



# Slough Tenant & Leaseholder Satisfaction Survey 2020

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M·E·L Research

# Our approach

- Census approach to 7,164
- Co-produced with Resident Board
- Core questions + more
- Mixed methods:
  - SMS / email
  - Postal
  - Telephone
- Aug – Oct 2020
- **Heard from 2,113**

	Stock	Responses	Response rate	Margin of error
Tenants	6,048	1,938	32%	±1.8%
Leaseholders	1,116	175	16%	±6.8%
Overall	7,164	2,113	29%	±1.8%



# Service overall

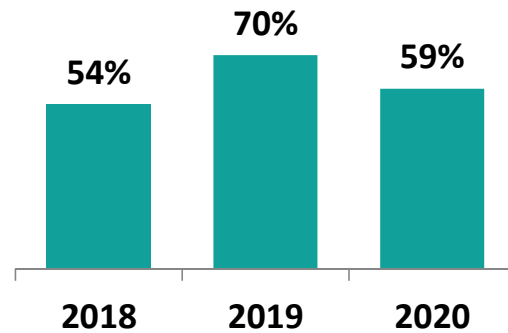


59%

Satisfied

24%

Dissatisfied



## Sub-groups:

- Tenants > leaseholders
- Satisfaction rising with age
- Highest among black / black British
- Highest in bungalows

# Property related



# Overall quality of home

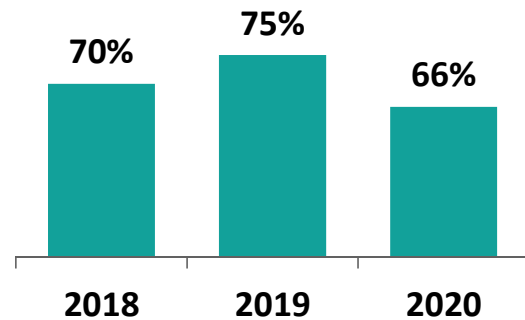


66%

Satisfied

21%

Dissatisfied



## Sub-groups:

- Tenants > leaseholders – **but not as much**
- Satisfaction rising with age
- Highest in bungalows
- Highest in 1-bedroom properties

# Overall condition of home



64%

Satisfied

23%

Dissatisfied

Bungalow (n=196)



Flat incl. Maisonnette (n=1013)



House (n=754)



Mobile Home (n=11)\*



## Sub-groups:

- Tenants > leaseholders – **but not as much**
- Satisfaction generally rising with age
- Highest in bungalows
- Highest in 1-bedroom properties

# Safe and secure home

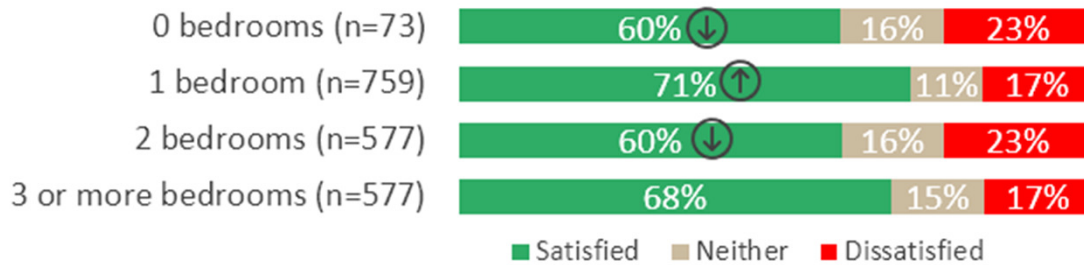


67%

Satisfied

19%

Dissatisfied



## Sub-groups:

- Tenants > leaseholders
- Satisfaction generally rising with age
- Highest in bungalows
- Highest in 1-bedroom properties



# Repairs and maintenance service overall

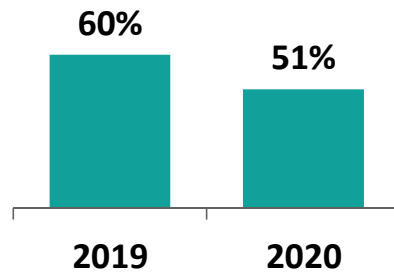


51%

Satisfied

35%

Dissatisfied



## Sub-groups:

- Tenants > leaseholders
- Satisfaction rising with age
- Highest among non-British white and Asian / Asian British
- Highest in bungalows





