

**Notting Hill Genesis Housing Association**  
**Resident Survey 2019-20**

*Karen Buck MP*

## **Table of Contents**

Summary	3
Introduction	4
A Note on Covid-19	5
General satisfaction	6
Maintenance satisfaction	8
Service charge satisfaction	8
Transfer satisfaction	10
Response to Anti-Social behaviour satisfaction	12
Conclusions and recommendations	13
Notting Hill Genesis' Response to the Report	16

## Summary

As some residents will be aware, I conducted a survey of Genesis residents in 2015. Since then (as I'm sure nearly all residents are aware) Genesis Housing Association merged with Notting Hill Housing. My office heard from tenants and leaseholders of both housing associations at the time of the merger with concerns regarding potential changes that may impact them negatively. This survey was an opportunity to evaluate whether former Genesis residents had a different view when compared with the 2015 feedback and also to see how former Notting Hill residents have found the service since the merger.

The key areas for improvement identified from the previous survey included; communication, ensuring service charge bills are accurate, and stopping the selling of homes to the open market (thus reducing the amount of accommodation available for things like transfers). These are some of the key areas that residents were dissatisfied with. Some recurring specific examples included frustration at the difficulty of getting hold of relevant teams when calling the Contact Centre, or mistakes with people's service charge bills.

2019/20's survey has identified some similarities in that regard, as a significant number of responses that did express dissatisfaction with the service suggested that some residents are still not happy with NHG's communication. The most common complaints in this survey consisted of issues regarding poor quality of repairs, lack of the repairs being completed in a timely manner, and poor communication with residents.

I hope this survey highlights the importance and value of these residents and their concerns, as NHG have an obligation to provide and maintain safe housing for their residents. Even though I have taken up many of these complaints from residents in my constituency, the magnitude of issues raised draw attention to NHG's lack of commitment to the very people they should be the most committed to.

In December 2020 I met with NHG to discuss the implications of the findings in this report which they accept. The purpose of this and previous surveys has always been to call for positive changes. I was encouraged by my meeting with NHG this month. Through working with them in recent years I have seen some genuine commitments to improve, like the ceasing of sell off of general needs stock (a major concern in the 2015 survey).

NHG have been looking at customer feedback since my research was concluded in Spring 2020 and believe the trend is positive. They assure me they are committed to addressing the concerns in this report. Their response to this report is included at the end in a separate section. I am very pleased NHG are committed to continued improvement but of course the true litmus test for me will be the impression of you, the residents.

You can access my 2015 Genesis Resident Survey through this link  
<http://docshare01.docshare.tips/files/26001/260015502.pdf>

or through searching '*Genesis Housing Association – Resident Survey 2014-15 Karen Buck MP*'

## **Introduction**

Notting Hill Housing and Genesis Housing Association merged in April 2018, becoming one of the biggest housing associations in London. Notting Hill Genesis Housing Association (NHG) now house around 170,000 individuals and families in the capital.

I carried out a survey on Genesis in 2015, where many residents were unhappy with the service they received from Genesis, and this was mainly due to poor communication and performance in key areas such as repairs.

*“Since the merger, things have steadily gone downhill” (St Stephens Gardens resident)*

We sent out another survey in 2019 in order to allow residents to voice their concerns, and compiled responses from a total of 353 of my constituents living in NHG housing, a 31% increase in responses from my previous survey. This survey gathered responses from many areas within Westminster North, from Bayswater and Marylebone to Maida Vale.

My constituents in response to this survey have expressed some similar concerns regarding poor communication and lack of follow up on repairs. Some residents have expressed dissatisfaction resulting from the merger because of things like a de-personalised service and an increase in service charges.

*“They don’t keep anything up to a good standard just the bare minimum”  
(Randolph Avenue resident)*

The fact that residents are highlighting very similar issues to those which were voiced in 2015 – especially with the merger making this housing association significantly larger – is of course a point of concern. NHG have a responsibility to ensure the services they provide are adequate as thousands of families and individuals rely on them to do their job as a landlord or freeholder by maintaining respectable living standards in the homes of their residents.

*“Poor service – poor response – poor repairs” (Grand Union Close resident)*

Of course, not all of the responses were negative, and it is possible that a majority of satisfied residents did not feel the need to respond with their feedback. My office worked with NHG’s customer service team at the time when a majority of responses were coming in and for the most part, individual issues that had been raised were looked into and resolved quickly.

Any residents experiencing similar issues who are having difficulty getting through to NHG are more than welcome to contact my office so that we can do our best to help.

### **A Note on COVID-19**

A majority of resident responses from this survey were taken several months before the pandemic hit the UK although we did continue to receive some postal responses well into Spring. Covid-19 has put an enormous strain on local services and the way people work which has caused some delay in my office's ability to input all of the responses, handle the urgent casework issues which arose and finally for us to complete the report itself.

