

Your Home, Your View

Survey results and findings

Phase 1 | June 2013



The aim of this phase is to understand residents' priorities and aspirations for the future of their homes and communities, and how the options being considered might address these; it is also to gain insight into residents' views on a resident-led Lewisham Homes.

1. Executive Summary

- 1.1. Following the completion of a survey of Lewisham Homes' residents carried out February to June 2013 as part of the Housing Matters programme; an analysis has been carried out and reported in this document.
- 1.2. The survey was carried out through a planned programme of door-knocking and phone contact. It captured the views of 2144 residents (about 14%) across a representative range of age groups and areas of the borough. It is likely that through this exercise surveyors would have spoken to more than 6000 residents about the consultation, helping to raise awareness of the issues for housing in Lewisham.
- 1.3. The conversation with residents has been at a high level and has focused as much on increasing residents' understanding of the issues and options as on testing their views about them. The survey achieved its target of increasing understanding to 60% with more than 90% of respondents having some understanding of each of the options.
- 1.4. The survey has provided insight and detail into what residents' priorities are for their homes and communities, which provides evidence to inform decision making in later stages of the programme.
- 1.5. The survey produced consistent residents' priorities across all areas of the borough, with security and safety, improvements to communal areas and the completion of the Decent Homes programme most commonly mentioned by respondents.
- 1.6. It is positive that awareness and understanding of the options has increased markedly since the previous survey in December 2012. However, there is still work to be done to explain both options in more detail. The feedback captured needs to be considered alongside an appreciation of the level of understanding that residents were able to reach with the information available to them.
- 1.7. The survey found that 33% thought it was a good idea to evolve Lewisham Homes into a new organisation, 31% were not sure, and 35% did not think it was a good idea. It is reasonable at this stage of the Housing Matters programme, that many residents who were 'not sure' said they did not have enough information to make an informed view on the options being considered. This feedback could be viewed as a general open-mindedness for the option to be further developed and explained to residents.
- 1.8. The findings of the survey are being validated by an exercise carried out by Independent Tenant Advisor (Solon Community Network) during July 2013.
- 1.9. The background, methodology and findings of the survey are outlined in this report.

2. Background

- 2.1. Lewisham Council is landlord for around 20,000 homes across the borough. The majority of homes are managed by Lewisham Homes, an Arm's Length Management Organisation, set up in January 2007 in order to access Decent Homes funding and drive up service standards.

- 2.2. Lewisham Homes manages 13,500 social housing tenancies and 5000 leasehold properties within the borough on behalf of Lewisham Council. It is a non-profit making company limited by guarantee and the Council is the sole shareholder. The Board of Management consists of 15 members including Councillors, tenants, leaseholders and independents.
- 2.3. In January 2012, the Council started to review its housing management arrangements in light of government changes to housing finance and to see how its housing priorities in Lewisham could be achieved through the various options for the future management and ownership of the housing stock. To achieve all of its housing priorities the Council has estimated it needs to invest an extra £129 million over the next 10 years. With the amount the Council can borrow capped at £44 million, this leaves a shortfall of £85 million.
- 2.4. In September 2012, the Council started a renewed programme of consultation with residents about its priorities for housing and the options available to close the £85 million funding gap. This consultation was called Housing Matters and included questionnaires, information sessions and printed materials, door-knocking, road shows and a postal/online survey on four potential future options to:
- Test understanding and awareness of four options
 - Gather residents' views on the Council's housing priorities
 - Obtain an early view on which options should continue to be considered

More than 2000 residents participated, the feedback from these activities said:

There was a high level of agreement to the Council's priorities, residents felt that the Council was right to investigate how it could attract additional investment, and also agreed that the Council should find ways to increase residents' influence over decisions that affect them.

Residents were concerned about the impact of change, and especially transfer of ownership, on their rights as tenants, the rent that they pay, and their security of tenure.

Residents expressed strong support for Lewisham Homes. Resident satisfaction with the services Lewisham Homes provides was high, and throughout the process the option to retain the ALMO with Council ownership of the stock was the most popular.

In general, residents' understanding about the issues and options was low at the outset of the consultation. Varying methods of engagement were used to raise understanding and as a result the responses to the different elements of the consultation are based on varying levels of understanding among the respondents.

- 2.5. Lewisham Homes' most recent customer survey, carried out in summer 2012, showed that satisfaction has increased slightly – from 68% to 69% since 2010. By comparison, the Council's recent Housing Matters consultation showed strong overall support for Lewisham Homes; with 75% of tenants who participated in the survey saying they were satisfied.
- 2.6. In the initial Housing Matters survey (December 2012) residents were asked if they felt that the Council's priorities for housing were important. The following sets out

the result with the percentage of residents who felt the priority was either important or very important:

- Improving tenants' homes: 95% of responses
- Improving estates and the areas around your home: 95%
- Increasing the supply of affordable housing: 92%
- Better housing for older people: 94%
- Giving residents more control: 78%

3. Introduction to the survey research

3.1. On the basis of the consultation findings outlined in (2), Mayor and Cabinet agreed in January 2013 that the number of options under consideration should be reduced from four to two, both involving Lewisham Homes.

(1) That the ownership of council homes remains with Lewisham Council and Lewisham Homes continues to manage the homes;

(2) That Lewisham Homes becomes a resident-led organisation, and that the ownership and management of the homes transfers to the newly constituted organisation.

3.2. It was agreed that Lewisham Homes would undertake the on-going consultation about the two options, and a letter to that effect was sent from the Mayor to all tenants and leaseholders managed by Lewisham Homes in February 2013.

4. Research objectives

4.1. The survey was designed to better understand residents' views and priorities, as well as further understand how it might be possible to evolve Lewisham Homes to meet residents' aspirations and address their concerns. The survey aimed to:

- Continue to raise awareness and encourage residents to take part in opportunities to contribute to the conversation about the Council's Housing Matters consultation.
- Increase residents' understanding of the options being considered to 60%.
- Gain a better understanding of resident priorities for improvements to services, their home and community.
- Understand the way the options being considered might address residents' priorities and concerns.

5. Methodology

5.1. At this key awareness, understanding and education phase it was considered important that surveys were carried out face-to-face or alternatively over the phone. As this is not a statutory consultation with residents and is not a ballot or formal vote, this method provided the opportunity to gather insight into residents' views through conversation. See the survey form at Appendix 1.

5.2. Lewisham Homes recruited 26 officers to carry out surveys during evenings and weekends for a three-month period. They were interviewed, appointed and given a comprehensive training session and resources to support a consistent approach. See the survey script at Appendix 2.

- 5.3. Appointed officers are diverse across gender, age and ethnicity and were placed in teams based on experience, and assigned patches to undertake surveys.
- 5.4. The survey was conducted with secure tenants, introductory tenants, and resident leaseholders. Non-resident leaseholders or non-secure tenants (e.g. temporary stay) have not been included within this survey process. Special arrangements were made for vulnerable residents and those in sheltered accommodation (5.8).
- 5.5. Where residents were not at home at the time of visit, officers left a 'sorry I missed you' card, and at least one phone call was placed as a follow up measure. Only fully completed surveys have been logged, forms included options for residents 'not willing to answer' where relevant, those respondents views have been captured in the final results.
- 5.6. To gain a clear and representative picture of residents' views, targets were set based on Lewisham Homes' tenant profile, and location of properties. For instance, we have 833 residents aged 25-29. We have surveyed 110 people, equating to 13.2% of this group.
- 5.7. To gather views from residents in Sheltered Housing schemes Lewisham Homes wrote to all residents to advise when visits would take place to carry out surveys at an allocated time. This approach resulted in good participation from this group of residents with 211 residents giving their views by completing a survey.
- 5.8. Other vulnerable residents were contacted initially by phone, and were given the opportunity to complete a survey over the phone, or by visit, and with the option of having a caregiver, relative or friend present. It is estimated about 40 residents known to be vulnerable completed a survey, with support of a carer or relative if required.
- 5.9. Through this exercise thousands of residents have been visited, phoned and sent text messages, as a result of these outreach activities a total of 2144 residents have now given views by opting to take part in the survey. It is estimated that through these activities it is likely that more than 6000 residents have spoken to surveyors about the consultation.

