

Report on a resident consultation exercise conducted by the Steering Group of Alice Shepherd House & Oak House

Introduction

Resident members of the Steering Group living in Alice Shepherd House have been approached by other residents who have raised concerns after they received the Option Appraisal Assessments in August 2020. In response the Steering Group decided to undertake their own consultation exercise to try and find out how widespread these concerns were, the feelings of residents and if these supported or contradicted the findings reported to the Steering Group by One Housing. The Steering Group also wanted to better understand what concerns, questions and queries residents had regarding the process so far and have undertaken to raise these through the Steering Group.

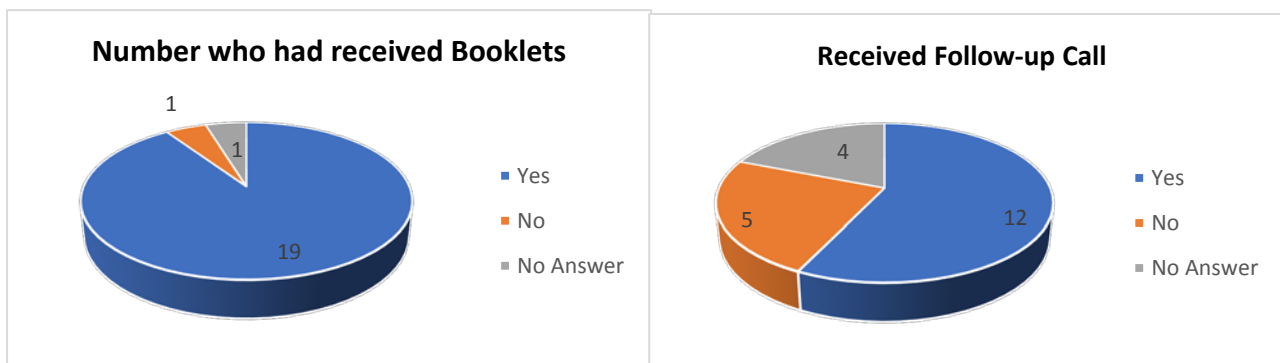
Methodology

The door-knocking consultation took place over 14th & 15th September 2020 and was undertaken by four members of the Steering Group. A questionnaire was drawn up and residents were asked a series of questions on their views of the consultation process to date, the methods of consultation used, their views on their preferred options at this stage and the way in which they would like to be consulted in the future. A draft of the questionnaire used is attached to this report. The Steering Group obtained 21 completed questionnaires giving a response rate of 30.88%ⁱ from Residents in Alice Shepherd House.

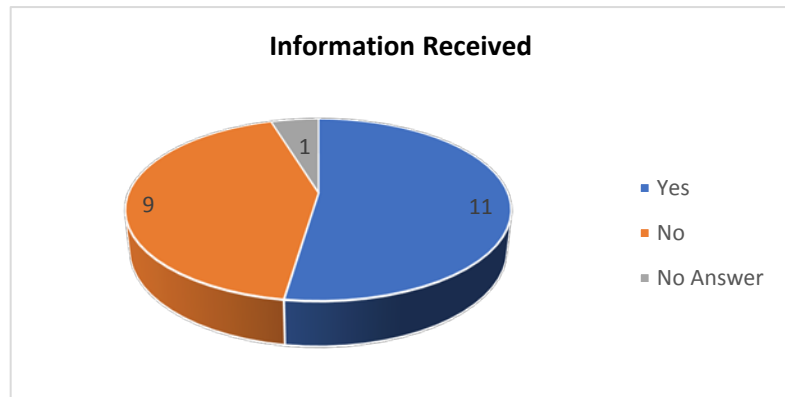
Findings

In the figures given below the percentages refer to those who actually responded to the question and excludes those who didn't respond at all.

