

feedback

Surveys, training and leaseholder engagement



London Borough of Camden

2013 Leaseholder Satisfaction Survey Report

January 2014

Survey report written by
Feedback Services – the satisfaction
survey service for social landlords

A specialist research agency sheltered housing by the

**NATIONAL
HOUSING
FEDERATION**

London Borough of Camden Leaseholder Survey 2013

carried out by: Feedback Services
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Produced by Feedback Services

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Camden Council manage 5,461 leasehold properties. A sample comprising 1,880 was surveyed and 26% of leaseholders responded to the survey (474). This short report looks at the results from the survey separately from the full report on tenant satisfaction.

1.1 Key service areas

Service provided by the Council

Two-fifths of Camden's leaseholders are satisfied with the services provided by Camden (41%). Just 5% of leaseholders said they are "very satisfied" with the services provided - 36% are "fairly satisfied". A similar percentage of leaseholders are dissatisfied with the services provided by the Council (40%), while a further 18% are undecided (neither satisfied nor dissatisfied). This represents a definite upward trend in satisfaction from leaseholders since 2012.

Quality of the home

Two out of three of Camden's leaseholders are satisfied with the overall quality of the home (65%). One in six leaseholders are "very" satisfied (17%), while most are "fairly" satisfied (49%). Around a fifth of leaseholders are dissatisfied (21%), while 14% are neither satisfied nor dissatisfied with the quality of their home.

Neighbourhood as a place to live

Three-quarters of Camden's leaseholders are satisfied with their neighbourhood as a place to live (76%). A third are "very" satisfied (31%) with two-fifths "fairly" satisfied (44%). One out of six are dissatisfied (16%), with a small number having no view either way (9%).

Repairs and maintenance

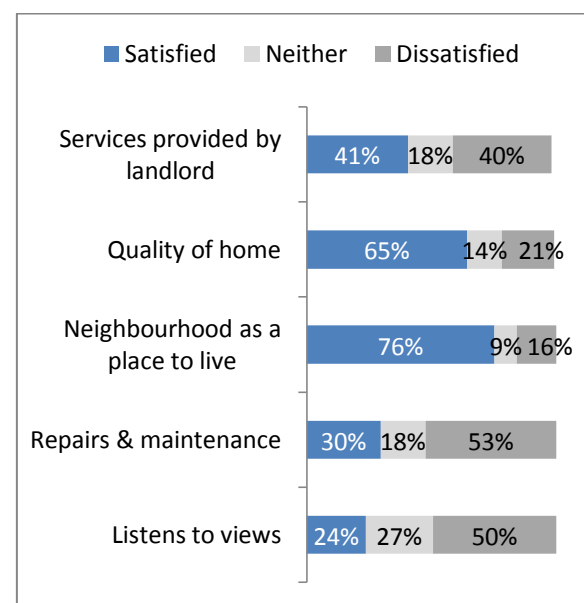
A third of leaseholders are satisfied with the way Camden Council deals with repairs and maintenance (30%) – an impressive improvement on the 2012

rating (11% higher). More than half of leaseholders are dissatisfied however (53%), with 30% of those "very" dissatisfied - 18% of leaseholders are neither satisfied, nor dissatisfied.

Listens to views and acts on them

One in four leaseholders felt that Camden Council listens to their views and acts upon them (24%), which is an encouraging increase since 2012 (8% higher).. While many leaseholders are neither satisfied nor dissatisfied (27%), half remain dissatisfied (50%) – however this is a reduction of 8% since 2012.

Figure 1.1 : Satisfaction with key areas



Recommending the Council

Using a Net Promoter Scoring process, leaseholders were asked how likely it was that they would recommend Camden to a friend or colleague on a 0-to-10 point rating scale. This is then

split into three groups:

Promoters (score 9-10) are loyal enthusiasts who will promote and support the landlord, increasing their reputation.

Passives (score 7-8) are satisfied but unenthusiastic tenants who can easily become detractors depending on circumstances.

Detractors (score 0-6) are unhappy customers who can damage your organisation and hold back development and growth through negative word-of-mouth.

Very few leaseholders are happy to promote Camden to friends and family and are promoters (8%). One-fifth are currently passive (21%) and could be persuaded one way or the other. Four out of ten leaseholders are detractors (44%) – unhappy customers – who are likely to have negative views about the Council.

The net promoter score is calculated by taking the percentage of customers who are Promoters and subtracting the percentage who are Detractors. The result is known as the net promoter score – it is not a percentage.

The net promoter score for Camden leaseholders is minus 36 – this means that the Council is creating more detractors than promoters.

1.2 Service charges

Value for money for the service charge

A fifth of leaseholders are satisfied with the value for money provided by the service charge (21%). Two-thirds of leaseholders are dissatisfied (65%), with

15% neither satisfied nor dissatisfied.

Understanding when service charge payment is due

The majority of leaseholders find it easy to understand when their service charge payment is due (64%), with around a quarter finding it difficult (26%) and 10% finding it neither easy nor difficult.

Usual method of payment

The usual method of payment of the service charge is by standing order (31%), online (22%), or by direct debit (20%). A number of leaseholders make payment by telephone (12%), with a smaller number using a Camden account or post (5%); a few pay at the post office or by bank giro (3%).

Figure 1.2 : Usual method of making service charge payments

Usual method of payment	
Standing order	31%
Online payment	22%
Direct debit	20%
Telephone payment	12%
Camden account	5%
Payment by post	5%
At the post office	3%
Bank giro	3%

A third of leaseholders have registered to view and pay their service charges online through the Camden Account (31%). Leaseholders who have registered for a Camden account chiefly used the functions to view their service (72%), make a payment (66%) and view a detailed statement (46%).

Consultation when setting service charges

Almost a third of leaseholders are satisfied with the consultation received when Camden sets the service charges

(29%), while just under half are dissatisfied (48%).

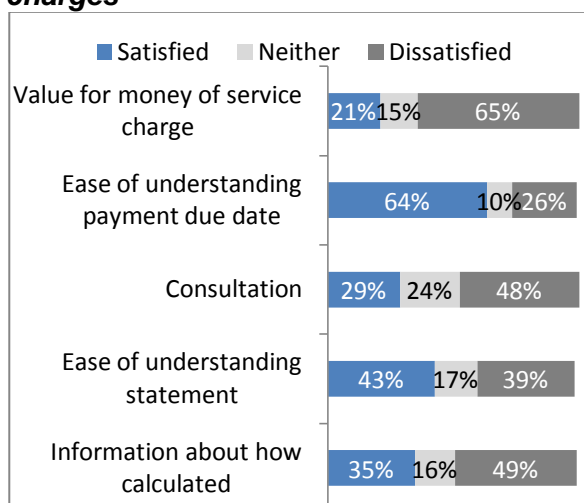
Ease of understanding the service charge statement

More leaseholders find the service charge statement easy to understand (43%) - however 39% said that they did not (17% neutral).

Information on how charges calculated -

A third of leaseholders are satisfied with the information Camden gives about how the service charges are calculated (35%), however nearly half are not satisfied (49%) and 16% are neither satisfied nor dissatisfied.