# Osborne's customer services

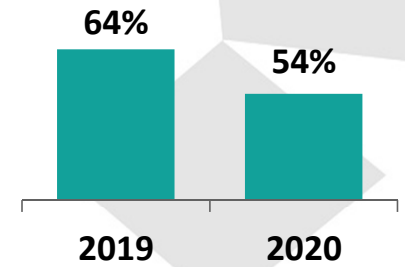


54%

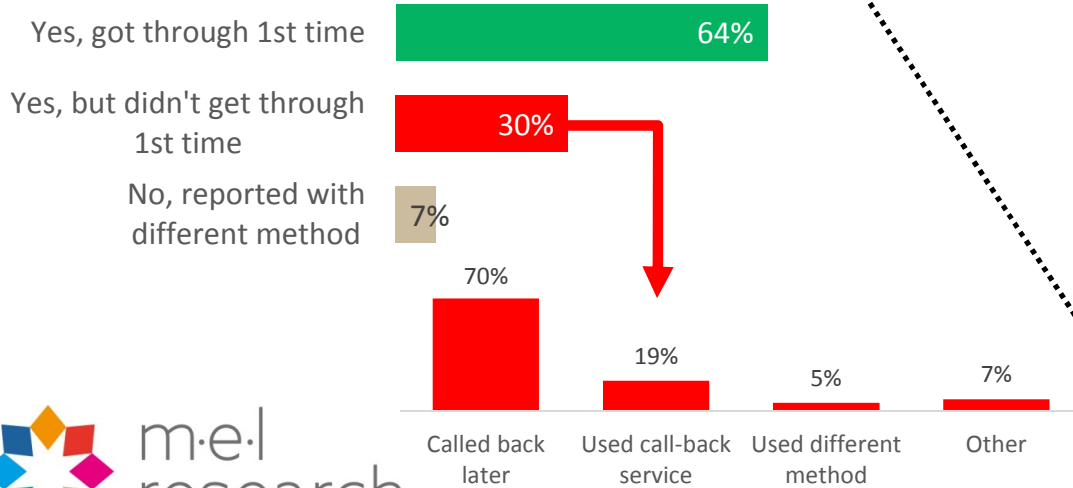
Satisfied

31%

Dissatisfied



## Reporting last repair by phone



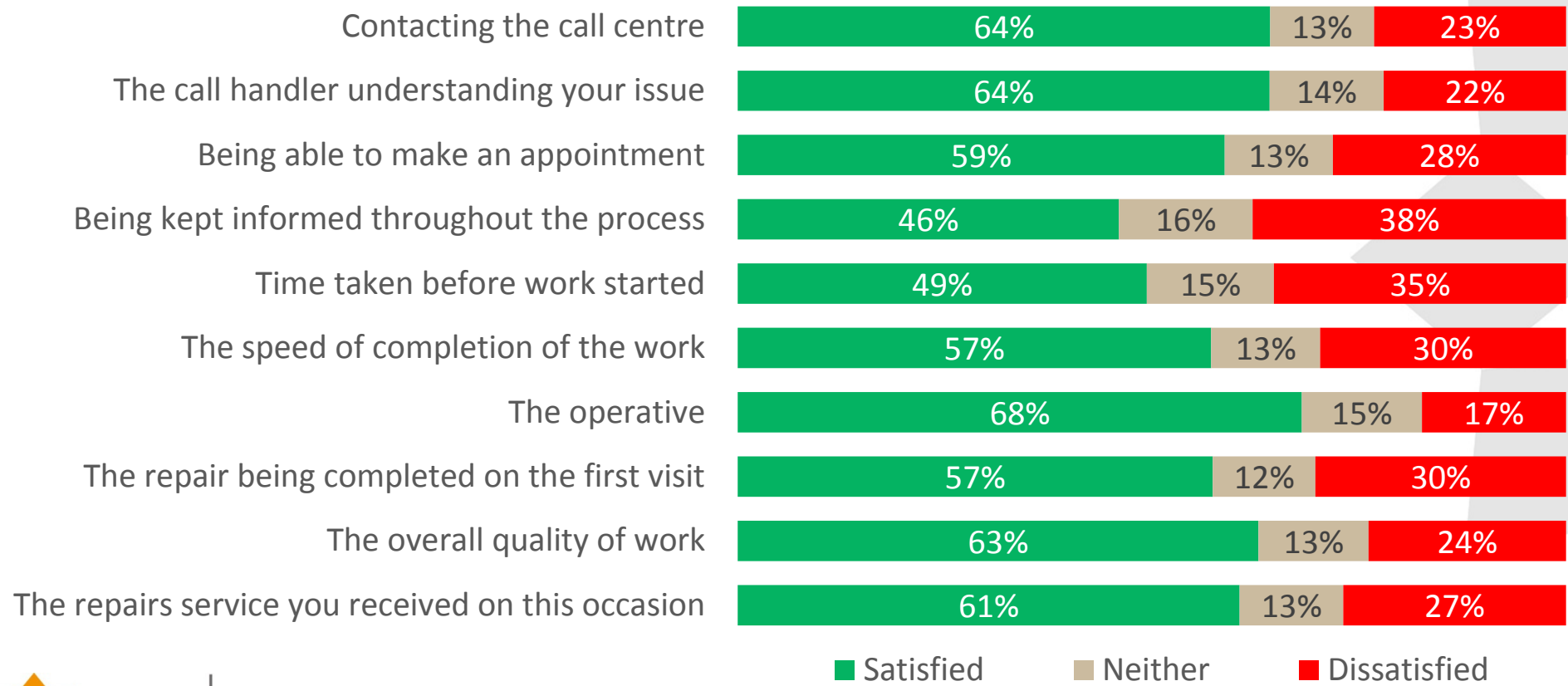
## Sub-groups:

- Tenants > leaseholders
- 75+ most satisfied
- Highest among black / black British
- Highest in bungalows and houses





# The repairs journey





# Improvements to repairs service

	Count	% of residents
<b>Quicker/ more responsive</b>	461	38%
<b>Better customer service</b>	448	37%
<b>Improved communication</b>	406	33%
<b>Better quality work</b>	304	25%
<b>Time taken</b>	277	23%
<b>Outstanding repair work</b>	253	21%
<b>Better contractors</b>	177	15%
<b>Satisfied (i.e. no improvements)</b>	162	13%
<b>Better appointment times</b>	154	13%
<b>Need more compliance checks</b>	44	4%
<b>Other</b>	57	5%





"They need to listen more. Never take into consideration what you are saying. When reporting a repair they came out few weeks later."

"They should update when the job is delayed or postponed rather than keeping quiet until you call again."

"\* Response time. \* Communication with the client prior to the scheduled visit."

