



# London Borough of Havering

## Tenant Satisfaction Measures Survey Report

2023/24

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## Executive Summary

London Borough of Havering commissioned Housemark to carry out a Tenant Satisfaction Measures (TSMs) survey based on 600 respondents during 2023/24. This report presents findings based on those responses in line with the regulatory Tenant Satisfaction Measures (TSMs) and the Market Research Society Code of Conduct.

The following key points can be noted:

- **Overall satisfaction (TP01):** This measure is often used as the main headline measure of service performance. In the survey, the London Borough of Havering achieved a score of **63.8%**.
- **Highest scoring TSMs:** The top scoring Tenant Satisfaction Measures were identified as:
  - I. **TP08: 77.3%** - Proportion of respondents who report that they are satisfied with being treated fairly and with respect.
  - II. **TP05: 77.1%** - Proportion of respondents who report that they are satisfied that their home is safe.
  - III. **TP04: 66.2%** - Proportion of respondents who report that they are satisfied their home is well maintained.
- **Lowest scoring TSMs / high dissatisfaction: TP09: 24.6%** - Proportion of residents that are satisfied with the approach to complaint handling.
- **Benchmarking:** When benchmarking overall satisfaction, this suggests an 8.5% negative difference in overall satisfaction between the London Borough of Havering and the mid-term 23/24 median score.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving satisfaction in the London Borough of Havering are listening to views and acting upon them (TP06), having a home that is well maintained (TP04), and treating tenants fairly and with respect (TP08).

**Conclusions:** Based on findings for the London Borough of Havering TSM survey, this report suggests that whilst there are elements which will be encouraging (e.g. treating tenants fairly and with respect), there is room for improvement. Focussing upon the key satisfaction drivers will help increase satisfaction for the majority of tenants over time, whilst consideration should also be given to areas of low satisfaction (specifically complaint handling).

## 1. Summary of TSM Perception Survey Results

Figure 1: Summary of TSM satisfaction results (n=600)

Measure	TSM scores
<b>TP01:</b> Proportion of respondents who report that they are satisfied with the overall service from London Borough of Havering.	63.8%
<b>TP02:</b> Proportion of respondents who report that they are satisfied with the overall repairs service from London Borough of Havering over the last 12 months	64.2%
<b>TP03:</b> Proportion of respondents who report that they are satisfied with the time taken to complete their most recent repair after they reported it	63.2%
<b>TP04:</b> Proportion of respondents who report that they are satisfied that London Borough of Havering provides a home that is well maintained	66.2%
<b>TP05:</b> Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied that London Borough of Havering provides a home that is safe	77.1%
<b>TP06:</b> Proportion of respondents who report that they are satisfied with London Borough of Havering listening to their views and acting upon them	58.6%
<b>TP07:</b> Proportion of respondents who report that they are satisfied with London Borough of Havering keeping them informed about things that matter to them	59.4%
<b>TP08:</b> Proportion of respondents who report that they agree with the statement: "London Borough of Havering treats me fairly and with respect"	77.3%
<b>TP09:</b> Proportion of respondents who report that they are satisfied with London Borough of Havering's approach to complaints handling	24.6%
<b>TP10:</b> Proportion of respondents who report that they are satisfied London Borough of Havering keeps communal areas clean and well maintained	65.5%
<b>TP11:</b> Proportion of respondents who report that they are satisfied London Borough of Havering make a positive contribution to their neighbourhood	50.0%
<b>TP12:</b> Proportion of respondents who report that they are satisfied with London Borough of Havering's approach to handling anti-social behaviour	51.3%

## 2. Overview of the survey approach and representativeness

An overview of the survey approach is outlined in Figure 2 below, whilst the representativeness of the survey is shown over the page.

Figure 2: Overview of the survey approach

Feedback services provider (collecting, generating, and validating the reported perception measures)	Independent Research Company: Service Insights Ltd
Survey fieldwork date	January 2024 (for 2023/24)
Total surveyable population	7931
Total sample size achieved (total number of responses)	600
Statistical confidence required and achieved	±4% is required overall for 2023/24. This report achieved ±3.85%.
Reasons for any failure to meet the required sample size	Not applicable
Collection method	100% telephone surveys
Type and amount of any incentives offered	None
Sampling method	Randomised sample through MS Excel randomisation.
Number of tenant households within the relevant population that have not been included in the sample	N/A
Summary of representativeness of the sample against the relevant tenant population	As the tenant survey responses were considered to be representative of the wider tenant population, weighting was not required (Figures 3 to 7).
Any weighting applied	Weighting was not required for this report.
Questions asked	12 regulatory TSM questions 5 additional questions, including one open/free text response.
Any other methodological issues likely to have a material impact on the tenant perception measures reported	None

Figure 3: Representativeness by age

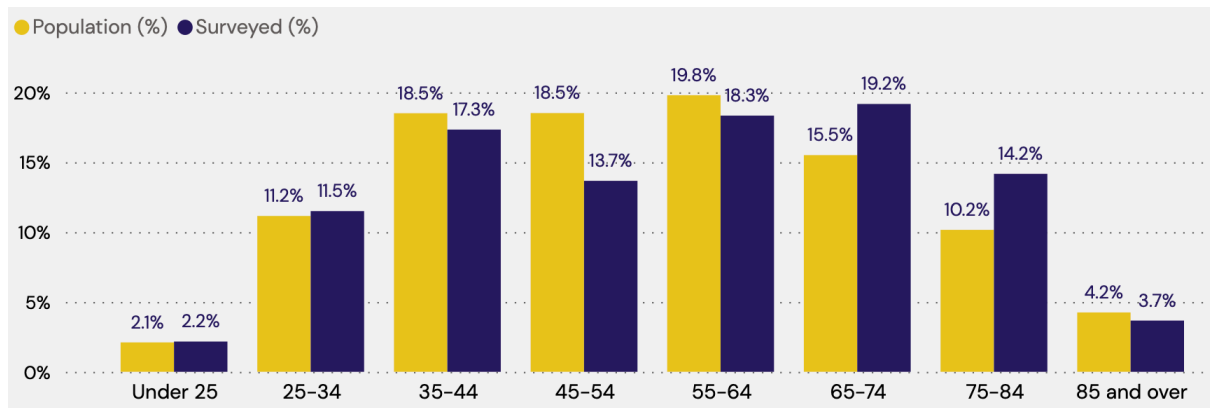


Figure 4: Representativeness by ethnicity

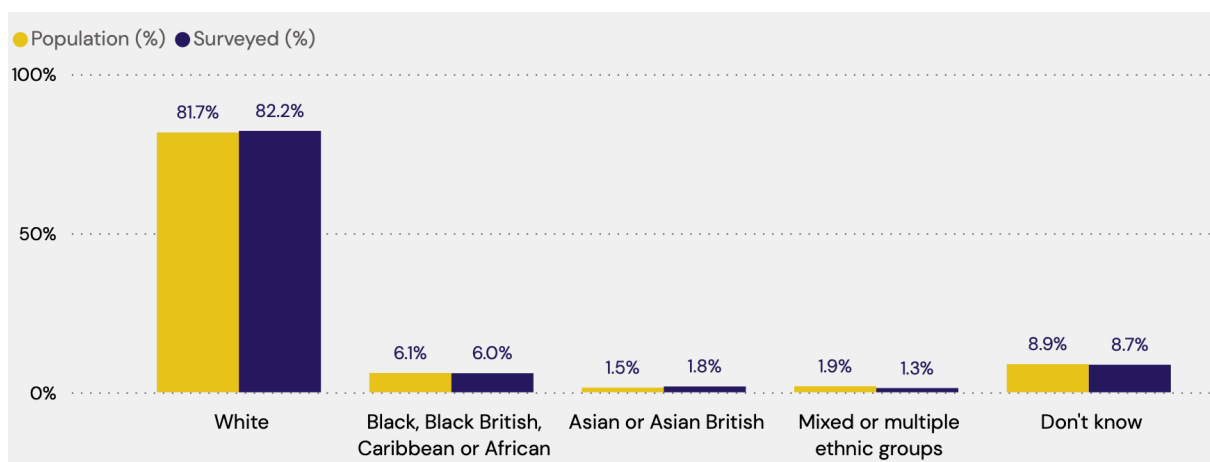


Figure 5: Representativeness by Ward

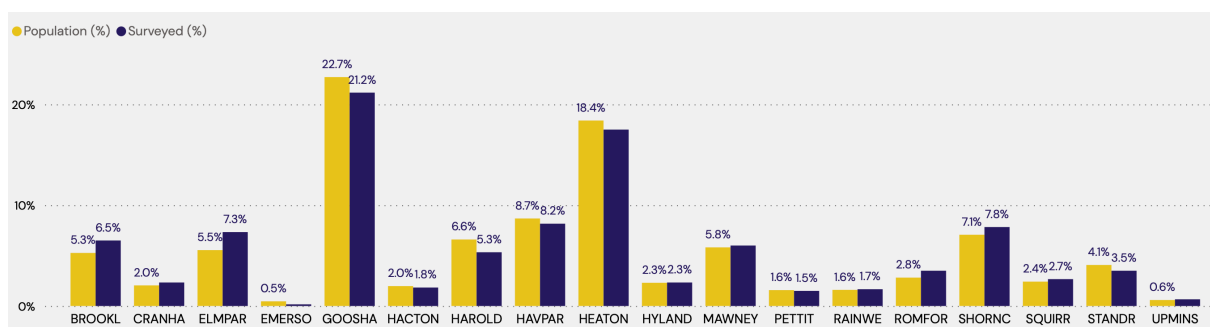


Figure 6: Representativeness by property type

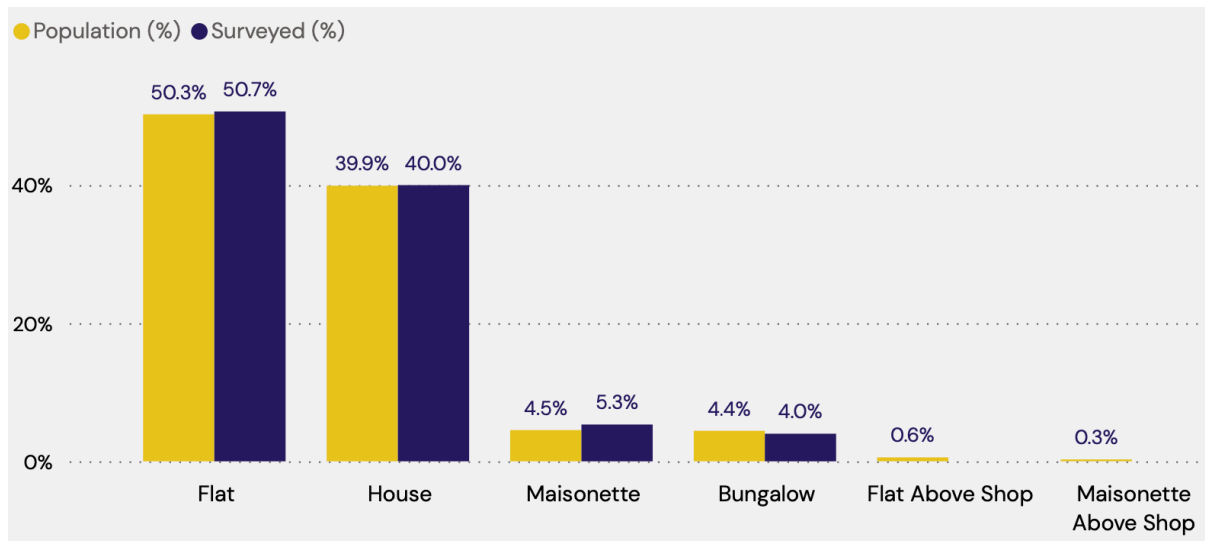
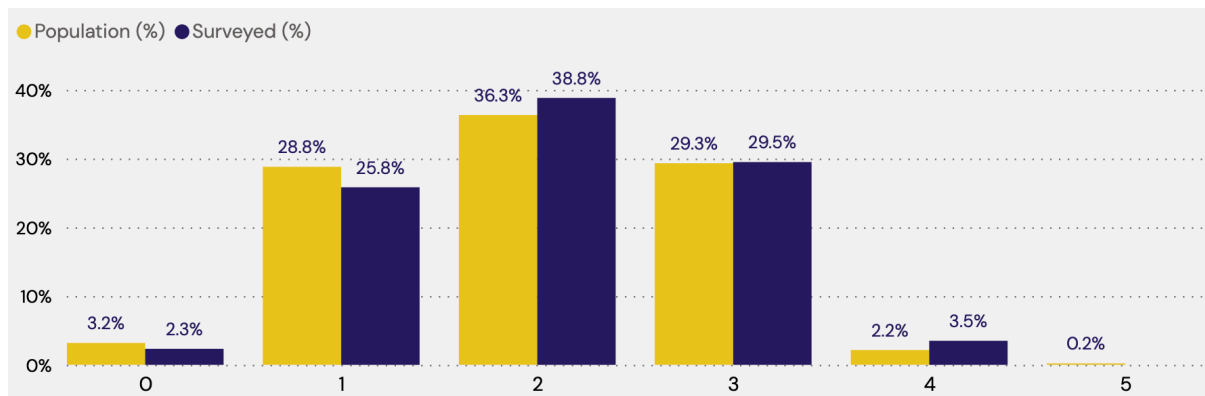


Figure 7: Representativeness by number of bedrooms





### 3. Results

**NOTE:** This report presents detailed scores to one decimal place. Please note that percentage scores may not always add up to 100%. For example, three equal responses would give percentages of 33.3% each, giving 99.9%.

#### 3.1. Overall satisfaction [TP01]

Overall satisfaction is often seen as the key measure of service performance, as perceived by residents in receipt of services provided. Residents were asked, “*Taking everything into account, how satisfied or dissatisfied are you with the housing services provided by London Borough of Havering?*”. Figures 8 and 9 show that **a total of 63.8% (383 respondents) were satisfied**, compared to a total of 17.0% (102 respondents) who were dissatisfied, and a further 19.2% (115 respondents) who were neither satisfied nor dissatisfied.

Additionally, sub-group analysis for overall satisfaction can be seen in Appendix 1 at the end of the report.

