

# Your Views



## Leaseholder Satisfaction Survey 2023

### About the Survey

In March and April 2023, many of you took part in an important survey.

The survey was carried out by post and online. It focused on how happy you are with the way Harrow Council's Housing Service maintains your homes and delivers key services. The survey was anonymous and carried out by an independent market research company – Acuity Research and Practice.

The findings will provide a view of the main drivers behind satisfaction levels and the issues leaseholders are most concerned about, informing Harrow Council's future strategic and operational planning.

This report contains key survey results regarding leaseholders' opinions about their homes and the services received.

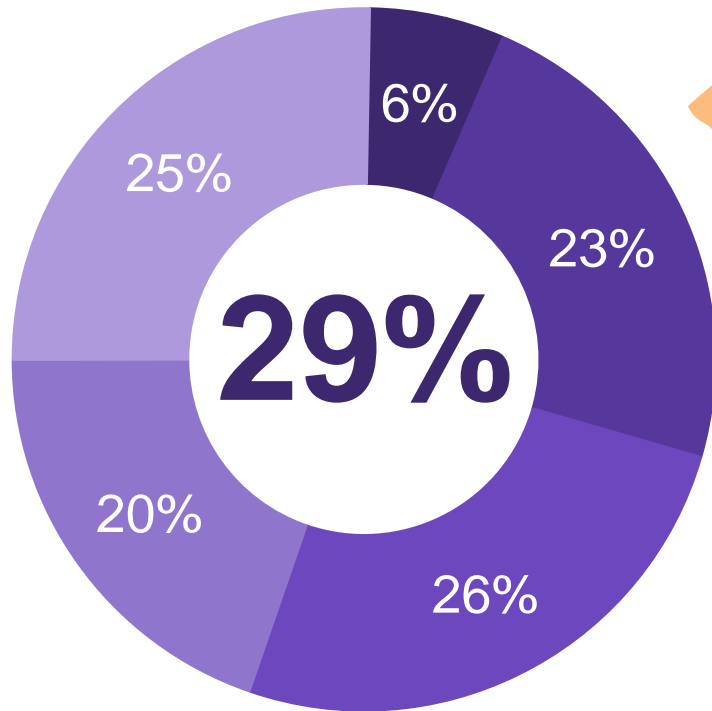
180  
leaseholders  
took part out  
of a total of  
1,200

**A big thank you to everyone who took part!**

# Overall Services



Three out of ten leaseholders are satisfied with the overall services provided by Harrow Council's Housing Service **(29%)**.



- Very satisfied 6%
- Fairly satisfied 23%
- Neither 26%
- Fairly dissatisfied 20%
- Very dissatisfied 25%



# The Home and Communal Areas



A quarter of leaseholders are satisfied that their homes are well maintained (**26%**).



Over a third of leaseholders are satisfied that Harrow Council provides a home that is safe (**36%**).



Three out of ten leaseholders are satisfied that their communal areas are kept clean and well maintained (**30%**).



Over a fifth of leaseholders are satisfied with the way Harrow Council deals with repairs and maintenance in communal areas (**23%**).



# The Neighbourhood



Around a quarter of leaseholders are satisfied that Harrow Council makes a positive contribution to their neighbourhood **(27%)**.



Two out of ten leaseholders are satisfied with Harrow Council's approach to handling anti-social behaviour **(21%)**.



# Communications and Engagement



Around a fifth of leaseholders are satisfied with how their views are listened to and acted upon **(18%)**.



Three out of ten leaseholders are satisfied that they are kept informed about things that matter to them **(29%)**.



