

STAR SURVEY REPORT 2014

FINAL VERSION
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Senior Housing Administrator

The logo for Orwell, featuring a stylized mountain range above the word "Orwell" in a bold, sans-serif font.

STAR SURVEY 2014

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July 2014

Executive Summary

In 2014 Orwell Housing Association carried out the second annual STAR survey to one third of tenants and a mix of tenures (General Needs, Sheltered and Supported Housing tenants together with Shared Owners) were included in the postal survey, which took place during April and May 2014.

Key findings

Altogether **39%** of tenants responded to the survey and high levels of satisfaction with homes and services are demonstrated in the following key findings (General Needs and Older Persons tenants combined):

- **92 %** are satisfied with the 'service overall' provided by Orwell
- **90 %** are satisfied with the quality of their homes
- **87 %** are satisfied with the general condition of their homes
- **90 %** are satisfied with their neighbourhood as a place to live
- **81 %** feel they obtain good value for money from their rent
- **75 %** of tenants find it easy to get through to Orwell
- **79 %** find staff helpful
- **51 %** are satisfied with the way their complaint was handled by Orwell
- **49 %** are satisfied overall with the final outcome of their complaint
- **85 %** are satisfied with the overall repairs and maintenance service
- **84 %** are satisfied with the speed of work completed
- **88 %** are satisfied with the overall quality of work of a repair completed in last 12 months
- **71 %** think that their landlord listens to their views and acts upon them
- **88 %** feel that Orwell keeps them informed
- **87 %** are satisfied with the overall estate services provided by Orwell.

Please note: All results are inclusive of 'neither' or 'no opinion' unless otherwise stated.

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Executive Summary Table 1

Key indicators 2014 - Comparison of key findings for all tenant groups
 (% tenants very or fairly satisfied / very or fairly good)

| Executive Summary Table 1. Key Indicators 2014 – Comparison of findings for all tenant groups. (% tenants very or fairly satisfied) | Combined General Needs & Older Persons | General Needs | Older Persons | Supported * | Shared Owners ** |
|--|---|--------------------------|--------------------------|------------------------|---------------------------------|
| Overall service provided by Orwell | 92% | 92% | 91% | 71% | 80% |
| Quality of home | 90% | 88% | 97% | 82% | 75% |
| Overall condition of home | 87% | 86% | 92% | 73% | 75% |
| Neighbourhood as place to live | 90% | 89% | 93% | 69% | 75% |
| Value for money of rent | 81% | 82% | 80% | 80% | n/a |
| Ease of contacting right person | 75% | 75% | 76% | 20% | 25% |
| Helpfulness of staff | 79% | 80% | 74% | 60% | 75% |
| Complaint handling overall | 51% | 59% | 13% | 100% | n/a |
| Final outcome of complaint | 49% | 56% | 13% | 100% | n/a |
| Repairs and maintenance | 85% | 86% | 81% | 86% | n/a |
| Speed of work completed | 84% | 84% | 85% | 58% | n/a |
| Quality of work | 88% | 88% | 91% | 100% | n/a |
| Listening to tenants views | 71% | 71% | 70% | 64% | 50% |
| Keeping tenants informed | 88% | 89% | 82% | 65% | 75% |
| Overall Estate Services | 87% | 85% | 92% | 93% | 67% |

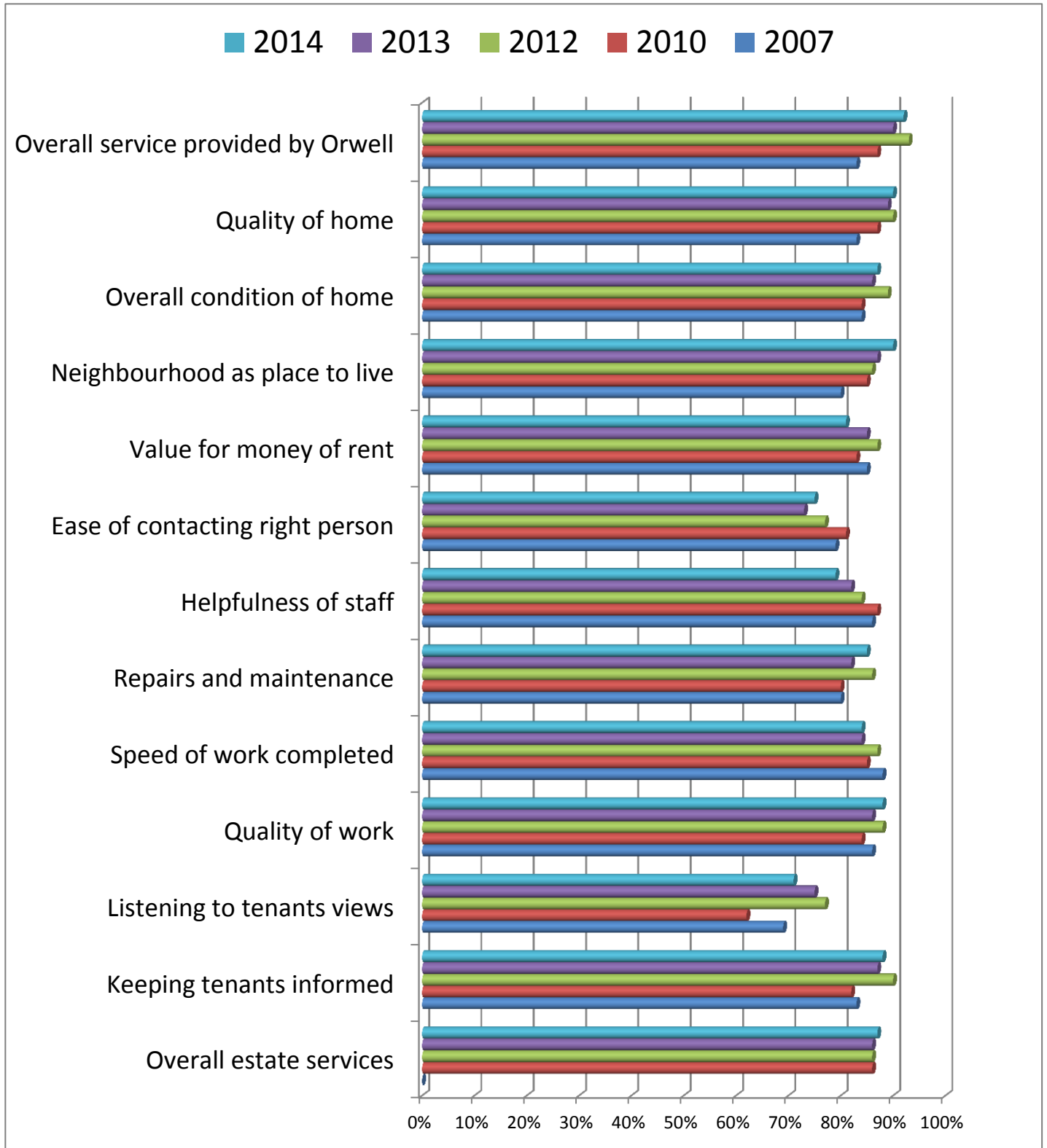
** Refers to condition of shared facilities in Supported accommodation.*

*** Please note: Shared ownership information should be approached with caution it is based on just 7 responses.*

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Executive Summary Chart 1

Key indicators - Comparison with previous survey results.
Combined General Needs and Older Persons tenants
(% tenants very or fairly satisfied / very or fairly good)



STAR SURVEY 2014

1. Introduction

As the regulatory requirement to carry out STATUS on a prescribed basis ceased, a new survey was devised by House mark to allow Landlords to compare and improve their service delivery areas this is called

STAR (Standardised Tenant And Resident satisfaction survey).

1.1 Aims of the STAR Survey

This survey will be carried out every year to one third of tenants. The aim of the survey is to provide data on tenant satisfaction, which would allow Orwell to:

Provide an up to date picture of tenants' satisfaction with their homes and with the service Orwell provides.

Benchmark results within House mark which compares with other landlords.

Compare current performance against the previous STATUS surveys.

1.2 How the results are presented

The report presents the findings of the survey for all tenants: General Needs tenants, Sheltered tenants and Supported tenants.

- The results are analysed by comparison to the previous STAR survey 2012 & 2013, and the STATUS survey 2010 -which was carried out to all tenants every three years
- The protected characteristics with Equality and Diversity
- Comparison of results in previous years

1.3 Survey methodology

A postal methodology was adopted. The total of all Orwell's tenants was split into three survey groups which included a mix of tenure type and geographical location. One of these three groups was selected this year to be surveyed. The theory is that although the STAR survey will be carried out every year it will only apply to one third thus reducing over surveying tenants but getting updated results each year.