6. Activities supporting this process

- 6.1. Other communication channels have been introduced to support engagement with residents and provide alternative ways to contribute views and seek out further information.
- 6.2. A newsletter specific to this consultation ('Your Home, Your View', February 2013) was sent to all residents, and articles within Lewisham Homes' *Home* magazine (February and May editions) provided updates and were also sent to all residents.
- 6.3. A website¹ has been set up to provide the background to the consultation, updates on the process, and an online call-back request form. It also sign posts residents to the Independent Tenant Advisor which was appointed part way through the survey process.
- 6.4. About 2500 text messages were sent to residents who have provided mobile contact numbers to Lewisham Homes. It is estimated we were able to complete

¹ www.yourhomeyourview.lewishamhomes.com

about 50 surveys as a direct result of this contact method, as well as more generally raise awareness of the consultation taking place through another channel.

- 6.5. Staff from Lewisham Homes and Lewisham Council attended Tenant and Residents' Association and other resident group meetings throughout this period, and gave updates on the consultation and answering questions.
- 6.6. The Resident Steering Group (set up for the Council's initial Housing Matters consultation) continued to meet fortnightly throughout this period. In March 2013 the group appointed Independent Tenant Advisor Solon Community Network and a programme of meetings was scheduled. The group will make a recommendation on its preferred option later in the year.
- 6.7. More than 50 community groups and organisations around Lewisham have been contacted and given information about the consultation and the opportunity to contribute views to help understand local needs.
- 6.8. Residents who attended Lewisham Homes' Residents' Conference in March 2013 were invited to complete surveys and attend workshops. The sessions also featured a talk from Phoenix Community Housing representatives who gave an overview of how their organisation began and some of the benefits their residents gained from having greater resident control including making decisions about how funding should be spent to improve homes and communities.

7. Participation

7.1. Representation of participants by age group:

The charts following show the survey achieved a good representation of age groups in line with the profile of Lewisham Homes' residents. About a third of residents in Sheltered Housing completed surveys and, therefore this age group represents a disproportionate number of residents over 55 years. Those residents not in Sheltered Housing are

Appendix 1

presented in a separate

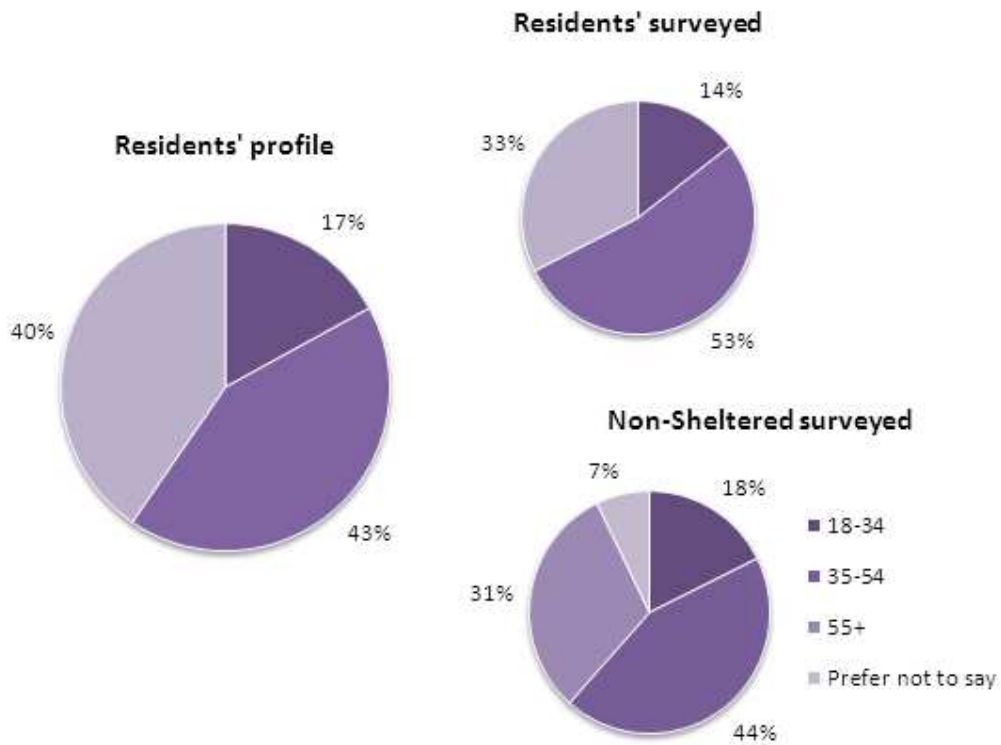
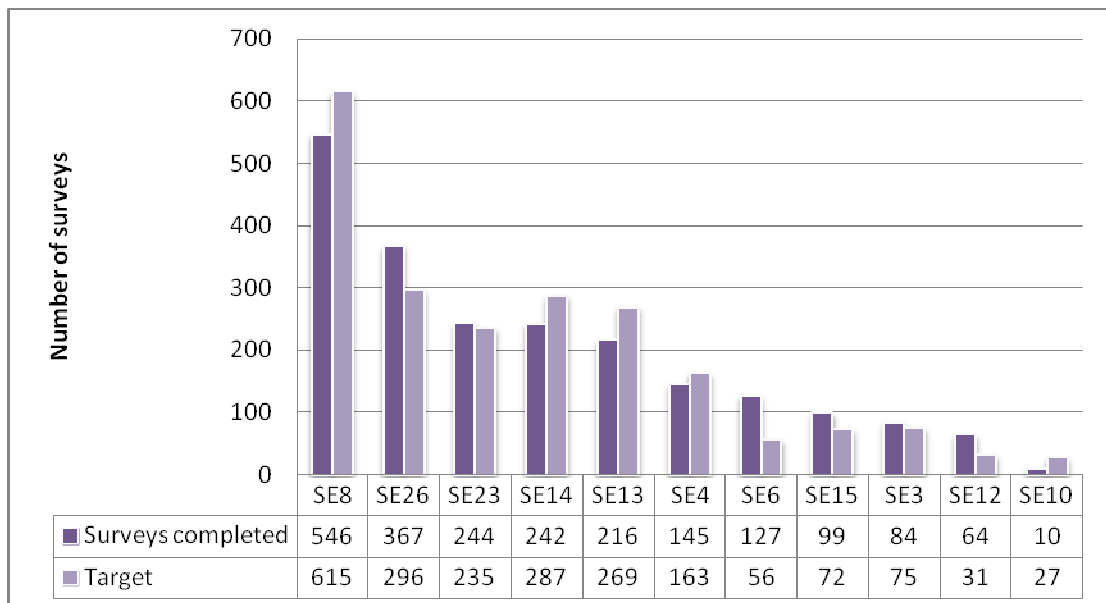


chart.

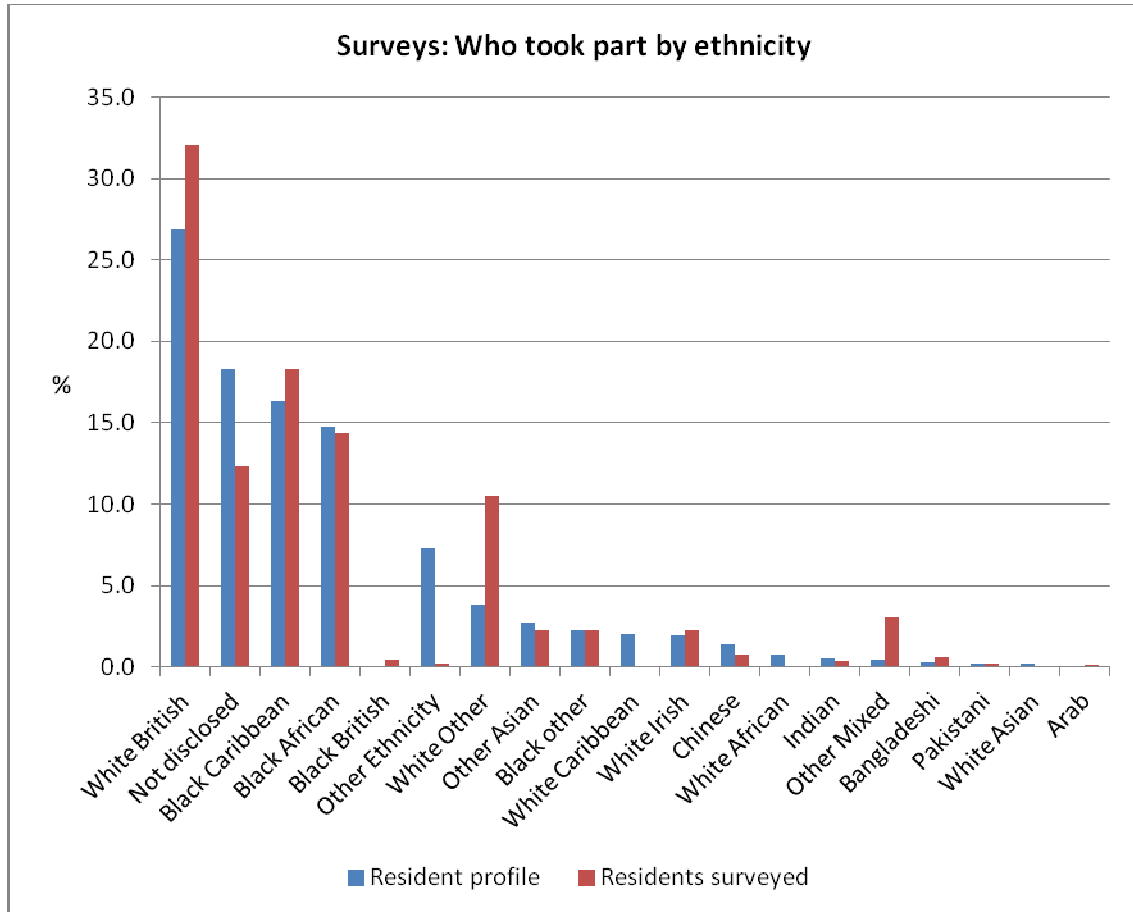
7.2. Representation of participants by post code:

