

<b>COMMITTEE:</b>	<b>TENANTS ADVISORY GROUP</b>
<b>DATE:</b>	<b>15 OCTOBER 2002</b>
<b>SUBJECT:</b>	<b>RESULTS OF COMMENTS FROM ANNUAL TENANTS SURVEY - DECEMBER 2001</b>
<b>REPORT OF:</b>	<b>SENIOR TENANT PARTICIPATION OFFICER</b>
<b>Ward(s):</b>	All
<b>Purpose:</b>	To inform and update Tenant Advisory Group on the results of the comments received from Annual Survey December 2001.
<b>Contact:</b>	Gina Morgan, Senior Tenant Participation Officer  Telephone 01323 415356 or internally on extension 5356.
<b>Recommendations:</b>	Tenants Advisory Group note the contents of the report.

<b>1.0</b>	<u>Introduction</u>
1.1	This report is to keep members of Tenants Advisory Group up to date on the results of the comments received from Annual survey carried out in December 2001.
<b>2.0</b>	A postal survey was sent out in December 2001, using the STATUS format (these are questions we must ask), to our 4,200 tenants.
2.1	We received 1,021 replies.  The attached document offers a summary of the results of comments made by Tenants, and details of actions already in place, to meet their requirements.  The document also includes:  § <b>Appendix 1:</b> An area breakdown of the results received, & to the question  ' Would you like us to provide offices on your estates?'  § <b>Appendix 2:</b> A summary of initiatives

<p><b>3.0</b></p> <p>3.1</p>	<p><b><u>Financial implications</u></b></p> <p>The general costs of sending out this survey annually are as follows:</p> <p>Printing or copying of 4,200 forms (double sided black and white) £186</p> <p>Cost of increased postage if sent out with other item i.e newsletter approx £50</p>
<p><b>4.0</b></p> <p>4.1</p>	<p><b><u>Human Resource</u></b></p> <p>There are no human resource implications arising from this report</p>
<p><b>5.0</b></p> <p>5.1</p>	<p><b><u>Environmental, Youth , Anti – Poverty implications</u></b></p> <p>Clearly tenants have raised a number of issues which fall within these parameters. These are being addressed in a range of ways, detailed in Appendix 2</p>
<p><b>6.0</b></p>	<p><b><u>Conclusion</u></b></p> <p><b>The survey scheduled for December 2002, is much more detailed and should enable tenants to have improved ways to comment upon the service.</b></p> <p><b>There is a need to ensure that the Annual Survey continues to include the opportunity for tenant's comments, along with the 'tick box' questions. This is a key opportunity to obtain feedback from all of our tenants.</b></p> <p><b>It is anticipated that the results of that survey will be reported to the Tenants Advisory Group April 2003</b></p>
<p><b>Gina Morgan</b></p> <p>Senior Tenant Participation Officer</p>	
<p><b>Background Papers:</b></p> <p>The Background Papers used in compiling this report were as follows:</p> <p>Annual Housing Survey 2001.</p>	

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APPENDIX 1

SUMMARY OF COMMENTS MADE BY TENANTS

ANNUAL SURVEY

DECEMBER 2001

**HAMPDEN PARK/WILLINGDON TREES**

- § Improved street cleaning
- § Prevent cars parking on grass verges
- § Prevent vandalism
- § There are not enough play areas for young children
- § Recycling bins need to more local
- § Double glazing
- § Regular visits by housing staff to all tenants
- § Improve time it takes to remove abandoned cars
- § Regular property inspections
- § Control of unruly children on estates
- § Wheelie Bins

**OLD TOWN**

- § Would like regular visits by housing staff to all tenants
- § Improved street lighting
- § Improved street cleaning
- § Improve time it takes to remove abandoned cars
- § Lack of car parking
- § Cut back trees on pavements
- § More local recycling
- § Problem with vandalism
- § Problem with gangs of youths on street corners

### **LANGNEY**

- § Improved street cleaning
- § Regular visits by housing staff to all tenants
- § Double glazing
- § External property inspections on a regular basis
- § More staff on counters at reception points
- § Local newsletters
- § Wheelie Bins
- § Improve time it takes to remove abandoned cars
- § Stop parking on grass verges
- § More local recycling
- § Improved street lighting
- § Control of unruly children on estates
- § Not enough for young people to do
- § Problem with gangs of youths on street corners
- § Stock should remain with Eastbourne Borough Council

### **CENTRAL**

- § Improve traffic pollution
- § Allocations of property - should not mix young and old
- § Double Glazing
- § Regular visits by housing staff to all tenants

### **ARCHERY**

- § External property inspections on a regular basis
- § Provide electricity checks, as well as gas
- § New windows
- § Regular visits by housing staff to all tenants

### **GENERAL COMMENTS RECEIVED WITH NO ADDRESS**

- § External property inspections on a regular basis



YES 96 NO 119

**LANGNEY**

\_YES 121 NO 83

**CENTRAL**

\_YES 17 NO 14

**ARCHERY**

\_YES 34 NO 35

**NO ADDRESS**

\_YES 114 NO 103

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**APPENDIX 2**

**RESPONSE TO ISSUES RAISED IN THE**

**ANNUAL SURVEY**

**DECEMBER 2001**

**\*Were the issues raised are not the responsibility of the Housing department, these have been passed on to the relevant department.**

**\*Were possible I have included other departments feedback to the issues raised.**

**STREET CLEANING** - Quality of street cleaning is normally monitored each day, with any problems with areas/streets being reported and acted on, however due to staffing problems this has not been monitored as closely as normal.

Staffing problems have now eased, and improvements should be seen.

**DOUBLE-GLAZING** - This is carried out each financial year. There is an overall plan, and most window replacements are determined by the age of the property.

There are exceptions to this, either for construction or environmental reasons.

**WHEELIE BINS** - It is being considered at the moment that all households will be provided with wheelie bins and kerbside collection boxes.

**ABANDONED CARS** - The police & Driving Vehicle Licensing Authority have recently undertaken an initiative to remove abandoned cars from areas of Eastbourne. The Street wardens have also been involved in

this.

**RECYCLING BINS** - The need for more localised recycling bins continues to be looked into, but it is quite often a problem, due to lack of space.

**VISITS BY HOUSING STAFF TO ALL TENANTS** - Tenants who are in rent arrears or report a problem are already visited.

New tenants are also visited after 6 weeks of moving into a property.

Officers visit any tenants who request to see them.

**REGULAR EXTERNAL PROPERTY INSPECTIONS** - Void properties are checked. Estate inspections are carried out regularly.

**CONTROL OF UNRULY CHILDREN ON ESTATES/VANDALISM** - Working with the Police it is hoped that the new post of the Anti Social Behaviour Officer and the Street Warden Scheme will have a positive effect on these problem areas.

**ANTI SOCIAL BEHAVIOUR ORDERS (ASBO)** - it is hoped that these will also have a positive effect on these problems and will act as a deterrent.