Figure 1.3 : Satisfaction with service charges



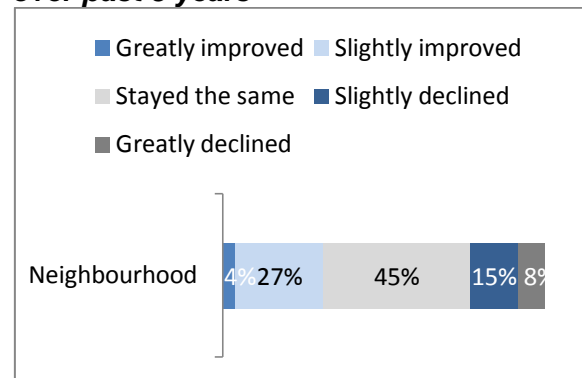
1.3 Estate services

Appearance of neighbourhood

Four out of nine of Camden's leaseholders consider that their neighbourhood has stayed the same over the last three years (45%), while around a third think that it has improved (32%) and just under a quarter think that the neighbourhood has declined

(23%).

Figure 1.4 : Changes in neighbourhood over past 3 years



Cleaning and upkeep of the communal areas

Around three out of seven leaseholders are satisfied with the cleaning of the internal communal areas (43%) and two out of five (41%) with the external communal areas. A higher percentage of leaseholders are dissatisfied (45% internal and 46% external).

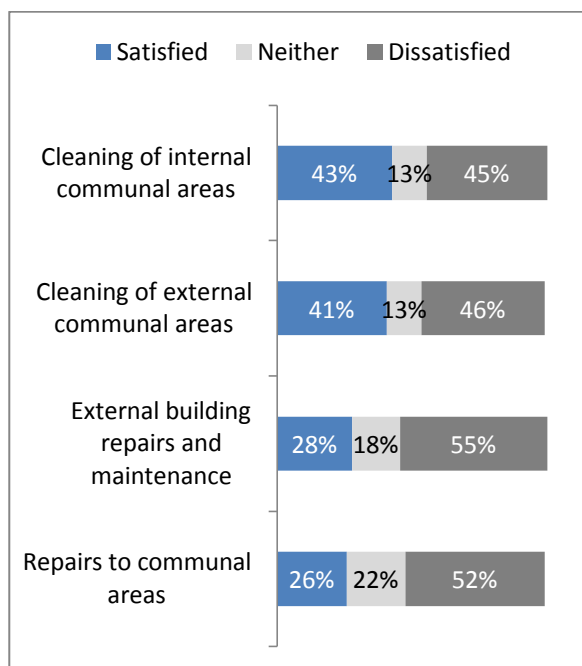
Repairs to external building areas

A quarter of leaseholders are satisfied with external building repairs and maintenance (28%). Over half are dissatisfied with the repairs service in this area (55%), with 18% neutral when it comes to rating external building repairs.

Repairs to communal areas

Just over a quarter of leaseholders are satisfied with repairs to communal areas (26%), while more than half of leaseholders are dissatisfied with the service (52%).

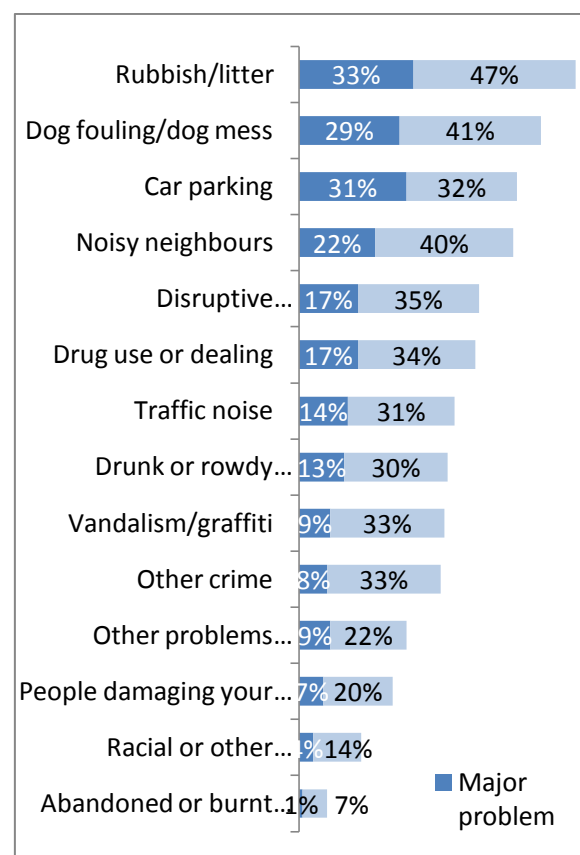
Figure 1.5 : Satisfaction with communal areas and repairs



Local problems

Leaseholders were asked to what extent a range of issues were problems in their neighbourhood. A high percentage of leaseholders have a problem (major and minor) with rubbish/litter (80%), dog fouling/dog mess (70%), car parking (63%) and noisy neighbours (62%). Around half of leaseholders are disturbed by drug use or dealing and disruptive children/teenagers (51% and 52%).

Figure 1.6 : Local problems



More than two out of five leaseholders said that there are local problems with traffic noise (45%), drunk or rowdy behaviour (43%), vandalism/graffiti (42%) and other crime (41%).

Problems with pets/animals were reported by around a third of leaseholders (31%), while problems with people damaging property were local problems for around a quarter or more of tenants (27%).

Problems with harassment (18% racial or other) and abandoned vehicles (8%) were reported by fewer leaseholders.

It is important to note that many local problems are minor problems rather than major problems. Only four areas – rubbish/litter (33%), car parking (31%),

dog fouling/dog mess (29%) and noisy neighbours (22%) – are major problems for more than a fifth of the leaseholder population.

Grounds maintenance

Over half of leaseholders said that they are satisfied with the grounds maintenance in their area (55%). A relatively small number of leaseholders are neutral (16% neither satisfied nor dissatisfied), while more (30%) are dissatisfied.

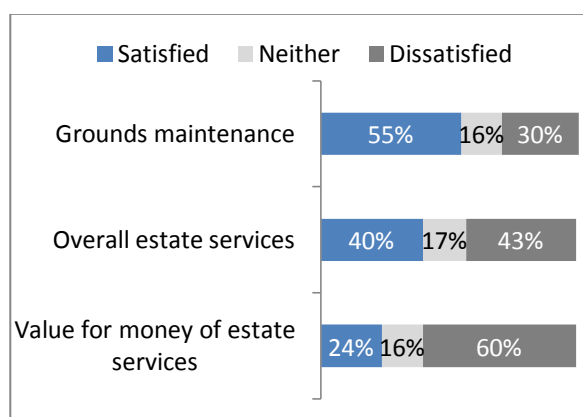
Estate services

The survey found that four out of ten leaseholders are satisfied with the estate services overall (40%), with few of those “very satisfied” (4%). However, 43% leaseholders are dissatisfied, while a lower number were neither satisfied nor dissatisfied (17%).