Figure 8: Overall satisfaction (n=600)

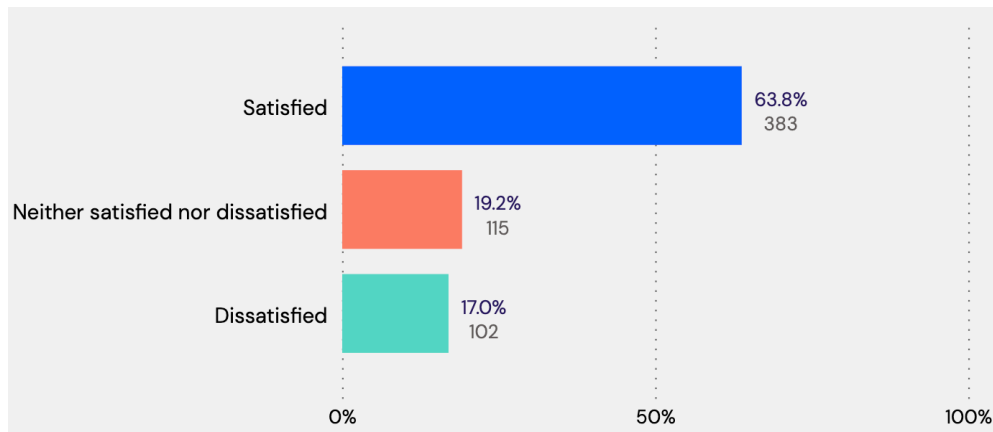
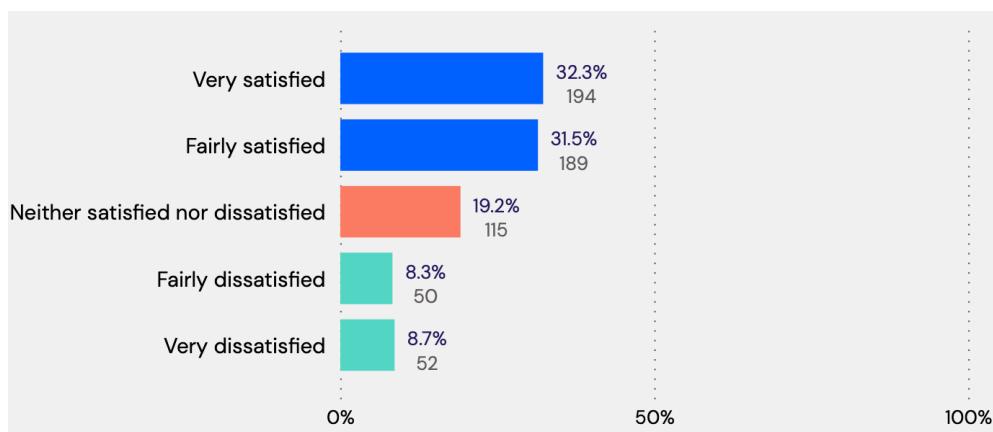


Figure 9: Individual response categories (n=600)



### 3.2. Satisfaction with repairs [TP02]

Residents were asked, “*Has London Borough of Havering carried out a repair to your home in the last 12 months?*”. A total of 64.8% (386 respondents) stated ‘Yes’ compared to 35.2% (210 respondents) who stated ‘No’.

Those who stated ‘Yes’ were then asked, “*How satisfied or dissatisfied are you with the overall repairs service from London Borough of Havering over the last 12 months?*”. Figures 10 and 11 show that **a total of 64.2% (246 respondents) were satisfied**, compared to a total of 22.5% (86 respondents) dissatisfied, and a further 13.3% (51 respondents) who were neither satisfied nor dissatisfied.

Figure 10: Satisfaction with the repairs service received in the last 12 months (n=383)

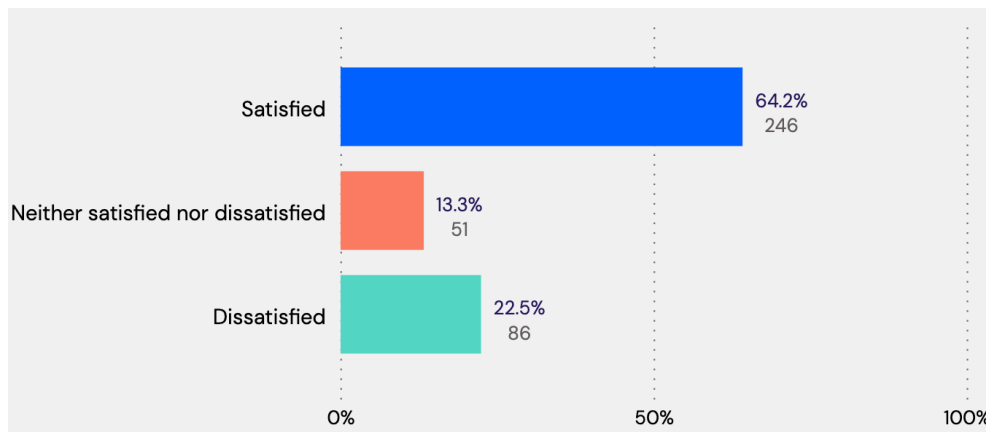
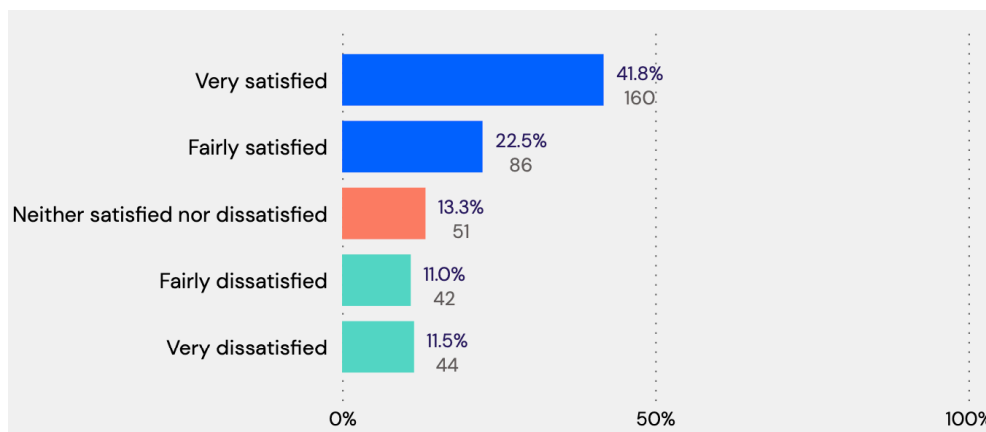


Figure 11: Individual response categories (n=383)



### 3.3. Satisfaction with the time taken to complete the most recent repair [TP03]

Of those residents who previously stated they had a repair carried out to their home in the last 12 months, residents were then asked, “How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?”.

Figures 12 and 13 show that **a total of 63.2% (242 respondents) were satisfied**, compared to a total of 25.6% (98 respondents) dissatisfied, and a further 11.2% (43 respondents) who were neither satisfied nor dissatisfied.

Figure 12: Satisfaction with the time taken to complete the most recent repair (n=383)

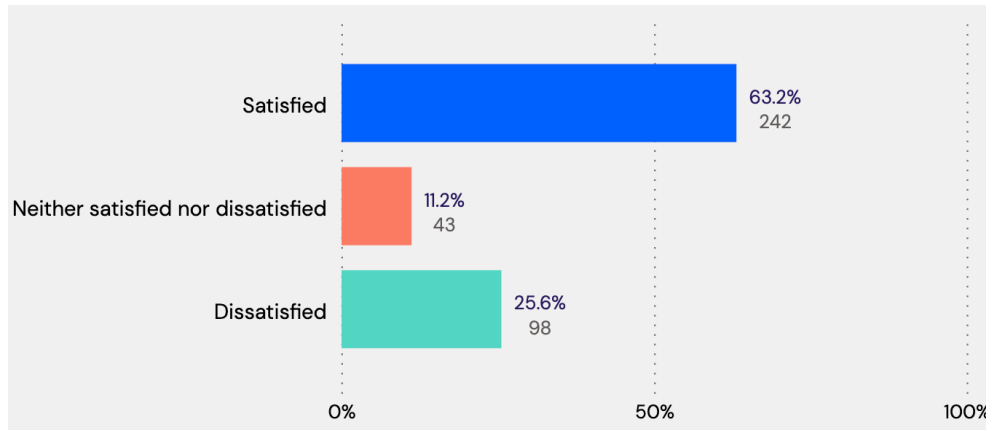
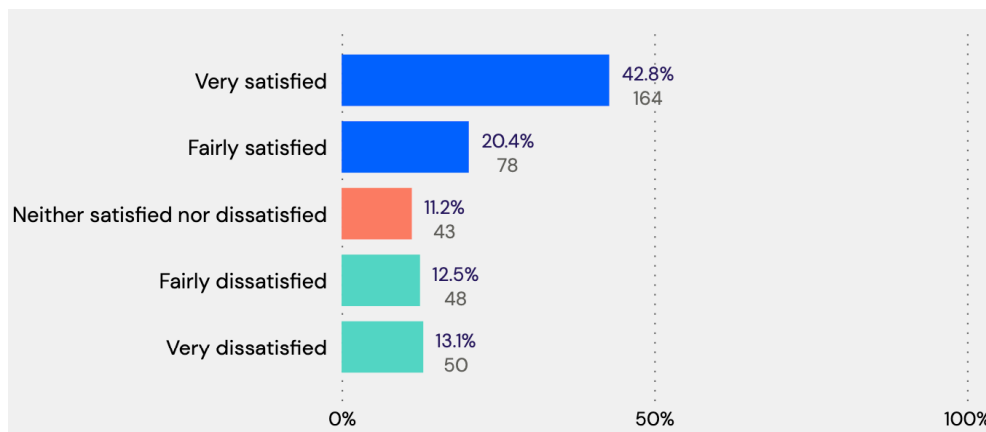


Figure 13: Individual response categories (n=383)



### 3.4. Satisfaction with the home being well maintained [TP04]

Residents were asked, “How satisfied or dissatisfied are you that London Borough of Havering provides a home that is well maintained?”.

Figures 14 and 15 show that **a total of 66.2% (390 respondents) were satisfied**, compared to 19.5% (115 respondents) dissatisfied, and a further 14.3% (84 respondents) who were neither satisfied nor dissatisfied.

Figure 14: Satisfaction that the home is well maintained (n=589)

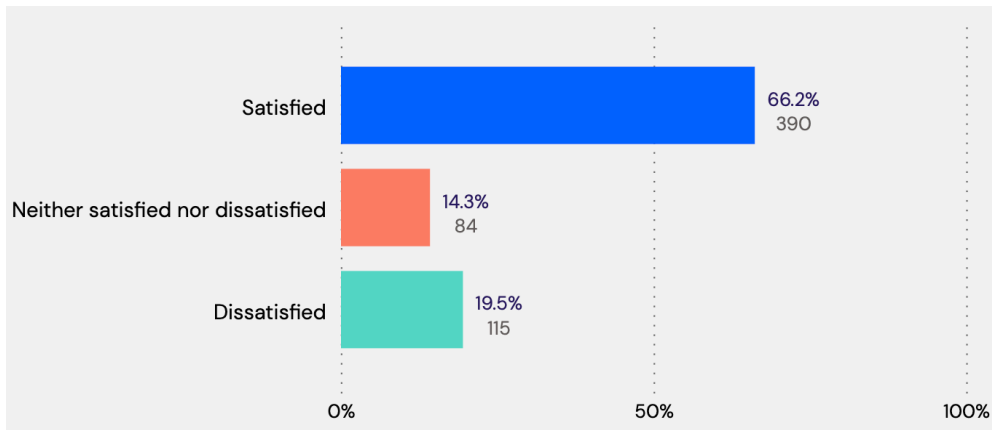
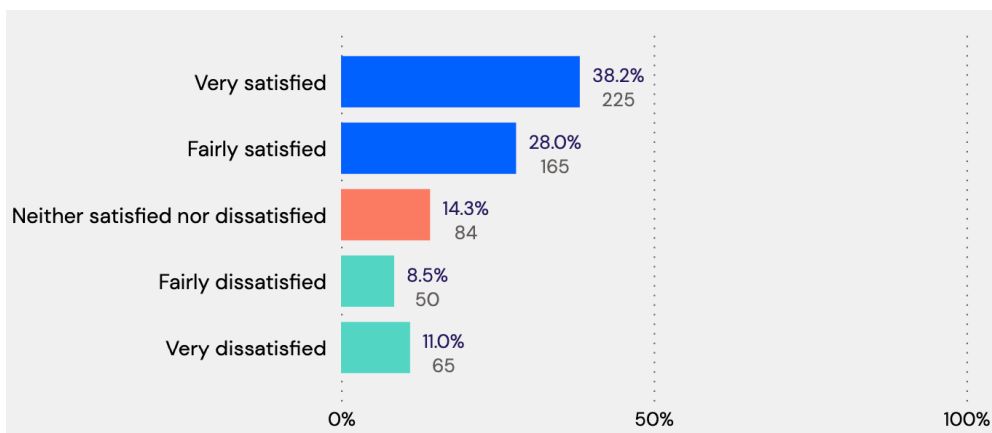


Figure 15: Individual response categories (n=589)



### 3.5. Satisfaction with the safety of the home [TP05]

Residents were asked, “Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the London Borough of Havering provides a home that is safe?”

Figures 16 and 17 show that **a total of 77.1% (449 respondents) were satisfied**, compared to a total of 14.1% (82 respondents) dissatisfied, and a further 8.8% (51 respondents) who were neither satisfied nor dissatisfied.