1.4 Fieldwork

The survey was planned to take place over a six week period during April and May 2014. Three individual mailings took place. The first mail out was sent week commencing 14th April 2014 which consisted of a copy of the questionnaire, a covering letter written by Orwell in conjunction with the tenants' scrutiny panel and a reply paid envelope. All questionnaires were returned to Orwell. After two weeks a postcard reminder was sent to those tenants who had not responded. A second questionnaire with completely redesigned front cover was sent out to tenants who had still not returned the questionnaire after two weeks. The closing date was 31st May 2014.

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1.5 Incentives

Incentives were used to boost the response rate and these were increased for 2014. Questionnaires were drawn at random from those returned and three lucky winners won shopping vouchers of £250 (first prize), £150 (second prize) or £100 (third prize).

1.6 Response rates

The response rates were as follows:

| Property Type | % Responses at end of Survey period 2014 | % Responses at end of Survey period 2013 | % Responses at end of Survey period 2012 | % Responses at end of Survey Period 2010 |
|------------------|--|--|--|--|
| General Needs | 38% | 47% | 51% | 50% |
| Older Persons | 59% | 85% | 69% | 66% |
| Shared Ownership | 33% | 46% | 48% | 38% |
| Supported | 20% | 51% | 60% | 47% |

1.7 Accuracy

Only one third of tenants were surveyed and those who responded represent only a sample of the total population of Orwell's tenants but as we have now surveyed two thirds of tenants we can begin to make comparisons.

1.8 Questionnaire design

Four types of survey were created for specific client groups: General Needs, Older Persons, Supported and Shared Ownership. The core questions required to benchmark by House mark were included on all of the surveys. The Older Person and Supported survey had an additional set of questions added that were tailored to the service they receive - both of the surveys were printed using a larger font size.

In addition to the questions recommended by House mark for inclusion Orwell also added questions focusing on:

- Scrutiny Panel
- Mystery Shopping
- Focus Groups
- Editorial Panel
- Getting involved with Orwell
- Orwell Newsletter

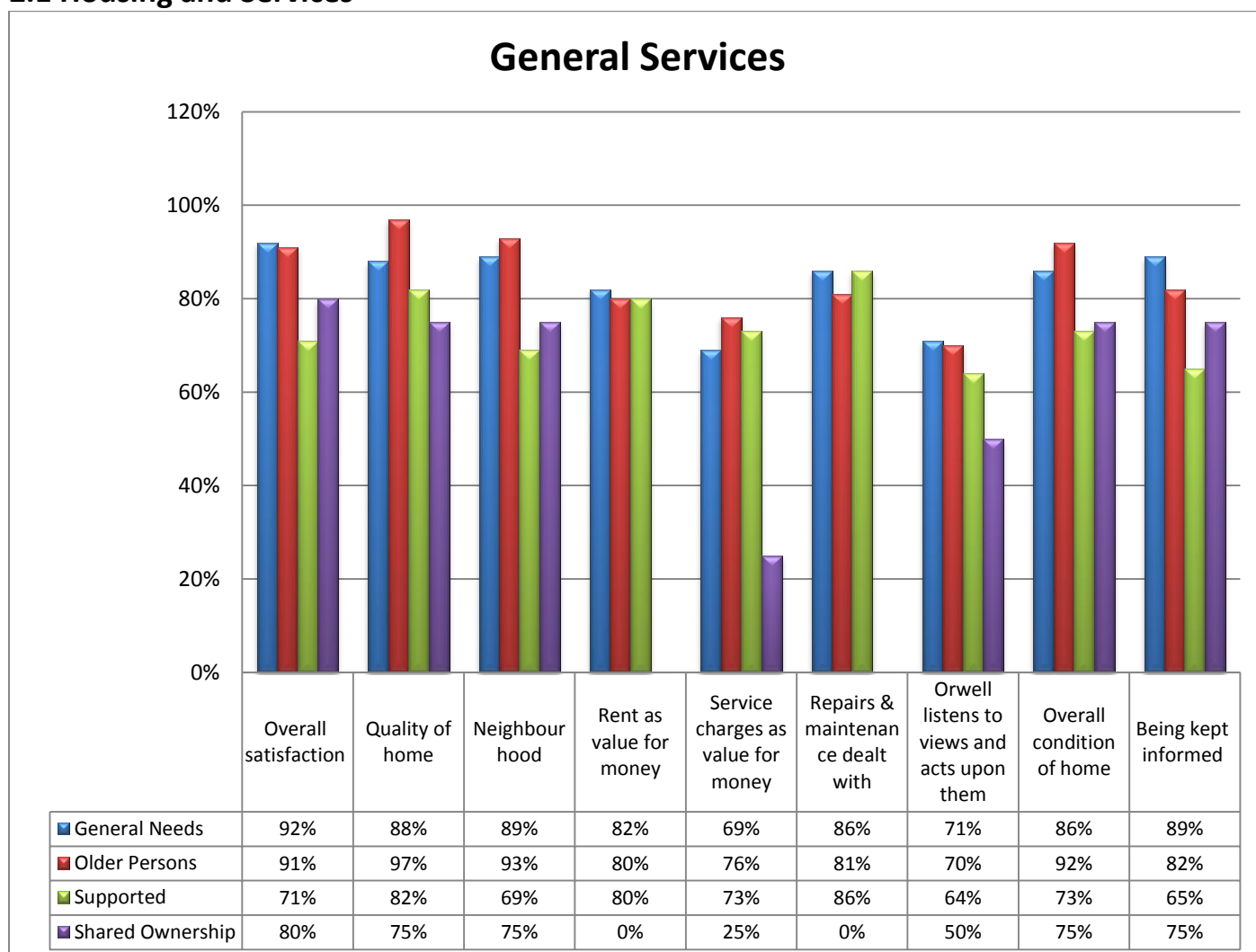
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1.9 Notes to figures

Throughout the report the vast majority of results are shown as percentages. The figures are rounded are or down to the nearest whole number so they may not total exactly 100%. A caution has been highlighted where the response sample has been low. The multiple choice questions where more than one answer can be selected will not add up to 100%. All figures are exclusive of don't know, neither and no opinion unless otherwise stated.

2. Orwell Tenant Satisfaction Ratings

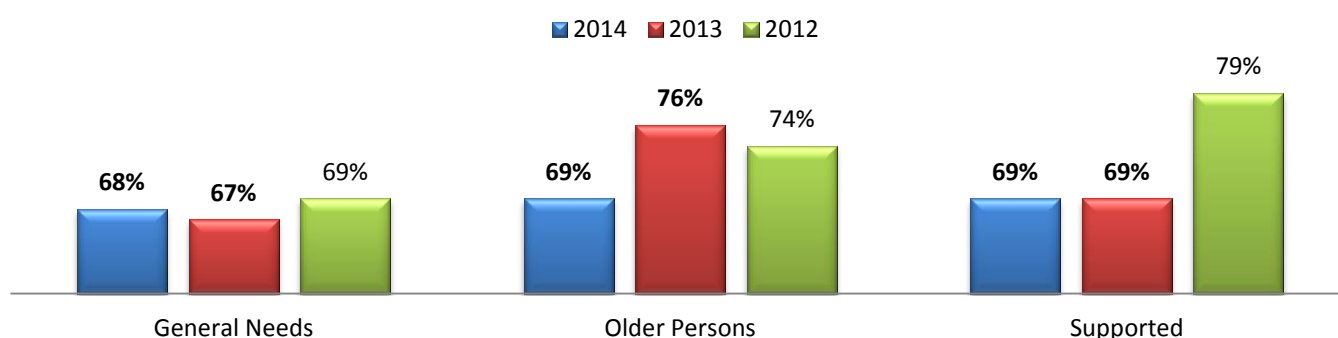
2.1 Housing and Services



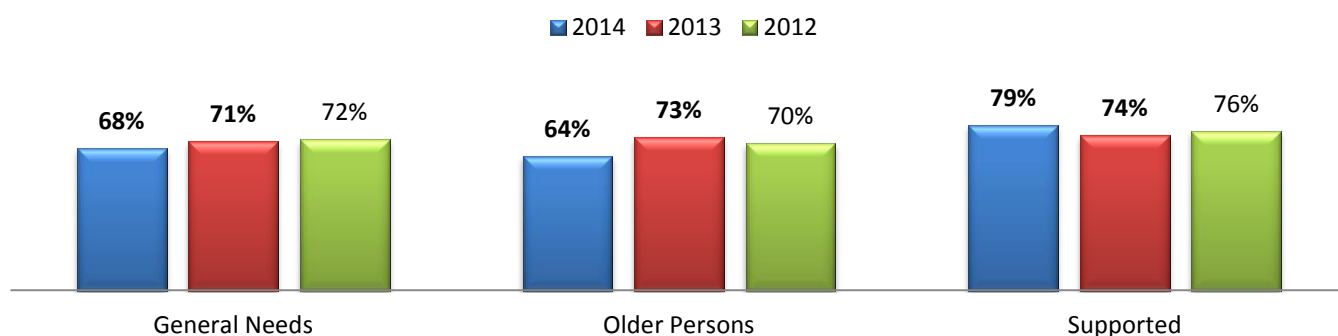
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2.2 Theme – Advice and Support