Value for money of estate services

Just under a quarter of leaseholders are satisfied with the value for money they pay for the estate services (24%). With a small number of leaseholders neutral (16% neither satisfied nor dissatisfied), three-fifths are dissatisfied with the value for money they receive from this service (60%).

Figure 1.7 : Satisfaction with estate services



1.4 Contact with the Council

Over three-quarters of leaseholders had contacted Camden in the last 12 months with a query other than to pay their service charges (79%).

Getting hold of the right person

Only a quarter of leaseholders found getting hold of the right person easy (26%), with more than twice as many leaseholders finding it difficult to get hold of the right person (60%). A further 15% of leaseholders found it neither easy nor difficult.

Helpfulness of staff

More leaseholders found staff helpful (44%) than unhelpful (32%) when they contacted them.

Friendly and approachable staff

Half of leaseholders agreed that staff are friendly and approachable (50%), while just over a quarter disagreed (27%) and a similar percentage had no view either way (23%).

Knowledgeable and able to deal with enquiries

Around a third of leaseholders agreed that officers are knowledgeable and able to deal with their enquiries (33%), although more disagreed (43%) and a quarter were neutral (23%).

Able to deal with query quickly and efficiently

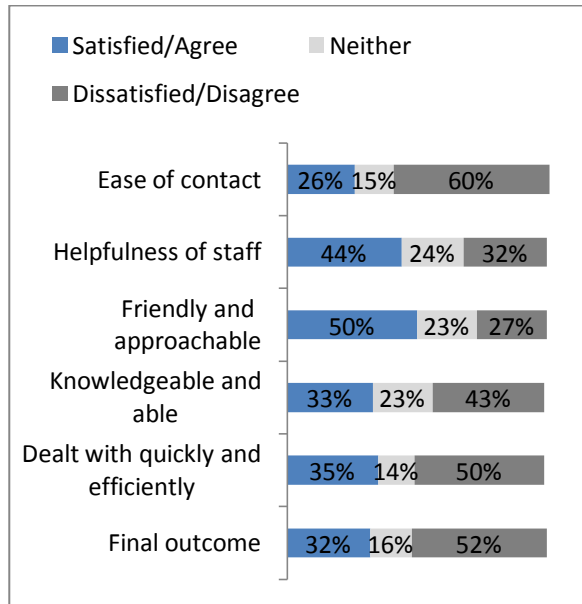
Over a third of leaseholders felt that staff dealt with their query quickly and efficiently while half were dissatisfied (50%) and 14% were neither satisfied nor dissatisfied in this respect.

Final outcome

One out of three leaseholders were satisfied with the outcome of their query, (32%) but half were dissatisfied (52%).

and one in six leaseholders have no view either way.

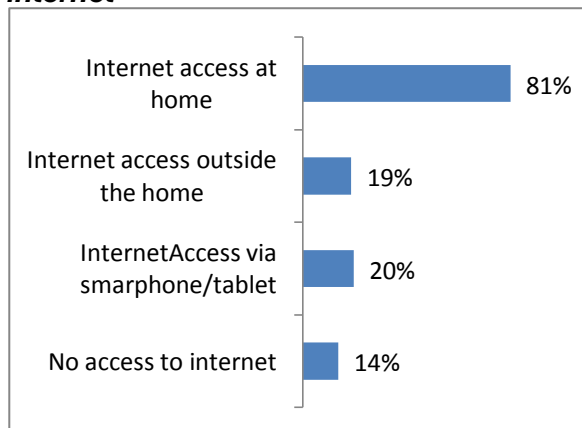
Figure 1.8 : Satisfaction with contact



Internet access

The vast majority of Camden's leaseholders have access to the internet (86%). The majority of leaseholders have access at home, however 19% have access outside the home and 20% via a smartphone/tablet.

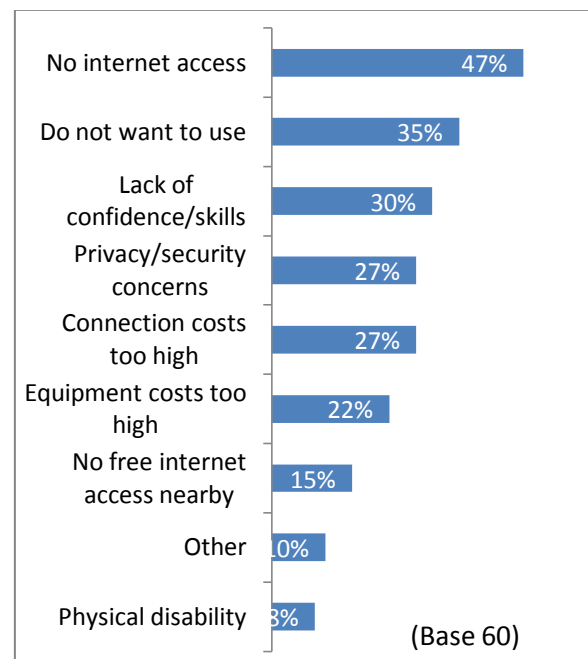
Figure 1.9 : Leaseholder access to the internet



Leaseholders who indicated that they did not access the internet had a variety

of reasons for this. Almost half had no sources of access to the internet (47%) and a third did not want to use the internet (35%) or lacked the confidence/skills to do so (30%). More than a quarter of leaseholders had concerns over privacy/security (27%) and the high costs of connection (27%). Around a fifth of leaseholders consider the equipment costs are too high (22%). A smaller number of leaseholders advised that there was no free internet access near to them (15%), that they had a physical disability preventing them from accessing the internet (8%) or had other reasons (10%).

Figure 1.10 : Reasons for not accessing the internet



Website as a source of useful information

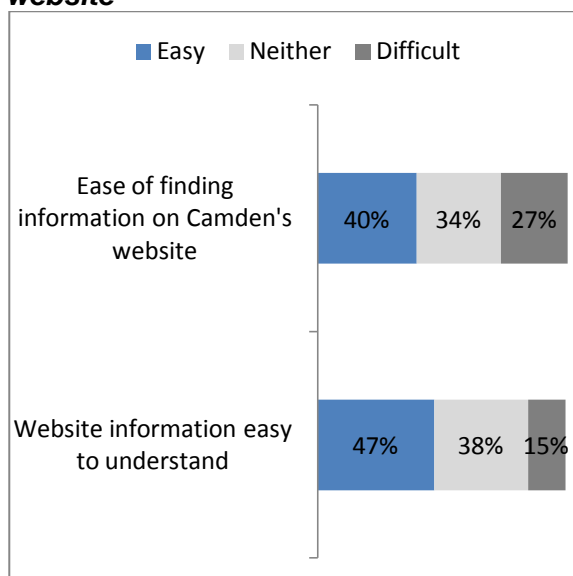
Around of third of leaseholders agree that Camden's website is a source of useful information, however more than half have no view either way (54%) and 15% leaseholders disagree that it is

useful.

Around two-fifths of leaseholders found it easy to find the information they were looking for on the website (40%), with a quarter or more finding it difficult, and a third having no view either way (34%).