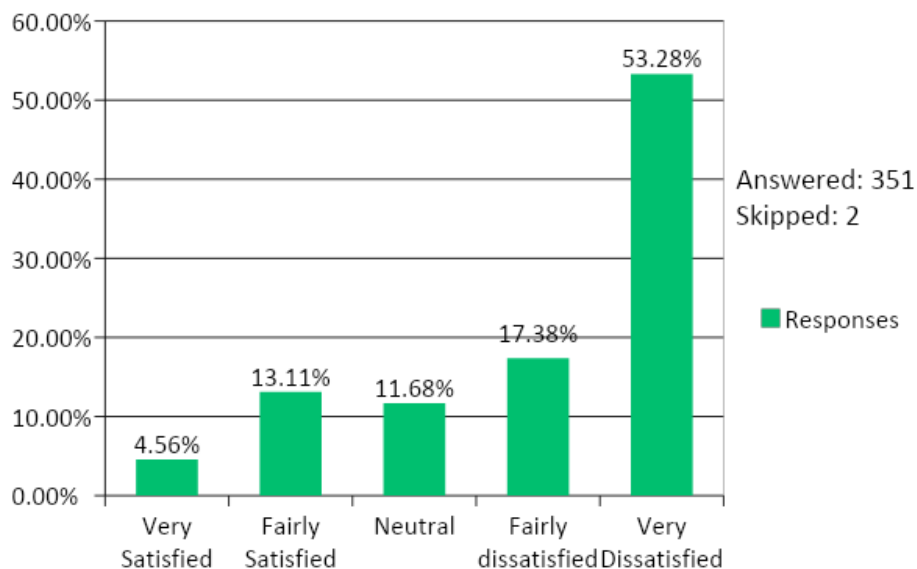
Therefore I am sure that some of the current issues that residents are experiencing – with the pressures from working from home, receiving more care and medical attention remotely and generally spending more time indoors – will be different to those reflecting the winter of 2019 which now feels like an incredibly long time ago. However, I hope they help to represent a general trend over the 4 years since my previous survey and give NHG some points to consider.

For anybody in need of general help and advice relating to Covid-19 please refer to the resources here: <https://www.karenbuck.org.uk/coronavirus-help-advice/>

Some specific assistance is available to NHG residents with things like rent and energy bills, please refer to their support here: <https://www.nhg.org.uk/residents/coronavirus/support-during-covid-19/>

## General Satisfaction

### 1. Overall, how satisfied are you with Notting Hill Genesis Housing Association?



In total, around 70% of the residents that answered this question stated that they were very dissatisfied or fairly dissatisfied with NHG. The residents voiced many reasons as to why they felt this way, varying from slow communication from NHG (e.g. difficulty in getting hold of relevant staff) to the poor quality of the repairs. There was a similar response to the same question in 2015, indicating that residents' dissatisfaction with NHG on this point hasn't changed.

*"The service provided by NHG is below adequate. Reporting a fault is difficult – they are reluctant to take any responsibility for repairs" (Anonymous resident)*

*"The standard of work and length of time it takes to complete a job is long – sometimes waiting weeks and 2/3 visits" (Anonymous resident)*

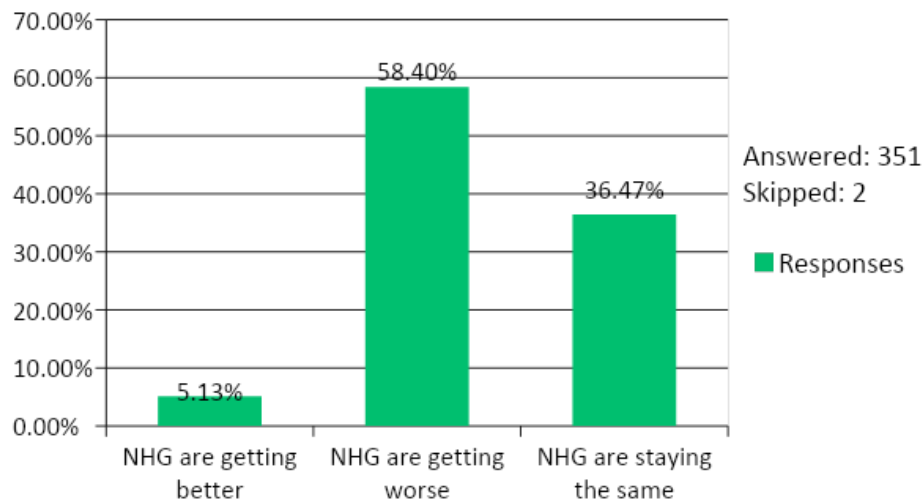
*"No response to plumbing repairs for 2 and a half years" (Bayswater resident)*

*"Lack of communication is awful, NHG have guidance timeframes to respond and that's hardly ever met" (Portnall Road resident)*

*"They put me through unbearable stress since I moved into this borough..., I've lost out on so much money taking time off work for NHG to complete repairs that should have been done prior to me moving in" (Randolph Avenue resident)*

*"Dissatisfied due to failure to repair serious deficiencies in a timely cost-effective manner or at all" (Hereford Road resident)*

**2. Thinking about how things have changed over the past few years, overall, do you think Notting Hill Genesis are getting better, worse or have they stayed the same?**



With around 5% saying that NHG are getting better, more than half expressed that they felt like NHG are getting worse. This is worrying to see, as a lot of residents who completed our survey expressed concerns about how the merger has only made it harder for them to request repairs, were residents stating that they have waited between 3 months to a year for repairs. This was a common theme throughout the responses we received, where many residents highlighted the inefficiency of the management of repairs.