Claiming Housing & Welfare Benefit Advice

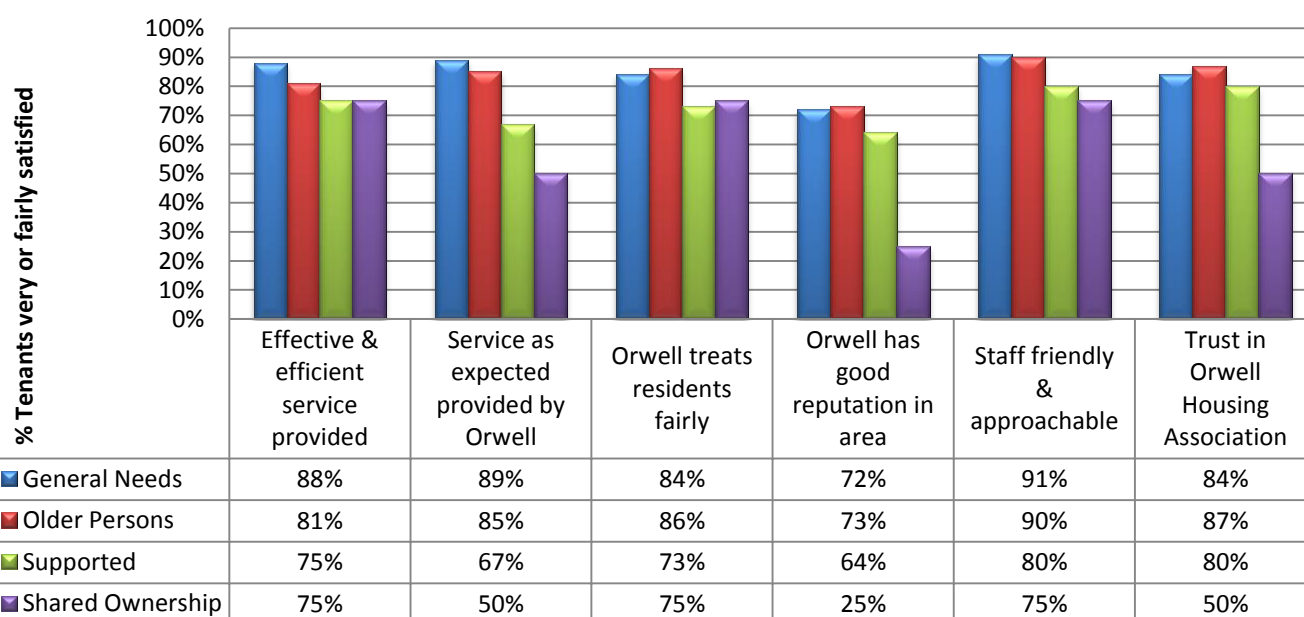


Managing Tenants Finances

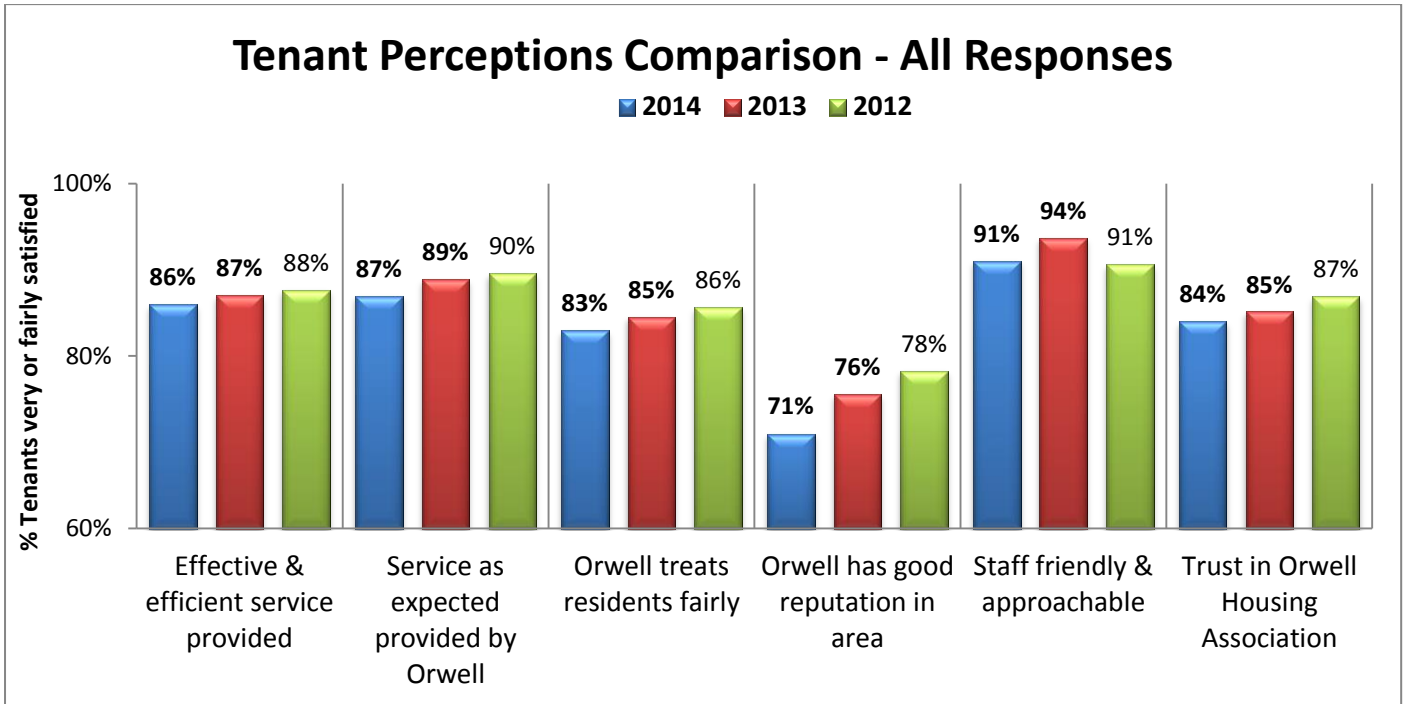


2.3 Tenant Perceptions

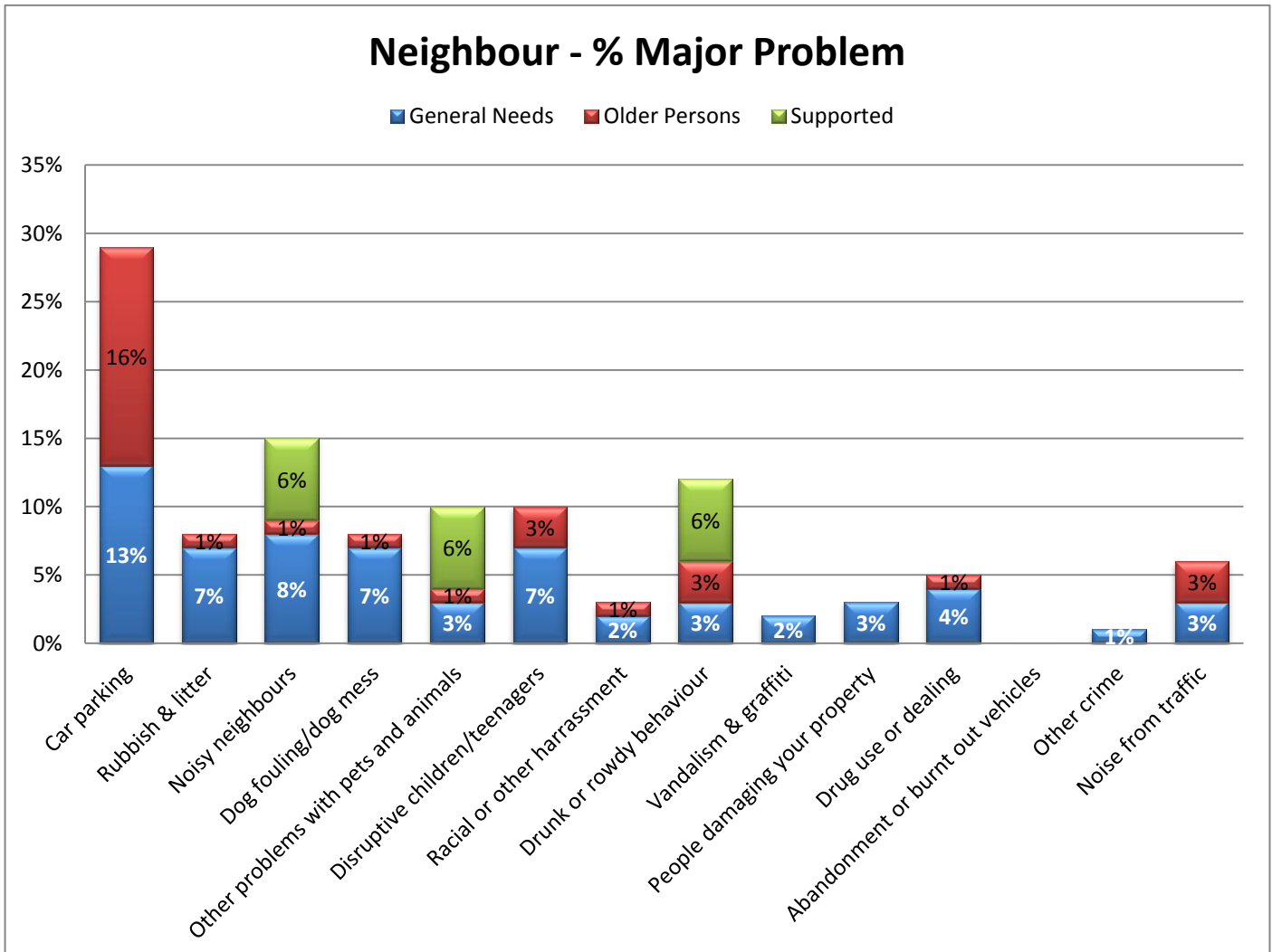
Tenant Perceptions



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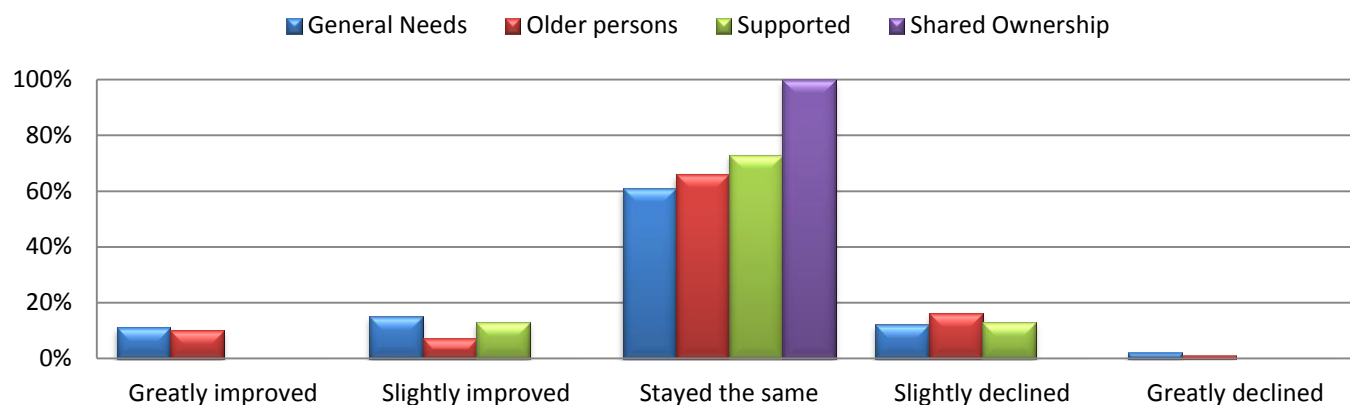


2.4 Theme - Neighbourhood



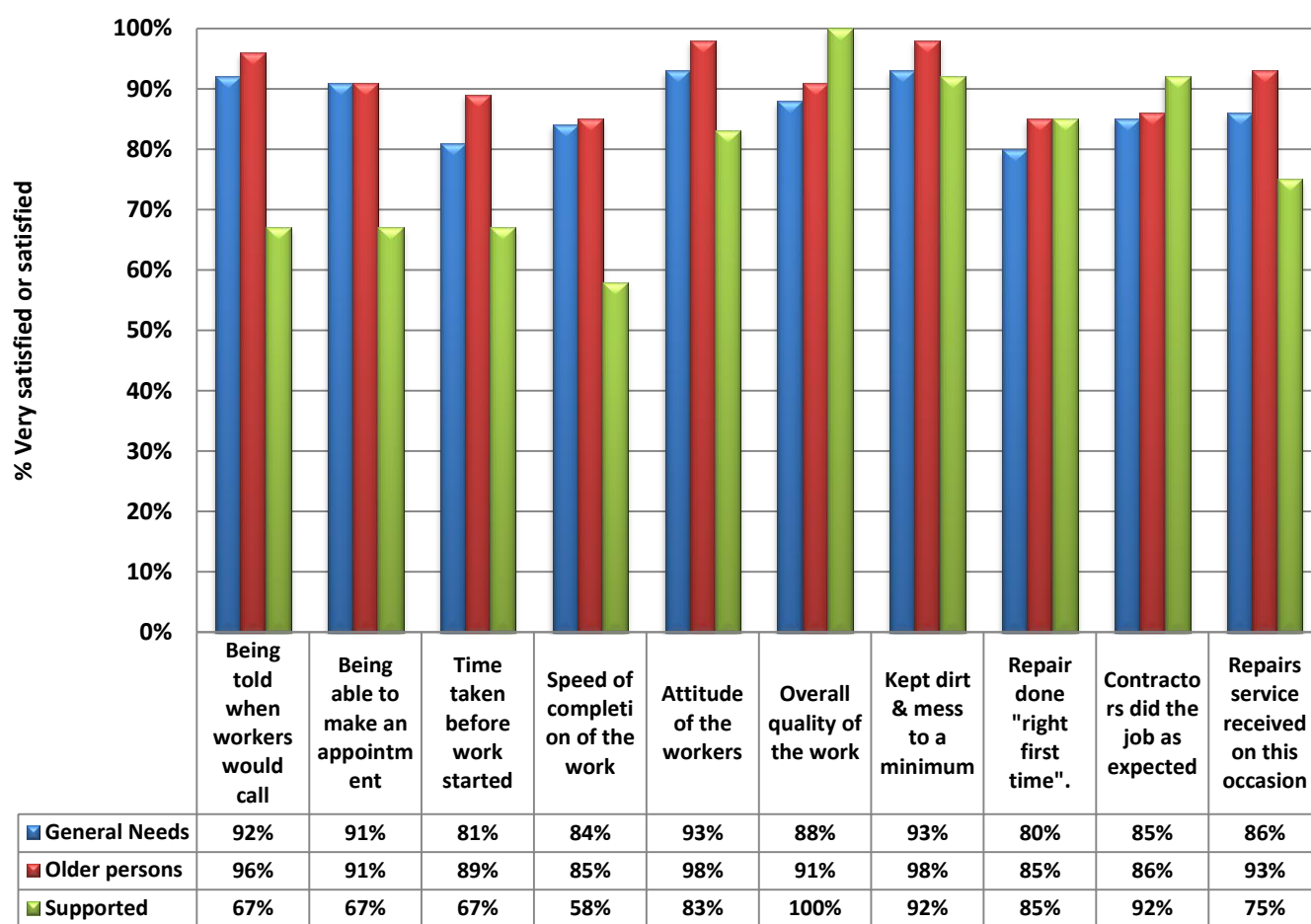