Figure 16: Satisfaction with the safety of the home (n=582)

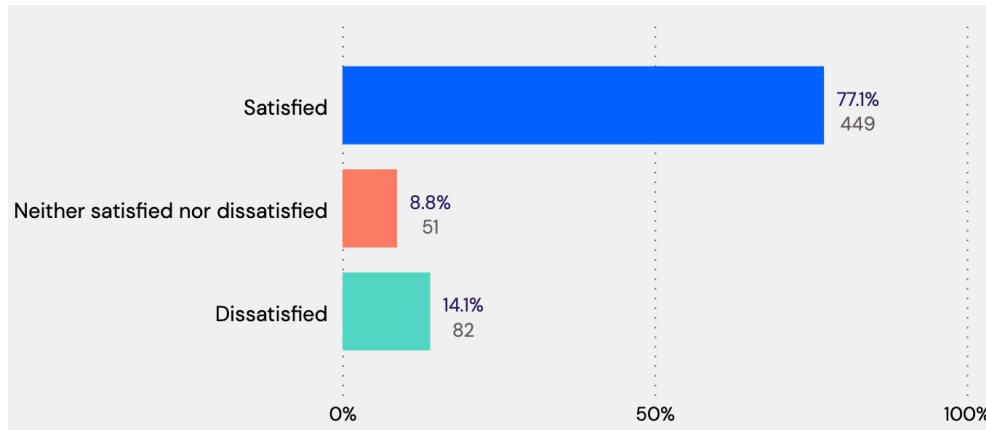
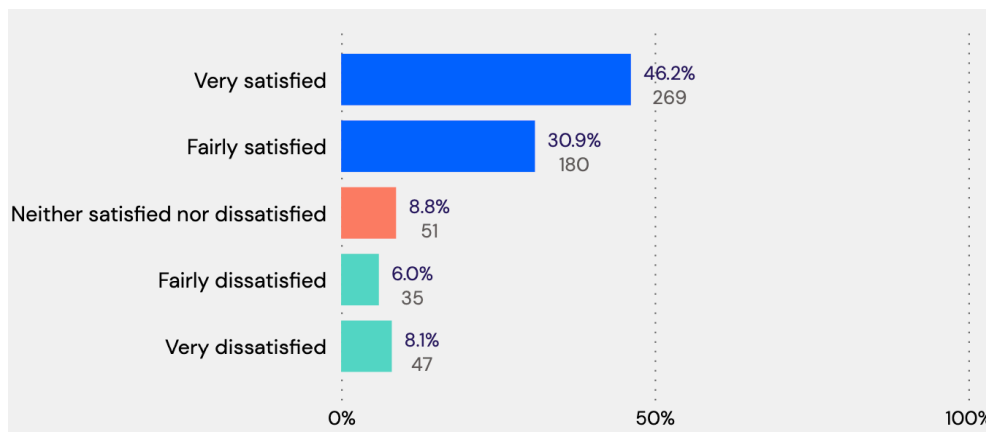


Figure 17: Individual response categories (n=582)



### 3.6. Satisfaction with listening to tenant views and acting upon them [TP06]

Residents were asked, “How satisfied or dissatisfied are you that London Borough of Havering listens to your views and acts upon them?”.

Figure 18 and 19 show that **a total of 58.6% (318 respondents) were satisfied**, compared to 24.1% (131 respondents) dissatisfied, and a further 17.3% (94 respondents) who were neither satisfied nor dissatisfied.

Figure 18: Satisfaction with listening to tenant views and acting upon them (n=543)

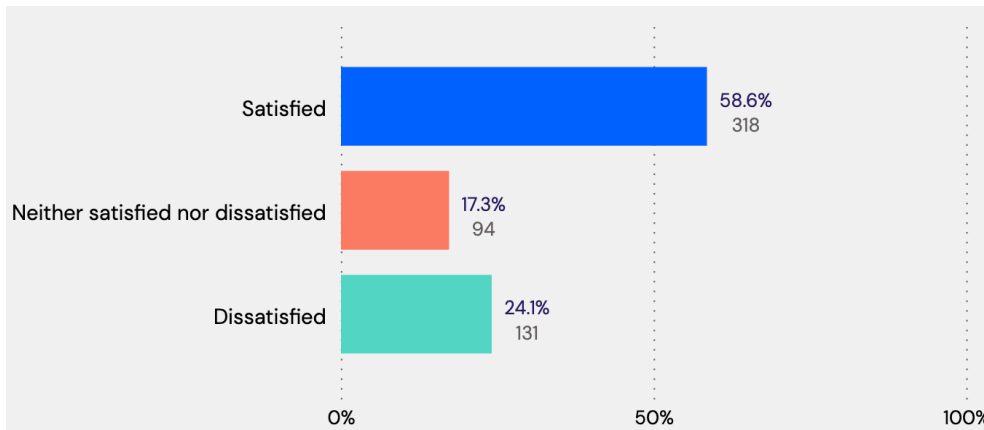
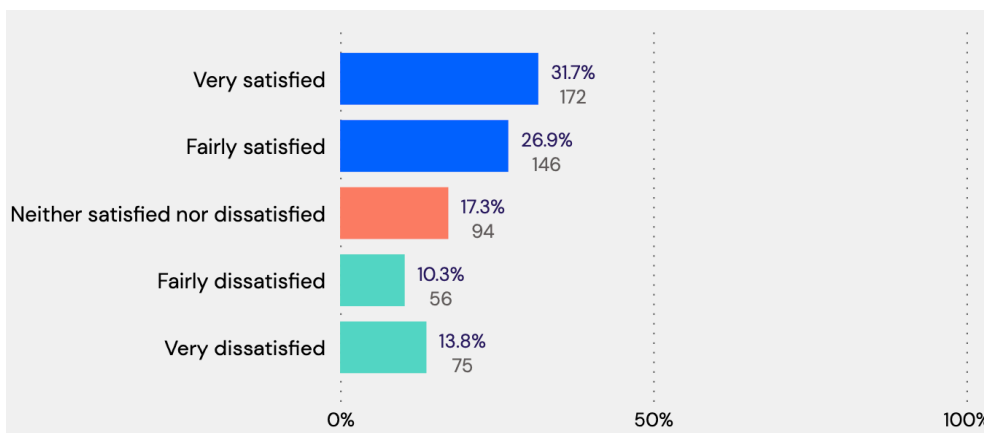


Figure 19: Individual response categories (n=543)



### 3.7. Satisfaction with keeping residents informed about things that matter to them [TP07]

Residents were asked, “How satisfied or dissatisfied are you that London Borough of Havering service keeps you informed about things that matter to you?”.

Figures 20 and 21 show that **a total of 59.4% (335 respondents) were satisfied**, compared to a total of 24.1% (136 respondents) dissatisfied, and a further 16.5% (93 respondents) who were neither satisfied nor dissatisfied.

Figure 20: Satisfaction with keeping residents informed about things that matter to them (n=564)

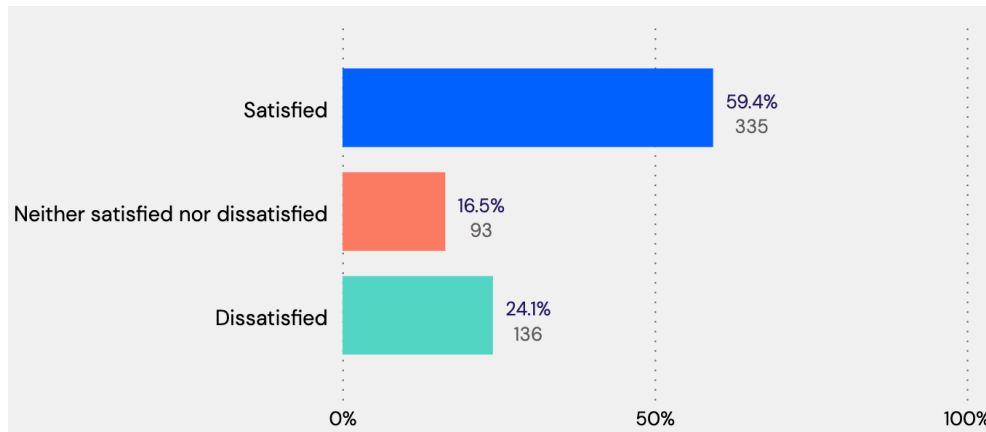
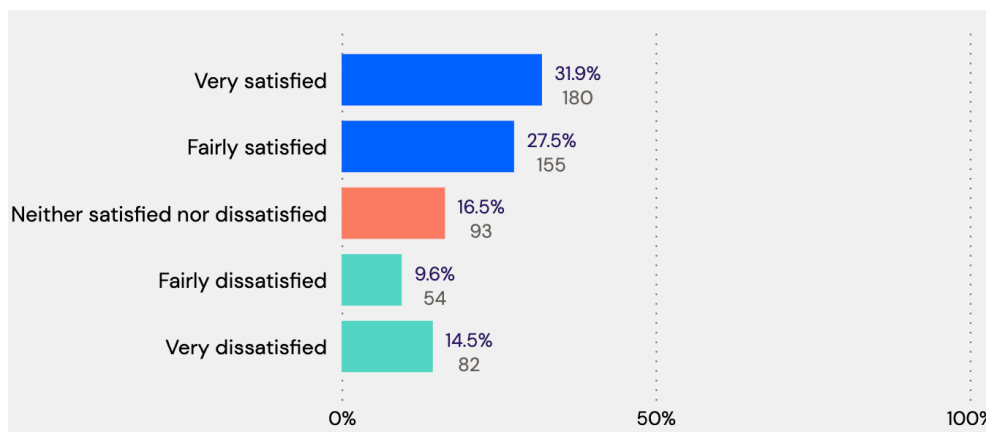


Figure 21: Individual response categories (n=564)



### 3.8. Agreement that the landlord treats residents fairly and with respect [TP08]

Residents were asked, “To what extent do you agree or disagree with the following: “London Borough of Havering treats me fairly and with respect?”.

Figures 22 and 23 show that **a total of 77.3% (439 respondents) agreed**, compared to a total of 11.6% (66 respondents) who disagreed, and a further 11.1% (63 respondents) who neither agreed nor disagreed.

Figure 22: Agreement that the landlord treats residents fairly and with respect (n=568)

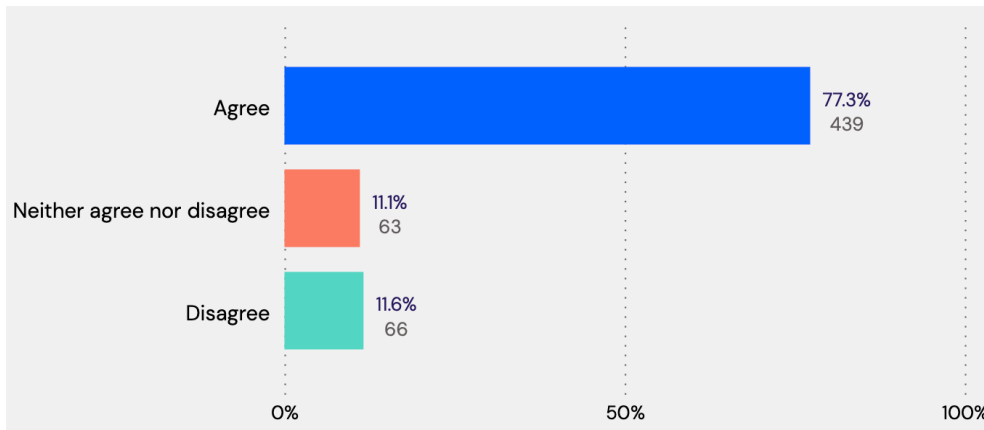
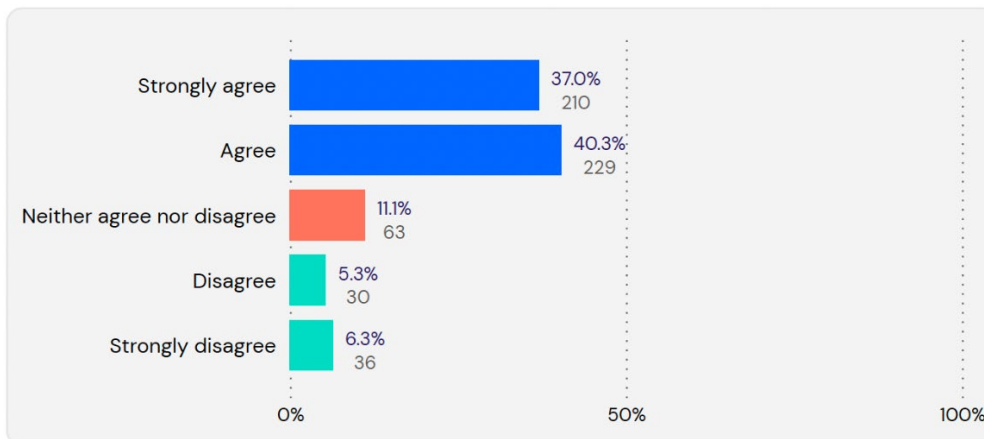


Figure 23: Individual response categories (n=568)





### 3.9. Satisfaction with the landlord’s approach to handling complaints [TP09]

Residents were asked, “*Have you made a complaint to London Borough of Havering in the last 12 months?*”. A total of 23.7% (142 respondents) stated ‘Yes’ compared to 74.3% (446 respondents) who stated ‘No’ (a further 2.0% did not answer this question).

Those who stated ‘Yes’ were then asked, “*How satisfied or dissatisfied are you with London Borough of Havering’s approach to complaints handling?*”.

Figures 24 and 25 show that **a total of 24.6% (34 respondents) were satisfied**, compared to a total of 63.0% (87 respondents) dissatisfied, and a further 12.3% (17 respondents) who were neither satisfied nor dissatisfied.