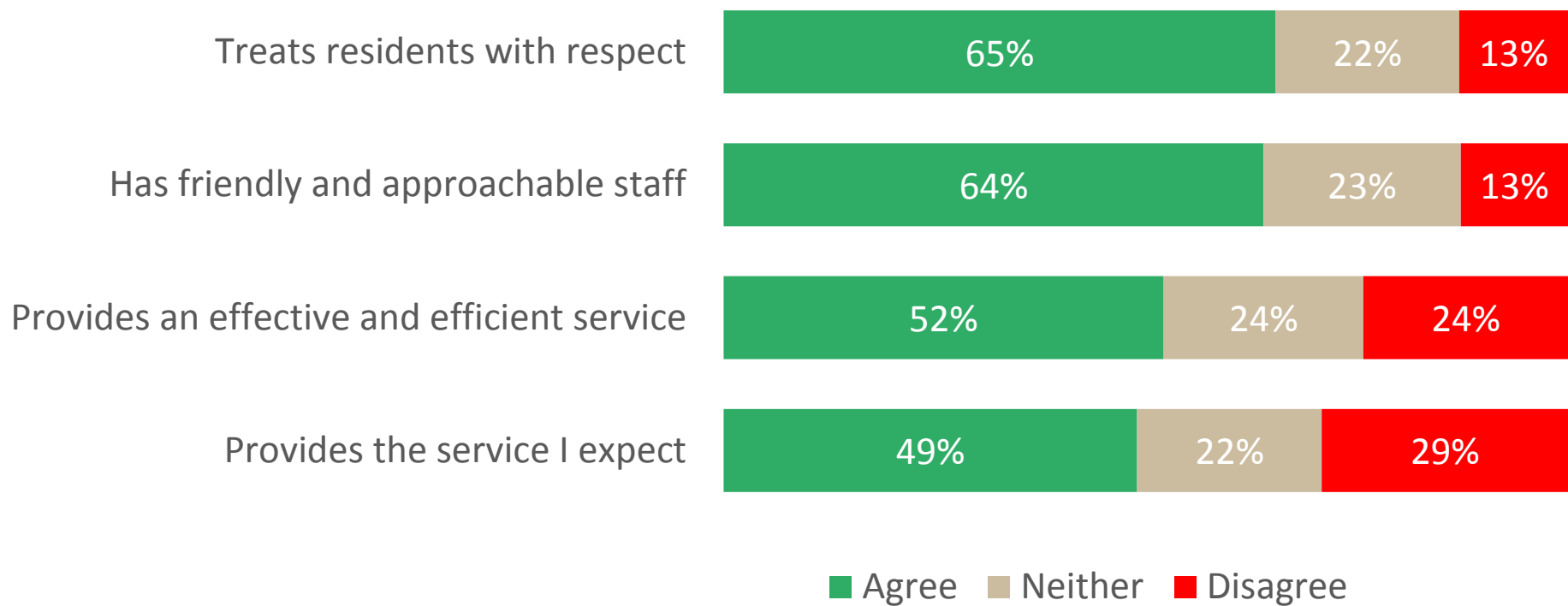
"Would like if they could do the job faster. Taking months for a repair is too long."

"Better customer service. Speak respectfully and politely to customers."

"More customer service staff. One person following jobs through to keeping tenants informed."

# Perceptions of Slough BC

# Perceptions of Slough BC



# Easy to deal with

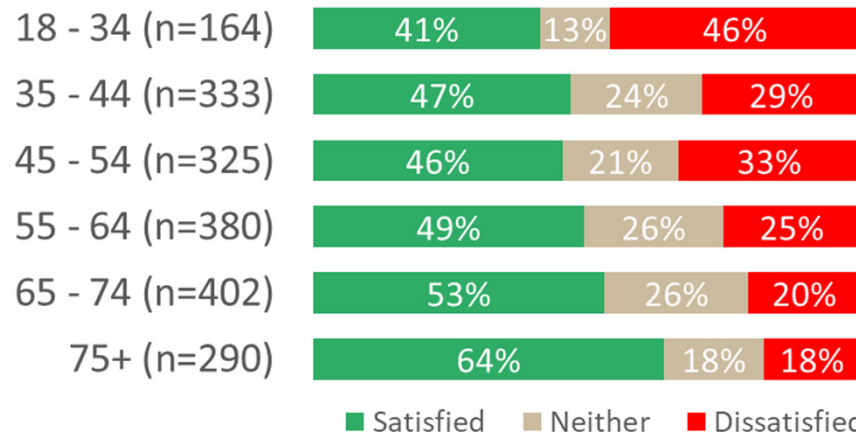


50%

Satisfied

27%

Dissatisfied



## Sub-groups:

- Tenants > leaseholders
- Satisfaction rising with age
- Highest in bungalows

# Treating residents fairly

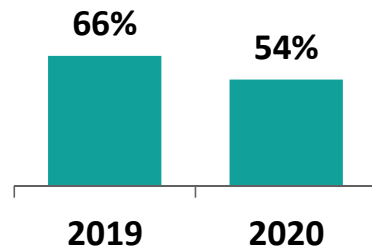


54%

Satisfied

21%

Dissatisfied



## Sub-groups:

- Tenants > leaseholders
- Satisfaction rising with age
- Highest among most ethnic groups except white British and mixed ethnic groups
- Highest in bungalows



# The neighbourhood



# Neighbourhood as a place to live

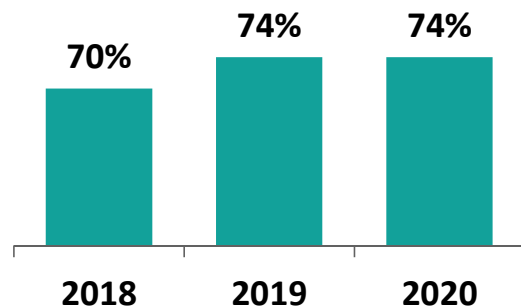


74%

Satisfied

15%

Dissatisfied



## Sub-groups:

- Tenants > leaseholders
- Satisfaction generally rising with age
- Highest among non-British white and Asian / Asian British
- Highest in bungalows

# Neighbourhood as a place to live by ward

	Satisfied	Neither	Dissatisfied
<b>Baylis and Stoke (n=157)</b>	79%	10%	11%
<b>Britwell and Northborough (n=469)</b>	68%	14%	18%
<b>Central (n=99)</b>	71%	10%	19%
<b>Chalvey (n=104)</b>	66%	13%	22%
<b>Cippenham Green (n=103)</b>	82%	7%	12%
<b>Cippenham Meadows (n=94)</b>	70%	16%	14%
<b>Elliman (n=70)</b>	66%	15%	19%
<b>Farnham (n=69)</b>	77%	13%	10%
<b>Foxborough (n=140)</b>	73%	16%	11%
<b>Haymill and Lynch Hill (n=197)</b>	82%	10%	8%
<b>Langley Kederminster (n=294)</b>	72%	12%	16%
<b>Langley St Mary's (n=109)</b>	78%	7%	15%
<b>Upton (n=27)*</b>	59%	4%	37%
<b>Wexham Lea (n=179)</b>	86%	5%	9%