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Neighbourhood Improved or declined over past 3 years



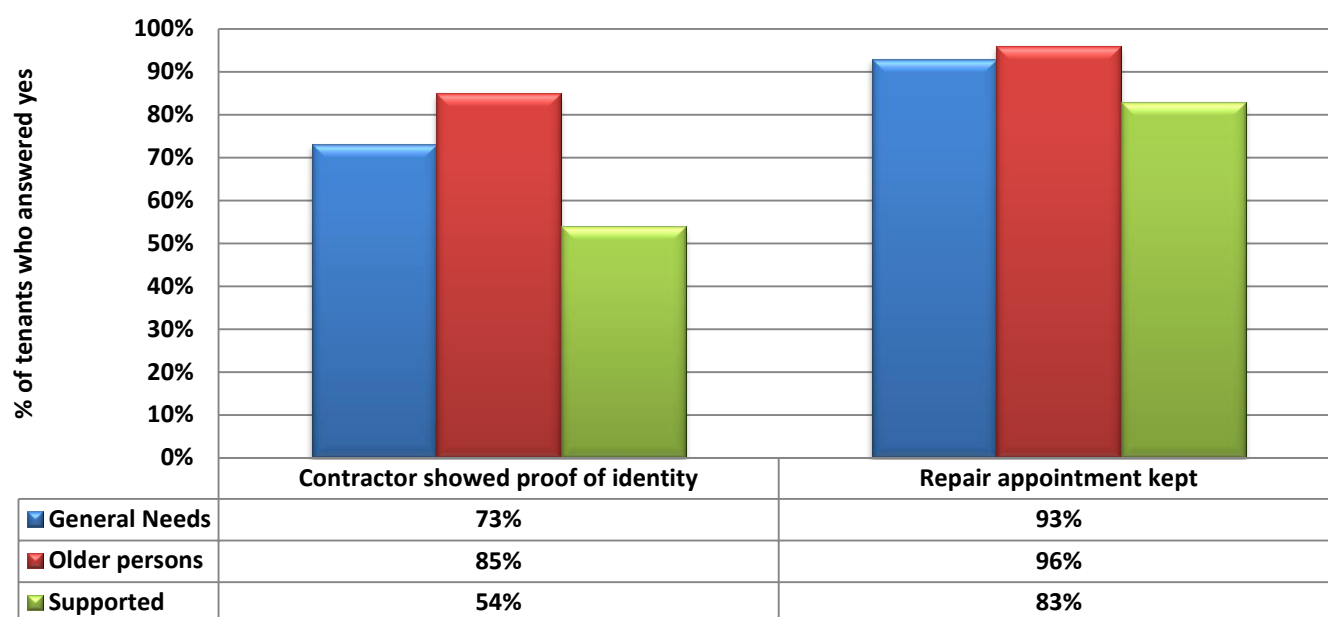
2.5 Repairs and Maintenance

Contractor & Orwell Repairs Services



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Contractor & Orwell Repairs Services



Please note Orwell Repairs Service (ORS) commenced May 2012 which are included in the results.