Comparing the 2015 response to this question - where the change from Paddington Churches Housing Association (PCHA) to Genesis was offered as a common reason for a large negative response - we can see a link with how residents have responded to big structural changes of this kind.

*“I have had problems with Genesis for the past 20 years and the merger of Genesis and Notting Hill Housing has not made any improvement” (Woodfield Road resident)*

*“Since they have expanded, they take too long to repair” (Anonymous resident)*

*“NHG have caused me more stress since taking over Genesis, Genesis was bad, but NHG are 200% worse” (Bayswater resident)*

*“I have only had negative experiences with NHG upon informing them of numerous problems” (Shirland Road resident)*

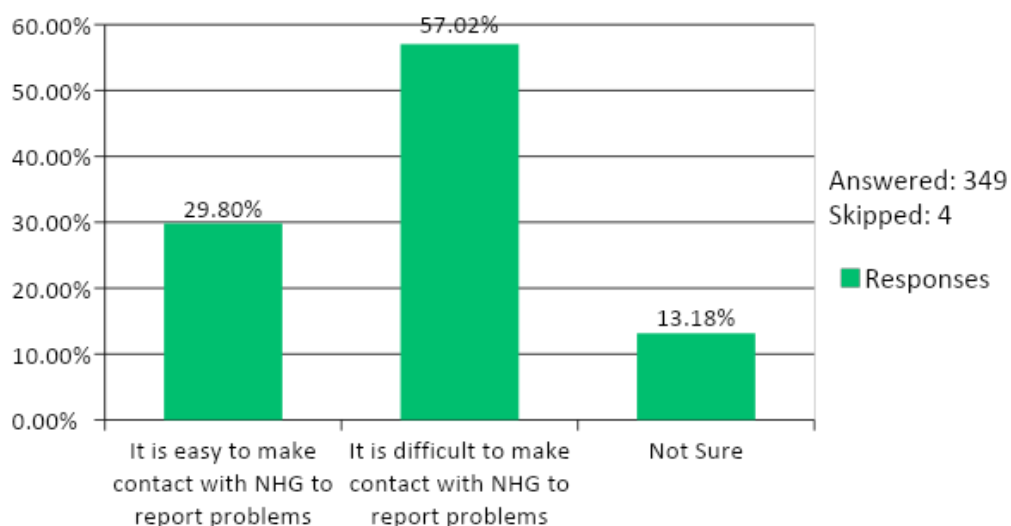
*“Notting Hill Genesis is very unreliable, and their communication is poor, unreachable for customers to report issues for emergency response” (Anonymous resident)*

*“They are unapproachable when needed” (Harrow Road resident)*

*“You have to keep calling for repairs” (Randolph Avenue resident)*

## Maintenance Satisfaction

### **3. When it comes to reporting issues to Notting Hill Genesis, do you find it easy or difficult to make contact with them?**



Residents expressed how they felt about NHG’s line of communication, showing here that more than half felt that it is difficult to contact them. Even though just over a quarter of residents voiced that it is easy to make contact with NHG to report problems, a lot of residents that answered this question stated that it takes too long to get an active response from NHG about their problems, stating how several months go by without an issue being resolved.

Some residents also complained about how hard it is to make contact with their housing officer, and voiced problems about having to call multiple times to report the same problem. Residents in this survey raise very similar problems with poor communication to that which they did in 2015.

*“Easy to report problems, next to impossible to resolve them” (Hereford Road resident)*

*“No flexibility when arranging appointments” (Anonymous resident)*

*“It is difficult to make a complaint and definitely difficult to talk to building’s manager” (Harrow Road resident)*

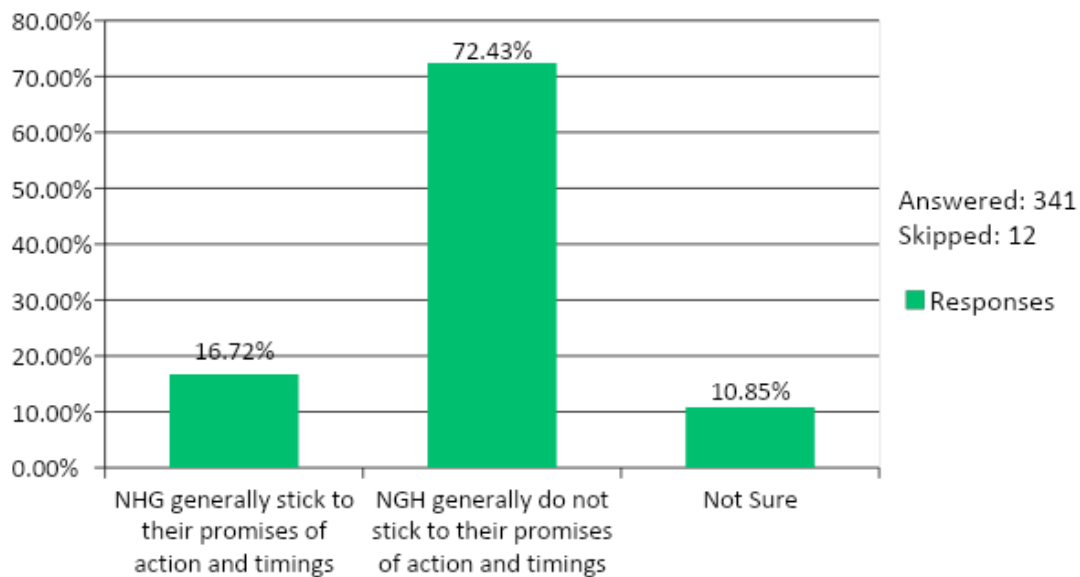
*“When I ring there is always a problem finding my housing officer ... reporting repairs is a nightmare” (Anonymous resident)*

