

TSA – NATIONAL CONVERSATION - FEEDBACK

Report of the Director of Housing & Customer Service

1. SUMMARY OF REPORT

During February and March 2009 the Tenant Services Authority carried out the 'National Conversation'. The aim of this consultation exercise was to find out what tenants felt were the most important things a landlord should do to improve the service.

This report provides local feedback on the 87 questionnaires completed by Derby Homes tenants.

2. RECOMMENDATION

The Local Housing Board is asked to note the content of this report.

3. MATTER FOR CONSIDERATION

- 3.1 Appendix 1 is the detailed analysis of the 87 questionnaires completed by Derby Homes tenants. A further survey was conducted with residents of Milestone House, this concentrated on future needs and the findings are shown in section 4 of the Appendix.
- 3.2 When asked to describe their landlord, 76% of respondents described their landlord as an ALMO. This infers that 24% of those responding were unclear on how their tenancy is managed and this is an issue that will need to be addressed through clear publicity and marketing of the organisation.
- 3.3 Pleasingly 86% of respondents felt Derby Homes performed well, the top three areas scoring highest were customer service (71%), help with housing benefit (67%) and giving you chance to have your say (66%).
- 3.4 Areas where respondents felt Derby Homes performed less well were for providing help with getting a job (33%), providing community facilities (28%), health and safety for tenants (23%), dealing with anti-social behaviour (20%) and looking after communal areas (20%).
- 3.5 In terms of the top three things that tenants regarded important to them in a landlord Repairs and Maintenance was rated the most important (64%), with 15% of residents selecting health and safety for tenants and 10% security in the neighbourhood.

- 3.6 Respondents were asked to rate from a list what they considered to be the three most important priorities for the Tenant Services Authority. The top three issues for Derby Homes tenants were, keeping homes up to date and in decent condition, ensuring reasonable affordable rents and repairs and maintenance of homes.
- 3.7 In terms of how the TSA should set standards for landlords there was equal views on whether or not these should be national or local or mixed standards.
- 3.8 Only half (50%) of the respondents felt that they got enough choice from Derby Homes. In terms of choice our tenants rated choice of design of the home highest (66%), choice on who carries out repairs and maintenance (60%), 43% also said that they would like lower levels of rent if they carried out their own repairs.
- 3.9 Finally, in terms of what respondents felt that Derby Homes needed to do better the highest number of comments were in relation to communication and resolving neighbourhood issues.

4. CONSULTATION IMPLICATIONS

We will share the feedback from the National Conversation with tenants at Housing Focus Groups and in Derby Homes News.

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 5.1 In terms of addressing actions arising from the feedback this will form part of our service planning process and be incorporated within existing budget allocations.

6. HEALTH AND SAFETY

- 6.1 We will look to promote health and safety issues for tenants through the Health and Safety Forum.

The areas listed below have no implications directly arising from this report

- Legal and Confidentiality
- Environmental
- Personnel Implications
- Equalities Impact Assessment

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or the Chief Executive, phil.davies@derbyhomes.org - Tel 01332 711010

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Background Information: None.

Supporting Information: None.