# Overall appearance of the neighbourhood

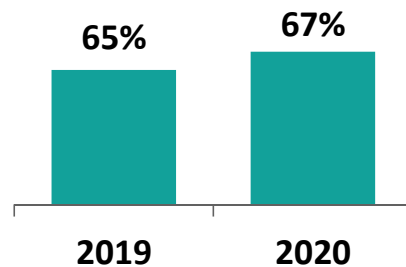


67%

Satisfied

20%

Dissatisfied



## Sub-groups:

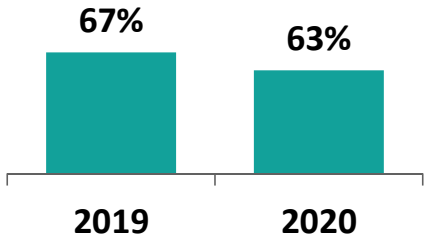
- Tenants > leaseholders
- 65+ most satisfied
- Highest among Asian / Asian British and non-British white
- Highest in bungalows

# Cleaning

## Frequency



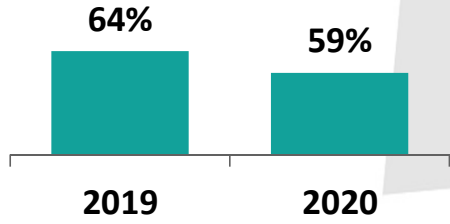
**63%** **24%**  
Satisfied Dissatisfied



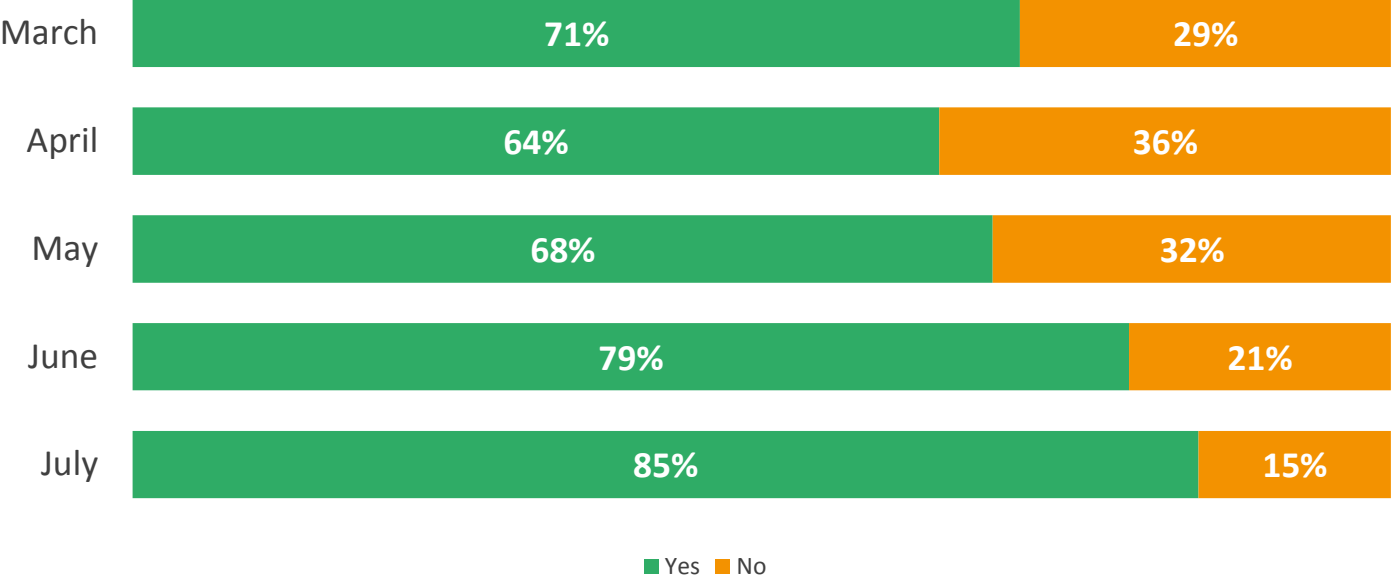
## Standard



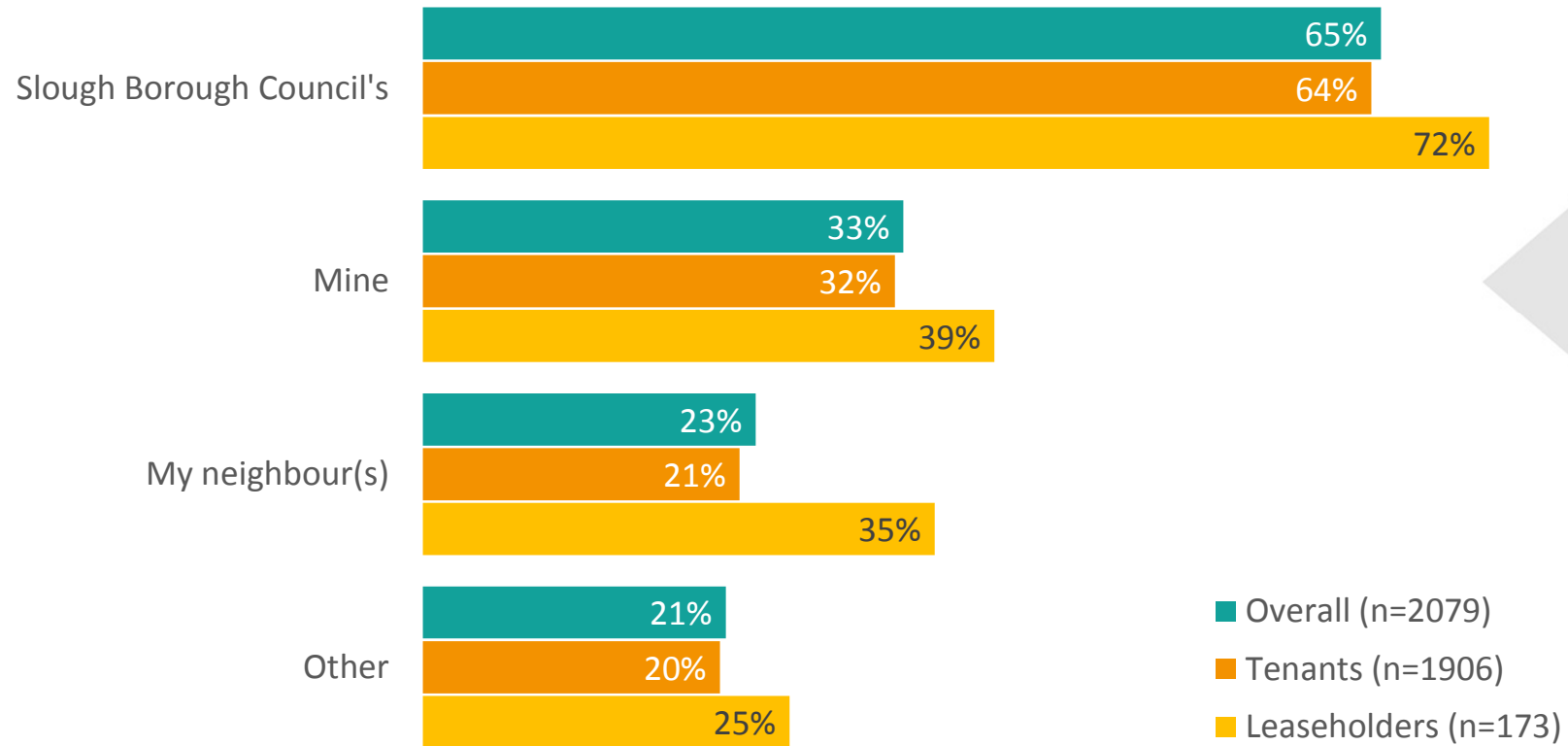
**59%** **27%**  
Satisfied Dissatisfied