Figure 24: Satisfaction with the landlord’s approach to handling complaints (n=138)

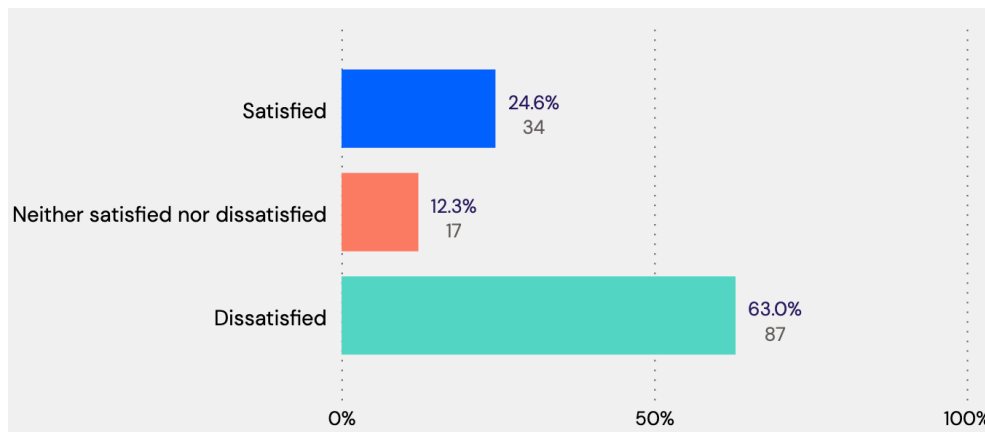
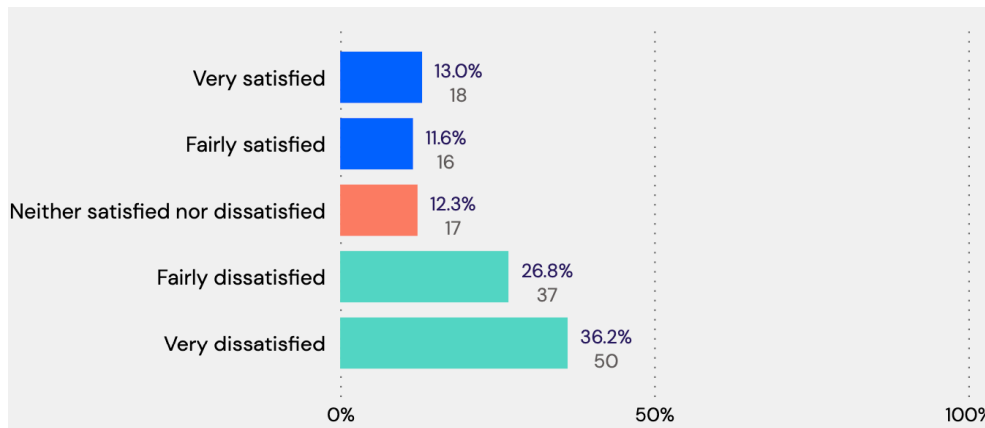


Figure 25: Individual response categories (n=138)



### 3.10. Satisfaction that the landlord keeps communal areas clean and well maintained [TP10]

Residents were asked, “Do you live in a building with communal areas, either inside or outside, that the London Borough of Havering is responsible for maintaining?”. A total of 46.8% (281 respondents) stated ‘Yes’ compared to 48.5% (291 respondents) who stated ‘No’. a further 4.7% (28 respondents) stated they did not know.

Those who stated ‘Yes’ were then asked, “How satisfied or dissatisfied are you that London Borough of Havering keeps these communal areas clean and well maintained?”.

Figures 26 and 27 show that **a total of 65.5% (184 respondents) were satisfied**, compared to a total of 20.6% (58 respondents) dissatisfied, and a further 13.9% (39 respondents) who were neither satisfied nor dissatisfied.

Figure 26: Satisfaction that the landlord keeps communal areas clean and well maintained (n=281)

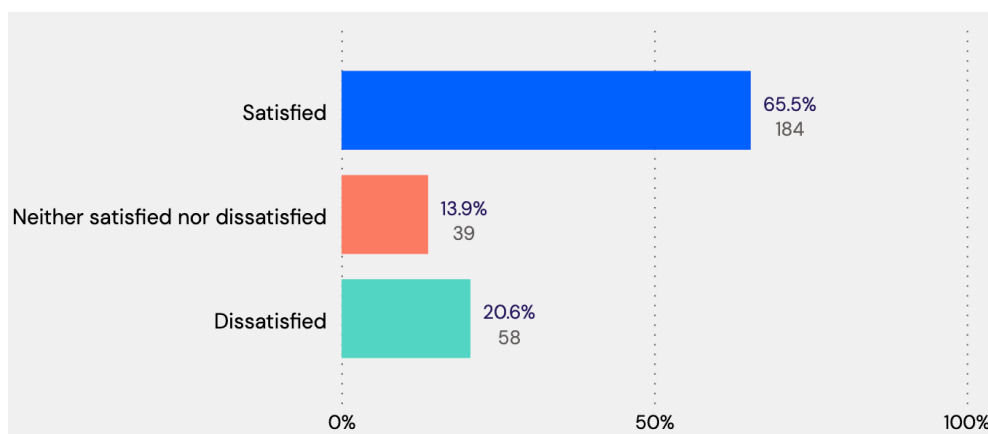
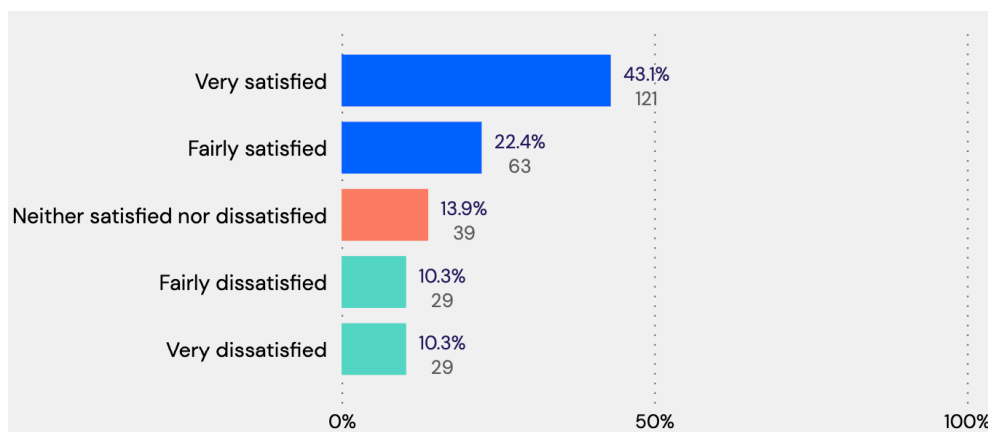


Figure 27: Individual response categories (n=281)



### 3.11. Satisfaction that the landlord makes a positive contribution to neighbourhoods [TP11]

Residents were asked, “How satisfied or dissatisfied are you that London Borough of Havering make a positive contribution to your neighbourhood?”.

Figures 28 and 29 show that **a total of 50.0% (261 respondents) were satisfied**, compared to a total of 17.4% (91 respondents) dissatisfied, and a further 32.6% (170 respondents) who were neither satisfied nor dissatisfied.

Figure 28: Satisfaction that the landlord makes a positive contribution to neighbourhoods (n=522)

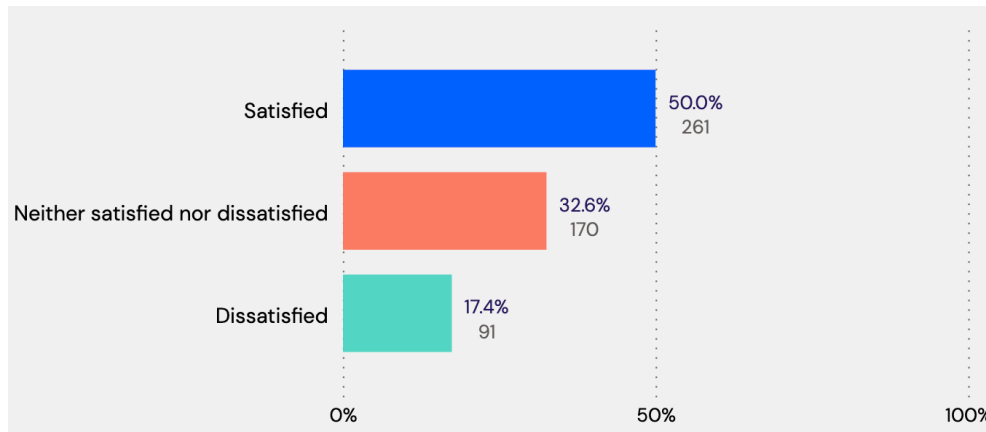
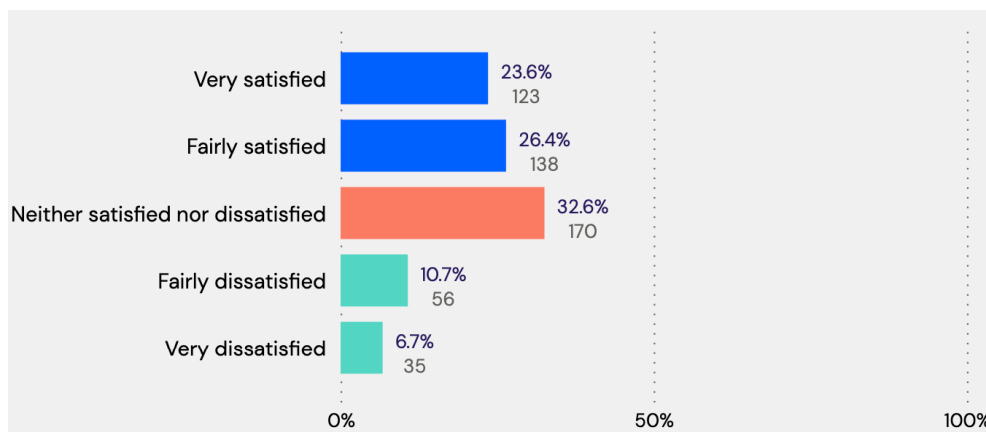


Figure 29: Individual response categories (n=522)



### 3.12. Satisfaction with the landlord’s approach to handling anti-social behaviour [TP12]

Residents were asked, “How satisfied or dissatisfied are you with London Borough of Havering’s approach to handling anti-social behaviour?”.

Figures 30 and 31 show that **a total of 51.3% (154 respondents) were satisfied**, compared to a total of 34.3% (103 respondents) dissatisfied, and a further 14.3% (43 respondents) who were neither satisfied nor dissatisfied.

Figure 30: Satisfaction with the landlord’s approach to handling anti-social behaviour (n=300)

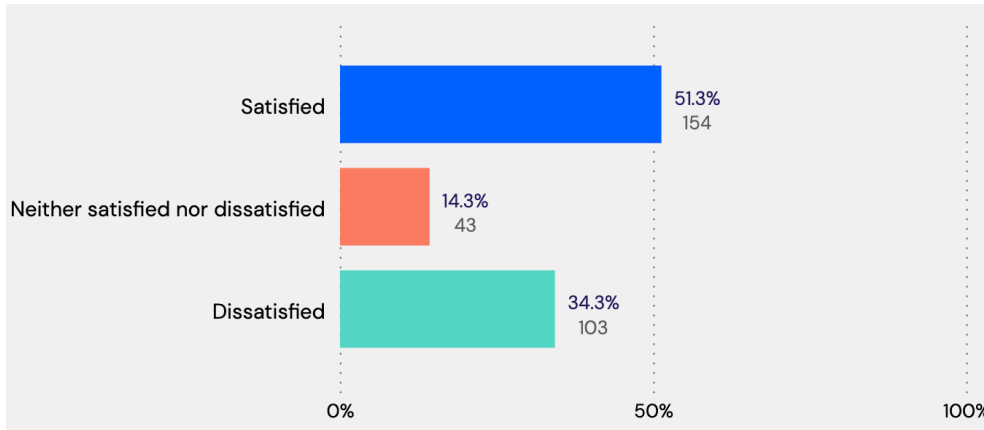
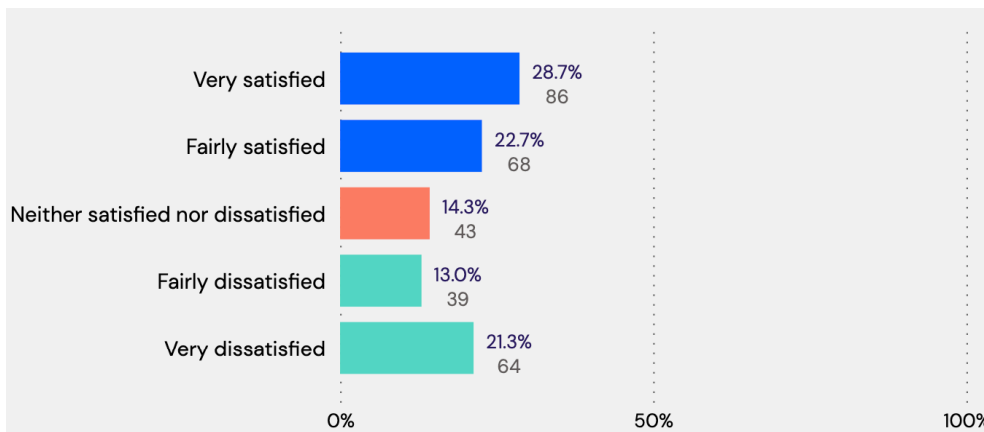


Figure 31: Individual response categories (n=300)



## 4. Further Analysis

### 4.1. Key driver analysis of TSMs

Customer satisfaction can provide great insight into residents' perspectives and their experiences with services. Key driver analysis takes this insight a step further by exploring the relationships between different aspects of service to better understand what most influences overall customer satisfaction.

When exploring the question of 'what influences overall satisfaction?' this can be achieved by undertaking a correlation analysis (known as a Pearson's  $r$ ) of the relationship between overall satisfaction and each of the other core variables in the survey. The correlation will determine a value between +1 and -1, whereby the closer to +1 or -1 the value is, the larger the actual relationship or effect is (positively or negatively).