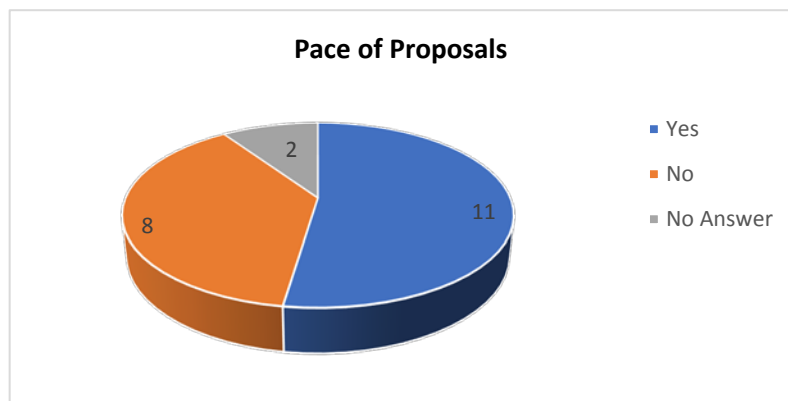
- Q.1 19 of the respondents (95%) had read the exhibition booklets One Housing distributed in July & August. At the time of the questionnaires of those that responded back to Steering Group 12 had said they had received a follow up call. (Base 20 for 1a and Base 17 for 1b)



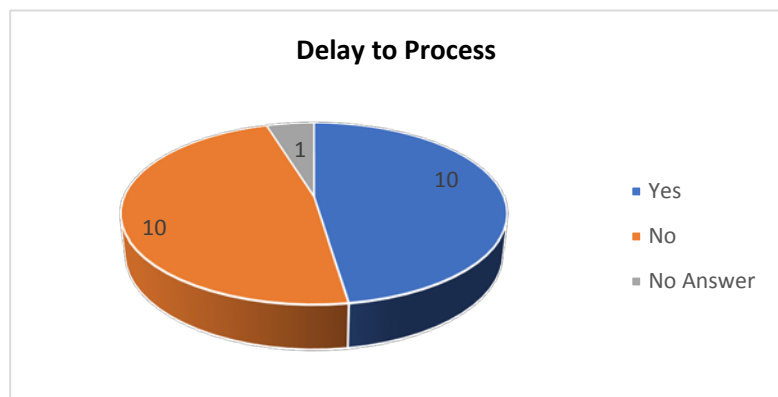
Q.2 11 out of 20 residents (55%) said they were happy with the information received so far on the proposals, 9 (45%) said that they weren't happy and 1 did not respond. (Base 20)



Q.3 In terms of the current pace of the consultation proposals, 11 (57.89%) were happy for the project to go ahead at the current pace, 8 (42.11%) weren't happy and 2 did not respond. (Base 19)



Q4. Half of respondents said they would prefer to wait until exhibition and meetings can be conducted face to face with residents, the other 10 or half said no, only 1 gave no answer. (Base 20)



Q5. The list below has been broken down into comments made and questions asked.