# Cleaning



# Responsibility for keeping area clean and tidy



# Top 10 neighbourhood priorities for the future

	Count	% of residents
Nothing / Don't know	799	38%
External areas/ grounds maintenance/ neighbourhood appearance / littering / dog fouling / road sweeping	384	18%
Safety and security (e.g. a safer neighbourhood, street lighting, install CCTVs, better locks, more policing)	285	13%
Car parking	267	13%
Crime / ASB / neighbour issues / drug dealing	267	13%
Improvement / maintenance of property standards (e.g. replacing windows, new bathrooms, sort out damp/mould, guttering)	218	10%
Communal cleaning (e.g. internal areas, window cleaning)	122	6%
Repairs and maintenance - Appointments/ speed	108	5%
Communication / views taken into account / follow-up on complaints	104	5%
Repairs and maintenance - Quality	97	5%



“Keep the exteriors clean and tidy. Car park access still pending. Strict measures should put in place for fly tipping.” *Leaseholder*

“(1) Making my neighbourhood a safe place to live. (2) Tackling anti social behaviour. (3) Keeping the appearance of the neighbourhood up to a high standard.” *Tenant*

“We would like to request you to create different initiatives that would let us get to know our community better and closer, to discuss our differences. Please trim down the neighbourhood trees. Stranger safety, frequent cleaning, remove gravel.” *Tenant*

“Increase parking availability, relax yellow lines Cut down the berry tree Arrange window cleaning.” *Tenant*

“Anything to improve security and safety.” *Leaseholder*

“Parking, cars everywhere bins everywhere rubbish everywhere.” *Tenant*

“Make sure the doors in blocks of flats are closing securely. Lighting in bin area - clean up of bin area - gardens - people need to keep tidy. Noisy neighbours - music banging out.” *Leaseholder*

# Information and communications

# Being kept informed

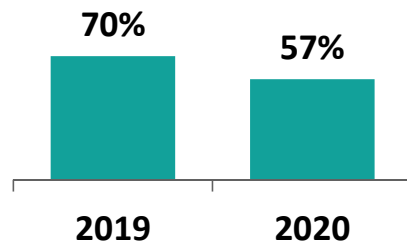


57%

Good

18%

Bad



## Sub-groups:

- Tenants > leaseholders
- 65+ most satisfied
- Highest among Black / Black British
- Highest in bungalows