In statistics, it is generally accepted that the following scale can be used to estimate the effect size:

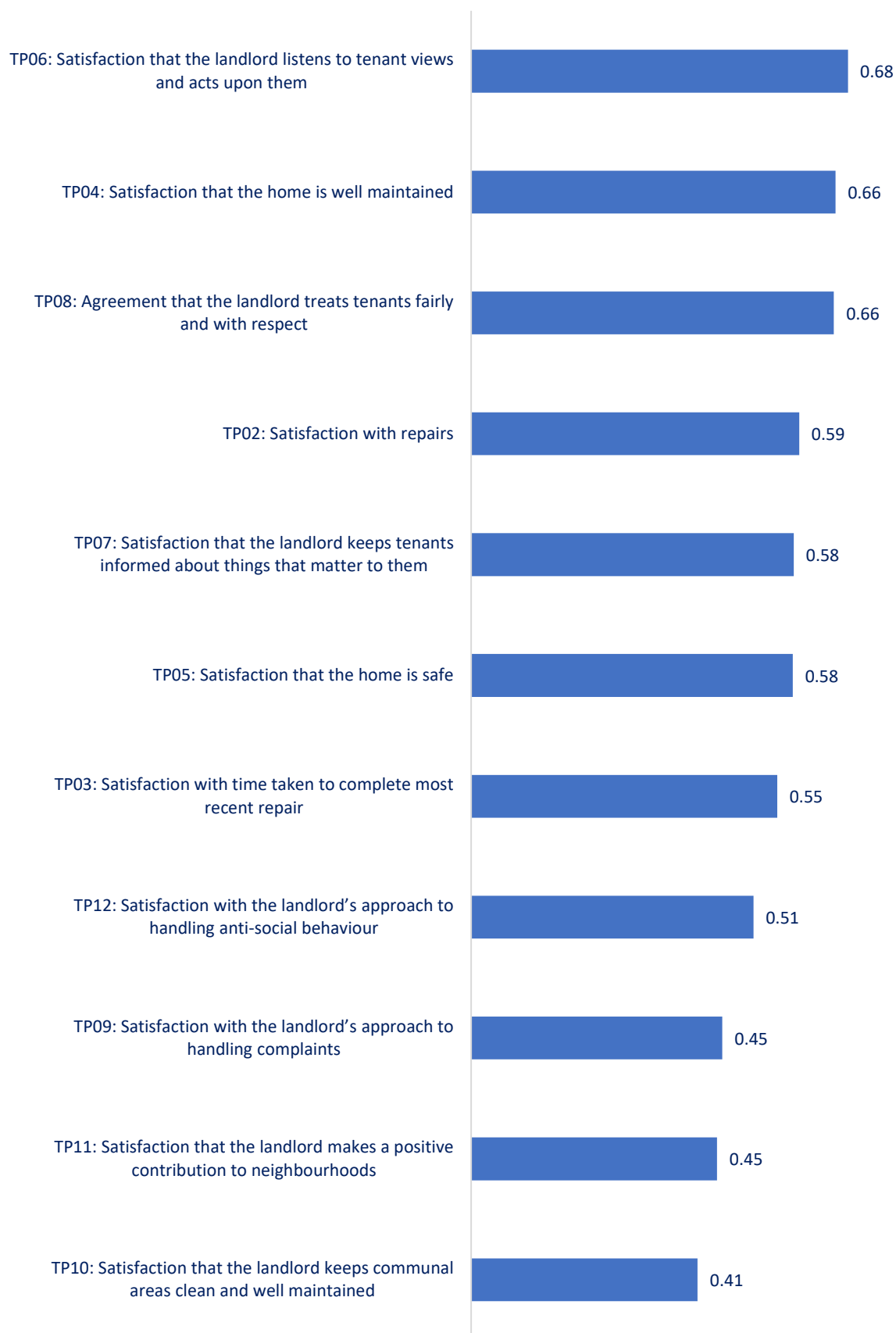
If  $r = +/- .5$  it has a large effect  
If  $r = +/- .3$  it has a medium effect  
If  $r = +/- .1$  it has a small effect

When looking at the key driver results for the London Borough of Havering (Figure 32, seen over the page), it is firstly worth noting that all the items demonstrate a positive influence on overall satisfaction.

Secondly, when considering the three highest ranking TSM items (i.e. those services or elements of service which reflect the greatest influence on overall satisfaction), this identifies listening to views and acting upon them (TP06), having a home that is well maintained (TP04), and treating tenants fairly and with respect (TP08). Investing time and energy in these areas of service will help drive overall satisfaction for the majority of residents.

Thirdly and finally, whilst complaint handling (TP09) achieved a low satisfaction score, Figure 32 suggests that complaints handling is relatively speaking *not* a strong driver of overall satisfaction compared to other factors. Despite this, complaint handling should still be considered as an essential element of any service offer due to the importance of quickly resolving service failures for residents whilst presenting opportunities to integrate longer term learning for the organisation.

Figure 32: Key driver analysis



## 4.2. Benchmarking

Benchmarking provides additional insight and context for how service performance compares to similar organisations. For the purpose of this report, London Borough of Havering scores have been benchmarked against the most recent TSM survey data available (Figure 33). This indicates an 8.5% negative difference in Overall Satisfaction (TP01) between the London Borough of Havering (63.8%) and the mid-year TSM score (72.3%). Other scores can be noted accordingly.

Figure 33: London Borough of Havering TSM scores benchmarked against 2023 median scores

	Question	England	Peer Group	Outer London Boroughs	Mid Year TSM's	TSM's 23/24
TP01	Overall satisfaction (%)	76.0%	59.0%	64.0%	72.3%	63.8%
TP02	Satisfaction with the repairs service in the last 12 months (%)	76.0%	59.0%	67.0%	74.5%	64.2%
TP03	Satisfaction with the time taken to complete the repair (%)	71.8%	56.3%	65.0%	70.0%	63.2%
TP04	Satisfaction that the home is well maintained (%)	71.1%	57.5%	63.0%	72.2%	66.2%
TP05	Satisfaction that the home is safe (%)	80.9%	64.0%	70.0%	78.7%	77.1%
TP06	Satisfaction that that Landlord listens and acts (%)	64.0%	42.9%	52.0%	61.0%	58.6%
TP07	Satisfaction that the Landlord keeps tenants informed (%)	72.7%	55.8%	69.0%	71.4%	59.4%
TP08	Satisfaction that the Landlord treats tenants fairly and with respect (%)	78.9%	60.9%	69.4%	78.2%	77.3%
TP09	Satisfaction with complaints handling (%)	41.0%	26.3%	26.0%	34.0%	24.6%
TP10	Satisfaction with communal spaces (%)	68.9%	56.3%	63.0%	66.0%	65.5%
TP11	Satisfaction with the contribution to the neighbourhood (%)	63.3%	52.0%	62.0%	64.0%	50.0%
TP12	Satisfaction with anti-social behaviour handling (%)	58.5%	48.0%	60.0%	57.6%	51.3%
Additional question 01	Information provided about when the work would be carried out (%)					70.9%
Additional question 02	Time taken to complete the work (%)					69.1%
Additional question 03	Overall quality of the repair work (%)					73.0%
Additional question 04	Keeping dirt and mess to a minimum (%)					84.2%
Additional question 05	Operatives attitude (%)					84.6%

Please note that benchmarking was unavailable for the additional questions

When considering overall satisfaction over time, it can be seen that scores have been tracking downward over the last five years (Figure 34). Although there are a number of factors that may have influenced this downward trend (Covid, economic downturn, cost of living and energy crisis, etc...), fundamentally landlords are failing to consistently meet the needs of tenants driving overall perceptions of dissatisfaction.

Figure 34: Median overall satisfaction since 2018/19



Finally for this section, consideration can be given to different landlord types (Figure 35), and the comparison against local authorities (68.7%).

Figure 35: Median overall satisfaction by landlord type





### 4.3. Additional Questions: Repairs

Tenants who had indicated they had had a repair completed on their home, in addition to TP02 and TP03, were asked to score satisfaction across five additional factors.

#### 4.3.1. Satisfaction with the information provided about when work would be carried out

Residents were asked, “How satisfied or dissatisfied are you with the information provided about when work would be carried out?”

Figures 36 and 37 show that **a total of 70.9% (249 respondents) were satisfied**, compared to a total of 19.7% (69 respondents) dissatisfied, and a further 9.4% (33 respondents) who were neither satisfied nor dissatisfied.

Figure 36: Satisfaction with the information provided about when the work would be carried out (n=351)

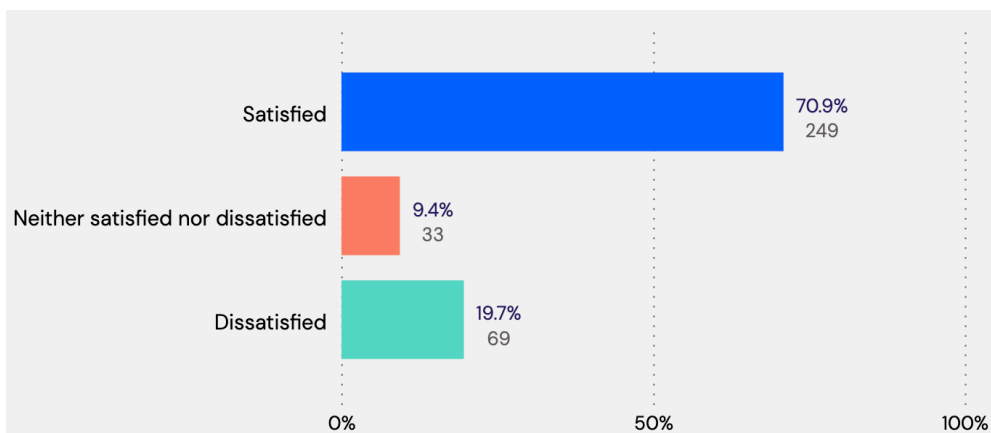
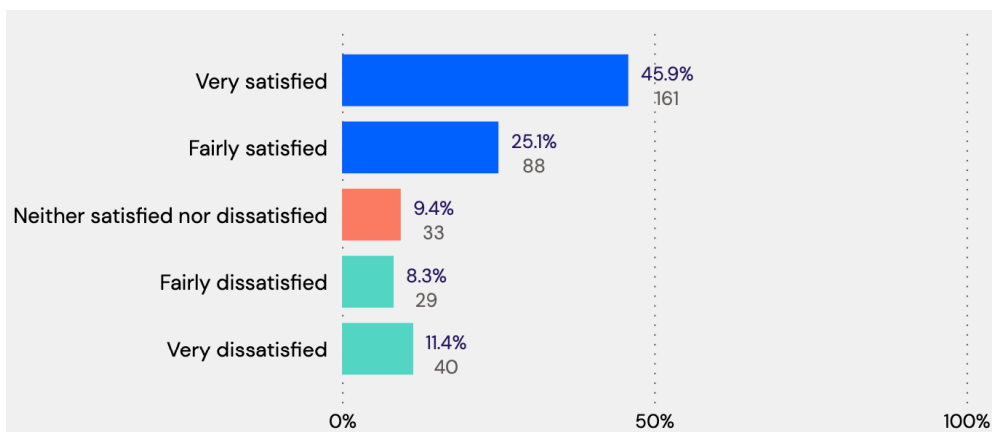


Figure 37: Individual response categories (n=351)



#### 4.3.2. Satisfaction with the time taken to complete the work

Residents were asked, “How satisfied or dissatisfied are you with the time taken to complete the work?”

Figures 38 and 39 show that **a total of 69.1% (242 respondents) were satisfied**, compared to a total of 21.7% (76 respondents) dissatisfied, and a further 9.1% (32 respondents) who were neither satisfied nor dissatisfied.

Figure 38: Satisfaction with the time taken to complete the work (n=350)

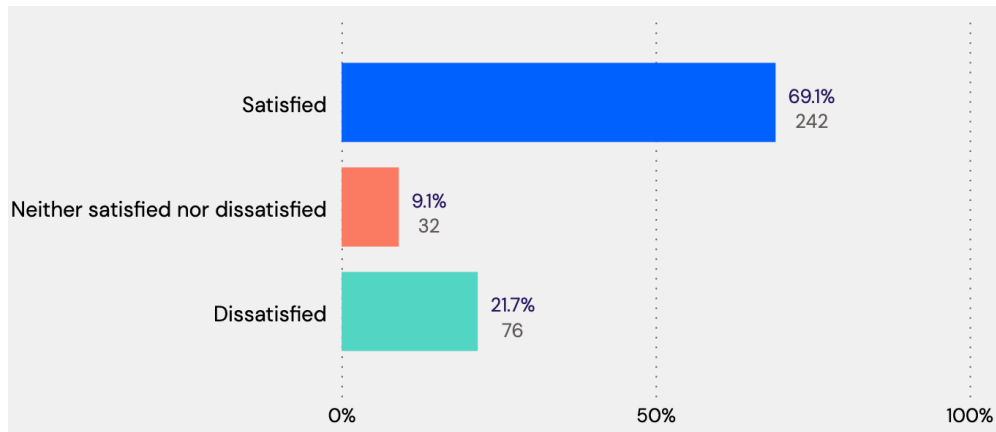
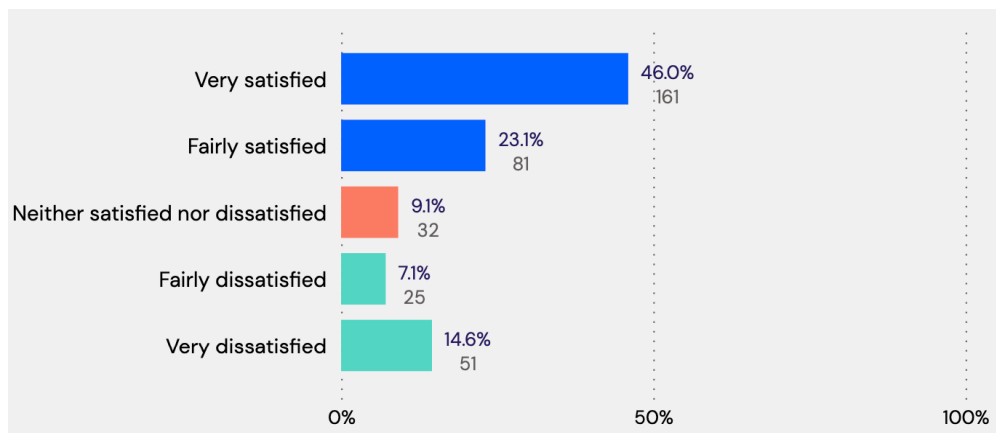


Figure 39: Individual response categories (n=350)



### 4.3.3. Satisfaction with the overall quality of the work

Residents were asked, “How satisfied or dissatisfied are you with the overall quality of the work?”.

Figures 40 and 41 show that **a total of 73.0% (254 respondents) were satisfied**, compared to a total of 19.5% (68 respondents) dissatisfied, and a further 7.5% (26 respondents) who were neither satisfied nor dissatisfied.

