

Forum Survey 2020

Coronavirus has changed the way organisations work, so Camden Leaseholders' Forum is asking for your views on whether it should change too.

The questionnaire has three introductory pages about the Forum like this one, and then four main questions with one subordinate question depending on what you tell us first. There are spaces to add anything more you would like to say about Camden or the Forum, and to give your contact details if you wish to keep in contact with what we are doing and are not already on our list. You can return to amend your responses (use BACK button below) before finally submitting them, and ask to see the survey results. So, some reading and just six main questions and eight at most. Answers stay with the Forum and will not be revealed to anyone else in a way that would link them to you personally. The exercise aims to improve the Forum and your service from Camden.

***Required**

What We
Traditionally
Did

Founded in 1996, we have been elected every three years from and by leaseholders. We have moved from meeting monthly at the Town Hall, to every two months and now even fewer meetings. Meetings are our way to debate with officers and councillors, and to be sure promises are kept. We also have 'open meetings' where we choose a topic and bring in speakers from outside as well as officers to encourage Q&A and debate. But all this does mean leaseholders agreeing to make regular journeys to attend. All meetings are listed on the Camden website and are fully minuted.

1. Did you know the Forum existed before this survey? *

Mark only one oval.

Yes

No

But
Leaseholders
Have
Changed

In 1996 leaseholders lived in their Council flats, initially as tenants who exercised their right-to-buy. Now, many were never tenants but bought from the original leaseholder, so they have no experience of how tenants regard Camden as a landlord. 40% ask for their mail to go somewhere else, and that can be abroad. They may use their flat as a second home; or for a family member; or sublet. 30% have told the Council they are subletting. Some flats have been bought by Housing Associations. So, approaching half our leaseholders are not reliably able to attend regular meetings in Camden even if they wanted to.

What
We
Have
Already
Started
to Do

We send out e-mails on items of general interest to leaseholders who subscribe to them including notice of our meetings. We have a bulletin board where leaseholders can find information sheets and message other leaseholders. Both are used but by less than 10% of leaseholders. We also send a sheet about the Forum with service charge letters twice a year. The Council (like everyone else) is moving to online meetings: broadcasts, video conferences, and telephone conferences. It is time to ask you if we should too. It could particularly improve access for the 40%.

2. Do you already subscribe to our e-mail list and/or bulletin board? *

Mark only one oval.

- Both *Skip to question 7*
- Just to the e-mail list
- Just to the bulletin board
- Neither
- Don't remember

Subscribe?

3. Would you like to subscribe to the e-mail list and/or bulletin board? *

Mark only one oval.

- Yes
- No *Skip to question 7*

Your
details

For the e-mail list we will need your name and e-mail address; for the bulletin board we need you to choose a name to publish your entries under as well. Please say which you wish to join and give the information required. It will not be used for anything else.

4. Your name: *

5. Your email address: *

6. For the bulletin board, a username (single word)

Future Forum Meetings

7. Would you wish and be able to attend any future traditional Forum meetings at the Town Hall and/or 'open meetings'? *

Mark only one oval.

- I would attend at least some such meetings.
- I cannot attend such meetings.
- I would not wish to attend any such meetings.

Join Online Forum Meetings?

8. Would you be interested in logging onto video-conference Forum meetings? *

Mark only one oval.

- Yes, regularly
- Yes, depending on the agenda
- Possibly occasionally, if there was an interesting item
- Only for a session about a topic or issue I cared about
- I would not use this service

You and the Council

- 9. Have you any comments on the service you get from Camden’s Leaseholder Services, Housing Management or the Repairs and Capital Programme and how they might improve, which we could use without identifying you?

You and the Forum

- 10. Have you any other ideas on how the Forum might help you, again without revealing it was your suggestion?

Ending...

Thank you for completing our survey. We will analyse the findings early in December so please submit your response by the end of November. You can always contact us at camden@leaseholdersforum.org.uk.

- 11. If you would like a copy of the findings and our ideas on how we will use them, and are neither on our e-mail list nor have asked to join it above, please enter your e-mail address below. We will not use it for anything else.

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