Just under half of leaseholders found the information on the website easy to understand (47%), with 38% finding it neither easy nor difficult and a small number finding it difficult (15%).

Figure 1.11 : Ease of finding and understanding information on Camden's website



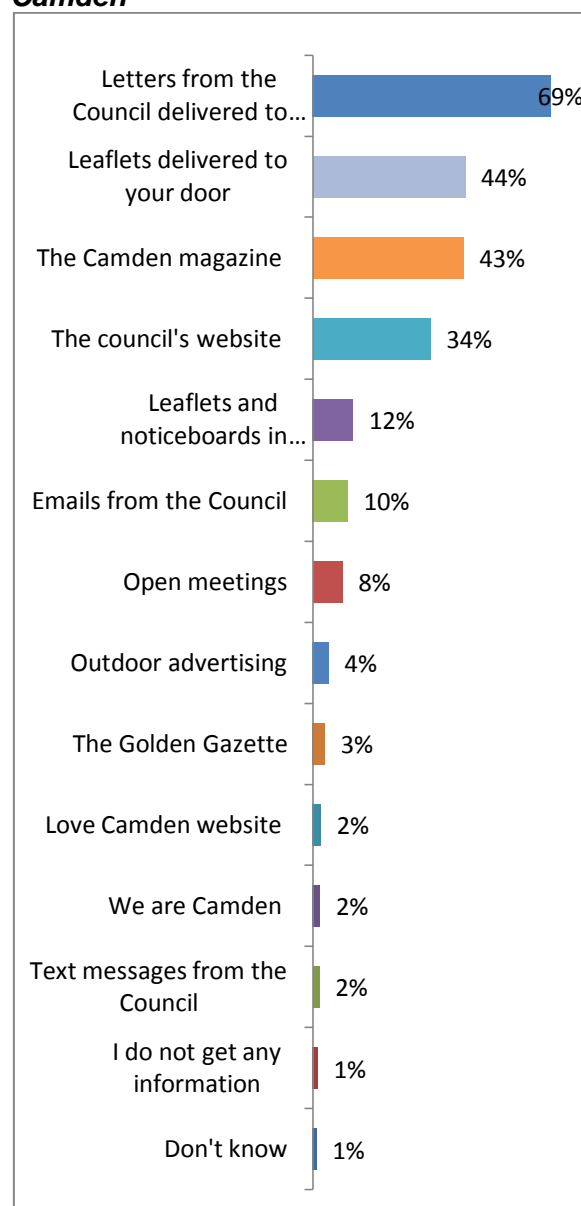
Getting information about Camden

Two out of three leaseholders said that they get most of their information about the Council through letters delivered to their home (69%), while just over two-fifths get information from leaflets delivered to the door (44%) or the Camden magazine (43%).

A third of leaseholders also said that they get their information from the council's website (34%).

Leaflets and notice boards in Council buildings (12%) were popular sources of information for around one in five leaseholders, while one in ten gained information from emails sent by the Council (10%). The remaining sources of information did not have as much reach (1% to 8%).

Figure 1.12 : Getting information about Camden



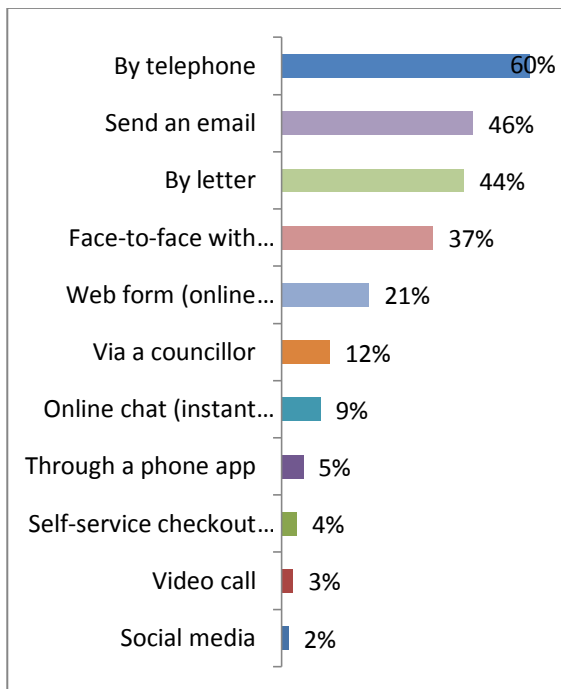
Preferred method of making contact

Three-fifths of leaseholders are happy to use the telephone to make contact with the Council (60%), while just under a half are happy sending an email (46%) or a letter (44%). Over a third prefer face-to-face contact with someone in a council office or building (37%) and a fifth are happy to complete an online web contact form (21%).

Contacting a councillor was an option for 12% of leaseholders and 9% are prepared to use the online chat instant messaging service.

Relatively few leaseholders would use a phone app, self-service checkout, video call or social media to make contact (2% to 5%).

Figure 1.13 : Preferred method of contact

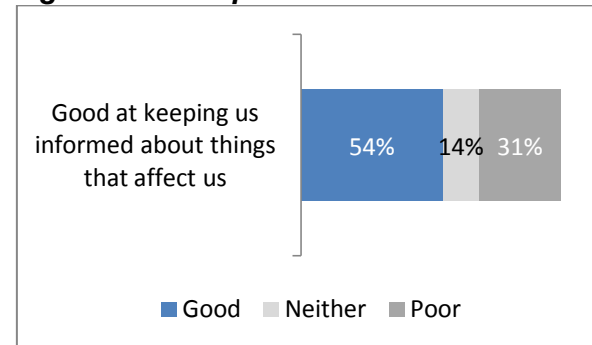


1.5 Communication and Information

Kept informed about things that affect leaseholders as residents

Over half of leaseholders felt that the Council keeps them informed about issues that affect them as a resident (54%), with 46% considering that this is “fairly” good and 9% “very” good. A third of leaseholders advise that the Council are poor at this (31%), with one in seven leaseholders having no view either way (14%).

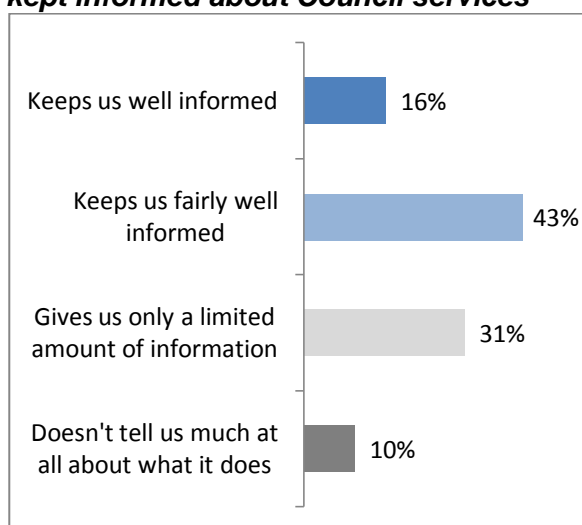
Figure 1.14 : Kept informed



Kept informed about services provided

Two-fifths of leaseholders felt that the Council keeps them fairly well informed about the services it provides (43%), with 16% considering that they are kept well informed. A third of leaseholders advise that the Council only gives them a limited amount of information (31%) and 10% that the Council doesn't tell them much at all about what it does.