# Access to information

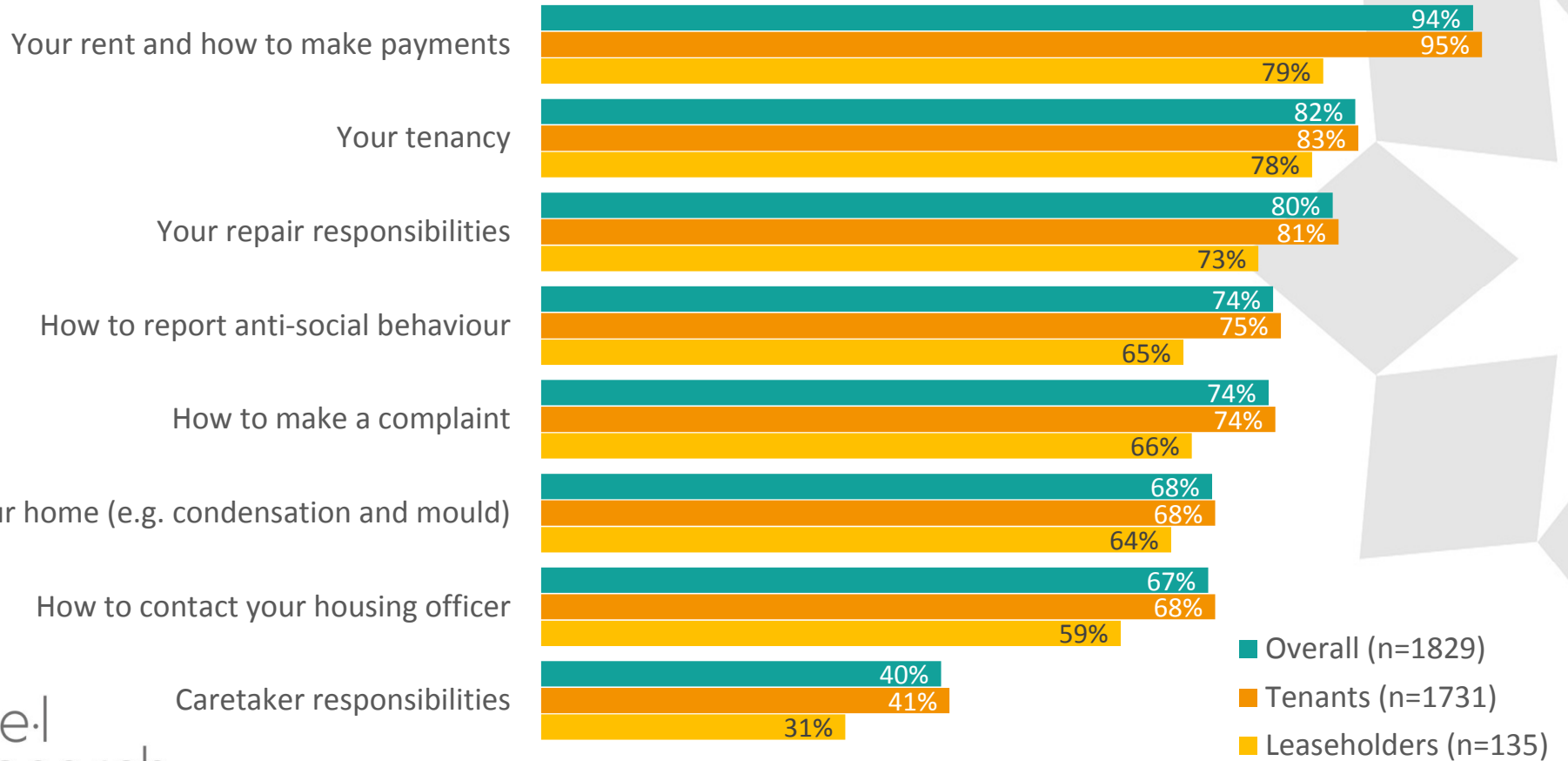


49%

Easy

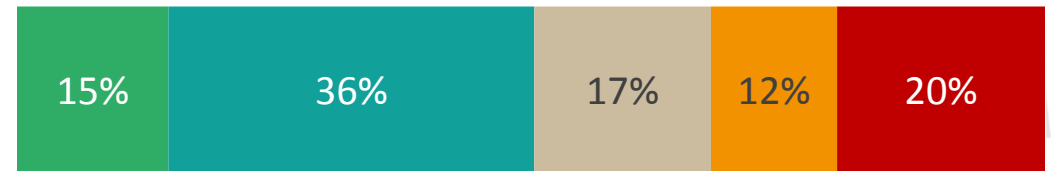
10%

Difficult

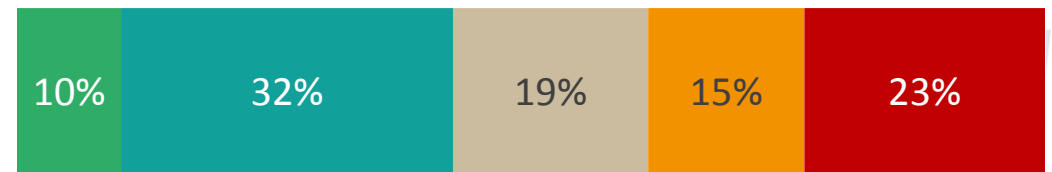


# Leasehold service charges

How easy it is to understand your service charge statement



The information about how your service charges are calculated



Very satisfied    Fairly satisfied    Neither    Fairly dissatisfied    Very dissatisfied