The chart below shows the target number of surveys calculated to represent a balanced view of the areas where Lewisham Homes residents live, alongside the actual number of surveys completed as a comparison. The methodology of this shows a good alignment of surveys against the target for each area.



7.3. Representation of participants by ethnic group:

The charts following show the survey achieved a good representation of ethnic groups in line with the profile of Lewisham Homes' residents. Ethnic groups were not targeted, but a good representation has been achieved regardless of this.

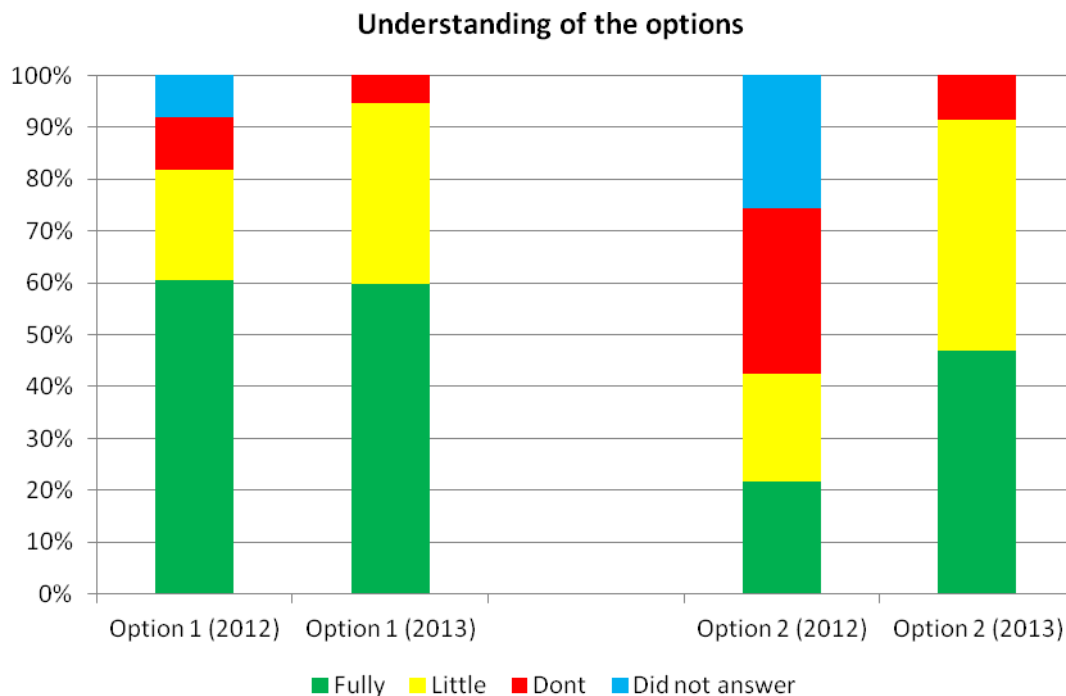


7.4. Residents with disabilities

39% of Lewisham Homes' residents have a long term illness or condition which has been registered with us. Within in our survey 15% (322) of participants said that they consider themselves to be disabled, 104 already had adaptations in their home and 52 said they would like adaptations. A large number of these were related to bathroom areas of their homes.

8. Understanding of the options being considered

8.1. One of the key aims of this period of consultation has been to increase understanding of the options being considered to 60%. This has been achieved, as shown in the charts below.



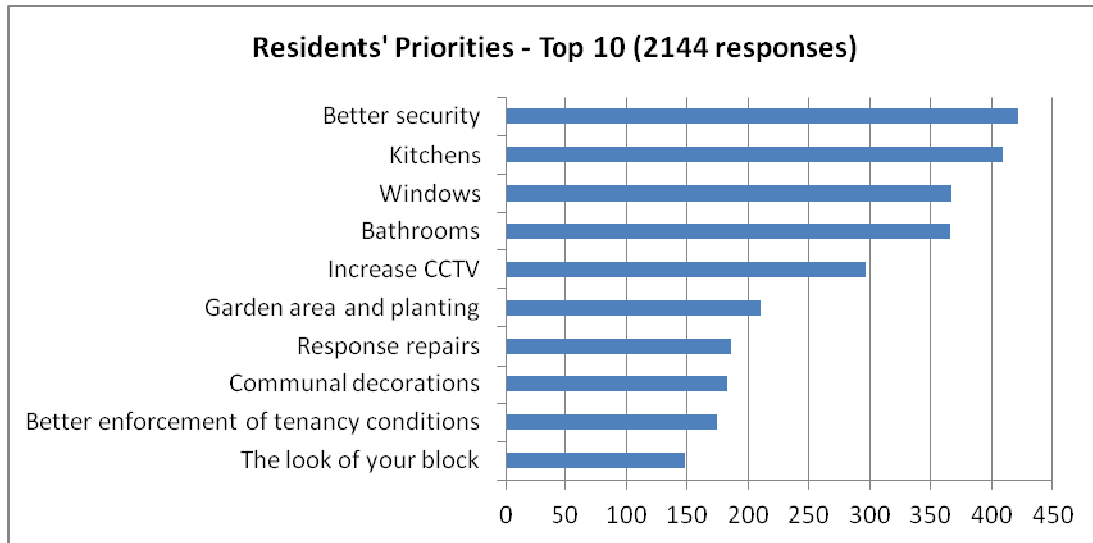
8.2. In the previous Housing Matters survey consultation (December 2012) 81% of residents understood (fully or a little) about option one, and 43% understood (fully or a little) about option two. This has increased to 95% and 92% respectively, and meets the overall objective to increase understanding to 60% or more. It should be noted that in the initial consultation (December 2012) the wording of option two did not include 'Lewisham Homes'. When it was articulated as evolving Lewisham Homes into a resident-led organisation, both understanding and support to explore this idea has increased markedly.

8.3. Further evidence from the survey supports this with 65% of respondents 'aware' of the Council's Housing Matters consultation when asked (this is in line with 60% and 47% who said they 'fully' understood the options being considered). Of those that were not aware of the Housing Matters consultation, 78% said they had seen the 'Your Home, Your View' newsletter distributed in February 2013 which may account for some residents saying they understood a little but would like more information.

9. Residents' priorities

9.1. Residents were asked what their three main priorities were for improving where they lived, including their home, services, block and external areas. The purpose of this question was to understand unprompted what resident's priorities are. Surveyors were able to refer to several options on the survey form, if the resident struggled to think of options.