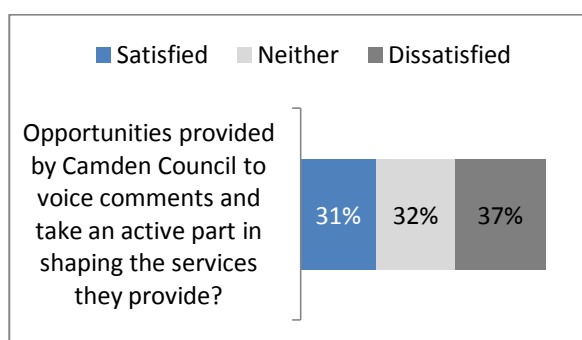
Figure 1.15 : How well leaseholders are kept informed about Council services



Opportunity to voice comments and take an active part in shaping services

Around a third of leaseholders were satisfied with the opportunities provided by Camden Council to voice their comments and take an active part in shaping the services the Council provides (31%), with a similar percentage neutral (32%) and slightly more dissatisfied (37%).

Figure 1.15 Satisfaction with opportunity to voice comments



1.6 Consultation

Just over half of leaseholders had been consulted about major works at their scheme in the last six months (55%).

Before this consultation only 28% of leaseholders were aware of the section 20 consultation process.

Section 20 consultation notice

Just over a third of leaseholders found the section 20 consultation notice they received easy to understand (36%), however two out of three leaseholders did not (64%).

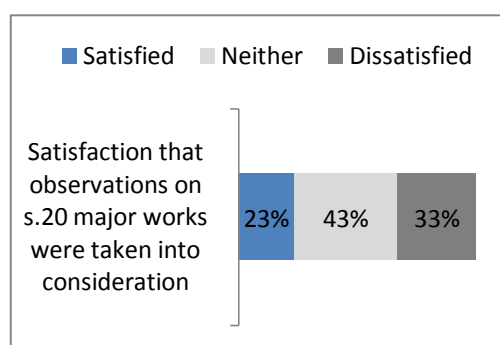
Opportunity to raise observations

Two-thirds of leaseholders agreed that they were given the opportunity to raise their observations about the proposed major works.

Satisfaction that s.20 observations taken into consideration

Around a quarter of leaseholders (23%) were satisfied that their observations were taken into consideration – only 2% of whom were “very” satisfied. A third of leaseholders were dissatisfied with this (33%) – 18% of whom were “very” dissatisfied. Two-fifths of leaseholders were neither satisfied nor dissatisfied that their observations were taken into consideration (43%).

Figure 1.17 : Satisfaction with s20 major works consultation



1.7 Complaints

A relatively high percentage of leaseholders said that they had made a complaint to Camden in the last 12 months (41%).

Satisfaction with complaints procedures

Just three out of seven leaseholders are satisfied with how easy it was to make the complaint (42%), while only a fifth were satisfied with the information and advice provided by staff (21%). High numbers of leaseholders were dissatisfied with the ease of reporting the complaint (48%) and the advice provided (60%).

Very few leaseholders who had made a complaint were satisfied with how well they were kept informed about its progress (17%), the support they received (16%) and the speed with which the complaint was dealt with (17%). Far more leaseholders were actually dissatisfied with these aspects of the service (64% - 73%).

In terms of overall satisfaction with the service, few were satisfied with how the Council handled the complaint (19%) and the final outcome (20%), and two-thirds of leaseholders were left dissatisfied (66% - 69%).

Figure 1.18 : Satisfaction with complaints procedures



1.8 Antisocial behaviour

Just under a quarter of leaseholders said that they had reported antisocial behaviour to the Council in the last 12 months (24%).

Just under half of leaseholders (46%) said that it was easy to contact staff to report anti-social behaviour to the Council (11% very easy and 35% fairly easy). However, almost as many leaseholders found it difficult (44%), with 10% of leaseholders finding it neither easy nor difficult.

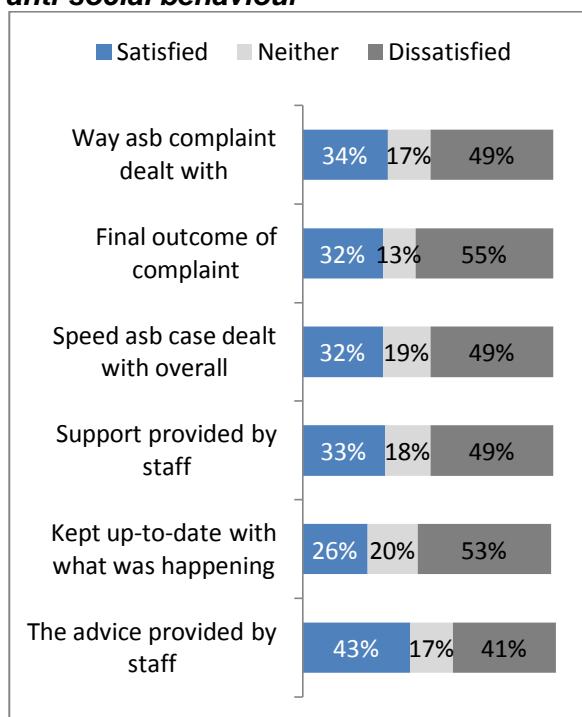
Satisfaction with anti-social behaviour service

More than two-fifths of leaseholders were satisfied with the advice provided by staff (43%) and how well they were kept up to date with just over a quarter satisfied with how well they were kept up-to-date with what was happening (26%). Around a third of leaseholders were satisfied with the support provided by staff (33%) and with the speed the case was dealt with overall (32%).

A third of leaseholders were also satisfied with the final outcome (32%) and how well Camden dealt with the anti-social behaviour complaint overall (34%).

A high percentage of leaseholders are dissatisfied with all of the aspects of the anti-social behaviour case (41% - 55%).

Figure 1.19 : Satisfaction with reporting anti-social behaviour



1.9 Demographics

Age of leaseholders

A third of leaseholders (33%) are aged 60 or over, with half of leaseholders aged between 35 and 59 years old (51%). The survey found that only 15% of all leaseholders are aged under 35 years old.

Gender of leaseholders

Just over half of leaseholders (53%) are female, with slightly fewer male leaseholders (47%).

Ethnic origin

Three out of five of Camden's respondents are White British leaseholders (65%).

According to the housing regulator's definition, which includes White Irish and White Other, 35% of leaseholders are Black and Minority Ethnic (BME), with Any Other White leaseholders (14%), those with an Asian background (9%), or African background (4%) and White Irish leaseholders (4%), representing the largest groups.

Health problems

A fifth of leaseholders (20%) have a member of the household whose day-to-day activities are limited due to a health problem which has lasted, or is expected to last, at least 12 months. Of these 8% of leaseholders said that their day-to-day activities are limited a lot and 12% said they are limited a little.