Figure 40: Satisfaction with the overall quality of the work (n=348)

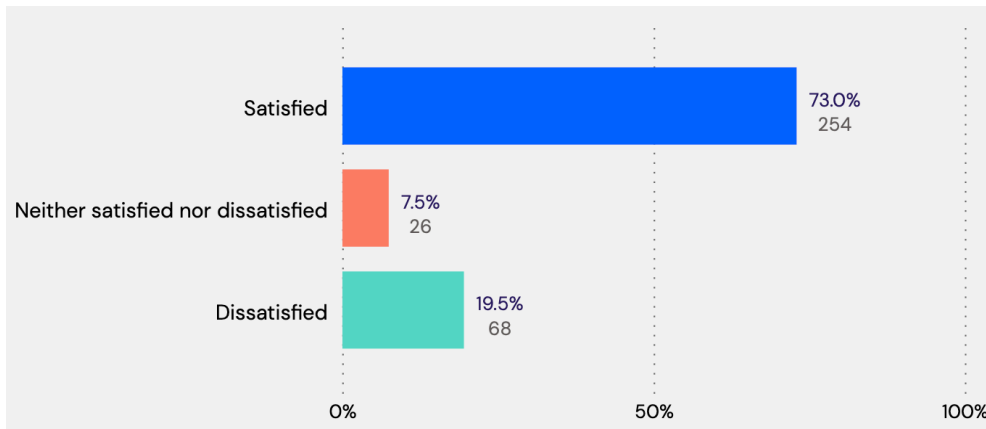
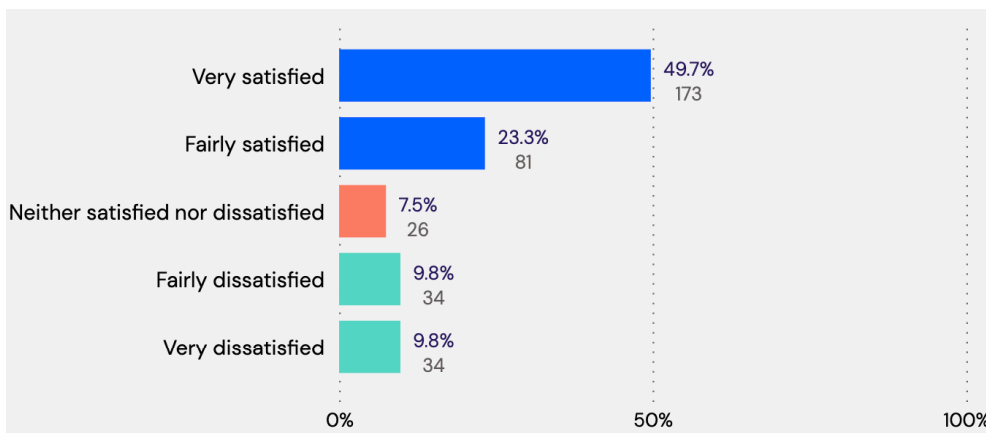


Figure 41: Individual response categories (n=348)



#### 4.3.4. Satisfaction with keeping dirt and mess to a minimum

Residents were asked, “How satisfied or dissatisfied are you with dirt and mess to a minimum?”.

Figures 42 and 43 show that **a total of 84.2% (293 respondents) were satisfied**, compared to a total of 8.9% (31 respondents) dissatisfied, and a further 6.9% (24 respondents) who were neither satisfied nor dissatisfied.

Figure 42: Satisfaction with keeping dirt and mess to a minimum (n=348)

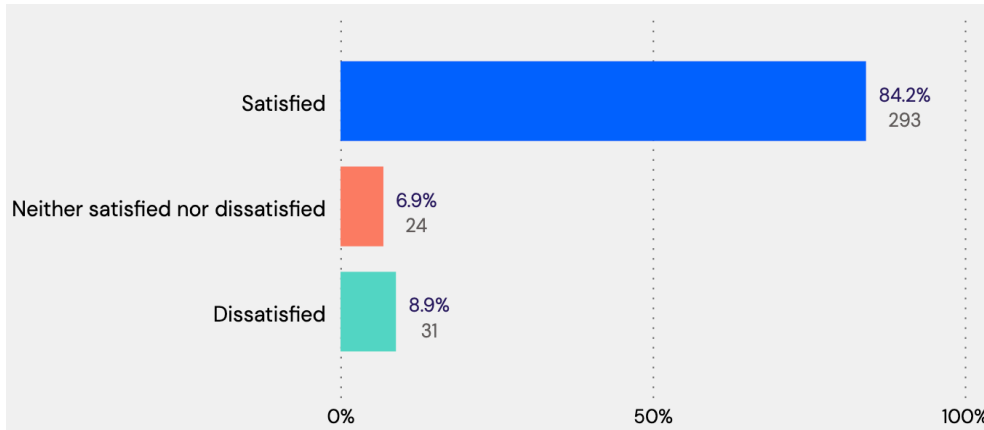
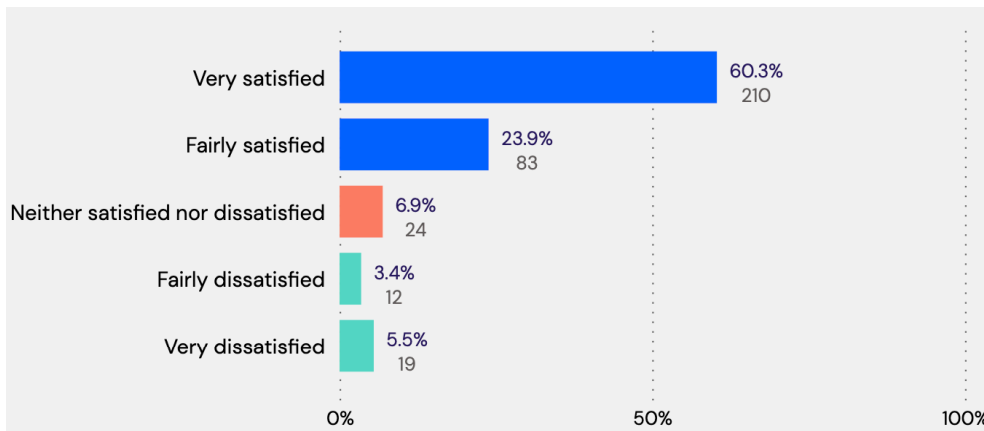


Figure 43: Individual response categories (n=348)



#### 4.3.5. Satisfaction with the operative's attitude

Residents were asked, “How satisfied or dissatisfied are you with the operative's attitude?”.

Figures 44 and 45 show that a **total of 84.6% (297 respondents) were satisfied**, compared to a total of 9.4% (33 respondents) dissatisfied, and a further 6.0% (21 respondents) who were neither satisfied nor dissatisfied.

Figure 44: Satisfaction with the operative's attitude (n=351)

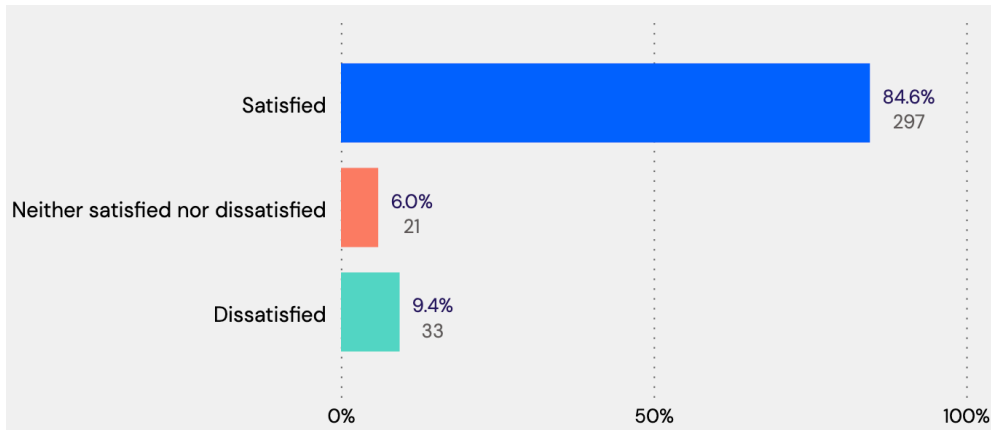
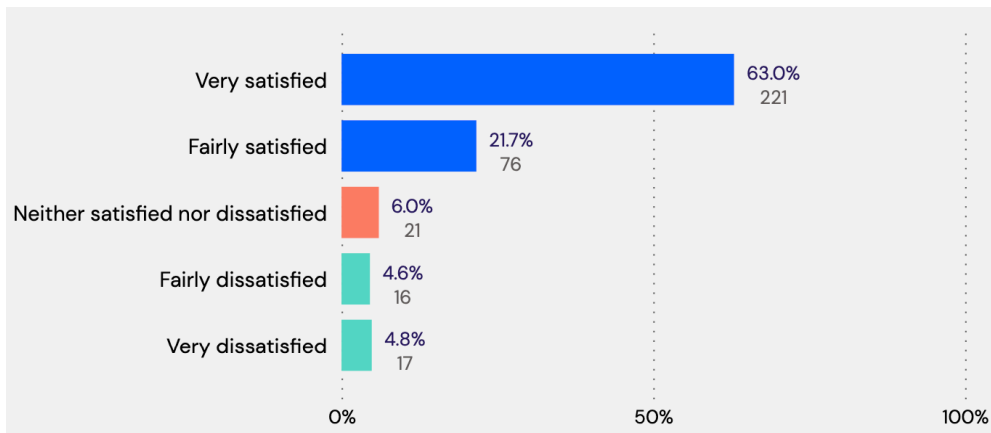


Figure 45: Individual response categories (n=351)



#### 4.4. Additional Question: Awareness of reporting damp and mould

Tenants were asked, “Do you know where to report any issues with Damp & Mould in your home?”. A total of 588 provided an answer, from which 81.9% (480 respondents) stated ‘Yes’, compared to 11.7% (69 respondents) who stated ‘No’, whilst a further 6.6% (39 respondents) stated they did not know.

## 5. Conclusions

This report presents findings based on 600 responses.

Particular aspects to note include the following:

- **Overall satisfaction (TP01):** This measure is often used as the main headline measure of service performance. In the survey, the London Borough of Havering achieved a score of 63.8%.
- **Highest scoring TSMs:** The top scoring Tenant Satisfaction Measures were identified as:
  - I. **TP08: 77.3%** - Proportion of respondents who report that they are satisfied with being treated fairly and with respect.
  - II. **TP05: 77.1%** - Proportion of respondents who report that they are satisfied that their home is safe.
  - III. **TP04: 66.2%** - Proportion of respondents who report that they are satisfied their home is well maintained.
- **Lowest scoring TSMs / high dissatisfaction:** One area reflecting particularly low satisfaction was complaint handling (24.6%).
- **Benchmarking:** When benchmarking against the mid-term 23/24 TSM score (72.3%), this suggests an 8.5% negative difference in overall satisfaction for the London Borough of Havering.
- **Identifying what drives overall satisfaction:** Based on the results, the top three service areas driving satisfaction in the London borough of Havering are listening to views and acting upon them (TP06), having a home that is well maintained (TP04), and treating tenants fairly and with respect (TP08).

Based on all the findings in this report, it can be concluded that there is clearly room for improvement. Focussing upon the key satisfaction drivers will help increase satisfaction for the majority of residents over time, whilst consideration should also be given to areas of low satisfaction.

A top priority for the London Borough of Havering should be the development of a clear action plan based on these findings, and the impact of actions taken should be assessed over time.

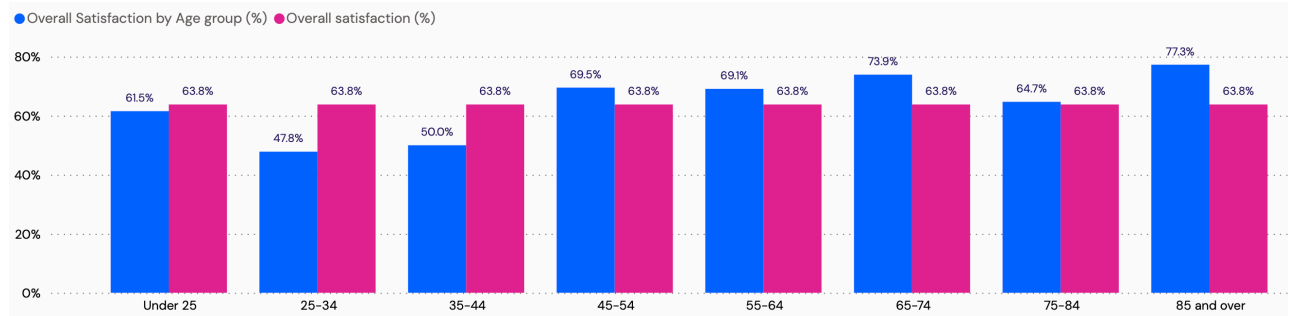
## Appendix 1: Sub-group analysis of overall satisfaction [TP01]

This section presents additional analysis of overall satisfaction by age, ethnicity, ward, property type and number of bedrooms (Figures 46 to 50).