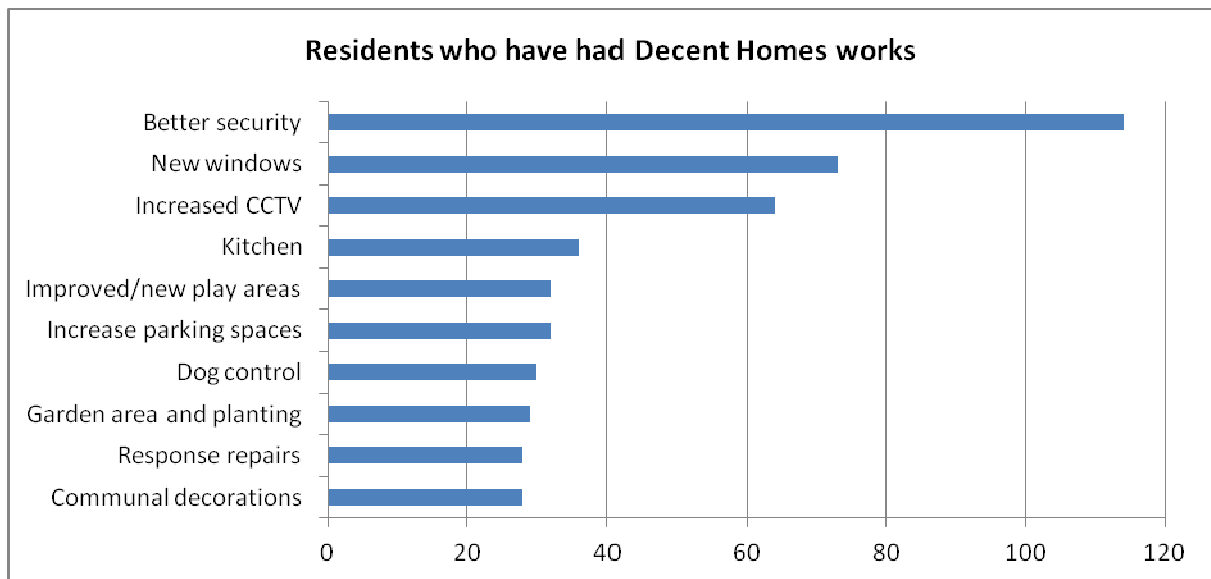
- 9.2. Responses to this question are being broken down into residents groups and areas to help assess where priorities differ, according to local issues and needs. The following chart shows the 10 most common priorities mentioned by all residents surveyed.



* 320 residents had no priorities, 338 residents had one priority only, 395 residents had two priorities. There were 844 additional priorities captured (where residents listed more than three).

- 9.3. When broken down by geographic area, residents' priorities remained consistent with better security, kitchens, bathrooms, windows and increased CCTV and improvements to communal areas featuring highly across all areas.
- 9.4. For ease of analysis, when grouped into more general themes the most commonly mentioned priorities relate to security and safety (door entry systems, CCTV, estate wardens and better enforcement of tenancy conditions with 1039 mentions); communal areas and the look of blocks (816 mentions), completing the Decent Homes programme (777 mentions), and other improvements inside homes (doors, windows with 643 mentions).
- 9.5. The most common priorities in terms of service improvements are response repairs and better enforcement of tenancy and tackling antisocial behaviour.
- 9.6. In areas where the Decent Homes programme has begun, bathrooms and kitchens were a lower priority, perhaps reflecting that some residents have had works done in their homes already.
- 9.7. Garden areas, planting and landscaping are emerging themes, though caretaking services are notably absent from priorities. Caretaking was a main resident priority for residents when Lewisham Homes began in 2007.
- 9.8. Within all surveys, observations were listed to capture conversations with residents. One of the areas noticeably raised as an issue for residents was that of damp, condensation and mould in residents' homes. There were 80 individual comments recorded within the surveys, and these were equally as noticeable when looking at feedback from residents who have had Decent Homes work done. The high number of residents wanting new windows and double glazing (332) also suggests ventilation, heat loss and draughts were issues for residents.

9.9. Residents who have had Decent Homes works have been looked at separately, as an indication of satisfaction with works. Of 2144 residents who completed surveys 20% (448) had had some Decent Homes work done.



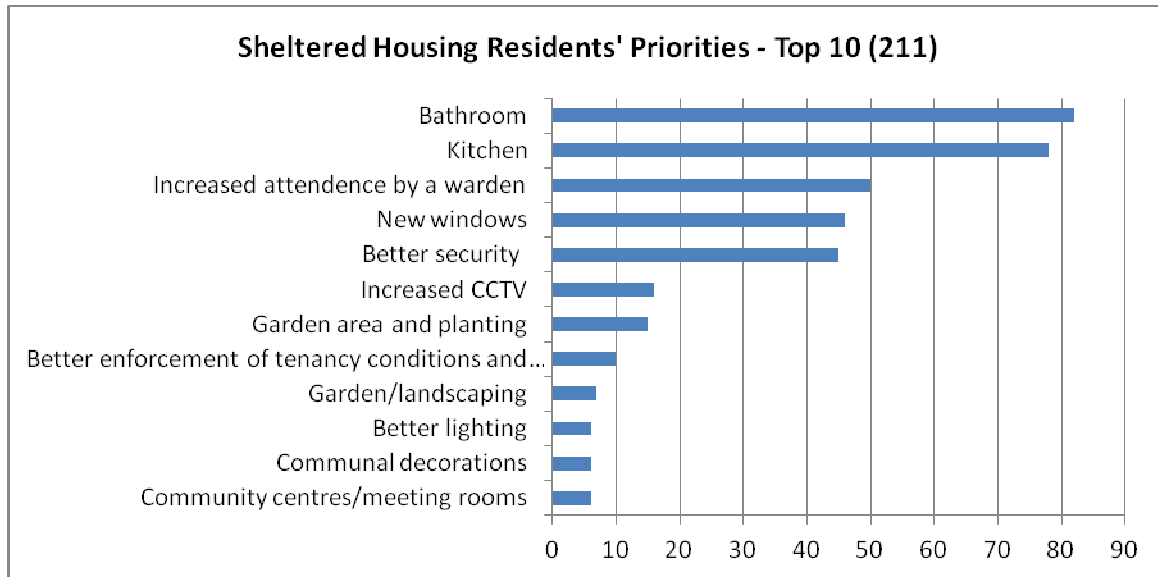
9.10. About 11% (48) of those people listed priorities which fell under the main areas for Decent Homes (kitchen and bathroom improvements). Of these:

- Seven people had work carried out between April and June 2013, which could mean that at the time they were surveyed, work had not yet begun accounting for their views.
- Four people specifically mentioned dissatisfaction about the quality of Decent Homes work carried out in their homes.
- 14 people had some work done under Decent Homes, but listed priorities they did not receive during the programme. For example, some residents had new kitchens installed but listed bathroom improvements as a priority. It could be viewed that the Lewisham Homes Standard is not aligned with these residents' expectations.
- It is unknown why the 23 remaining residents (who had Decent Homes work done since October 2011) have identified this work as requiring improvement.

9.11. The small numbers of residents who fall into these categories suggest that the majority of residents are satisfied with Decent Homes works to date. However, a number of residents mentioned the quality of work, perceived impact on drainage, and continued problems with condensation while completing surveys.

9.12. Generally, residents priorities are consistent with the overall view of residents that safety and security, windows, and improvements to communal areas high on the list.

9.13. In order to assess the needs of residents in Sheltered Housing, their priorities have been looked at in detail as part of the analysis. The most common priorities are shown in the chart following.



* Of 211 respondents 45 had no priorities, 40 residents had one priority, 57 residents had two priorities. There were 80 additional priorities captured (where residents listed more than three).

9.14. More than 50 of 211 Sheltered Housing respondents listed an adaptation as something they would like in their home. The majority of these were in relation to bathrooms, including walk in showers, raised WCs, and installation of hand rails.