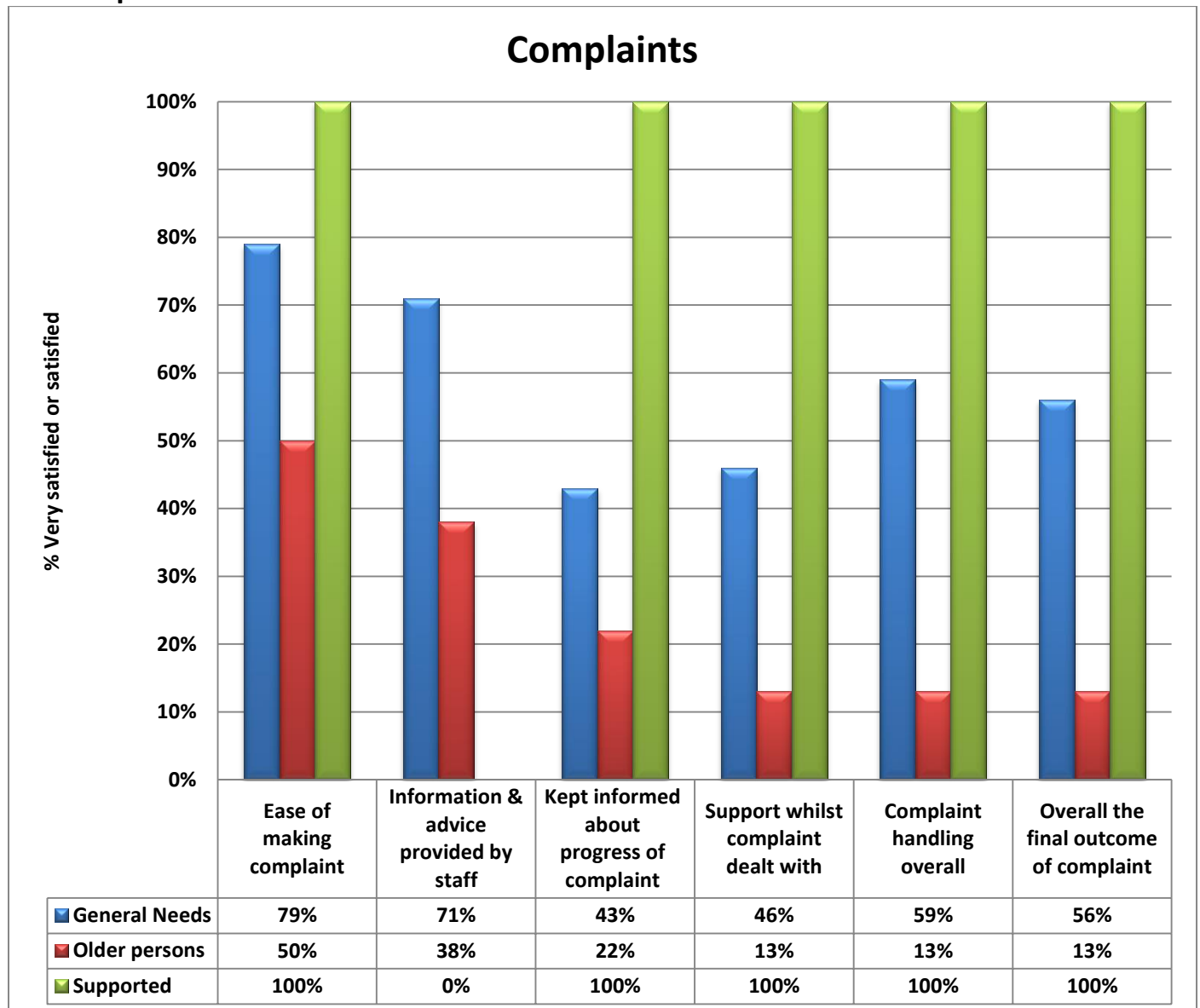
2.6 Theme - Communication and Contact with Orwell

51% of all tenants who returned a survey had contacted Orwell in the last 12 months

- **73%** found it easy to get hold of the right person
- **79%** found the staff helpful
- **86%** had queries answered within a reasonable time
- **66%** were aware of the formal complaints process
- **13%** had complained to Orwell within the last 12 months
- **76%** would be willing to make a complaint in the future

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2.7 Complaints service



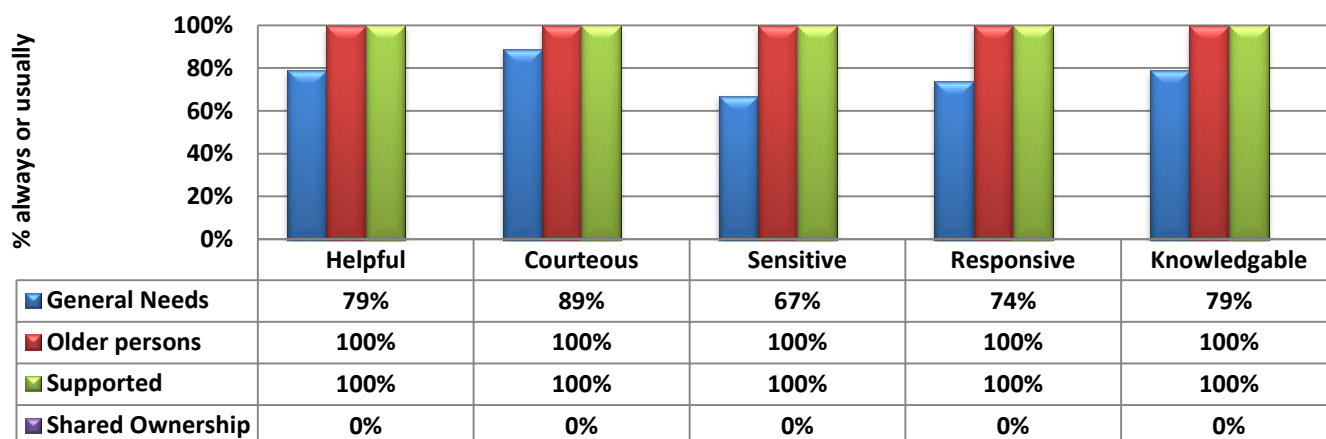
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2.8 Anti-social behaviour (ASB) service

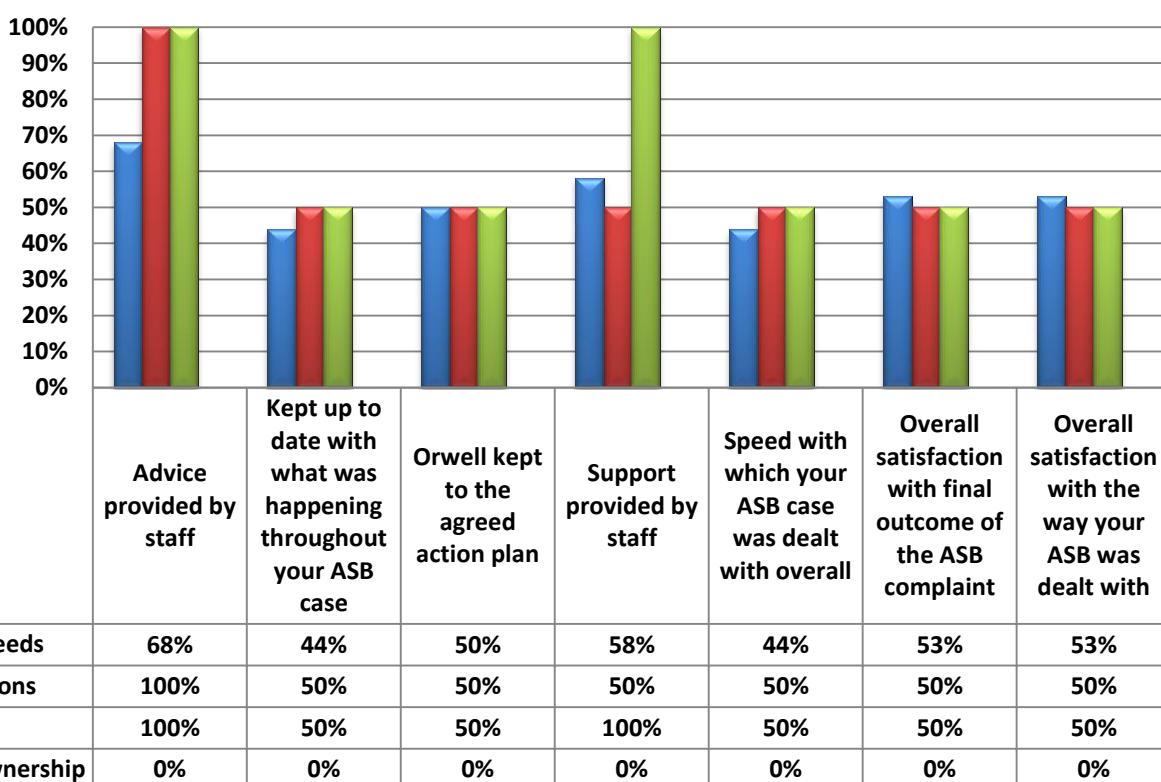
6% of all tenants that returned a survey reported anti-social behaviour to Orwell in the last 12 months

- **84%** of those tenants found it very or fairly easy to contact staff at the beginning of the ASB complaint.
- **82%** rated the initial interview about the ASB complaint to be good/fair.