1.10 District Housing Office

Leaseholder satisfaction varied by district, with leaseholders in Camden Town and Hampstead generally more satisfied than those in Kentish Town. The main differences between the five districts are:

- **Camden Town** leaseholders awarded higher ratings for overall services (53%), the home (73%), grounds maintenance (64%), estate services overall (52%), external building repairs (35%), opportunities to voice comments (36%), helpfulness of staff (50%), being kept informed (64%) and repairs & maintenance (38%). In contrast leaseholders in this district awarded the lowest ratings for appearance of neighbourhood (58%), being informed about services (25%) and helpfulness of staff (26%).
- Leaseholders in **Gospel Oak** were one of the most satisfied districts with the appearance of neighbourhood (61%), the most satisfied with cleaning and upkeep of external communal areas (49%), repairs to communal areas (31%), friendliness and approachability of staff (56%), final outcome of their query (41%) and listening to views (28%). The only area in which Gospel Oak leaseholders were the least satisfied was with the value for money of overall estate services (17%) along with leaseholders in Kentish Town.
- **Hampstead** leaseholders awarded the highest ratings for neighbourhood as a place to live (80%) along with Kentish Town, value for money of estate services (29%), value for money for service charges (23%), cleaning and upkeep of external communal areas (51%) and being kept informed about services (34%). Hampstead leaseholders were however the least satisfied with opportunities to voice their comments (25%), being kept informed (46%), helpfulness of staff (39%), the friendliness and approachability of

staff (43%), knowledge of staff (28%) and ability of staff to deal with queries quickly and efficiently (26%)

- Leaseholders in **Holborn** gave the highest rating for the ability of staff to deal with their query quickly and efficiently (48%) and ease of contact (35%). In other respects they awarded average ratings within the group.
- **Kentish Town** leaseholders awarded many of the lowest satisfaction ratings – for overall satisfaction (29%), quality of home (54%), grounds maintenance (47%), estate services (31%), value for money of services (17%), value for money of service charges (6%), internal communal cleaning and upkeep (29%), external communal cleaning and upkeep (27%), external repairs (20%), communal repairs (14%), ease of contact (21%), helpfulness of staff (39%), listening to views (18%), being kept informed (46%) and repairs and maintenance (18%).

1.11 Key driver analysis

Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and to determine which elements of the service are the key drivers for residents' overall satisfaction.

This is considered in two ways – the correlation between the overall area performance and the possible drivers gives their individual relevance, while regression is used to assess the relative driver contributions, taking into account their interactions. The more important the driver, the more important it is to

maintain or improve ratings in this area to maintain/increase overall importance. This type of analysis is useful to identify service areas in which increases in satisfaction could potentially lead to an increase in the overall satisfaction rating.

For this survey we have looked at correlations between different services and their impact on each other as numbers were too low to run regression effectively. Leaseholders who did not have an opinion are excluded from this analysis.

Based on the correlations between them, for Camden leaseholders it is overall estate services, opportunities to voice comments and participating in shaping services, repairs and maintenance and listening to views that have the most impact on overall satisfaction with landlord services.

1.12 Change in satisfaction overtime

When current satisfaction is compared with the 2012 survey, increases are apparent in key service areas, although not all yet back to the levels recorded in 2009. The exception to this is with repairs and maintenance, which has exceeded the level recorded in 2009 by 4% – ease of contact remains at the level recorded in 2012 (26%).

Figure 1.20 : Change in satisfaction in the last four years

	2013	2012	2009
Services provided by landlord	41%	35%	44%
Quality of home	65%	61%	70%
Neighbourhood as a place to live	76%	71%	79%
Getting hold of the right person	26%	26%	48%
Helpfulness of staff	44%	40%	50%

Repairs & maintenance service	30%	19%	26%
Listens to views	24%	16%	29%

1.13 Comparison with tenants

When the satisfaction of leaseholders is compared to that of tenants, leaseholders are considerably less satisfied. The difference between the two groups is particularly apparent when overall satisfaction with the Council is compared; 41% for leaseholders and 77% for tenants – a difference of 36%.

The majority of leaseholder ratings are generally some 12% to 41% lower than tenants. There is less of a margin in the satisfaction ratings for ease of reporting asb (9% lower), kept up to date with progress of asb case (7% lower), quality of home (4% lower), neighbourhood as a place to live (3% lower) and support provided by staff during asb case (2% lower). Satisfaction ratings were equal in respect of advice provided by staff during asb case and between 1% and 5% higher than tenants in respects of individual aspects of dealing with an asb complaint.

1.14 Comparison with other landlords

We have been unable to compare Camden's leasehold ratings as the 2012/13 figures have not yet been released from HouseMark.

2.0 Conclusion

It is well understood in the sector that satisfaction ratings from leaseholders are generally much lower than those given by tenants. The services that leaseholders receive are aligned to what is stipulated in their lease, which do not always meet their expectations or aspirations. Camden's 2013 leaseholder survey follows this pattern, however the margin between the two tenures is possibly much greater than would be expected in the areas where both tenants and leaseholders receive similar services. The results from the 2012 STAR survey do, however, show encouraging improvements in satisfaction and Camden need to continue the good work carried out over the last twelve months in improving services still further.

The rating for services overall (41%) is at a higher level than recorded in 2012 (6% higher) but still less than the rating recorded in 2009 (44%). Satisfaction with repairs and maintenance has however increased by 11% since 2012 and is also 4% higher than in 2009. The Council is to be congratulated on the improvements made over such a short period of time.

Key drivers of satisfaction

The improvement in leaseholders' satisfaction may well be due to the increase in satisfaction with repairs and maintenance, as the key driver analysis identified this as a key influence on overall satisfaction. Other areas were also highlighted in this respect – namely estate services and listening to views. There has been an impressive improvement in listening to views (8% higher than in 2012) but there is much still to be done.

Satisfaction at district level

The results from leaseholders were analysed at district level and the survey found considerable differences in some areas, some of which may require further investigation once leaseholder demographics, property age and type, and particularly neighbourhood/ environmental issues are taken into account.

Recommendations

There have been some real improvements in services for leaseholders. These need to be built upon further, particularly in feeding the results back and offering leaseholders more opportunities to engage with the Council and help in shaping and improving services, taking on board good practice from comparable services provided to tenants. This may also help in increasing the number of leaseholders willing to promote the Council.