*“I try to get in contact by phone to speak to my housing officer, but I never can” (Westbourne Park resident)*

*“The problems that need repairing get looked at but no action taken” (Anonymous resident)*



**4. If you've been promised action (e.g. repairs) from Notting Hill Genesis, generally have they stuck to this and the timings they gave you?**



A few residents did express the good service they received from NHG. However, a huge majority of residents stated that NHG do not stick to their promises of action and timings, which raises serious concerns as residents rely on NHG to be cost and time efficient with the issues they raise. Some residents also expressed that other factors (e.g. mental health issues) affected their ability to constantly report their repair requests, which may indicate that further support needs to be offered to vulnerable residents.

With this overwhelming negative response from residents to this question, this highlights the potential lack of trust this can create between the residents and NHG. Some people have even expressed a reluctance to report minor repair issues because of how hard it can be which of course, should not be the case.

*"I've had no difficulties reporting problems but it's like I'm talking to myself, nothing ever gets resolved. They don't care"* **(Casey Close resident)**

*"Good experience with staff attending to issues"* **(Harrow Road resident)**

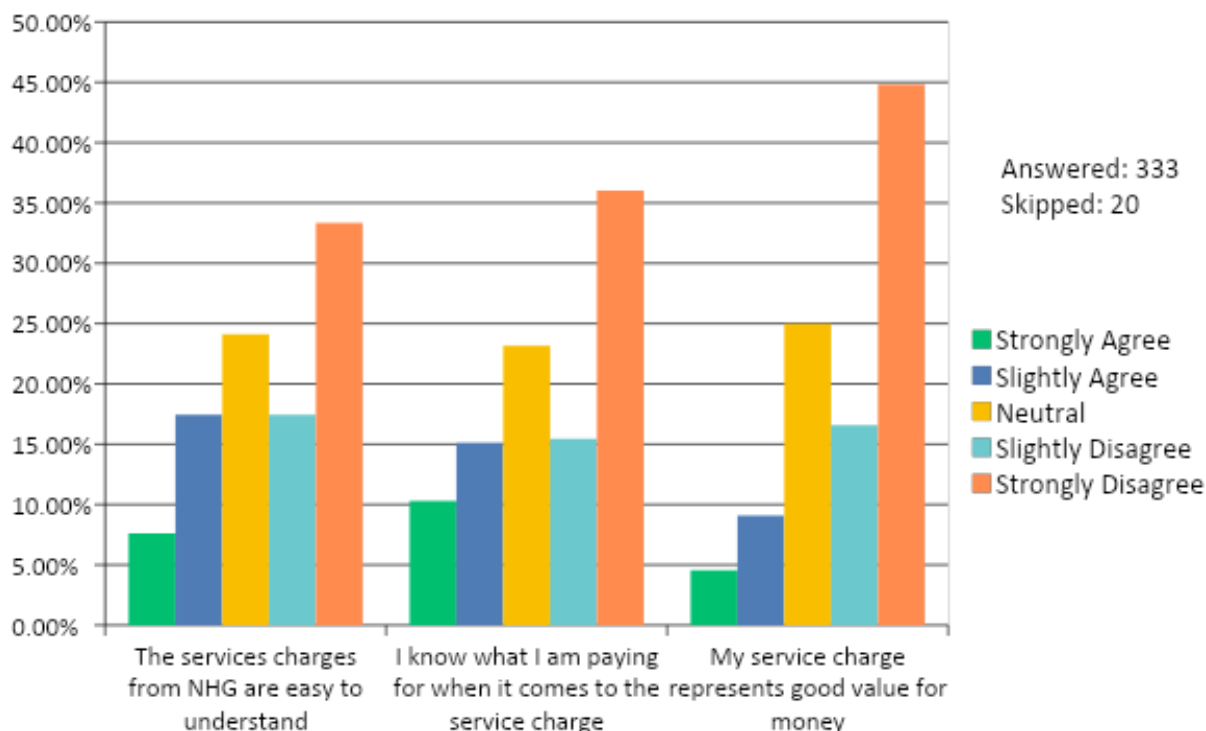
*"It has been an exhausting exercise trying to get cyclical works done and all maintenance works"* **(Anonymous resident)**

*"It's far too long and complicated to get the landlords to fulfil their duty to keep the structure and the safety of the property intact"* **(Maida Vale resident)**

*"I've been waiting more than 1 year for repairs to be made correctly"* **(Anonymous resident)**

## Service Charge Satisfaction

### 5. To what extent do you agree or disagree with the following statements about service charges?



More residents have negative views regarding their service charge than they do positive, where an average of 39% of residents feel like they are unsure about what they are paying for, and believe that the service charge they pay doesn't represent good value for money. **This was also a main concern to residents in the 2015 survey.** Some residents voiced how expensive the service charge is for them to pay, and a common complaint that surfaced was of the lack of maintenance and cleaning of communal areas (which is a service that residents pay for through the service charge).