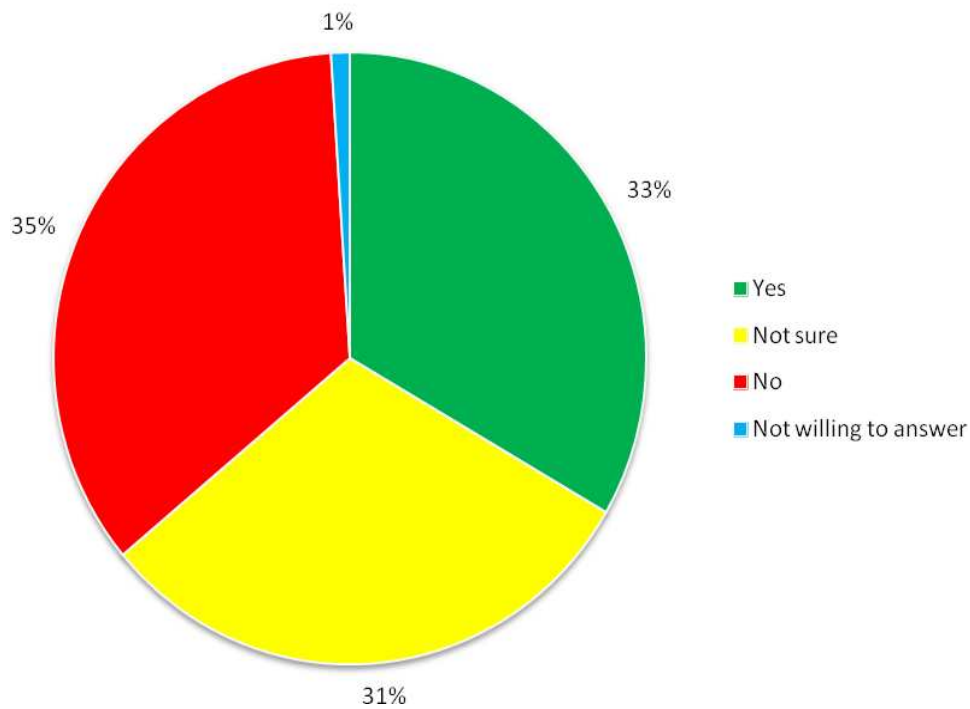
9.15. Residents in Sheltered Housing, generally, had similar priorities as shown in the overall residents' feedback with security and safety and improvements to homes being top of the list. In order to get a clear picture of Sheltered Housing views, and to ensure consistency, a small number of officers carried out surveys on site at schemes.

9.16. Lewisham Pensioners' Forum shared its survey findings from its own research into what older people wanted to see in Sheltered Housing accommodation and services. Security and support of a warden were the two most common reasons residents moved into Sheltered Housing. Excluding improvements to their homes, these are consistent with the main priorities for improvement found in the Housing Matters survey.

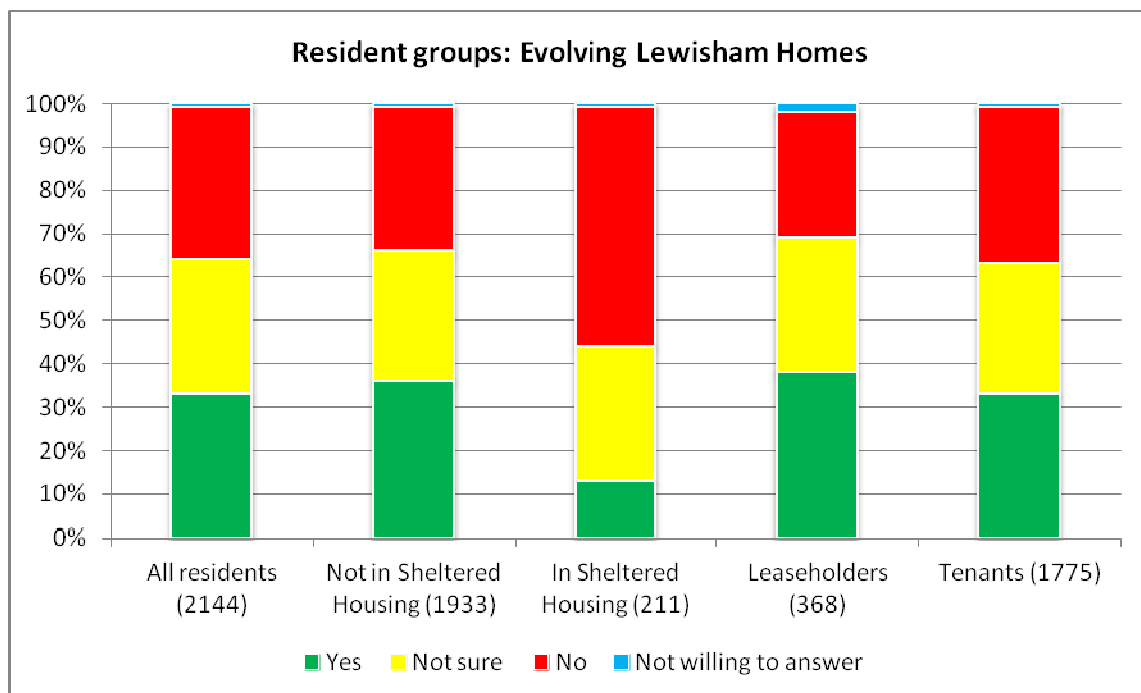
10. Residents' views on evolving Lewisham Homes into a new organisation

10.1. Survey participants were asked: "From what you understand about the options, do you think it is a good idea to evolve Lewisham Homes into a resident-led organisation and become your landlord?"

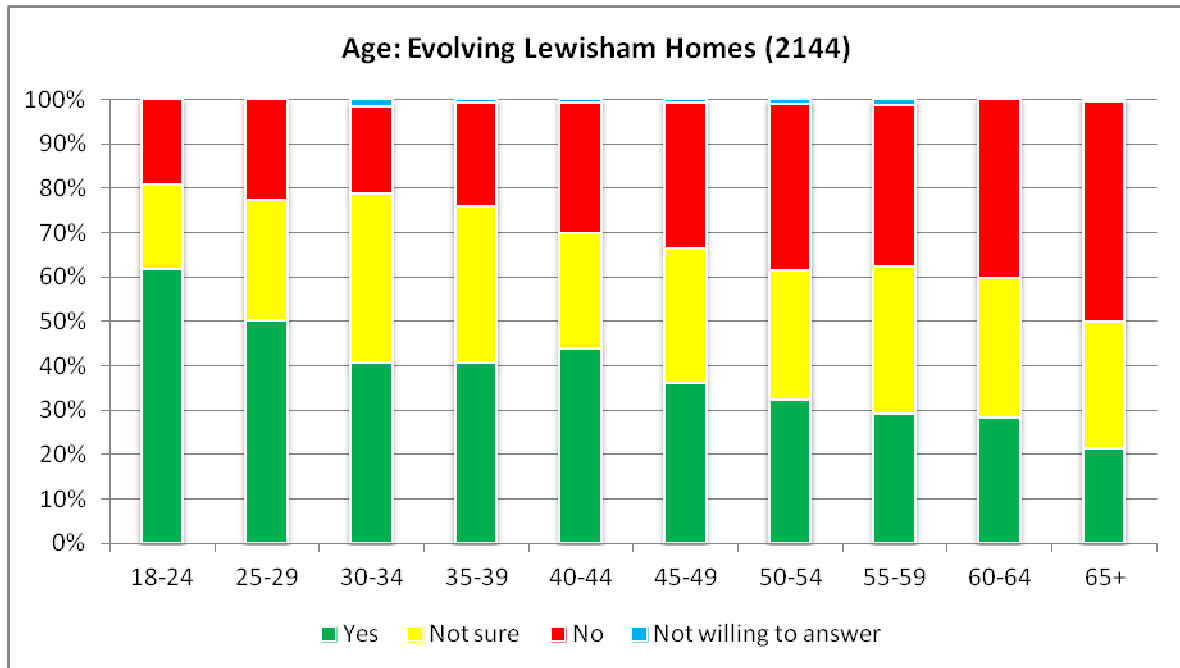
All residents: Evolving Lewisham Homes (2144 responses)