Questions

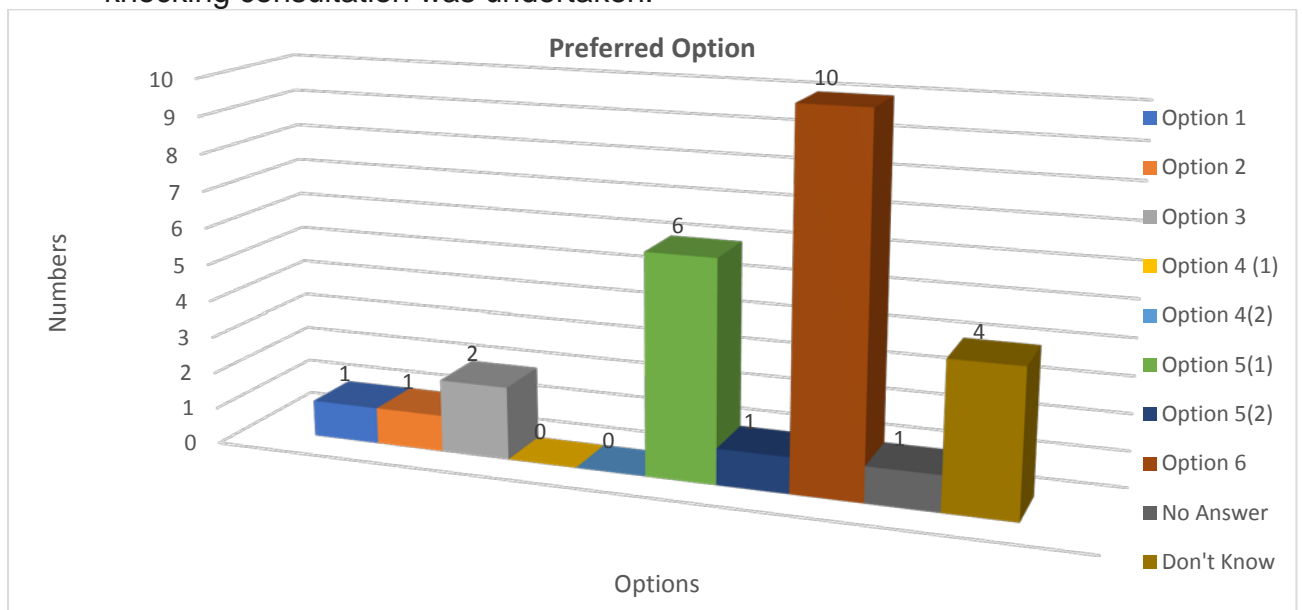
- When is the next meeting? I know we're social distancing so why can't it be held in Alice Shepherd car park.
- Reading the intro - if OHG don't get what they want, Alice Shepherd Hse gets nothing done, not even drains/ dampness. Everything they are already supposed to be doing. Is this correct?
- Will right to buy discount remain? Will overcrowded tenants be moved into with more bedrooms? What is the likelihood of tenants moving back into the new build?
- Pipe work will they change?

- Not very professional booklets, Where is the information on what each one would cost to run? Where is the opportunity to raise questions Where is the feedback on One Housing's commitment to resident's? How will OH ensure good cleaning & services for all the additional properties. No opportunity for discussions & explanations - Visual overload
- Rent service charge keep the same? And the Council tax, ground rent? Will flat be smaller? Do we keep right to buy? Any changes to tenancy agreements?

Comments

- I find the book baffling; pics are too small. Tried on-line still too small, parking (Disabled) If I agree will I get like for like. I.e. patio not small balcony plus ground floor. Seem disabled have been forgotten.
- The booklet is not very clear and is not very good.
- Would like to see refurbishment of the flats, no building in front of the garages would block the light, no building on top of the flats
- Council tax, extension Right to Buy House Association Voluntary scheme, Maintenance charges, Rent charges, Concierge
- Yes, I received telephone calls
- Do not want infill & balcony options?
- Get rid of infill
- No infill, no real benefit for the block and will cause more issues
- No, All clear
- General feedback not attached to Questionnaire
- Felt Harassed by constant calls
- Glad we door knocked
- 11, tenant leaseholder - nothing
- Follow up calls are inconvenient & not able to understand, process information

Q6. The table below show the preferences of Residents at the time the door-knocking consultation was undertaken.



Q7. The final table looks at the preferred means of consultation. Residents were allowed to give multiple answers,

Telephone	9
Email	7
Virtual	1
Written	14
In person	9
None	

Conclusion

From the results of the questionnaires, it's clear that most residents have read the booklets sent out by One Housing. However, the number who stated they had received a call from OH is substantially less than the 80% figure previously stated at meetings of the SG.

Of those that have received a call most were happy with the content and information, but there is a significant element that were not. There are also mixed views regarding the pace of the process. It was 50/50 for Residents who wanted to wait until exhibition and meetings can be face to face however, when looking at the response to question 7, most preferred to be kept updated through written information, followed evenly by a telephone call and in person. Despite all of this there is a clear preference at this stage for Option 6.

ⁱ None of those residents who undertook the exercise completed the questionnaire therefore the response rate is based on a maximum possible return of 68 households