Note: Some categories below reflect very low response numbers and therefore can only be considered as for information only

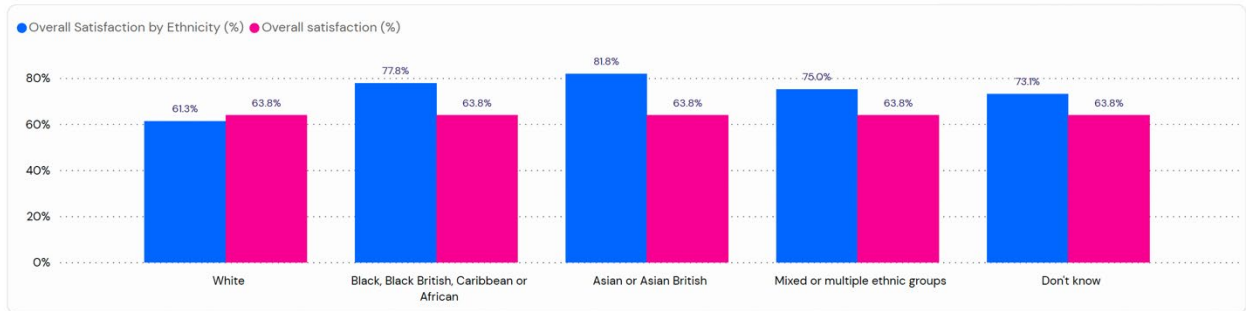
### Appendix 1.1. Overall satisfaction by age

Figure 46: Overall satisfaction by age



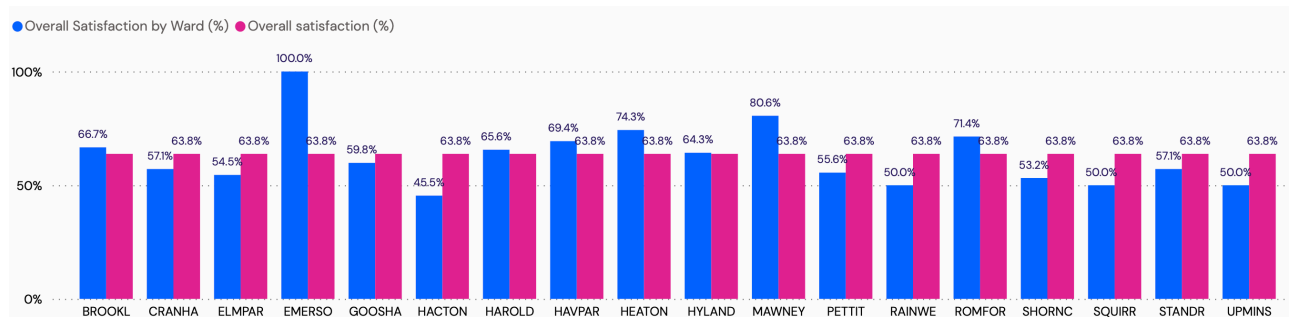
### Appendix 1.2. Overall satisfaction by ethnicity

Figure 47: Overall satisfaction by ethnicity



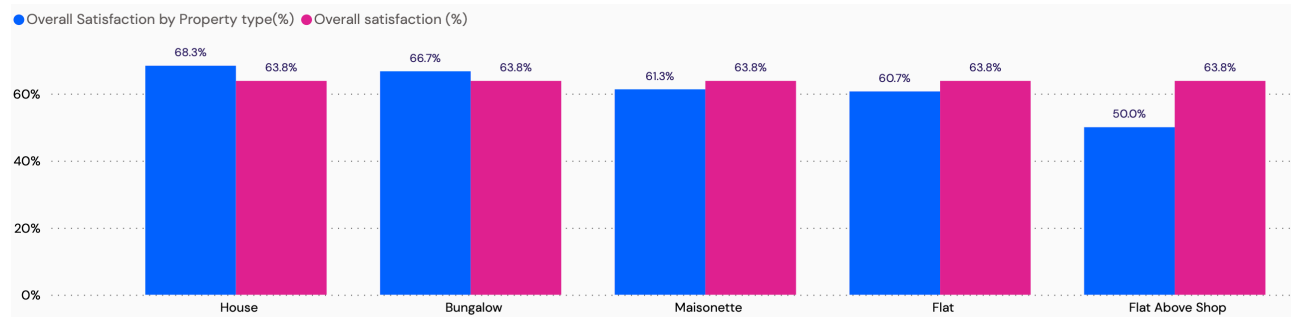
### Appendix 1.3. Overall satisfaction by Ward

Figure 48: Overall satisfaction by Ward



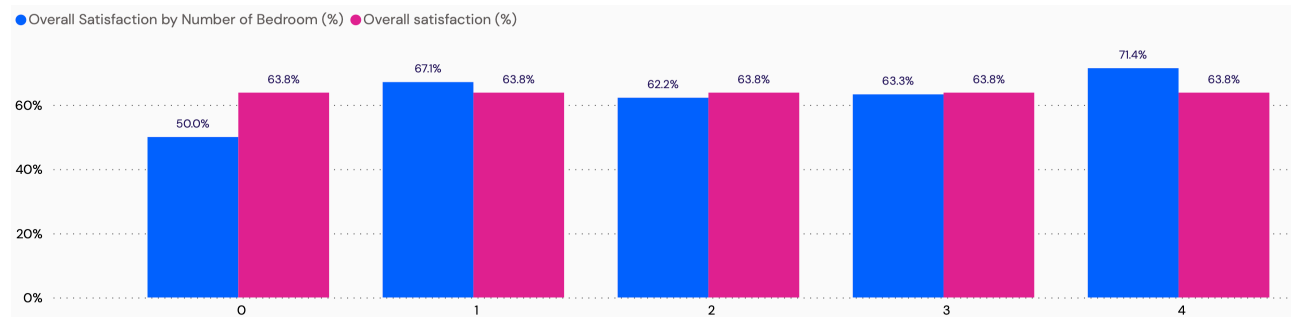
### Appendix 1.4. Overall satisfaction by property type

Figure 49: Overall satisfaction by property type



### Appendix 1.4. Overall satisfaction by number of bedrooms

Figure 50: Overall satisfaction by number of bedrooms





## Appendix 2: Qualitative analysis of free text responses

### Appendix 2.1. Overall satisfaction – Why tenants gave that score [TP01]

After firstly being asked about their overall satisfaction with the London Borough of Havering Council housing services, tenants were then asked if they could say why they gave the score they did. From this, Figures 51 and 52 reflect comments of both satisfied and dissatisfied tenants.

Figure 51: Comments from satisfied tenants

#### Responses

No problems to speak of, generally when anything routine does crop-up, it is dealt with appropriately.
Overall I am happy with what they do. There are some things that could still do with updating but generally I am satisfied
They are pretty good but no one is perfect.
Over the moon with his bungalow and really happy with HCHS. Also said it was nice to be called and asked
Very happy to have an on site warden officer on hand to help residents
Very satisfied and the flats and area is very clean and tidy
Really happy with HCHS. Whenever tenants calls, they are always lovely and have a fantastic telephone manner
Happy with services and reactions are quick
No problems to speak of.
I just think they are good all round and help when they can.
No problems with Havering; they keep me well informed and so on.
Generally the service is good - can be difficult getting hold of the contactors involved on occasion to chase them up/query
When I have called them they have always been helpful.
It is easy to get through to them and they are very helpful
Very happy, no issues
Generally speaking, my queries and requests are dealt with promptly
Pretty happy
Excellent service
Good service
No issues.
No problems
No real issues
Very happy
I am just happy
Recent repairs service has been really good and efficient
Mixed service - especially with regards to repairs and outstanding works
I'm reasonably happy
The repairs people always turn up when they say they will and generally do a good job of work when they attend.

Figure 52: Comments from dissatisfied tenants

### Responses

They moved me when I had 3 children into a 2 bedroom property that is smaller than the one bedroom property I had before. They made me sign a waiver and I have had to get social services involved because there is now 5 children in the property and we are so overcrowded. They made me reapply for housing in June 2023 and it wasn't until October 2023 that they accepted my application but they haven't sent me my bidding number so I can't bid.

On moving in the house was in a very bad state. Tenant is a builder and completed the work in the house themselves. Council said this was tenant responsibility Roof tiles faulty, roof changed by council. Changed extension on bathroom roof not good quality still leaking. Tenant fixed leak. Storm – tree damage fell on to another garden. Landlord responsibility, Tree Surgeon called and paid by tenant.

Recently the drains were blocked and it was causing a smell in the kitchen. They came out to have a look and they said they were going to be changing the kitchen but nothing has ever been done. I had a leak in the bathroom but they couldn't find anything and it caused a lot of damage and black mould.

When you ask them to repair something it takes forever to sort. They send repairs people at times you've explicitly stated you aren't free. They don't bother maintaining council housing. Council tenants are paying for CCTV that isn't visible while private tenants in the same area aren't which is not fair. My fire alarm is low on battery and constantly beeping, I've reported it but no one has come.

Feels forgotten on the street, repairs reported and do not hear anything back. Took 2 years for the security gate to be fixed. Tenant is elderly and disabled. The street lights have gone and difficult to see and does not feel safe. Would like someone to contact her and would like the streetlight to be fixed please

I have had quite a few problems and I am disabled. They stopped me putting my scooter outside because they say it is a fire risk. I have called 4 times and they never get back to me. My kitchen is falling apart and someone came round and said I need a new kitchen and I have not heard anything about it since.

I spent nearly a year in and out of court with them with them requesting documents. They have left my flat in disrepair, I've had mouldy windows and ceiling for 6 years. I had to replace the bathroom myself. Communal areas are left in a very poor state, the doors have been broken for 10 years, I've had ongoing issues with an anti-social neighbour which they haven't done anything about.

Operatives who come are good but they're not given the right information and it's not properly reported. We have a lot of trouble with anti social behaviour with neighbour, Havering have done nothing, they say there's nothing they can do. But we're having to get police. they know and have said he was a problem at previous address. When he causes serious problems, stops for a few months then starts again those are treated as two separate problems. Whenever we phone for repairs we need to make at least 6 calls and call a supervisor, repairs are not done properly. Our extractor fan broke last June and the one that was installed doesn't work. A person is meant to come later this week to do it. On another repair Havering keep sending same person who doesn't fix the issue.

## Appendix 2.2. Satisfaction with repairs [TP02]

Figure 53: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
repair	A light in my kitchen is broken but no repair appointment was available till Jan.
repair	I called the TV engineer this week on behalf of my mum and they just seem to do a quick job and leave and the repair is never done right. The engineer disconnected her sky and plugged her back into the normal TV aerial and now she is paying for her sky service but can't actually watch it. This was not the job we asked them to do they were supposed to be fixing the aerial.
repair	Issues with repair service
repair	My partner struggling with with mental health for years and there has been no support in moving to improve his health. We have cracked windows that has not been repaired despite reporting it and our boiler was taken out for a repair and never properly fitted back in.
repair	Operatives who come are good but they're not given the right information and it's not properly reported. We have a lot of trouble with anti social behaviour with neighbour, Havering have done nothing, they say there's nothing they can do. But we're having to get police. they know and have said he was a problem at previous address. When he causes serious problems, stops for a few months then starts again those are treated as two separate problems. Whenever we phone for repairs we need to make at least 6 calls and call a supervisor, repairs are not done properly. Our extractor fan broke last June and the one that was installed doesn't work. A person is meant to come later this week to do it. On another repair Havering keep sending same person who doesn't fix the issue.
repair	Poor repair service
repair	Poor repair services
repair	Repairs take a long time, waiting for a boiler for 3 years. Workers keep coming out, was told she needed a new boiler and other repair people just patch up the work. Boiler keeps breaking down

## Appendix 2.3. Satisfaction with the time taken to complete the most recent repair [TP03]

Figure 54: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
time	Work takes a long time when it's a priority and I've had problems with the contractors.
time	They are useless, they are never on time and I am waiting for repairs
time	Sometimes it takes a long time to sort repairs
time	Sometimes have to wait a very long time for repairs, has been waiting over 2 yrs for new windows and they want to come next winter to replace them, much more practical to change them in the spring and summer when it isn't cold. Difficult to get through to HCHS
time	Some repairs can take a long time
time	Repairs take too long to do. I was left without heating for a long time and I have a young child living here
time	Repairs take a long time, waiting for a boiler for 3 years. Workers keep coming out, was told she needed a new boiler and other repair people just patch up the work. Boiler keeps breaking down
time	Person who came for boiler inspection was very efficient, helpful and friendly. They fixed a problem with my boiler and my property is now warm for the first time in years. I had an issue with my neighbour 2 months ago that I reported to Havering and they resolved it very well. Though the light cord in my bathroom has been broken for 3 months and I had to get my fire alarm fitted by the fire department.
time	Overall a fair service – a few issues from time to time which we have had to report but which seem to be being resolved.
time	Every time I've logged an issue and got in touch with Havering they respond immediately.
time	Every time I call am always dealt with quickly
time	Every time called they always come out.

## Appendix 2.4. Satisfaction with the home being well maintained [TP04]

Figure 55: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
maintenance	We have had issues with maintenance getting done on the home
maintenance	Repairs and maintenance services are very poor. Quality of workmanship in flat/apartment when first let to tenant was very poor and nothing has been done to rectify work.
maintenance	Fencing left outside in a mess – it was erected as part of the sheds being knocked down – takes up limited and valuable car parking space – sheds have now been knocked down – there are a number of incomplete internal ( communal door entry are maintenance) and external jobs to be completed, including no working light in the stairwell to our block – the timer is reset, and the light lasts a couple of days only

## Appendix 2.5. Satisfaction with the safety of the home [TP05]

Figure 56: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
home	They have lied to me and moved me out my home saying it was going to be refurbished but they have not moved me back
home	They don't really do much. I have mould in my home and they told me it's my problem to deal with it. My windows let cold air in and they said it needs refitting but they have not done anything.
home	The home was a mess when I moved in.
home	The council and repair people were just ignoring reports of repairs that were needed in my home for 3 years. I had to take it to the Romford Recorder. My walls are crumbling and can't plaster. The person who came for the last repair was really good.
home	My kitchen is in bad disrepair and nothing is done about it. My balcony needs repairing and nothing has been done for 10 years and in winter it costs me so more to heat my home
home	Moved into new place in August 23, my previous Havering home was not good.
home	Many various issues over the years - lack of communications/repairs being overlooked or done to a poor standard and damage in the home
home	Lives in a new build home so everything is good at the moment
home	I can't get anyone to come out and do repairs. It is difficult to get through to them. The radiators are not working in my home.

## Appendix 2.6. Satisfaction with listening to tenant views and acting upon them [TP06]

Figure 57: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
action	Reasonably happy, getting action when calling is difficult
action	In the past, but not so much now, I have had some problems with some neighbours ( where they have bought their homes) taking course of action which have been inconsiderate to me, and have appreciated that it can be difficult for the HS take any form of action.
action	Don't ask for services a lot, but when we do it takes months to have any action from them.
action	Bathroom full of mould and damp - they are aware - it has been inspected, but at the moment no remedial action has been taken - will continue to report it, especially if it appears to worsen.