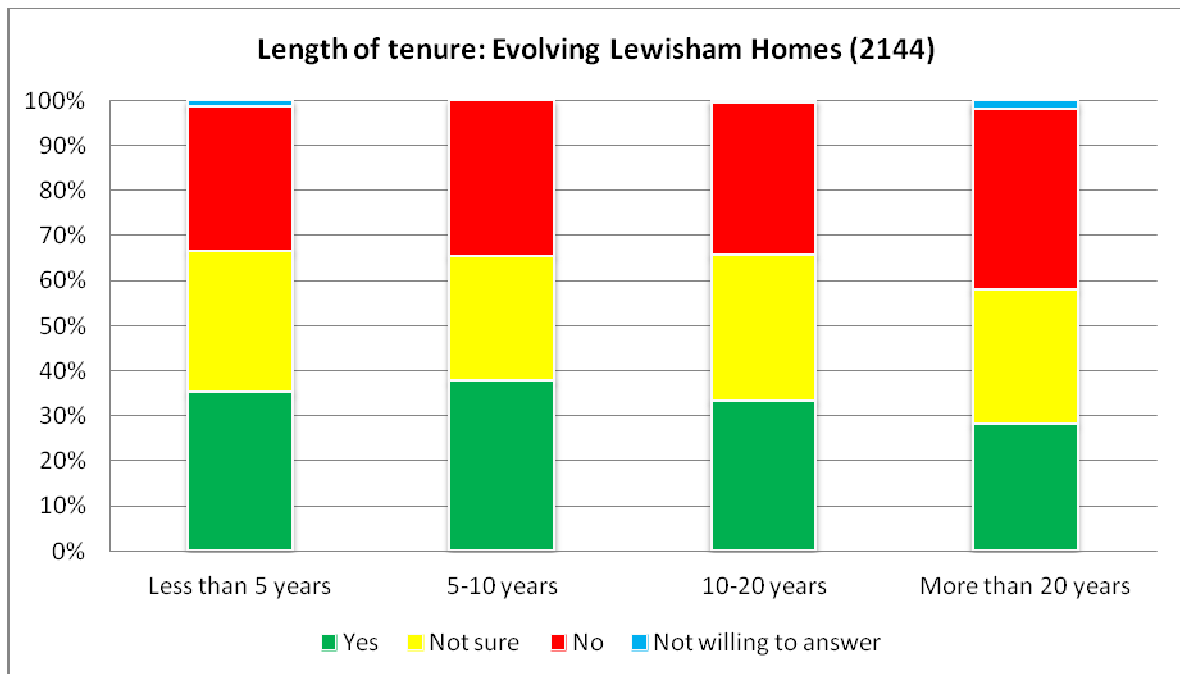
10.2. Analysis of this question looking at responses across tenancy type, age and area helps to gain insight into residents' views on a resident-led Lewisham Homes.



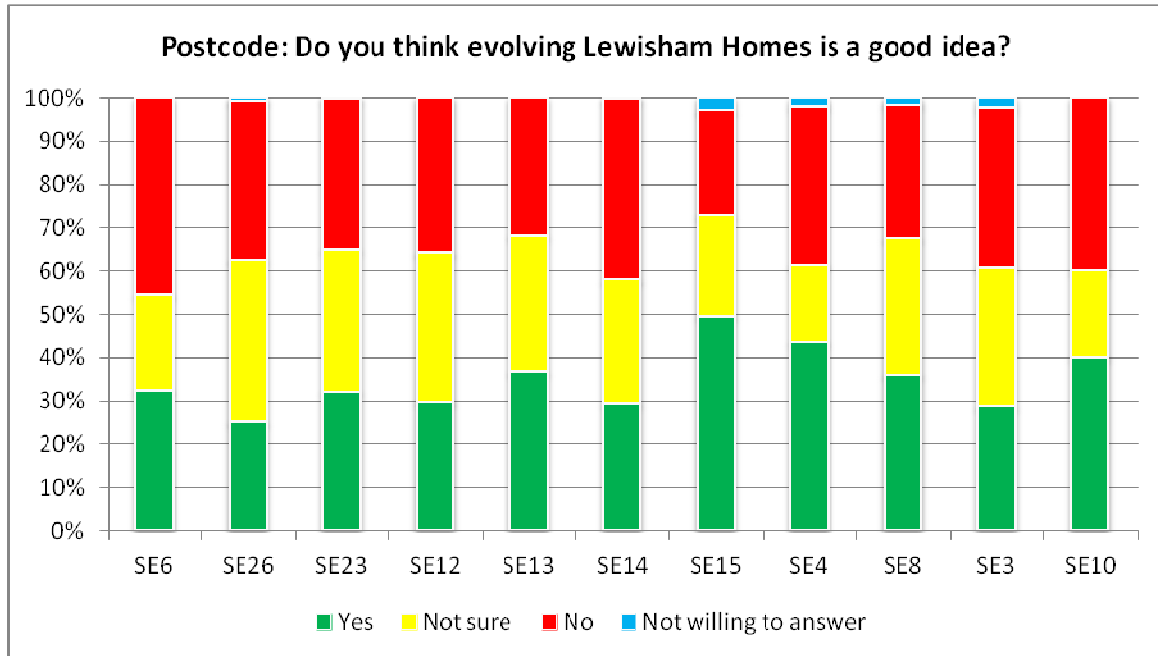
10.3. There is a generally consistent balance of residents saying, yes, no and not sure. The majority of residents in Sheltered Housing do not currently think that evolving Lewisham Homes is a good idea. Their concerns are given in (11).



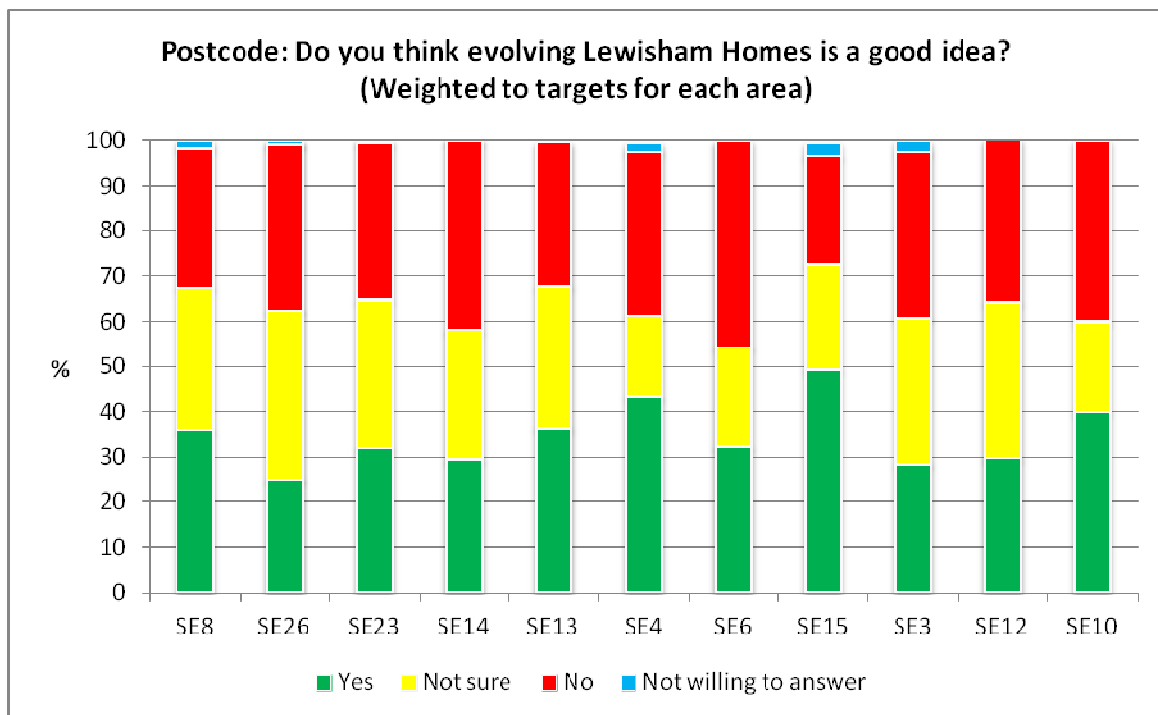
10.4. Those under 50-years-old generally indicate an open mindedness to the idea of evolving Lewisham Homes. Those over 50 are less likely to think it is a good idea.



10.5. Again, there is a degree of consistency in the responses of residents regardless of the length of their tenancy, using the assumption that older residents have lived in their properties for a longer period of time. Residents who have lived in their current home less than 10 years are more open to the option to evolve Lewisham Homes.