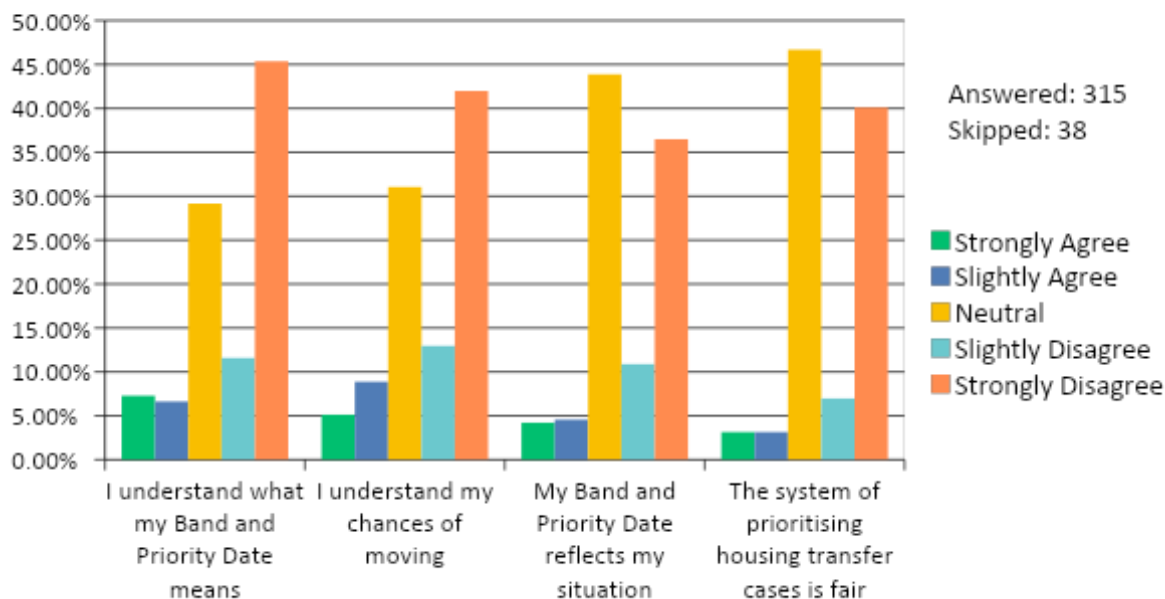
A lot of people felt that either the service they were paying for wasn't good enough or that the service reportedly being provided, simply was not. NHG are a social housing provider and some of their residents will be managing their bills incredibly carefully so it's crucial people get what they pay for and understand what charges are for.

*"Service charge is not good value for money due to the inefficiency of the repairs/maintenance department" (Anonymous resident)*

*"They charge for services that are not provided" (Hereford Road resident)*

*"The service charge is high, for the very limited services we get" (Marylebone resident)*

## Transfer satisfaction



### **6. To what extent do you agree or disagree with the following statements?**

Over 40% of residents responding to this question do not understand what their chances of moving are, and just over 45% don't understand what their Band and Priority Date means. It's also interesting to note that NHG advises their residents to contact their housing officer if they are unsure of which priority banding they qualify for, as throughout the survey there were many complaints regarding how hard it was to contact or even find out who their housing officer was.

One resident expressed that nobody has explained these terms to them at all, whereas other residents (such as one resident who is a wheelchair user) raised concerns of not being provided with necessary home adjustments for their needs when NHG refurbished their flat (e.g. handles). This response, among others, reflect the 35% of residents who believed that their Band and Priority Date didn't reflect their situation and needs, which is a disappointment as NHG has a duty to their residents to provide timely transfers so that residents are in homes that cater to their specific physical health or family size needs. Overall, this shows that residents are less satisfied with how transfers are being handled by NHG than they were by Genesis in 2015.

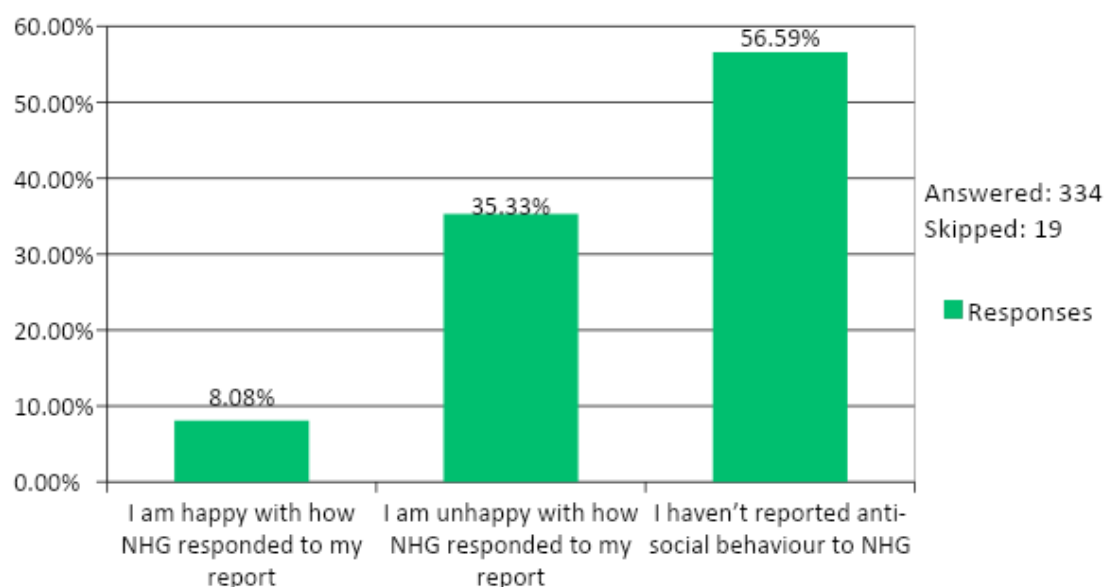
Note: This is a question that was the most skipped and also received the most 'neutral' answers which may be due to the lack of relevance of home transfer issues to some residents.