Staff dealing with the ASB complaint



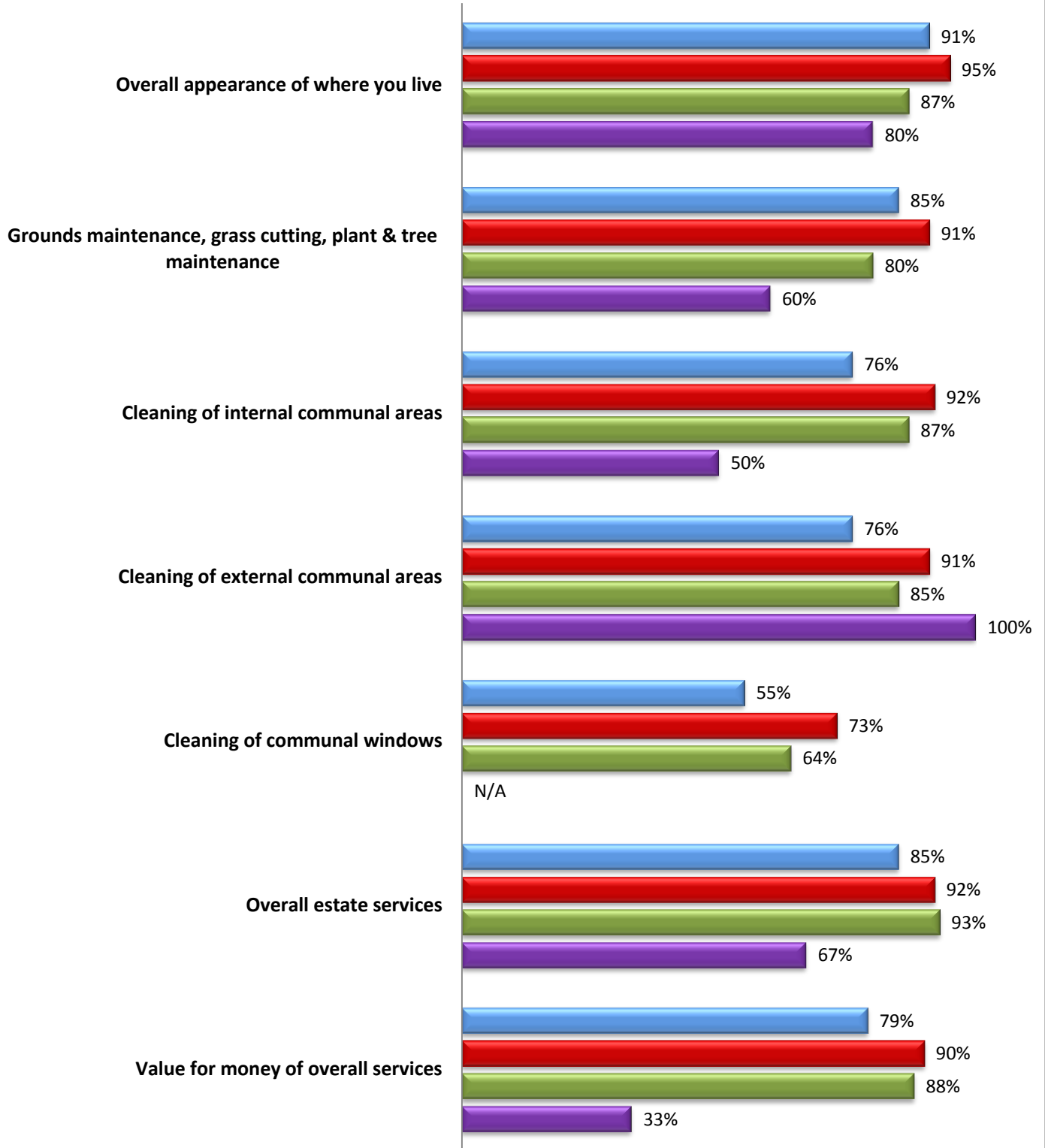
Satisfaction with the way ASB complaint was dealt with.....



2.9 Estate Services

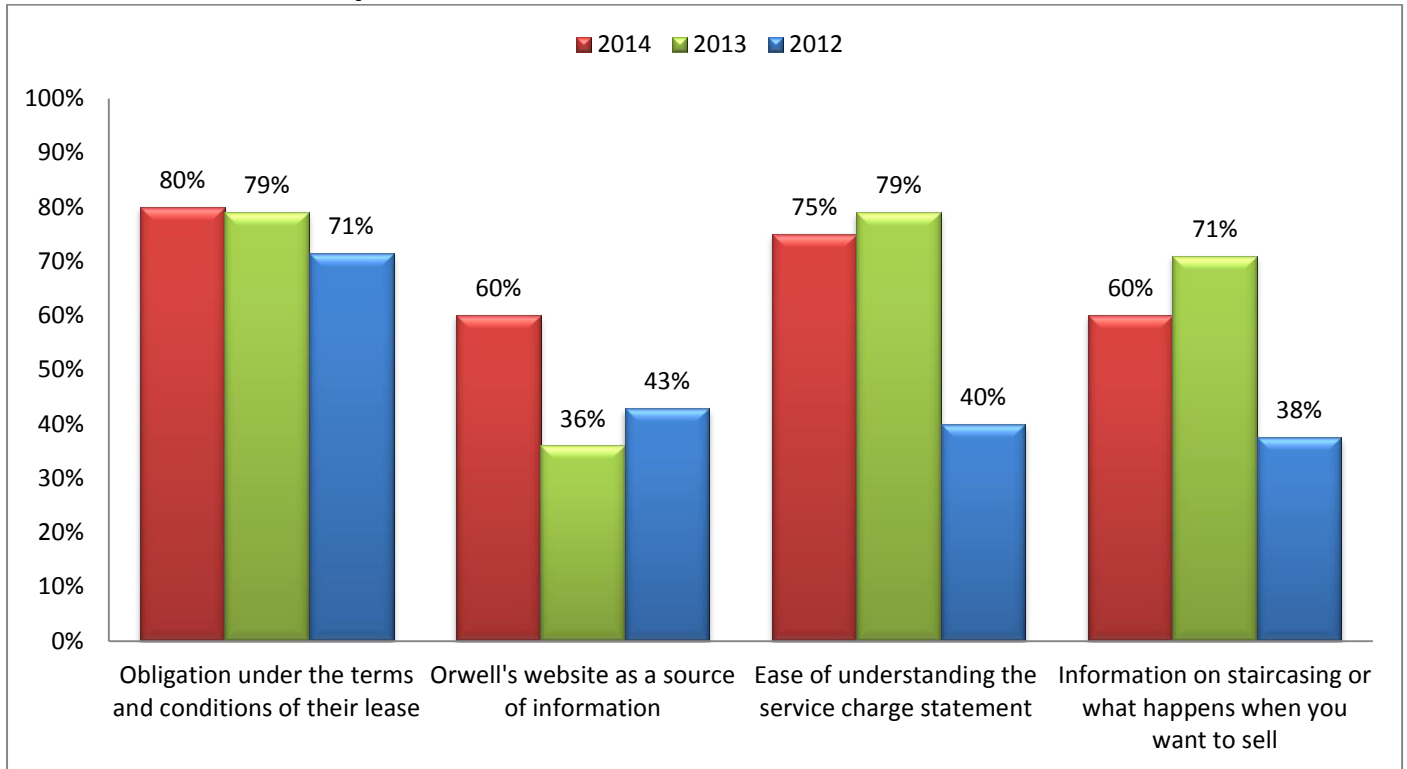
**Estate Services
(%Tenants very or fairly satisfied)**