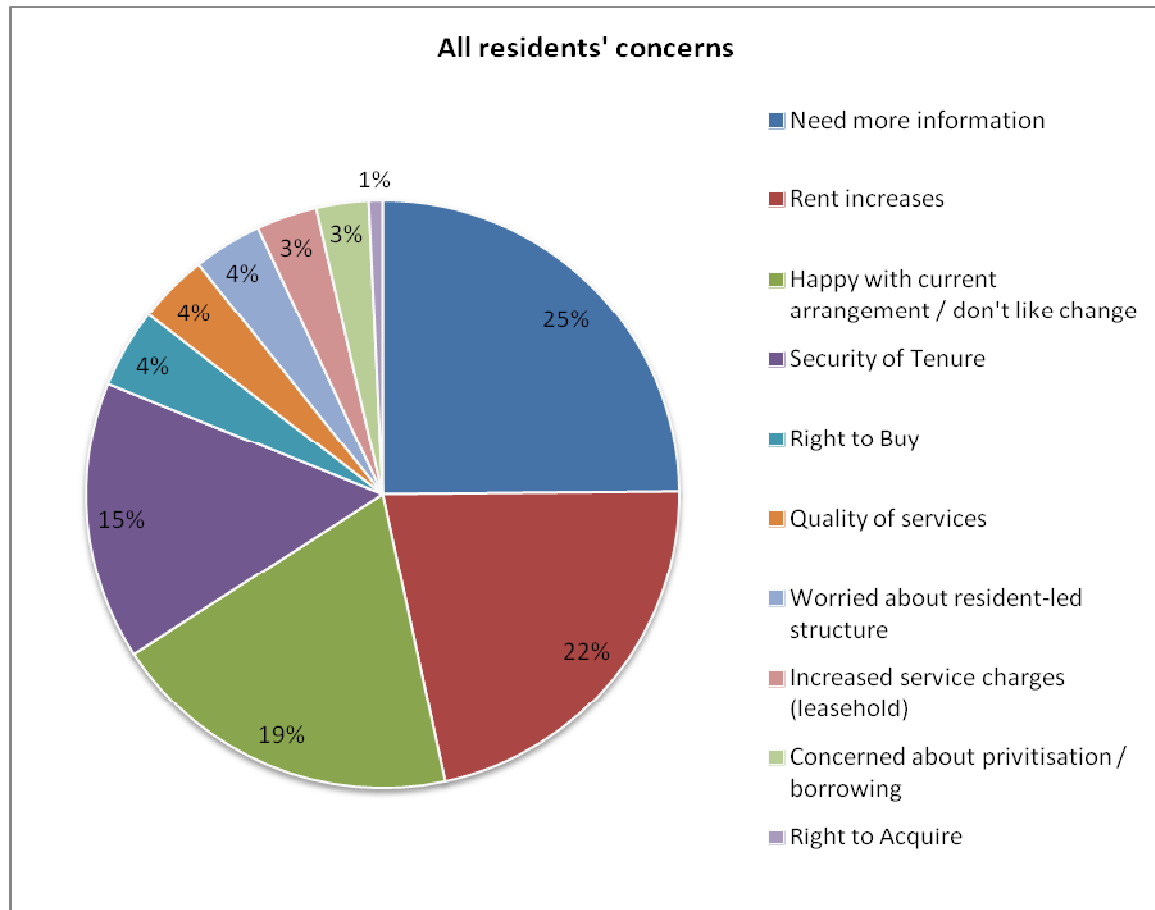
10.6. By looking at areas by postcode we can start to understand whether views differ around the borough. Broadly, they show a very consistent picture to overall results.



10.7. Of the 922 residents who 'fully understood' evolving Lewisham Homes into a new organisation, 43% said they thought it was a good idea (with the information available at the time). This represents a 10% increase in 'support'.

11. Residents' concerns about evolving Lewisham Homes

11.1. If respondents were 'not sure' or did not think it was a good idea to evolve Lewisham Homes into a new organisation, they were asked what concerns they had about this option. The chart below shows the main concerns captured in the survey.



* Approx. 800 comments were captured and have been summarised in the chart above

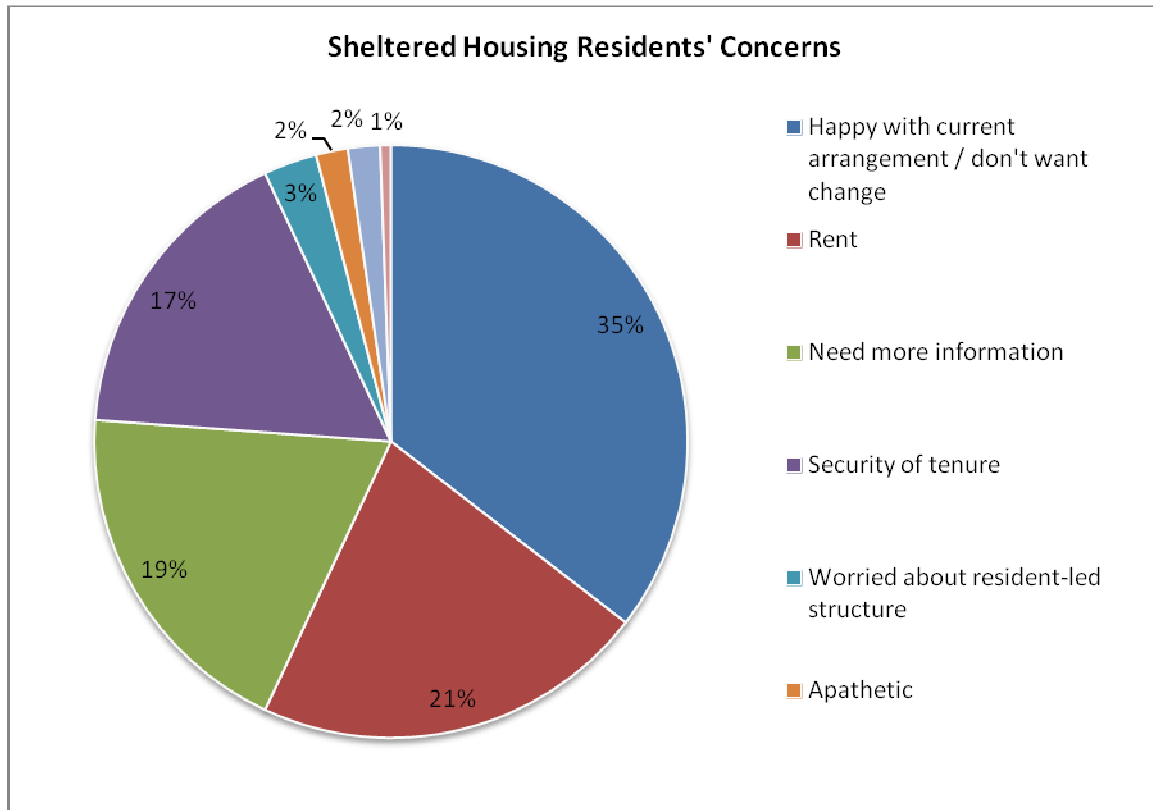
11.2. One in four respondents who were 'not sure' or did not think evolving Lewisham Homes was a good idea said they needed more information about the options to be able to give an informed view. This is reasonable taking into account the information available at the time of the survey, and could be viewed as a general open mindedness to further understand how the options differ.

11.3. The concerns raised about rent increases and tenants' rights are valid and can be addressed in the next phase of the programme.

11.4. Nearly one in five respondents said they were either happy with the current arrangements, or did not want change. This is positive feedback for Lewisham Council and Lewisham Homes, and is consistent with the earlier survey results which found that 75% of residents were satisfied with Lewisham Homes. However, by identifying 'no change' residents indicate that the option for Lewisham Council to retain ownership of properties represents the idea that things would not change under this option.

Appendix 1

- 11.5. About 50 residents expressed a clear concern about the idea to form a 'resident-led' organisation. This is worthy to note as it shows there is an interest in the company structure and governance arrangements proposed for a new organisation.
- 11.6. Responses from residents in Sheltered Housing accommodation are presented separately to better understand their views. 86% of this group said they were not sure or did not think it was a good idea to evolve Lewisham Homes.



* Approx. 140 comments were captured and have been summarised in the chart above

- 11.7. Similarly to the overall picture of residents' concerns, Sheltered Housing residents expressed a strong view that they did not want things to change. One in five said they felt they needed more information to be able to take an informed view.

12. Leaseholders

12.1. 341 leaseholders gave their views in the survey, their priorities for improvements are shown in the chart below and offer consistent responses with tenants.



12.2. Of leaseholders 38% thought that evolving Lewisham Homes was a good idea, which is slightly higher than other groups. An additional 31% said they were 'not sure' and wanted more information. Respondents said they wanted more information, were happy with current arrangements and were concerned about increased service charges for leaseholders. There were also a number of comments from leaseholders who were worried about the organisation borrowing money, and generally 'privatisation' of housing in Lewisham.