## Appendix 2.7. Satisfaction with keeping residents informed about things that matter to them [TP07]

Figure 58: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
communications	Waiting years for repairs. communications are often slow.
communication	They've changed who's doing work and had a declining quality. Everything I've had done, there's been no joy. Poor communication on what work they're doing e.g. if they actually are trimming the trees and they don't get back to you. It takes a long time to get repairs done but great when done. Neighbour downstairs got new fence in but it didn't have gate, she was just told to walk around. I've been here for 30 years. I'm trying to move but it's very difficult, a lot of it is done online which I struggle with. I went to speak to someone in person and was just given a phone number to call.
communication	Sometimes it's all give and never take with them. They need better communication with tenants
communication	Some simple tasks should be done and communication is poor.
information	Operatives who come are good but they're not given the right information and it's not properly reported. We have a lot of trouble with anti social behaviour with neighbour, Havering have done nothing, they say there's nothing they can do. But we're having to get police. they know and have said he was a problem at previous address. When he causes serious problems, stops for a few months then starts again those are treated as two separate problems. Whenever we phone for repairs we need to make at least 6 calls and call a supervisor, repairs are not done properly. Our extractor fan broke last June and the one that was installed doesn't work. A person is meant to come later this week to do it. On another repair Havering keep sending same person who doesn't fix the issue.
communications	Many various issues over the years - lack of communications/repairs being overlooked or done to a poor standard and damage in the home
communication	Lack of communication, not following through the work and lots and delays.. missed appointments
communication	Communication is poor. Slow to fix the lifts. Cupboard doors hanging off.

## Appendix 2.8. Satisfaction with the landlord's approach to handling complaints [TP09]

Figure 59: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
complaints	When you raise complaints they are not dealt with very quickly and any repairs that are needed in the communal areas just don't get done.
complaints	Very unhappy with complaints procedure
complaints	Unhappy with complaints handling
complaints	They are rude and they lie and do not follow up on complaints. they just don't bother
complaints	Tenant is 97. She is very happy and has everything she needs, no complaints or issues or feedback
complaints	No complaints.
complaints	No complaints
complaints	Low score due to, mould, damp & multiple complaints over windows over the last 15 years. Cleaning outside on the stairs and hallways isn't ever done properly. Deep cleans never seem to happen.
complaints	I have so complaints
complaint	I had to put in a complaint about the boiler following 2 years of problems.
complaints	Had problems with flat and garden, flat been sorted, garden made complaints about lack of work in the garden nothing been done.
complaints	Complaints get resolved.

## Appendix 2.9. Satisfaction that the landlord keeps communal areas clean and well maintained [TP10]

Figure 60: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
communal	When you raise complaints they are not dealt with very quickly and any repairs that are needed in the communal areas just don't get done.
communal	They're not always vey quick in responding e.g. my outside drain gets filled they're slow to respond which resulted in my bathroom and hallway being flooded (I might need to replace the carpet). It took 3 and a half days. I'm 79 and disabled. They've started moving young people into an elderly neighbourhood, we have police, ambulance and fire service coming out every night due to fighting etc, it's like a war zone. Older residents are put in bad position. We used to have a nice communal green area outside but it was replaced with residential housing for people with mental health problems/learning disabilities.
communal	In the past we have had a lot of issue with the communal heating and it took a long time to get it sorted.
communal	I spent nearly a year in and out out of court with them with them requesting documents. They have left my flat in disrepair, I've had mouldy windows and ceiling for 6 years. I had to replace the bathroom myself. Communal areas are left in a very poor state, the doors have been broken for 10 years, I've had ongoing issues with an anti-social neighbour which they haven't done anything about.
communal	Fencing left outside in a mess - it was erected as part of the sheds being knocked down - takes up limited and valuable car parking space - sheds have now been knocked down - there are a number of incomplete internal ( communal door entry are maintenance) and external jobs to be completed , including no working light in the stairwell to our block - the timer is reset, and the light lasts a couple of days only
communal	A few issues with the property that haven't been fixed. Communal door downstairs is always broken.

## Appendix 2.10. Satisfaction that the landlord makes a positive contribution to neighbourhoods [TP11]

Figure 61: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
neighbourhood	They're not always vey quick in responding e.g. my outside drain gets filled they're slow to respond which resulted in my bathroom and hallway being flooded (I might need to replace the carpet). It took 3 and a half days. I'm 79 and disabled. They've started moving young people into an elderly neighbourhood, we have police, ambulance and fire service coming out every night due to fighting etc, it's like a war zone. Older residents are put in bad position. We used to have a nice communal green area outside but it was replaced with residential housing for people with mental health problems/learning disabilities.
neighbourhood	Some issues with the neighbourhood.

## Appendix 2.11. Satisfaction with the landlord's approach to handling anti-social behaviour [TP12]

Figure 62: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
anti-social	Very happy apart from how anti-social behaviour is dealt with
ASB	Park area near-by, ASB caused by kids.
anti-social	I spent nearly a year in and out out of court with them with them requesting documents. They have left my flat in disrepair, I've had mouldy windows and ceiling for 6 years. I had to replace the bathroom myself. Communal areas are left in a very poor state, the doors have been broken for 10 years, I've had ongoing issues with an anti-social neighbour which they haven't done anything about.
ASB	I have a problem with a tenant and the council are treating it as ASB and it has been going on for a few years. They have been in touch with the tenant to ask them not to use the machine after a certain time at night but the tenant is still doing it.
ASB	Currently have an ASB/Domestic Violence issue that has been ongoing for 4-5 years
ASB	ASB issues.



## Appendix 2.12. Satisfaction with the overall quality of the work

Figure 63: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
quality	They've changed who's doing work and had a declining quality. Everything I've had done, there's been no joy. Poor communication on what work they're doing e.g. if they actually are trimming the trees and they don't get back to you. It takes a long time to get repairs done but great when done. Neighbour downstairs got new fence in but it didn't have gate, she was just told to walk around. I've been here for 30 years. I'm trying to move but it's very difficult, a lot of it is done online which I struggle with. I went to speak to someone in person and was just given a phone number to call.
quality	Some issues with quality of repairs
quality	Repairs and maintenance services are very poor. Quality of workmanship in flat/apartment when first let to tenant was very poor and nothing has been done to rectify work.
quality	Repairs – delays and quality
quality	Quality of repairs not good
quality	On moving in the house was in a very bad state. Tenant is a builder and completed the work in the house themselves. Council said this was tenant responsibility Roof tiles faulty, roof changed by council. Changed extension on bathroom roof not good quality still leaking. Tenant fixed leak. Storm – tree damage fell on to another garden. Landlord responsibility, Tree Surgeon called and paid by tenant.
quality	Lack of follow up on repairs and poor quality thereof.
quality	Contact with with admin is fine , but the quality of the repairs is shocking – they really need a better subcontractor for internal repairs works.

## Appendix 2.13. Satisfaction with the operative's attitude

Figure 64: Summary – Feedback on why tenants gave that score

keyPhrases	Please can you tell us why you gave that score?
contractors	Work takes a long time when it's a priority and I've had problems with the contractors.
staff	Some mixed service from call centre staff
contractors	Meers contractors are awful
contractors	Havering are good, contractors let them down
subcontractor	Contact with with admin is fine , but the quality of the repairs is shocking – they really need a better subcontractor for internal repairs works.

## Appendix 2.14. Feedback on service improvement

Figure 65: Summary – Feedback on service improvement: Satisfied tenants

### Responses

They fitted new doors but it just doesn't fit right. You can see daylight around it and the letterbox is crooked. There was nothing wrong with the old door it was so much better than this one. I feel that they should send people round to check the quality of work that is done by contractors to make sure it is up to standard.
There are a number of things which we believe should be replaced/renewed rather than merely repaired. I would be happy to detail these areas with someone with due authority, should someone wish to contact me.
No problems with Havering – they are excellent generally.
Very good no problem
Always very helpful to me – no problems whatsoever with Havering.
Disabled ramp/lift required. Housing officers need to be more visible and available. Review contractual services for repairs. Other than that the everything is fine.
They are quite helpful
Quite happy with Havering. I live in a pretty good block.
Really happy, satisfied with the services
Entire repair booking and appointment service needs serious improvement although the actual repair work is brilliant
Amazing members of staff. Staff that are very lacking in customer service skills.
You're doing great.
Manage sub-contractors better.

Figure 66: Summary – Feedback on service improvement: Dissatisfied tenants

**Responses**

Property has the wrong type of wooden windows in, has issues with mould and damp. Surveyors have been out and does not seem to get anywhere the issues being repaired or replaced. Lack of communication and difficult for getting any resolutions from HCHS. Also feels that they need to look at the terms and policies of suitable living accommodation for families


They need to think more about people with disabilities and their needs. They're attitude they had towards me regarding my scooter was put the scooter in a shed or move. This has left me unable to go out because I can't get my scooter out of the shed and I am now suffering with mental health issues

I've been in this property for 21 years, windows haven't been changed in whole time, wind whistles through creating a very serious draft driving up heating bill. Kitchen is fitted very poorly. The contractor sent to do the bathroom couldn't even fit tiles (the council no longer has repair people and the tradesmen they contract are very bad). My boiler is in my bedroom, when it breaks it creates a serious risk, I've asked the council to move but they've refused. Most of work I've had to hire people myself because of the poor quality of council contractors. Need to listen to tenants more. I've applied for assisted bin collection as I have arthritis and pinched nerves in my neck so I'm not supposed to carry bin bags but they never come to do this. This is a pervasive problem with another tenant having to drag his bin up a steep garden despite being in his 70s. They need to care for about council properties. Street cleaning is very poor, it's currently once a month, however there are bins ripped open on the street and not picked up by bin men, left over the street creating a huge mess.

The glass bank needs to be moved/removed, it's by my flat and causes constant noise even at night, to the point I can't sleep and have to go to my sister's to sleep. The windows need replacing, flats are always cold even with heating constantly on. I have asthma and there's black mould in the kitchen and bathroom, its just painted over by the council by grows through not drying out even when keeping extractor fan on all day. They said they'd fix my outside wall but have done nothing on that or the cracks at front of property. They do nothing about complaints e.g. drunk people hanging around. Mears repair people are good. Gardening is poor: no weeding, don't sweep after mowing, trees need cutting. People in the flats are misusing the rubbish shoot, 21, 23 and 25 are still using them when they shouldn't be (not council tenants). We need a lock on the gate outside my flat, should have a key just for our block. Problems with front door to block, drunk people and kids coming into flats, not safe, very poor security. Other residents and I are sometimes unable to get into the property because of problems with the lock.

## Appendix 3: Tenant Satisfaction Measures questionnaire

Figure 67: Example TSM telephone questionnaire



My name is xxx calling from Service Insights Ltd, on behalf of The London Borough of Havering Council housing services.

I'm calling today as I would like to ask you a few quick questions about the services you receive from them.

It will only take about 5-10 minutes. Is now a convenient time? Thank you

Before I start, there are a couple of things I need to tell you about the survey.

Firstly, the London Borough of Havering Council housing services are required to carry out this survey by the Regulator for Social Housing. The results of this survey will be used to calculate the Tenant Satisfaction Measures which all social landlords are required to publish.

Secondly, all of the information that you provide will be kept completely confidential. It will only be used by Havering Council housing services to assess its performance and help them improve their services.

Finally, the call will be carried out according to the Market Research Society Code of Conduct and calls will be recorded for training purposes. Is that ok?

Thank you. Most of the questions are rated on a 5 point scale – Very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied and very dissatisfied.

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### Tenant Satisfaction Measures Survey, 2023

**Q1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by The London Borough of Havering Council housing services?

Very satisfied       Fairly satisfied       Neither satisfied nor dissatisfied       Fairly dissatisfied       Very dissatisfied

**Q1b** Please can you tell us why you gave that score?

**Q2** Has Havering Council housing services carried out a repair to your home in the last 12 months?

Yes  
 No

**Q2a** How satisfied or dissatisfied are you with the overall repairs service from Havering Council housing services over the last 12 months?

Very satisfied       Fairly satisfied       Neither satisfied nor dissatisfied       Fairly dissatisfied       Very dissatisfied

**Q2b** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Very satisfied       Fairly satisfied       Neither satisfied nor dissatisfied       Fairly dissatisfied       Very dissatisfied

**Q2c** How would you rate your last repair in terms of the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Information provided about when work would be carried out	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time taken to complete the work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of repair work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping dirt and mess to a minimum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operatives attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q3** How satisfied or dissatisfied are you that Havering Council housing services provides a home that is well maintained?

Very satisfied       Fairly satisfied       Neither satisfied nor dissatisfied       Fairly dissatisfied       Very dissatisfied

**Q4** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Havering Council housing services provides a home that is safe?

Very satisfied       Fairly satisfied       Neither satisfied nor dissatisfied       Fairly dissatisfied       Very dissatisfied       Not applicable / don't know

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**Q5** Do you know where to report any issues with Damp & Mould in your home?

Yes  
 No  
 Don't know / Unsure

**Q6** How satisfied or dissatisfied are you that Havering Council housing services listens to your views and acts upon them?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

**Q7** How satisfied or dissatisfied are you that Havering Council housing services keeps you informed about things that matter to you?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

**Q8** To what extent do you agree or disagree with the following: "Havering Council housing services treats me fairly and with respect"?

Strongly agree      Agree      Neither agree nor disagree      Disagree      Strongly disagree      Not applicable / don't know

**Q9** Have you made a complaint to Havering Council housing services in the last 12 months?

Yes  
 No

**Q9a** How satisfied or dissatisfied are you with Havering Council housing services approach to complaints handling?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

**Q10** Do you live in a building with communal areas, either inside or outside, that Havering Council housing services is responsible for maintaining?

Yes      No      Don't know

**Q10a** How satisfied or dissatisfied are you that Havering Council housing services keeps these communal areas clean and well maintained?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied

**Q11** How satisfied or dissatisfied are you that Havering Council housing services makes a positive contribution to your neighbourhood?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

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Q12 How satisfied or dissatisfied are you with Havering Council housing service's approach to handling anti-social behaviour?

Very satisfied      Fairly satisfied      Neither satisfied nor dissatisfied      Fairly dissatisfied      Very dissatisfied      Not applicable / don't know

Q13 Have you formally reported anti-social behaviour (ASB) to Housing Services in the last 12 months?

Yes  
 No  
 Don't know / Unsure

Q14 Do you have any further comments or suggestions for improvements for Havering Council's housing service?

**\*Important: Permissions and Confidentiality**

Q15 Havering Council housing services would welcome the opportunity to see your individual answers in this survey. Would you be happy for your individual responses to be attributed to you when being passed back to the council?

Yes  
 No

Q15a Are you happy for Havering Council housing services to contact you about anything you have raised in this survey?

Yes  
 No