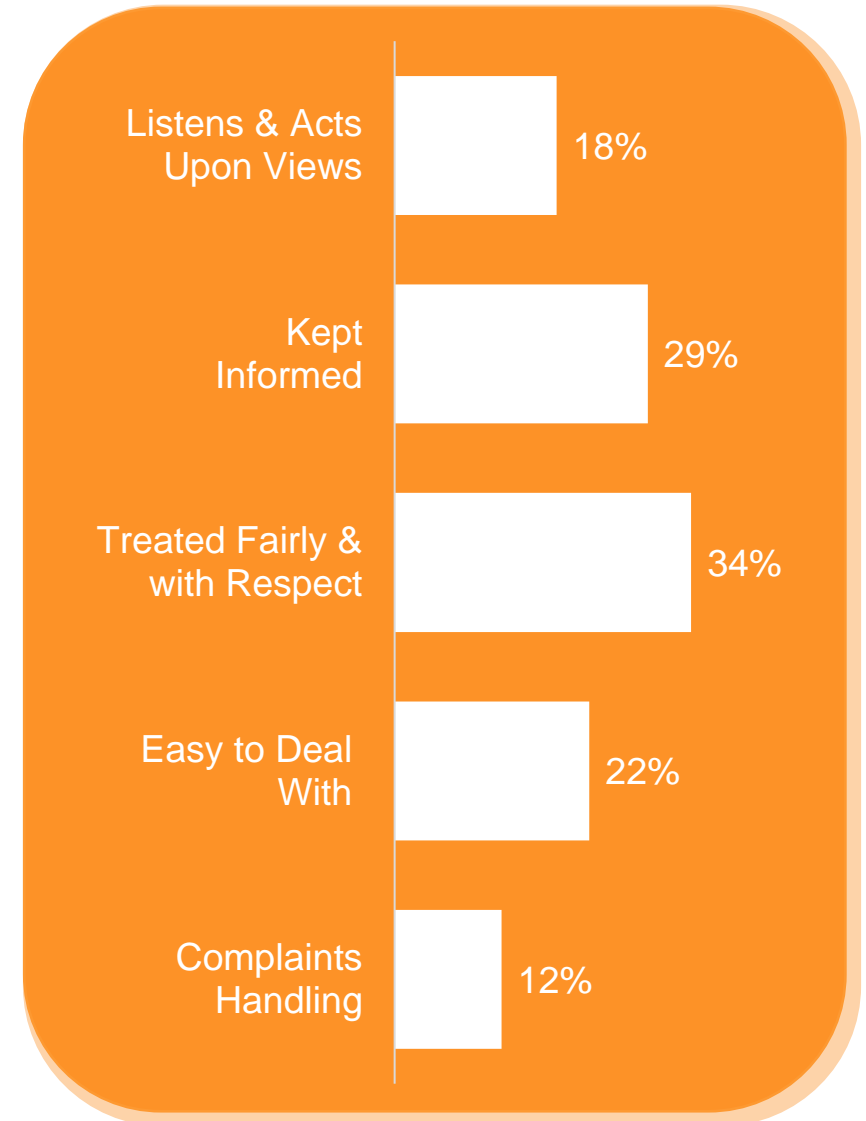
A third of leaseholders agree that Harrow Council treats them fairly and with respect **(34%)**.



Just over one fifth of leaseholders are satisfied that Harrow Council is easy to deal with **(22%)**.



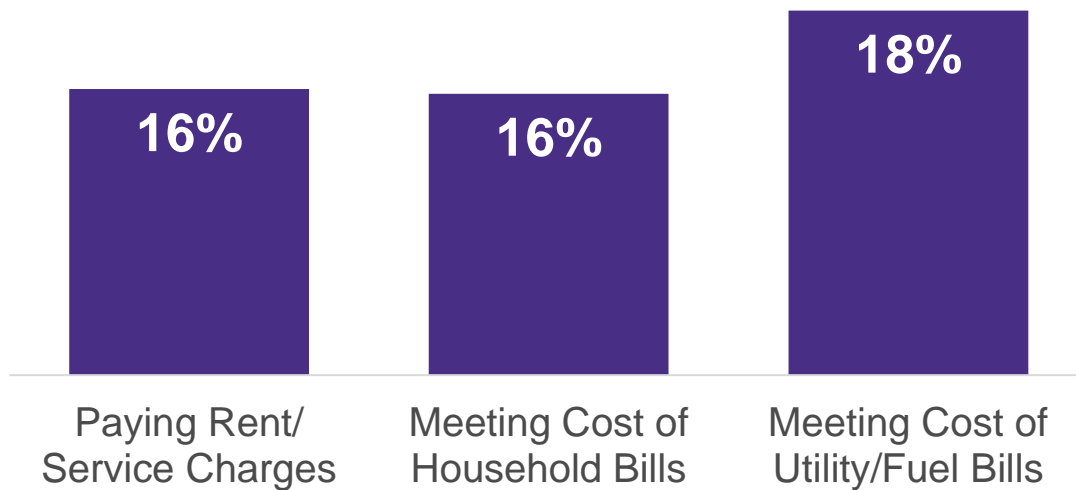
Around one out of ten leaseholders are satisfied with how complaints are handled **(12%)**.