*"I have asked to be transferred to a smaller flat due to my physical disability and they say I don't qualify"* **(Randolph Avenue resident)**

*"My flat was refurbished by NHG, I am disabled and they did not fit anything for my needs in my kitchen or bathroom"* **(Anonymous resident)**

## Response to Anti-Social behaviour satisfaction

### **7. If you have reported cases of anti-social behaviour to Notting Hill Genesis, how have you found their response?**



With over half of the residents that completed the survey stating that they have not reported anti-social behaviour, 35% of respondents were unhappy with the response they received from NHG. These residents touched upon the lack of follow up response to serious anti-social behaviour from neighbours (e.g. verbal abuse), and therefore showing how NHG are not taking these allegations as seriously as they should.

This response portrays a slightly better picture than in 2015, as a smaller percentage of residents were unhappy with NHG's response to ASB. However, this ties into the general complaints that residents have expressed about NHG regarding the lack of communication and slow follow up procedures. This can be one of the hardest issues to resolve quickly – landlords have a duty to victims and to tenants accused of ASB – but left unresolved it can seriously affect people's quality of life. These answers would suggest a need for NHG to make more of a conscious effort to respond to and resolve anti-social behaviour complaints between residents.

*"NHG have failed to follow up complaints made out of anti-social behaviour (bullying and assault)" (Hereford Road resident)*

*"Reporting a problem is very frustrating as no-one seems bothered with following up on it, you have to constantly chase them up & at times have to go to citizen's advice, the council or police to directly to for action to be taken" (Shirland Road resident)*

*"Action and follow up of repairs and anti-social behaviour is not adequate" (Tresham Crescent resident)*

## Conclusions and Recommendations

On some questions there was a small improvement from 2015's results and on others the feedback has been worse. The fact is that a number of residents are dissatisfied with the service provided by NHG due to similar concerns raised in the last survey (such as communication issues) . Some residents have linked their concerns with the recent merger while others feel that there has been little change.

Notting Hill Genesis of course have a responsibility to their residents to make sure that they are maintaining safe, decent and liveable homes for their residents to live in - part of their founding purpose. Below is a summary of the key findings and recommendations.

### Improve time efficiency and quality of repairs

One of the main concerns that came up was the issue of the timing and the quality of the repairs. A large number of residents explained that it was common to wait months – and sometimes years – for a repair. There was also an issue with the lack of follow ups on repairs to confirm whether they were completed to a certain standard, which residents say has led to repairs being of poor quality.

This common concern among residents with poor maintenance and general upkeep of buildings, communal areas and individual's homes is a huge problem, as for many of the elderly, disabled residents or residents who are pregnant and/or have young children these repairs are vital for their wellbeing and health (e.g. lifts broken in high rise flats). I hope NHG will work with residents, particularly those with ongoing, long-term repair issues, to find solutions that don't need revisiting.

*"Repairs are not followed satisfactory of left unattended as there is no follow-up procedure" (Fermoy Road resident)*

*"The timescale for reported repairs is far too slow, and jobs when done are often of poor quality, temporary repairs. Work is not effectively monitored leading to poor value for money" (Anonymous resident)*

*"I've been waiting more than 1 year for repairs to be made correctly, and I think the scheduling team do not communicate the correct information to the repairs department" (Anonymous resident)*

*"Took from December to the end of July to paint outside the buildings and replace windows, with scaffolding up for 8 months" (St Stephens Gardens resident)*

*"I had a 3 month wait to have a leak in the hallway fixed" (Randolph avenue resident)*

*"Have been waiting 5 years for them to fix leaking windows. Have called them more than 50 times. If they fix something the quality is so bad that you would wish you paid for someone*

else” *“When repairs are done (to a low standard) no one comes to check”* **(Randolph Avenue resident)**

**(Anonymous resident)**

*“Repairs are not done quickly and when they are done, the repairs are done badly, and often need to be redone”* **(Anonymous resident)**

### **Improve Internal line of communication between call centre and repair teams**

Improving communication between NHG staff and contractors would prove a huge help in speeding up the repairs process, allowing the number of outstanding repairs to decrease (as this was a common complaint among residents in the written responses). A lot of residents voiced their frustration with having to explain their problem many times to different NHG staff members. Some residents described difficulty in getting a call back because an old number or contact information was saved on the system.

For other residents, it is difficult to contact NHG due to the lack of access to the internet or due to work and family commitments, so a swifter line of communication between departments within NHG would significantly reduce the number of times residents would have to contact NHG for their issue to be resolved.