# Listening to views + acting upon them

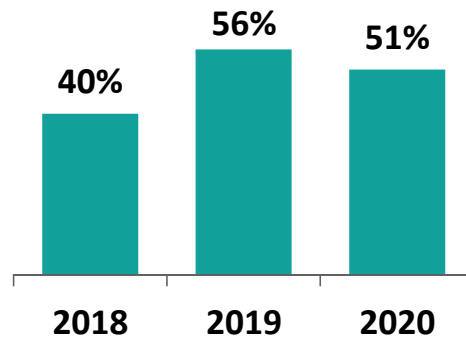


51%

Satisfied

27%

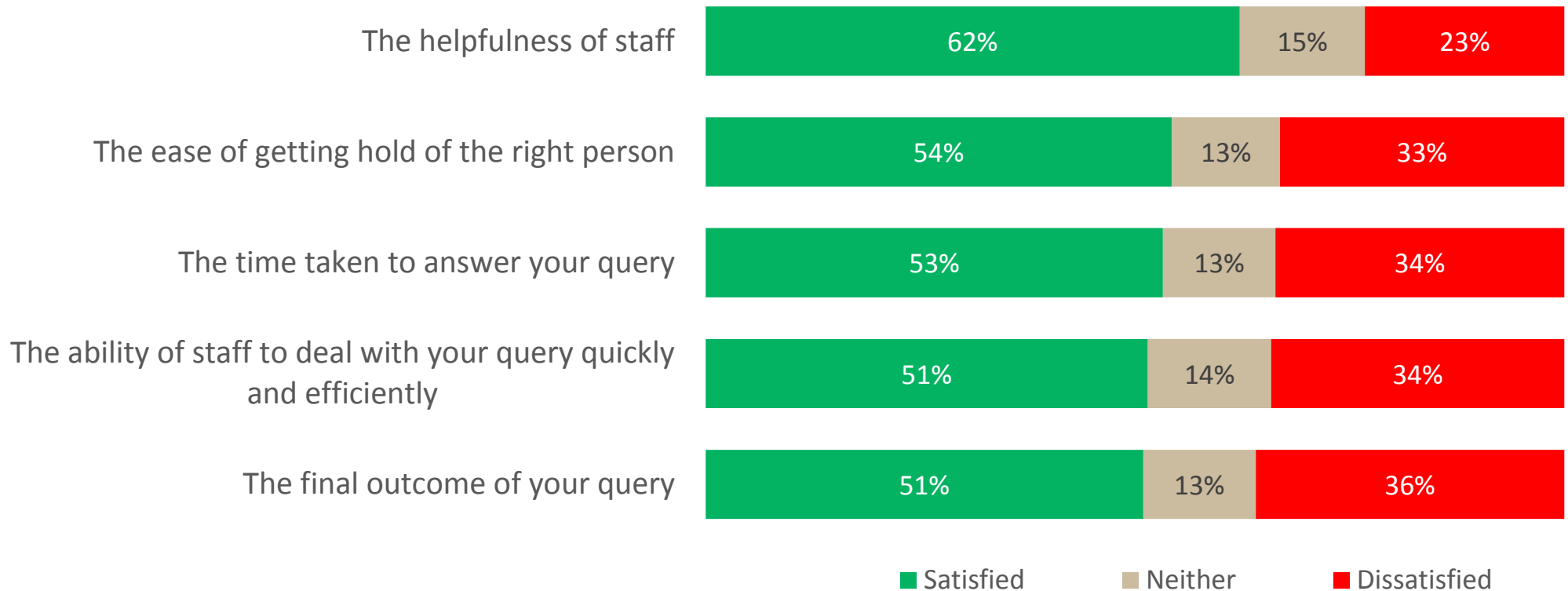
Dissatisfied



## Sub-groups:

- Tenants > leaseholders
- Satisfaction rising with age
- Highest in bungalows

# Contacting Slough's Housing Service



# Having a say in how services are managed

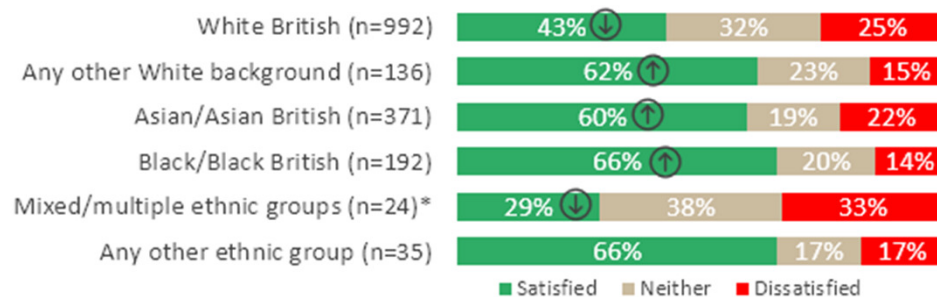


49%

Satisfied

24%

Dissatisfied



## Sub-groups:

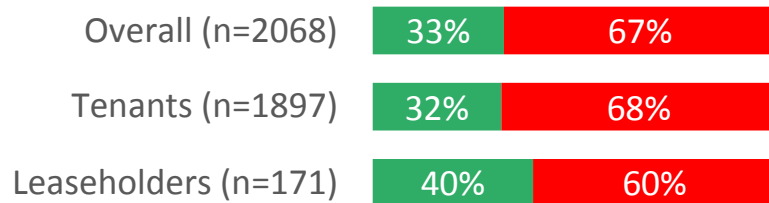
- Tenants > leaseholders
- 35-44 and 75+ most satisfied
- Most non-British white more satisfied





# Resident Board

## Awareness

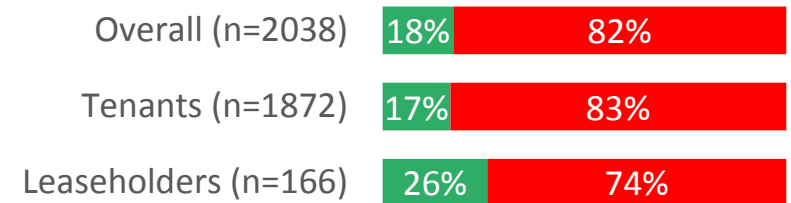


■ Yes ■ No

### Sub-groups:

- **Leaseholders** > tenants

## Interest in involvement

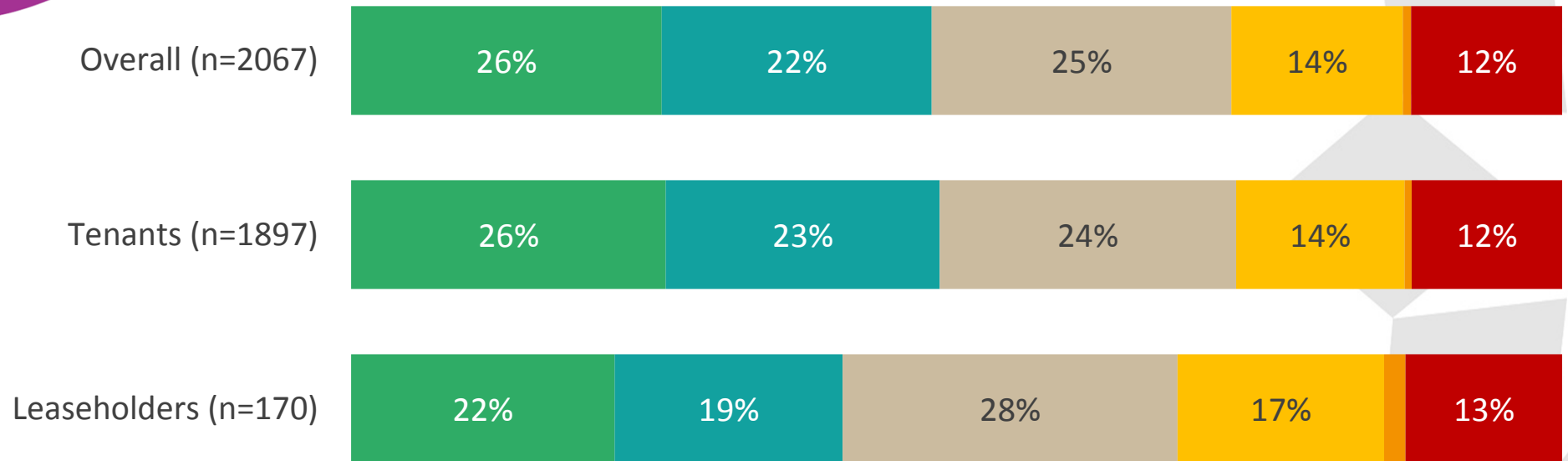


■ Yes ■ No

### Sub-groups:

- Similar whether knew about Resident Board or not

## Housing Highlights



- I read the newsletter from cover to cover
- I read nearly all of it
- I read a few articles
- I just glance at it
- I read the front and back
- I don't read it