■ General Needs ■ Older persons ■ Supported ■ Shared Ownership



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3. Shared Ownership



*Please note: For **2012** the above information is based on **7** responses only, **16** responses for **2013** and **7** responses for **2014**.*

Affording mortgage payments and service charges (if applicable) since moving in:

- **25%** found it easier
- **75%** found it about the same
- **0%** found it more difficult

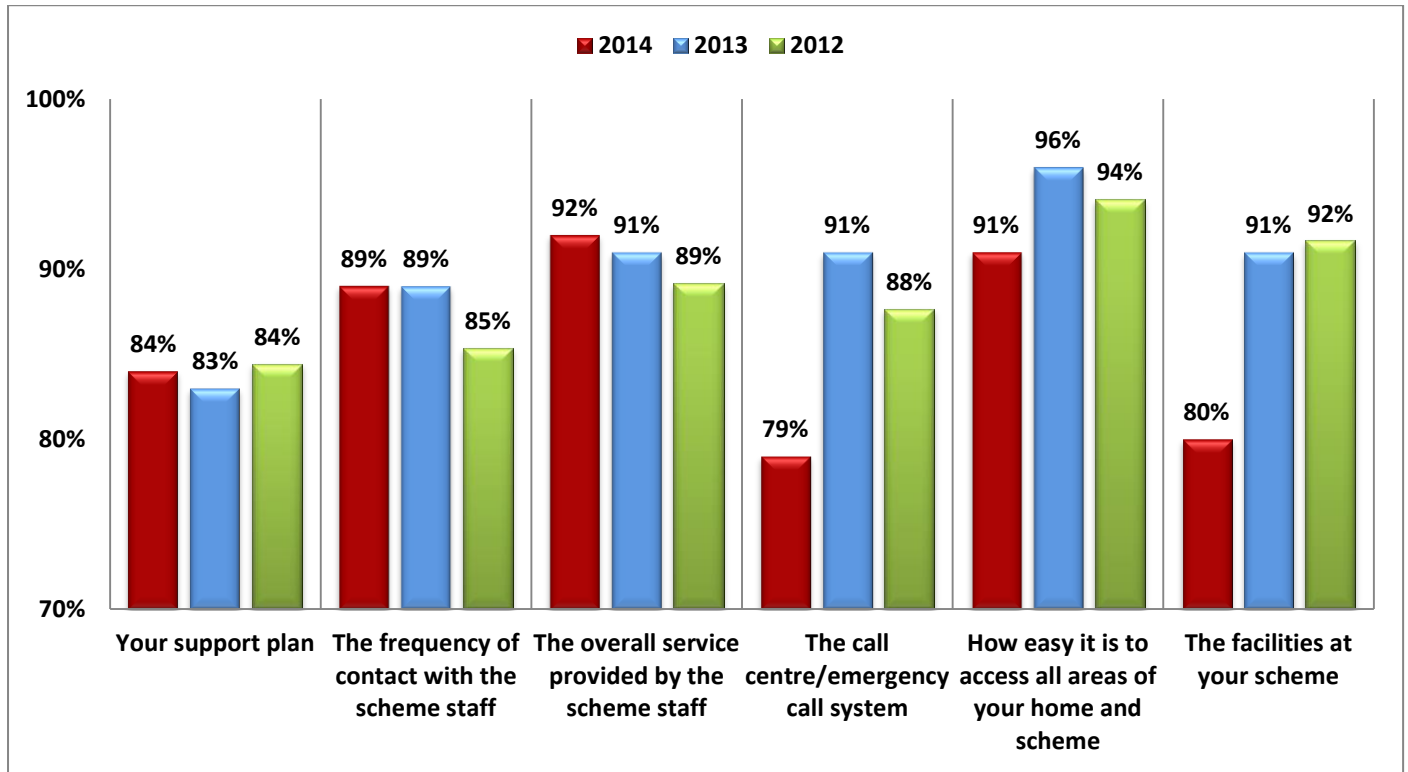
When asked if they would like to stair case (buy a larger share of their home):

- **20%** answered yes
- **40%** said they were not sure at this stage

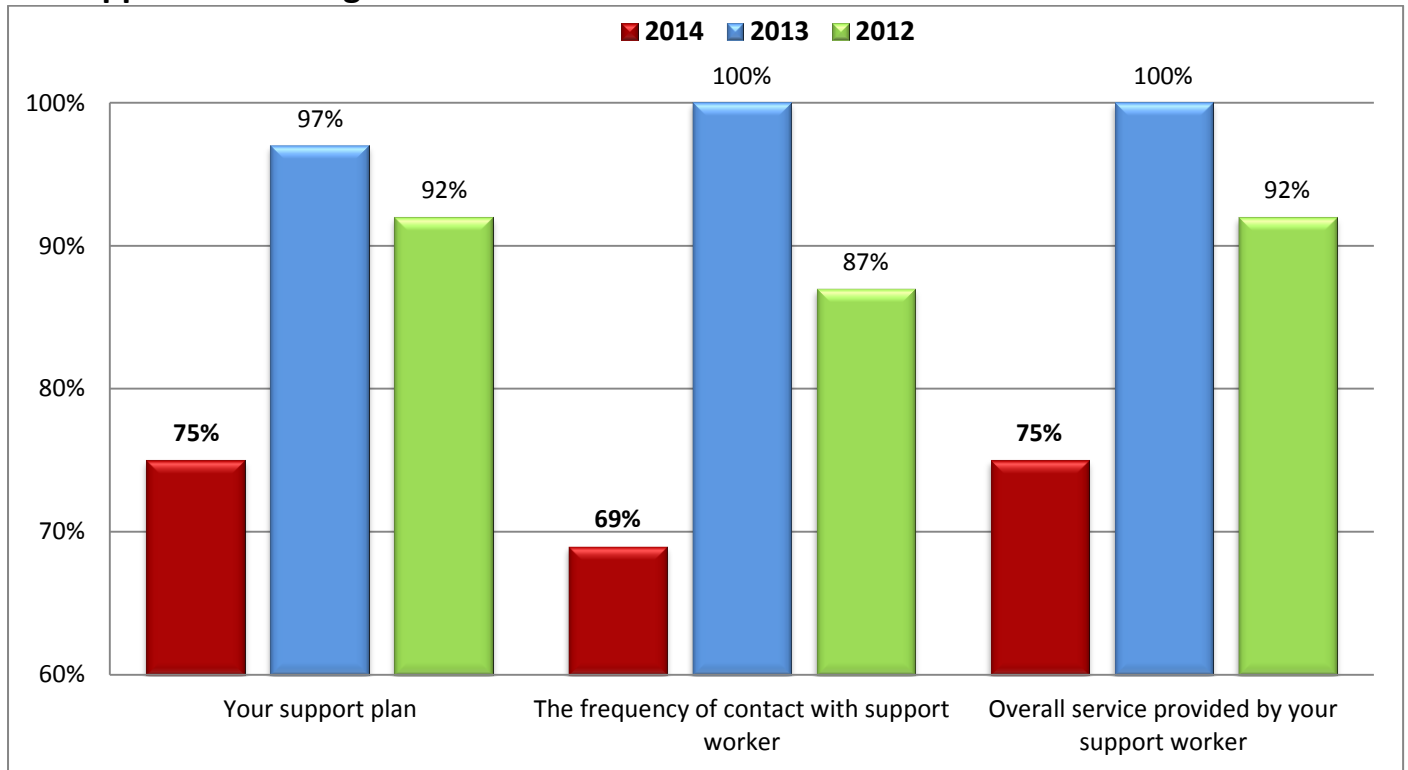
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4. Care and support services

