatisfied are you that Housing Services gives you a say in how services are managed? **PLEASE TICK ONE BOX ONLY**

Very satisfied 1 Fairly dissatisfied 4
 Fairly satisfied 2 Very dissatisfied 5
 Neither satisfied nor dissatisfied 3 Don't know / Not applicable..... 6

Q24 One of the ways tenants and leaseholders can get involved in decision making is through joining the Resident Board. The Resident Board is responsible for co-regulating and scrutinising the Housing Service.

Are you aware of the Resident Board? **PLEASE TICK ONE BOX ONLY**

Yes..... 1 No 2

Q25 Would you be interested in becoming involved in the Resident Board? **PLEASE TICK ONE BOX ONLY**

If you tick 'Yes', we will pass your contact details on to Housing Services who will contact you to discuss how you can get involved.

Yes - please pass on my contact details 1 No - I am not interested 2

HOUSING HIGHLIGHTS

Q26 In 2019, Housing Services changed their newsletter from Streets Ahead to Housing Highlights. Please read the following statements and tick the one you agree with. **PLEASE TICK ONE BOX ONLY**

- | | | | |
|--|----------------------------|--------------------------------|----------------------------|
| I read the newsletter from cover to cover..... | <input type="checkbox"/> 1 | I just glance at it..... | <input type="checkbox"/> 4 |
| I read nearly all of it..... | <input type="checkbox"/> 2 | I read the front and back..... | <input type="checkbox"/> 5 |
| I read a few articles..... | <input type="checkbox"/> 3 | I don't read it..... | <input type="checkbox"/> 6 |

LEASEHOLDERS

Q27 Are you a leaseholder? **PLEASE TICK ONE BOX ONLY**

- Yes - **GO TO Q28**..... 1 No - **GO TO Q29**..... 2

Q28 Thinking about your service charges, how satisfied or dissatisfied are you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know / Not applicable
How easy it is to understand your service charge statement	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The information about how your service charges are calculated	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

YOUR PRIORITIES FOR THE FUTURE

Q29 What do you think should be the Council's **top three** priorities for your neighbourhood over the next year? **PLEASE WRITE BELOW**

ABOUT YOU

Q30 Which of the following age bands do you fall into? **PLEASE TICK ONE BOX ONLY**

- | | | | |
|--------------|----------------------------|-------------------------|----------------------------|
| 18 - 24..... | <input type="checkbox"/> 1 | 55 - 64..... | <input type="checkbox"/> 5 |
| 25 - 34..... | <input type="checkbox"/> 2 | 65 - 74..... | <input type="checkbox"/> 6 |
| 35 - 44..... | <input type="checkbox"/> 3 | 75+..... | <input type="checkbox"/> 7 |
| 45 - 54..... | <input type="checkbox"/> 4 | Prefer not to say | <input type="checkbox"/> 8 |

Q31 How would you describe your ethnicity? **PLEASE TICK ONE BOX ONLY**

- | | | | |
|---|----------------------------|---|----------------------------|
| White - English / Welsh / Scottish / Northern Irish / British | <input type="checkbox"/> 1 | Mixed / multiple ethnic groups..... | <input type="checkbox"/> 5 |
| Any other White background | <input type="checkbox"/> 2 | Any other ethnic group (please specify below) | <input type="checkbox"/> 6 |
| Asian / Asian British | <input type="checkbox"/> 3 | Prefer not to say | <input type="checkbox"/> 7 |
| Black / African / Caribbean / Black British..... | <input type="checkbox"/> 4 | | |

Q32 Which of the following best describes your working status? **PLEASE TICK ONE BOX ONLY**

Working or self-employed (part-time or full time)..... 1

Not working (e.g. unemployed, permanently sick/disabled, retired) 3

In education 2

Full time carer 4

Prefer not to say 5

Finally, Slough Borough Council may wish to contact you again to invite you to take part in further research about the subjects covered in this survey. If you would like to be re-contacted by the Council, we need your permission to pass on your contact details to them for this purpose.

If you give permission, we would only pass on your contact details; your answers to this survey remain confidential. The Council will only use your contact details to talk to you about further research and will not pass these on to anyone else.

Q33 Are you happy to be re-contacted for further research? **PLEASE TICK ONE BOX ONLY**

Yes - I am happy to be re-contacted 1

No - I do not want to be re-contacted..... 2

Slough Borough Council is also offering a prize draw for completing this survey with three chances to win! You could win one of three £50 Love2Shop vouchers. These can be spent at over 20,000 high street stores and online.

Are you happy to take part in the prize draw?

Q34 Yes 1

No..... 2

This is end of the questionnaire. Thank you for your time. Your feedback is really valuable.

Please return your completed questionnaire to M-E-L Research in the freepost envelope provided.

PRIVACY NOTICE

The following Privacy Notice has been supplied by Slough Borough Council, who are the Data Controller for this survey:

As you may be aware the new general data protection regulation (GDPR) and Data Protection Act came into force in May 2018. As part of this new regulation we have a duty to notify you of the Personal Data that we hold, why we need it and how we are going to use it.

During the application for Housing and Tenancy sign-up process we collect: your name, contact address and contact details along with dates of birth and other family members' details, together with banking details to enable us to set-up direct debit payments for your rent. We do this to enable us to deliver the correct property and tailored service you require. We process this Personal Data when a new applicant or tenant signs a tenancy agreement.

We also carry out surveys like this one to understand how our tenants and leaseholders feel about the services we provide. We use the data you have supplied to us to contact you so we can invite you to take part in the survey. We are legally allowed to do this, as we are carrying out this survey as a public task in the public interest.

This research is confidential. This means that your identity and any personal details collected will only be accessed by M·E·L Research for the purposes of this research project. We will not know you have taken part and will only receive summary data and the research reports will only contain anonymous data (which means you will not be named, nor identifiable from any answers you gave).

Survey responses will be deleted by M·E·L Research within 3 months of the end of the research. If you would like more information about M·E·L Research and how they use the information you have provided including your privacy rights and right to withdraw your consent at any time, please visit their privacy policy: <https://melresearch.co.uk/privacypolicy>.

In accordance with GDPR, you have a number of rights when it comes to the data we hold about you. These are detailed on our website: <http://www.slough.gov.uk/council/data-protection-and-foi/privacy-notices.aspx>.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at DataProtectionOfficer@slough.gov.uk or by calling **01753 475111**.

For independent advice about data protection, privacy and data sharing issues, see the Information Commissioners Office (ICO) website: <https://ico.org.uk/your-data-matters>.