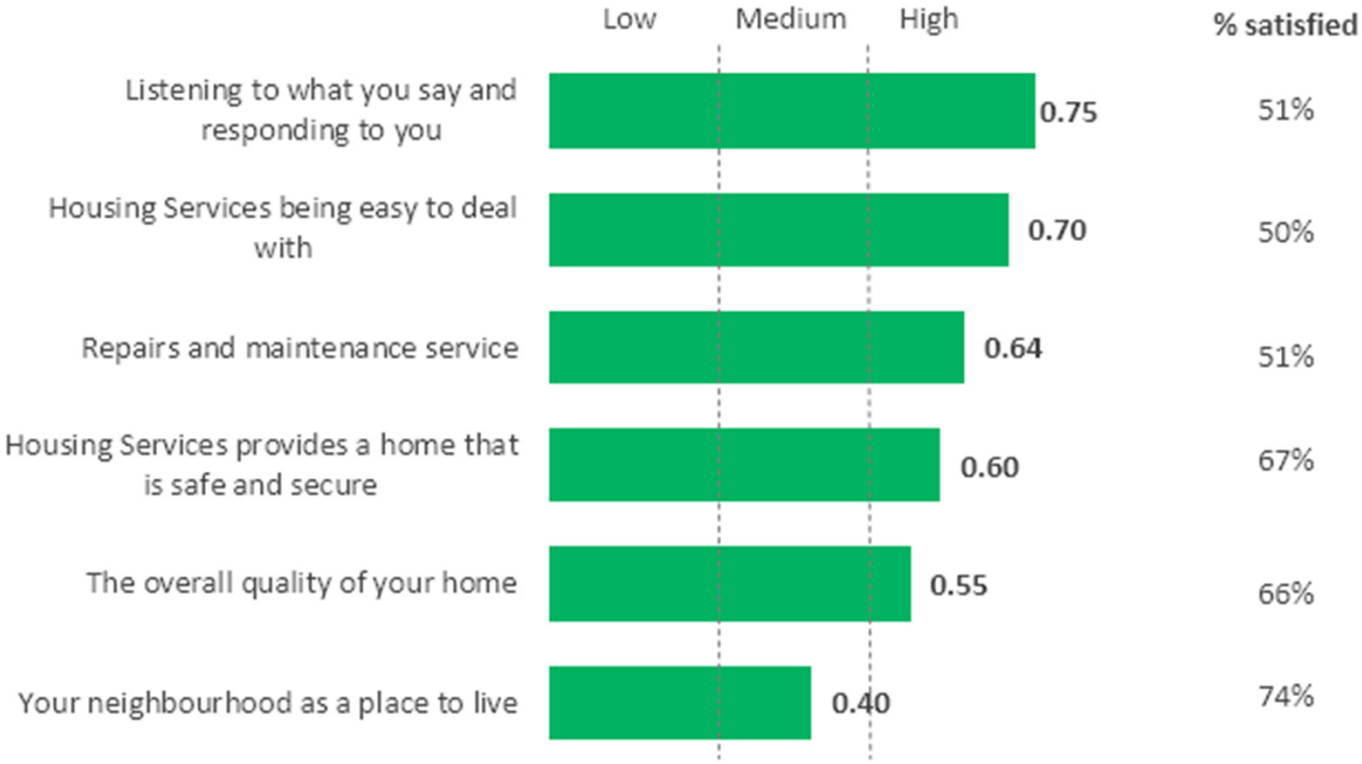
# Summing up



# Satisfaction by ward

	Overall service provided		Overall quality of home		Home that is safe and secure		Easy to deal with		Repairs and maintenance service		Neighbourhood as a place to live		Listening + responding to what you say	
	Sat.	Dis.	Sat.	Dis.	Sat.	Dis.	Sat.	Dis.	Sat.	Dis.	Sat.	Dis.	Sat.	Dis.
Baylis and Stoke (n=157)	65%	20%	65%	24%	73%	13%	61%	21%	57%	27%	79%	11%	62%	21%
Britwell and Northborough (n=469)	58%	24%	60%	23%	65%	23%	48%	30%	48%	40%	68%	18%	49%	28%
Central (n=99)	65%	23%	71%	15%	66%	20%	52%	24%	58%	31%	71%	19%	56%	24%
Chalvey (n=104)	56%	32%	69%	18%	69%	18%	61%	23%	53%	37%	66%	22%	57%	24%
Cippenham Green (n=103)	56%	23%	65%	21%	63%	19%	54%	22%	49%	34%	82%	12%	49%	31%
Cippenham Meadows (n=94)	64%	22%	71%	21%	70%	11%	54%	19%	57%	29%	70%	14%	53%	26%
Elliman (n=70)	54%	29%	73%	15%	64%	24%	42%	34%	54%	36%	66%	19%	43%	27%
Farnham (n=69)	58%	24%	66%	17%	63%	18%	46%	26%	58%	30%	77%	10%	48%	28%
Foxborough (n=140)	66%	18%	74%	16%	71%	19%	53%	22%	49%	38%	73%	11%	54%	21%
Haymill and Lynch Hill (n=197)	54%	24%	69%	17%	64%	18%	48%	28%	49%	32%	82%	8%	49%	28%
Langley Kederminster (n=294)	58%	24%	63%	25%	66%	18%	49%	28%	52%	35%	72%	16%	50%	29%
Langley St Mary's (n=109)	49%	35%	61%	30%	62%	28%	46%	32%	50%	37%	78%	15%	42%	32%
Upton (n=27)*	44%	28%	56%	36%	56%	28%	42%	42%	19%	48%	59%	37%	54%	38%
Wexham Lea (n=179)	64%	20%	71%	21%	74%	13%	48%	27%	55%	32%	86%	9%	51%	25%

# Key drivers



# Conclusion

- Higher scores for neighbourhood and quality / condition of home
- Lower scores for most **services** received
  - Mixed picture on repairs and maintenance
  - Customer contact not great
- Certain groups more satisfied
- Recommendations
  - Drill down with Resident Board
  - Push Osborne for action plan
  - Engage leaseholders, eg with Resident Board