*“I feel like communication between Genesis and contractors is non-existent”* **(Fermoy Road resident)**

*“Incorrect information given to operatives and not allowed enough time to complete works”* **(Warwick Avenue resident)**

*“In one year, I had 10 gas engineers to fix my central heating but they didn’t have a clue of what was wrong – had to pay other plumbers to fix it”* **(Elgin Avenue resident)**

*“If you don’t have computer – then telephone is a long wait, email address of local housing officer incorrectly printed – how is that helpful?”* **(Randolph Avenue resident)**

*“They send the wrong people to the wrong address, or they do not turn up”* **(Anonymous resident)**

*“Made me wait all day for people to carry out repairs and they don’t even turn up!”* **(Randolph Avenue resident)**

### **Improve communication with residents**

Again, it was a common response from residents that they had to chase up NHG to get their repair issues or complaints listened to, and for some residents this didn’t result in the desired outcome of the problem being followed up and eventually resolved. Some respondents wrote that they did not receive call backs or any follow up response to their complaints, and that sometimes staff were unprofessional and unhelpful. I am sure NHG will not want this to be the experience of any of their residents who should feel able to report their concerns.

*“The staff at Notting Hill Genesis do not take customer service seriously” (Fermoy Road resident)*

*“Appalling customer service..., we are treated like we are a burden” (Chippenham Road resident)*

*“Notting Hill Genesis have been unhelpful in my endeavours to establish who is responsible for its maintenance” (Ashmore Road resident)*

*“Sometimes you have someone polite and helpful, other times you have the opposite, can be like the lottery, pure luck!” (Elgin Avenue resident )*

*“Some members of staff are unprofessional in handling and listen to my issues” (Woodfield Road resident)*

*“For people who live alone, and work during the week it is hard to get time off if you have a problem” (Anonymous resident)*

### *Greater transparency*

With this merger, NHG needs to provide greater transparency with their residents. As some residents may still be worried about potential service charge increases, and with staff continuously changing causing residents to become unsure about who their relevant contact is, NHG needs to prioritise making relevant information (e.g. housing officer contact details) easily accessible to residents. Finally, as there were various complaints about communal cleaning not being regularly scheduled and carried out, NHG need to make sure they are providing the services that are paid for through service charges and crucially, that people understand what it is their money is going towards.

*“The yearly charges to the block must be available for tenants to inspect” (Carlton Vale resident)*

*“I am self-employed, aged 65, not on benefits and find the rent increase every 2 years difficult to manage” (Anonymous resident)*

*“The member of staff that responsible for this building changes frequently – and it’s hard to keep up with this” (Kilburn Park resident)*

*“Staff keep changing, we need up-to-date lists of who does what” (Aldridge Road Villas resident)*

*“There have been times when we have had come constant changes in property management officer – recently being notified of a new PMO only got it to be changed 2 weeks later” (Marylebone resident)*

*“I wish they put more effort into doing what they are doing now, and to make the residents happier and more hopeful” (Anonymous resident)*

*“I think properties need to be maintained regularly” (Anonymous resident)*

*“More support with anti-social behaviour, because it happens a lot between neighbours especially in overcrowded properties” (Anonymous resident)*

## **NHG's Response to the Survey**

We accept the results of the survey Karen Buck MP has done in full and would like to offer a full and frank apology to all those residents who have been let down by the service over the past few years.

Following the merger of Notting Hill Housing Trust with Genesis Housing Association in April 2018 we put plans into place to bring two very different housing management services together. This took longer than any of us would have wished and for Westminster residents you moved to a new model for housing management on 30<sup>th</sup> September 2019. With the merger, we also stopped selling homes in central London as a matter of course, except in very exceptional circumstances.

At the time of the merger we committed to the following pledges:

### **Our pledge**

- Your tenancy or lease agreement will not change because of the merger
- Residents will be at the heart of shaping our services
- We will build more homes at low cost rent because of the merger
- We will not use the merger as a reason to increase rents and service charges
- Residents will not be asked to move home because of the merger
- We will deliver service improvements especially in our repairs and maintenance service, in the way we recover costs through service charges, and by ensuring that our services are easy to access, local and personalised.

### **Improvements to your services**

Our residents told us at the time of the merger that we needed to improve existing services. The top three areas you've said matter most are:

#### **a) Repairs and maintenance**

#### **b) Easy, local and personalised services**

#### **c) Accurate and fair service charges**

Although the merger was effective from 1<sup>st</sup> April 2018, we moved to a new way of working gradually on a regional basis and Westminster transferred to the new way from 30<sup>th</sup> September 2019. This new model is based on a much more holistic approach, with greatly reduced patch sizes to allow us to deliver a very tailored service to local needs. This means you now have a dedicated Local Housing Officer (LHO) or Property Management Officer (PMO) responsible for making sure we deliver the services you need in a way that suits you. They have an average "patch" size of 180 homes for our socially rented general needs customers and across Westminster we have 12 LHO covering the 2140 homes in the borough. By comparison the former patch sizes were 400-800 homes.