Appendix 1 Data Tables

Table 1 :Leaseholder satisfaction with services	2013	2012
Housing and services		
Services provided by landlord	41%	35%
Quality of home	65%	61%
Value for money of service charge	21%	20%
Neighbourhood		
Neighbourhood as a place to live	76%	71%
Appearance of neighbourhood	60%	55%
Grounds maintenance	55%	54%
Overall estate services	40%	30%
Value for money of estate services	24%	20%
Communal areas		
Cleaning of internal communal areas	43%	43%
Cleaning of external communal areas	41%	39%
Contact with Camden		
Getting hold of the right person	26%	26%
Helpfulness of staff	44%	39%
Friendly and approachable staff	50%	
Officers are knowledgeable and able to deal with queries	33%	
Ability to deal with query quickly and efficiently	35%	
Final outcome of contact	32%	
Communication		
Listens to views and acts	24%	16%
Voice comments and shape services	31%	
Keeps residents informed	54%	
Repairs & maintenance service		
Overall repairs service	30%	19%
Complaints		
Ease of making complaint	42%	42%
Staff information and advice	26%	21%
How well kept informed about the progress of the complaint	17%	15%
Support received while the complaint was dealt with	16%	10%
Speed with which the complaint was dealt with	17%	16%
Overall satisfaction with the way the complaint was handled by Camden Council	19%	13%
Overall satisfaction with the final outcome of the complaint	20%	12%

ASB		
Ease of reporting ASB	46%	49%
Advice provided by staff	43%	30%
Kept up to date throughout	26%	22%
Support provided by staff	33%	21%
Speed with which case dealt with	32%	27%
Overall, final outcome of asb complaint	32%	25%
Overall, how complaint was dealt with	34%	27%

APPENDIX 2 – Leaseholder questionnaire



Your reference number: 2296 /

Help for completing the STAR Satisfaction Survey

Thank you for taking the time to complete this satisfaction survey. This survey should take no more than 15 minutes to complete. Your views are important to Camden Council. All of the information that you give will be kept completely confidential. It will only be used by Camden Council to assess its performance and compare it with that of other social housing providers.

The questionnaire should be completed by the leaseholder at this address, or by their partner, husband or wife if necessary. The results of this survey will be made available to tenants.

Please return the completed questionnaire in the freepost envelope provided by **16th December 2013**.

If you would like the satisfaction survey in a different language or in large print please call **0800 849 4019**.

Housing and services

- 1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Camden Council?** Please tick one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 2. How likely would you be to recommend Camden Council as a landlord to family and friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?** Please tick one box only

0 (not at all likely)	1	2	3	4	5	6	7	8	9	10 (extremely likely)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 3. How satisfied or dissatisfied are you with the overall quality of your home?** Please tick one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Neighbourhood

- 4. How satisfied or dissatisfied are you with your neighbourhood as a place to live?** Please tick one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



feedback



5. To what extent are any of the following a problem in the area where you live?

Please tick one box for each response

	Major problem	Minor problem	Not a problem
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling / dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other problems with pets / animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disruptive children / teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise from traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. In the last three years, would you say your neighbourhood has improved or declined?

Please tick one box only

Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How satisfied or dissatisfied are you with the overall appearance of your neighbourhood?

Please tick one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area? Please tick one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How satisfied or dissatisfied are you with the following? Please tick one box only for each response

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
The overall estate services provided by Camden Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The value for money of overall estate services provided by Camden Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communal areas

- 10. Thinking about the property, block or scheme where you live, how satisfied or dissatisfied are you with the following?** Please tick one box only for each response

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable
The cleaning and upkeep of internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleaning and upkeep of external communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External building repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repairs to communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 11. How easy is it to understand when your service charge payment is due?** Please tick one box only

Very easy	Fairly easy	Neither	Fairly difficult	Very difficult
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Service charges

- 12. How satisfied or dissatisfied are you that your service charges provide value for money?**

Please tick one box only

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 13. How do you usually pay your service charges?** Please tick one box only

Camden Account	<input type="checkbox"/>	Telephone payment	<input type="checkbox"/>	Bank giro	<input type="checkbox"/>
Online payment	<input type="checkbox"/>	Payment by post	<input type="checkbox"/>	Direct debit	<input type="checkbox"/>
Standing order	<input type="checkbox"/>	At the post office	<input type="checkbox"/>		

- 14. Thinking about your service charges, how satisfied or dissatisfied are you with the following?**

Please tick one box only for each response

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The consultation you receive when Camden sets the service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How easy it is to understand your service charge account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information about how your service charges are calculated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Camden Accounts

- 15. Have you registered to view and pay your service charges online through the Camden Account?**

Please tick one box only

Yes	<input type="checkbox"/>	Go to Q16
No	<input type="checkbox"/>	Go to Q17

- 16. Which of the Camden Account functions listed have you used?** Please tick all that apply

View your service charge statement	<input type="checkbox"/>
View a detailed breakdown of service charges	<input type="checkbox"/>
Make a payment	<input type="checkbox"/>

Contact with Camden Council

- 17. Have you contacted Camden Council in the last 12 months with a query other than to pay your service charges?** Please tick one box only

Yes ☐ Go to Q18
No ☐ Go to Q22

- 18. Was getting hold of the right person easy or difficult?** Please tick one box only

Easy ☐ Difficult ☐ Neither ☐

- 19. Did you find the staff helpful or unhelpful?** Please tick one box only

Helpful ☐ Unhelpful ☐ Neither ☐

- 20. Would you agree or disagree with the following?**

Please tick one box only for each response

	Agree strongly	Agree	Neither	Disagree	Disagree strongly
Camden Council has friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Camden Council Officers are knowledgeable and able to deal with your enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 21. How satisfied or dissatisfied were you with the following?**

Please tick one box only for each response

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The ability of staff to deal with your query quickly and efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Communication

- 22. How satisfied or dissatisfied are you that Camden Council listens to your views and acts upon them?**

Please tick one box only

Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

- 23. How satisfied or dissatisfied are you with the opportunities provided by Camden Council to voice your comments and take an active part in shaping the services they provide?** Please tick one box only

Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

- 24. How good or poor do you feel Camden is at keeping you informed about things that might affect you as a resident?** Please tick one box only

Very good ☐ Fairly good ☐ Neither ☐ Fairly poor ☐ Very poor ☐

- 25. How well do you think Camden Council keeps residents informed about the services it provides?**

Please tick one box only

Keeps us well informed	<input type="checkbox"/>	Gives us only a limited amount of information	<input type="checkbox"/>
Keeps us fairly well informed	<input type="checkbox"/>	Doesn't tell us much at all about what it does	<input type="checkbox"/>

26. In the last 6 months, have you been consulted about major works schemes in your area?

Please tick one box only

Yes ☐ No ☐

27. Before the section 20 consultation were you aware of the scheme? Please tick one box only

Yes ☐ No ☐

28. Was the section 20 consultation notice easy to understand? Please tick one box only

Yes ☐ No ☐

29. Were you given the opportunity to raise your observations about the scheme? Please tick one box only

Yes ☐ Go to Q30 No ☐ Go to Q31

30. How satisfied or dissatisfied are you that your observations were taken into consideration?

Please tick one box only

Very satisfied ☐ Fairly satisfied ☐ Neither ☐ Fairly dissatisfied ☐ Very dissatisfied ☐

Internet

31. Have you got access to the internet? Please tick all that apply

Yes, at home ☐ Go to Q33 Yes, on a smartphone/tablet ☐ Go to Q33
Yes, outside the home ☐ Go to Q33 No ☐ Go to Q32