13. Survey Conclusions

13.1. The conversation with residents that has taken place to date has been at a high level and has focused as much on increasing residents' understanding of the issues and options as on testing their views about them. It has also provided a good insight and detail into what residents' priorities are for their homes and communities, which provides evidence to inform decision making in later stages of the programme.

13.2. The survey has produced consistent residents' priorities across all areas of the borough, with security and safety, improvements to communal areas, and the completion of the Decent Homes programme most commonly mentioned by respondents.

13.3. Having been a resident priority when Lewisham Homes went live in 2007, caretaking was noticeably absent among resident priorities. However, in some areas garden areas, planting, and landscaping have emerged as requiring improvement.

13.4. Residents in Sheltered Housing have been consulted widely in the survey, to ensure that views can be considered separately to contribute to the Older Persons

Strategy for housing. While the majority of residents in Sheltered Housing Schemes did not currently think it was a good idea to evolve Lewisham Homes, they did want to see security and support on site improved, as well as showing a need for greater investment in adaptations. There was a clear desire to have more information about the options.

- 13.5. While awareness (65%) and understanding of the options has increased since the previous survey (from 81% to 95% for option one, and 43% to 92% for option two), there is still work to be done to explain in more detail the consequences of change under both options. The feedback captured needs to be considered alongside an appreciation of the level of understanding that residents were able to reach in the time available.
- 13.6. There is a common theme among those residents who are concerned about a possible transfer of ownership of council properties to Lewisham Homes, of being 'happy with current arrangements' and being reluctant to change. While there is a general understanding of the issues the Council faces, residents have not been provided with information about what change will result from both options.
- 13.7. There is a clear message that residents do not have enough information to make an informed choice on the options being considered. Of those that said they were 'not sure' about the idea to evolve Lewisham Homes into a new organisation, the majority said needing more information was their main concern. This is reason given the information available at the time of the survey, and could be viewed as a general open mindedness for the option to be explored and explained in more detail.

14. Recommendations

- 14.1. Note the findings of the conversation with residents about their priorities for their homes, communities and housing service.
- 14.2. Note residents' understanding of the two options following this phase of consultation, and the concerns captured about the option to transfer ownership to Lewisham Homes.
- 14.3. Note the survey findings and how these can be used to develop the financial parameters of both options, alongside the stock condition survey.
- 14.4. Note the survey findings in the assessment of whether investment can be directed to achieve the Council's and residents' priorities while giving due regard to residents' concerns about the impact of change.
- 14.5. Agree that, residents' priorities form basis of further exploration and explanation of how the two options under consideration might meet residents' needs, and where they fall short.
- 14.6. Agree that, the next phase of the conversation should set out in detail what change will come as a consequence of both options, to enable residents to have a more informed view.

Appendix 1: Door-knocking Survey Form



Housing Matters Consultation survey form

Hello, my name is _____ and I am calling today on behalf of Lewisham Homes and the Council. Do you have five minutes to answer five questions on Housing Matters?

Is the property a:

- Flat House (Estate) Estate
 Street property Sheltered housing

1. Can I first quickly confirm some details with you?

Are you the:

- Tenant Leaseholder
 Member of the household Other (Please explain)

2. Your name
(Confirm answer only as this will already be populated)

3. How long have you lived at this address?

- Less than five years 5-10 years
 10-20 years More than 20 years

4. Are you aware of the Council's Housing Matters consultation?

- Yes No

a) If NO: Have you received:

- Any newsletters from the Council: Yes No
 - A survey from the Council? Yes No

5. Have you received the latest newsletter from Lewisham Homes and the Council? (If no please leave a copy).

- Yes No

6. What are your **three** main priorities for improving where you live for your home, services, block and external areas?

Your home:

- H1 - Kitchen H2 - Bathroom

- H3 - Adaptations
 H4 - New front door
 H5 - The service Lewisham Homes and the Council provide
 H6 - Loft Insulation (Houses and flats only)
 H7 - Boiler / Communal heating system
 H8 - Other (Please explain)

Leaseholders:

- H7 - New windows
 H8 - Better connections to TV / broadband
 H9 - Sound Insulation (Converted flats only)
 H10 - New front door (Please explain)
 H10 - Other (Please explain)

Your block:

- C1 - Better security (door entry / vision entry)
 C2 - Better lighting
 C3 - Energy efficient lighting
 C4 - Easy to clean and more attractive floor coverings
 C5 - Improved facilities for disposing of rubbish
 C6 - Upgrade/replace fencing
 C7 - Communal decorations
 C8 - The look of your block
 C9 - The external structure - roof, walls, balconies
 C10 - Communal area
 C11 - Other (Please explain)





The area outside your block:

- E1 - Garden area and planting
- E2 - Improve garage / more garage space
- E3 - Increase parking spaces
- E4 - Increase storage sheds
- E5 - Increase security of parking and other estate areas (bollards/gates)
- E6 - Increase CCTV on estates
- E7 - Improved / new play areas
- E8 - Better use of existing facilities eg. Local shops
- E8 - Storage shed areas
- E9 - Lighting
- E10 - Community Centres / Meeting rooms
- E11 - Complete regeneration / Development
- E12 - Other (Please explain)



Services:

- S1 - Garden / landscaping
- S2 - Bulk refuse collection service
- S3 - Better enforcement of tenancy conditions and tackling ASB
- S4 - Response repairs (Please explain)

Support for you and your community:

- S5 - Welfare benefit advice
- S6 - Training programmes for residents
- S7 - Improve employment opportunities for residents
- S8 - Estate wardens
- S9 - Increased attendance by warden (Sheltered housing only)
- S10 - More access to housing officers
- S10 - Longer opening hours
- S10 - Dog control
- S10 - Street sweeping
- S10 - Support for you and your community
- S11 - Other (Please explain)

7. Based on what you have heard so far, how well do you feel that you understand each option and how it might affect you?

	I fully understand how the option might affect me.	I understand a little about the option but there are some things I would like more information about.	I don't understand this option or how it might affect me.
Option 1 The Council continues as your landlord and Lewisham homes continues to manage your home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Option 2 The ownership of your home transfer to a new 'resident-led' organisation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





8. From what you understand about the options, do you think it is a good idea for Lewisham Homes to evolve into a resident led organisation and become your landlord?

Yes No Not sure Not willing to answer

9. (Only ask if answer to Q8 is NO or Not Sure)
What concerns do you have about Lewisham Homes becoming your landlord?

R1 - Rent R2 - RTB (Right to buy) RTA (Right to acquire) R4 - Security of tenure
 R5 - Other (Please state) _____

10. Thank you for your time today.
Can I ask how you would prefer to receive further information about the Housing Matters campaign?

Telephone: (Take number if willing to give their number) _____
 Email: (Take email address if willing to give their email) _____
 Newsletters Internet Letters Meetings
 Home visits Coming into Lewisham Homes or the Council offices



Date visit completed: _____
Name of members of staff completing the form: _____
Any other observations: _____





You can choose not to answer these questions if you prefer, and any information that you do choose to provide will be treated confidentially in accordance with the Data Protection Act 1998.

Age:

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 18-24 | <input type="checkbox"/> 25-29 | <input type="checkbox"/> 30-34 |
| <input type="checkbox"/> 35-39 | <input type="checkbox"/> 40-44 | <input type="checkbox"/> 45-49 | <input type="checkbox"/> 50-54 |
| <input type="checkbox"/> 55-59 | <input type="checkbox"/> 60-64 | <input type="checkbox"/> 65+ | <input type="checkbox"/> Prefer not to say |

Gender:

- Are you: Male Female Prefer not to say

Disability:

Do you consider yourself to be a disabled person? Yes No

If yes please specify _____

Do you have any adaptations in your home? Yes No

Are there any adaptations you would like? If yes please specify _____



Ethnicity:



- White**
- English / Welsh / Scottish / Northern Irish / British
 - Irish
 - Gypsy or Irish Traveller
 - Any other White background (please specify) _____

- Mixed**
- White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other mixed background (please specify) _____

- Asian / Asian British**
- Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background (please specify) _____

- Black / African Caribbean / Black British**
- African
 - Caribbean
 - Any other Black / African / Caribbean background (please specify) _____

- Other ethnic group**
- Arab
 - Any other ethnic group (please specify) _____
 - Prefer not to say