Gone are the multiple specialist departments (income collection, repairs, antisocial behaviour, housing management, legal and tenancy fraud etc) and in their place, we deliver a housing management service in a much more joined up and local way. This means your LHO or PMO now deals with and leads on all

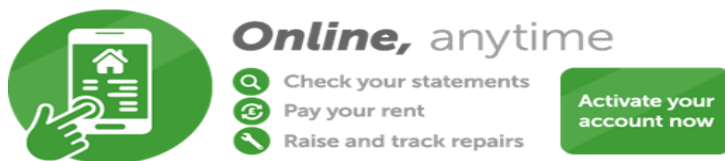


your housing management and tenancy/lease related queries and questions and they are supported by a Customer Service Centre who can help you with simple tasks such as raising repairs and paying your rent open 24/7. They will also pass on messages to your local officer who will get back to you within 1 working day.

This locally driven service delivered by one main point of contact means all your queries and support needs are dealt with holistically and this helps to reduce the amount of time you spend explaining things to us as well as helping us to build a personal relationship with you.

All residents received an introductory letter from their LHO giving their name, direct telephone number and email address. Each LHO's phone is set up to provide two simple choices, direct to the LHO or the CSC if it's just to complete a simple task such as pay rent or raise a repair, or where the LHO is unavailable, for example if they are dealing directly with another tenant. We followed up on this by making direct contact with residents and have rolled out "annual visits" - where we intend to visit everyone at least once a year in their home. Whilst these have moved to "virtual" visits during the Covid-19 pandemic the aim is to increase the level of meaningful interaction that we have with our residents and build stronger relationships according to each resident's needs.

We have also greatly improved our online services making it even easier for you to deal with us in a way that suits you. If you're happy to raise a repair or pay your rent online then you can now do these 24 hours a day 7 days a week.



We've got off to a good start over the past 15 months and hope for most of you, you've now felt an improvement in the service you get from us. We are not complacent and still believe there is a long way to go. This means continually improving the way we do things, listening to our residents to rebuild the trust that we have clearly lost over many years.

### **What does this mean for you?**

It means that the same person who deals with your repairs and helps you get them done to a good standard and on time also helps hold the contractors who do these repairs to account when this doesn't happen and acts with your best interests. They will help you manage your tenancy, support you to pay your rent and to live safely in your home. They will help you when you need to move home and actively support you with this according to your own needs and requirements. They will help you deal with a neighbour dispute or Anti-Social Behaviour and will raise any safeguarding issues so that you and your neighbours can feel safe in your homes and neighbourhoods. They will also be the first person to respond to any complaints you have, and this will mean trying to fix the problem quickly if this is possible.

rather than get bogged down in policy. If you do require a formal response to your complaint, then we aim to do this with 10 working days.

Most of all they will listen to you and respond to you according to what your own individual needs are; if we can't say yes, we'll explain why and try to offer you other options. We will always aim to do the right things by you for the right reasons. This will sometimes mean they have difficult conversations with you so that you maintain your tenancy and a home.

As an organisation we are continuing to work to improve repairs service as well as invest in our homes. Over the past 2 years we have significantly increased the investment in our cyclical programme in Westminster, which was an area in need of significant capital expenditure, and we will continue to do this over the coming years.

We have also seen a greatly improved day to day repairs service as well as increased investment in our Kitchen and Bathroom replacement programme in Westminster.

The team has worked hard over the past few weeks to make improvements to Service Charges and where we do get things wrong, our aim is to respond quickly to put them right.

We are also the largest housing association provider of Temporary Accommodation in Westminster and we work closely with the council to provide homes in the borough for families in need, and we are continuing to acquire homes within the borough. The quality of our temporary accommodation homes is a key priority for the NHG temporary housing business, and we are working closely with Westminster colleagues to improve property condition and even working with our private landlords where relevant.

We wanted to share with you some of the trends that we have seen in complaint reporting. In addition to this from October this year we introduced Customer Satisfaction Surveys using one of the leading providers of customer experience insight, Bright UK. These have been carried out with residents following interaction with our officers. As these have been running for a short period of time the volume of responses is currently small and therefore it is too early for us to reach meaningful conclusions, but they will assist us in identifying areas of concern and enable us to proactively follow through reports of poor service delivery.

In addition to this we have established regular weekly meetings with housing management and our assets team to review areas of concerns around repairs, both in terms of day to day issues as well as discussing larger repairs such as roofing. These meetings have also been used to highlight areas for focus in our future investment plans. This is currently being developed for the next five years.

The survey was conducted both pre- and post-merger integration as the Westminster housing stock was not moved to the new ways of working until September 2019. Therefore, we have split the complaints data into two distinct groups in order to see whether the new approach has resulted in a decrease in complaints. The data shows that there has been a significant reduction in the number of issues being raised as the analysis below shows:

## Complaints data – Westminster

The raw data below show all the complaints received across all business areas over the period of 24 months for the borough of Westminster.

	Sept 18 – Aug 19	Sept 19 – Aug 20
Sep	2	23
Oct	5	4
Nov	9	18
Dec	6	12
Jan	14	15
Feb	16	10
Mar	29	7
Apr	51	15
May	35	7
June	14	22
July	41	11
Aug	28	16
<b>Total no of complaints received</b>	<b>250</b>	<b>160</b>

The line graph below shows the difference in performance for the same month over a two-year timeframe. Apart from an increase in June 20 there has been a month on month decrease in the number of complaints received since Jan 20 across all business areas for the borough of Westminster.