32. Why do you not use the internet? Please tick all that apply

Do not have access to the internet	<input type="checkbox"/>	Privacy and security concerns	<input type="checkbox"/>
Do not want to use the internet	<input type="checkbox"/>	Physical disability	<input type="checkbox"/>
Equipment cost too high	<input type="checkbox"/>	Lack of confidence / skills	<input type="checkbox"/>
Connection costs (e.g. broadband) too high	<input type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>
No free internet access near me	<input type="checkbox"/>		

If you do not have access to the internet please go to Q36

33. Do you agree or disagree that Camden's leasehold website is a source of useful information?

Please tick one box only

Agree strongly ☐ Agree ☐ Neither ☐ Disagree ☐ Disagree strongly ☐

34. How easy is it to find the information you are looking for on Camden's website? Please tick one box only

Very easy ☐ Fairly easy ☐ Neither ☐ Fairly difficult ☐ Very difficult ☐

35. Is the information on our website easy to understand? Please tick one box only

Very easy ☐ Fairly easy ☐ Neither ☐ Fairly difficult ☐ Very difficult ☐

36. Which of the following sources do you use to get most of your information about Camden Council?

Please tick all that apply

- | | | | |
|---|--------------------------|---|--------------------------|
| The Camden magazine
(The council's magazine for residents) | <input type="checkbox"/> | Emails from the Council | <input type="checkbox"/> |
| Leaflets delivered to your door | <input type="checkbox"/> | Letters from the Council delivered to your home | <input type="checkbox"/> |
| The council's website (camden.gov.uk) | <input type="checkbox"/> | Love Camden website (lovecamden.org) | <input type="checkbox"/> |
| The Golden Gazette | <input type="checkbox"/> | We are Camden (the council's consultation and discussion website) | <input type="checkbox"/> |
| Leaflets and noticeboards in council buildings | <input type="checkbox"/> | Open meetings | <input type="checkbox"/> |
| Outdoor advertising | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Text messages from the Council | <input type="checkbox"/> | I do not get any information from Camden Council | <input type="checkbox"/> |

37. How would you prefer to make contact or deal with the Council? Please tick all that apply

- | | | | |
|--|--------------------------|--|--------------------------|
| By letter | <input type="checkbox"/> | Web form (online form requesting something specific) | <input type="checkbox"/> |
| By telephone | <input type="checkbox"/> | Online chat (instant messaging online) | <input type="checkbox"/> |
| Face-to-face with someone at a specific building or office | <input type="checkbox"/> | Video call | <input type="checkbox"/> |
| Self-service checkout at a specific building or office | <input type="checkbox"/> | Through a phone app | <input type="checkbox"/> |
| Via a councillor | <input type="checkbox"/> | Send an email | <input type="checkbox"/> |
| | | Social media | <input type="checkbox"/> |

Repairs and maintenance

38. Generally, how satisfied or dissatisfied are you with the way Camden Council deals with repairs and maintenance? Please tick one box only

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Complaints

39. Have you made a complaint to Camden Council in the last 12 months? Please tick one box only

- | | | |
|-----|--------------------------|-----------|
| Yes | <input type="checkbox"/> | Go to Q40 |
| No | <input type="checkbox"/> | Go to Q41 |

40. How satisfied or dissatisfied were you with the following aspects of the complaints service?

Please tick one box only for each response

- | | Very satisfied | Fairly satisfied | Neither | Fairly dissatisfied | Very dissatisfied |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| How easy it was to make a complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The information and advice provided by staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How well you were kept informed about the progress of your complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The support you got while your complaint was dealt with | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The speed with which your complaint was dealt with | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The way your complaint was handled by Camden Council | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The final outcome of your complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Anti-social behaviour

41. Have you reported anti-social behaviour to Camden in the last 12 months? Please tick one box only

- Yes ☐ Go to Q42
No ☐ Go to Q44

42. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint? Please tick one box only

- Very easy ☐ Fairly easy ☐ Neither ☐ Fairly difficult ☐ Very difficult ☐

43. How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?
Please tick one box only for each response

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
The advice provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well you were kept up to date with what was happening throughout your anti-social behaviour case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support provided by staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed with which your anti-social behaviour case was dealt with overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your anti-social behaviour complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way your anti-social complaint was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About you and your household

44. Please tell us the gender of everyone who lives with you in your household. Please tick one box per line

	Male	Female
Main tenant	<input type="checkbox"/>	<input type="checkbox"/>
Partner	<input type="checkbox"/>	<input type="checkbox"/>
Person 3	<input type="checkbox"/>	<input type="checkbox"/>
Person 4	<input type="checkbox"/>	<input type="checkbox"/>
Person 5	<input type="checkbox"/>	<input type="checkbox"/>
Person 6	<input type="checkbox"/>	<input type="checkbox"/>

45. Please tell us the age of everyone who lives with you in your household. Please enter age in years

Main tenant	<input type="text"/>
Partner	<input type="text"/>
Person 3	<input type="text"/>
Person 4	<input type="text"/>
Person 5	<input type="text"/>
Person 6	<input type="text"/>

46. What is your (and your partners's) ethnic group? Please tick one box in each column

	Main tenant	Partner
White: English / Welsh / Scottish / Northern Irish / British	<input type="checkbox"/>	<input type="checkbox"/>
White: Irish	<input type="checkbox"/>	<input type="checkbox"/>
White: Gypsy or Irish Traveler	<input type="checkbox"/>	<input type="checkbox"/>
Any other White background	<input type="checkbox"/>	<input type="checkbox"/>
Mixed: White and Black Caribbean	<input type="checkbox"/>	<input type="checkbox"/>
Mixed: White and Black African	<input type="checkbox"/>	<input type="checkbox"/>
Mixed: White and Asian	<input type="checkbox"/>	<input type="checkbox"/>
Any other Mixed / multiple ethnic background	<input type="checkbox"/>	<input type="checkbox"/>
Asian/Asian British: Indian	<input type="checkbox"/>	<input type="checkbox"/>
Asian/Asian British: Pakistani	<input type="checkbox"/>	<input type="checkbox"/>
Asian/Asian British: Bangladeshi	<input type="checkbox"/>	<input type="checkbox"/>
Asian/Asian British: Chinese	<input type="checkbox"/>	<input type="checkbox"/>
Any other Asian background	<input type="checkbox"/>	<input type="checkbox"/>
Black/Black British: African	<input type="checkbox"/>	<input type="checkbox"/>
Black/Black British: Caribbean	<input type="checkbox"/>	<input type="checkbox"/>
Any other Black / African / Caribbean background	<input type="checkbox"/>	<input type="checkbox"/>
Arab	<input type="checkbox"/>	<input type="checkbox"/>
Any other ethnic group	<input type="checkbox"/>	<input type="checkbox"/>

47. Are you or any household member's day-to-day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months? Please tick one box only

Yes, limited a lot	<input type="checkbox"/>
Yes, limited a little	<input type="checkbox"/>
No	<input type="checkbox"/>

48. If there was one thing Camden Council could do to improve its service what would it be?

**THANK YOU FOR TAKING PART IN THIS SURVEY.
PLEASE RETURN YOUR COMPLETED FORM IN THE ENVELOPE PROVIDED BY 16TH DECEMBER 2013.**