# Wellbeing



One in six leaseholders are currently struggling to pay their rent or service charges (**16%**), with similar numbers struggling to meet the cost of household bills (**16%**) and utility/fuel bills (**18%**).



**32%**  
of leaseholders  
currently have  
damp or mould  
issues in their  
homes



Six out of ten leaseholders are very concerned about the cost of living (**60%**), with a further **27%** slightly concerned.

# Recommending Harrow Council Housing Service



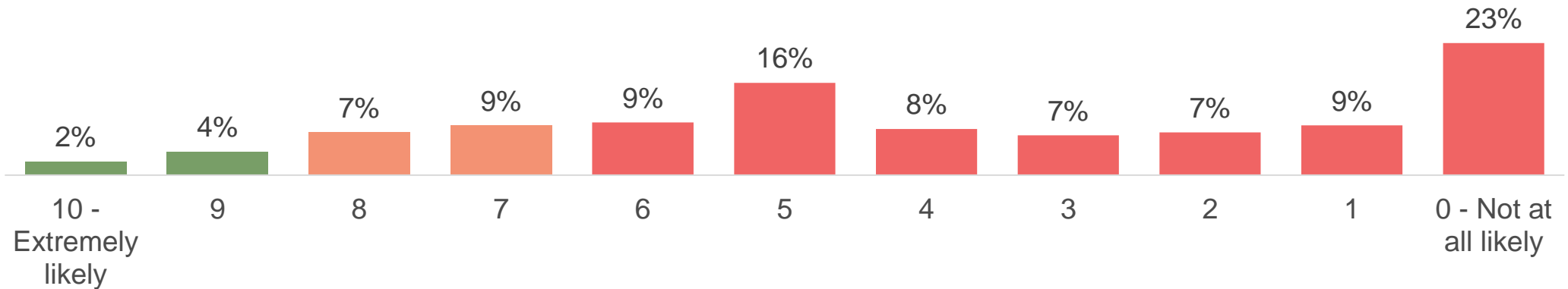
Leaseholders were also asked how likely they would be to recommend Harrow Council's Housing Service to other people. This is a 0-10 point rating. Those who would recommend the organisation score 9 or 10, those that are unsure score 7 or 8 and those who would not recommend them to others score 6 or below.



**6%** of leaseholders are very loyal and happy to recommend Harrow Council to other people. However, **16%** of residents are unsure and **78%** would not recommend them, feeling rather more negative about the Housing Service.



The 'Net Promoter Score' for Harrow Council (the percentage of those who would recommend Harrow Council's Housing Service minus the percentage of those who would not) is **-72**.



# Improving Services

Leaseholders were asked what one thing Harrow Council could improve.

Some 147 leaseholders gave comments. Leaseholders most commonly would like improvements to customer service, including the answering of phones and the support and empathy received from staff. While others would like better communications and value for money.

Leaseholders also mentioned the repairs service, particularly the timescales to complete repairs. Some commented upon the upkeep of their communal areas, such as the quality of the cleaning service.

## Top comments





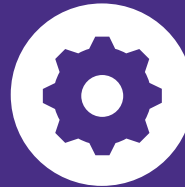
# Your Views

Harrow Council appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can, and should be, improved. Where you have said that you are happy for us to, we might contact you to discuss an issue you have raised, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work Harrow Council's Housing Service does to involve you in developing services. As well as publishing the results of the survey, Harrow Council plans to put the findings to good use by working with leaseholders to further improve the services they provide.



Publish findings for residents



Use findings to plan and improve services, e.g. communal areas, customer service and communications



Involve residents in shaping service improvements