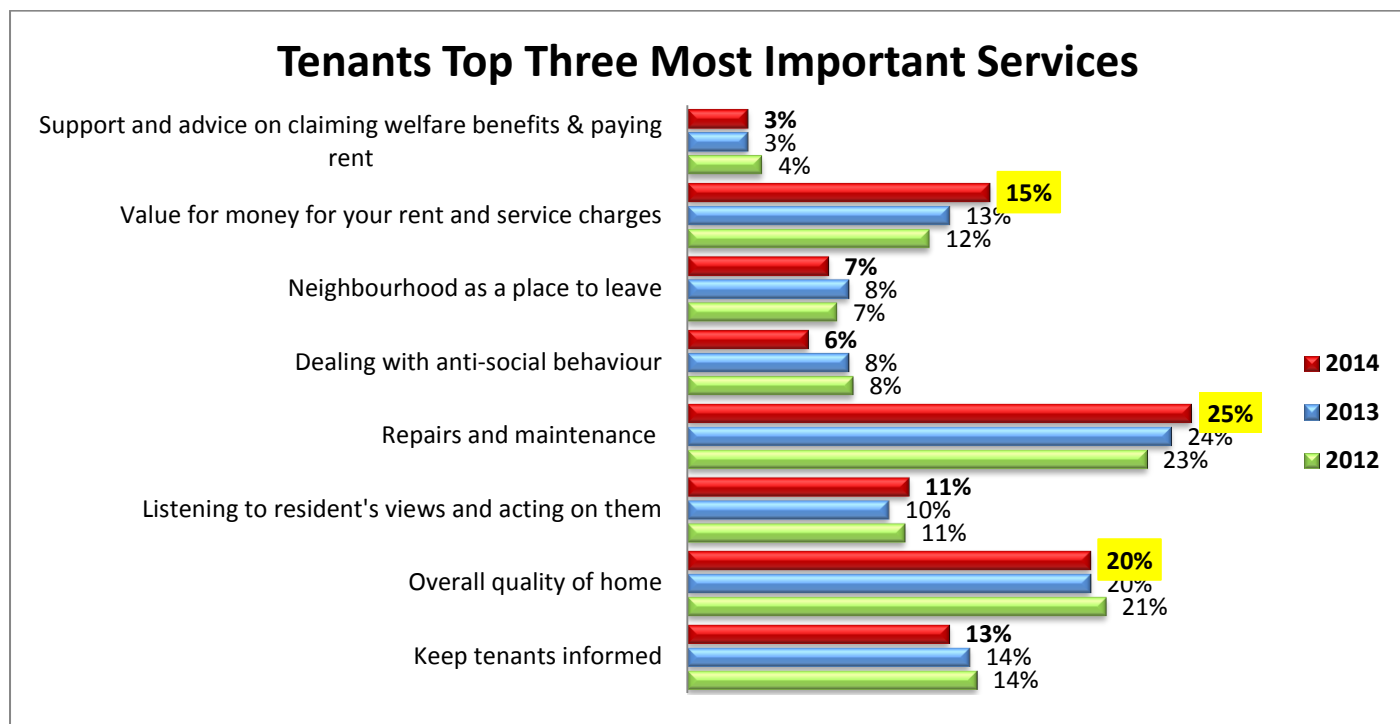
4.1 Scheme Services for Older Persons



4.2 Supported Housing Services



5. Service Priorities



6. Security

Tenant's very or fairly satisfied with safety and security of home:

- General Needs - **85%**
- Older Persons - **95%**
- Supported - **83%**
- Shared Ownership – **50%**

7. Additional questions

Of all tenants that responded to the survey:

- **14%** tenants are aware of Scrutiny Panel
- **16%** tenants are aware of Mystery Shopping
- **18%** tenants are aware of Focus Groups
- **10%** tenants are aware of Editorial Panel
- **19%** of tenants would like to know about more ways to get involved
Note. The tenant's details will be passed on to Orwell's Customer Relations Officer for follow-up communication.
- **66%** rated the Orwell Newsletter as very or fairly good and only **5%** stated they did not read.

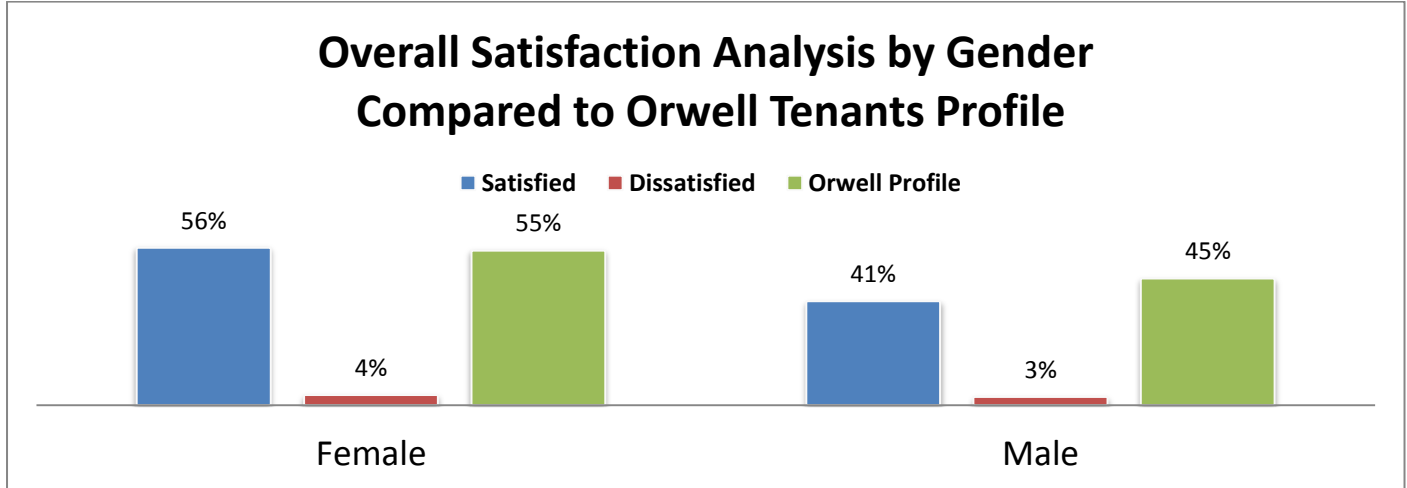
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8. Equality and Diversity

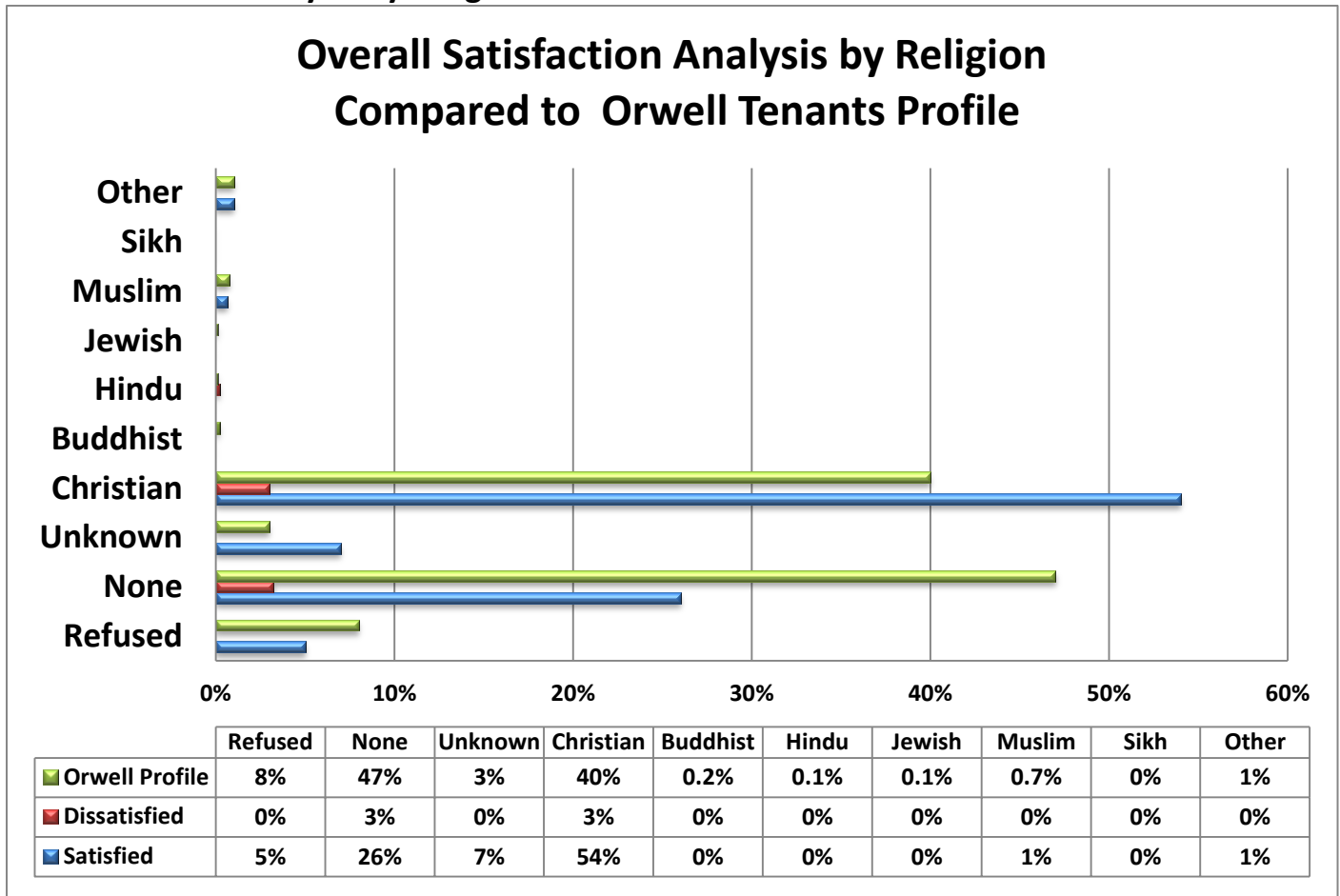
All Surveys returned with satisfaction of services overall from Orwell:

- No. of surveys returned Satisfied - **340**
- No. of surveys returned Dissatisfied - **29**

8.1 Satisfaction analysis by Gender

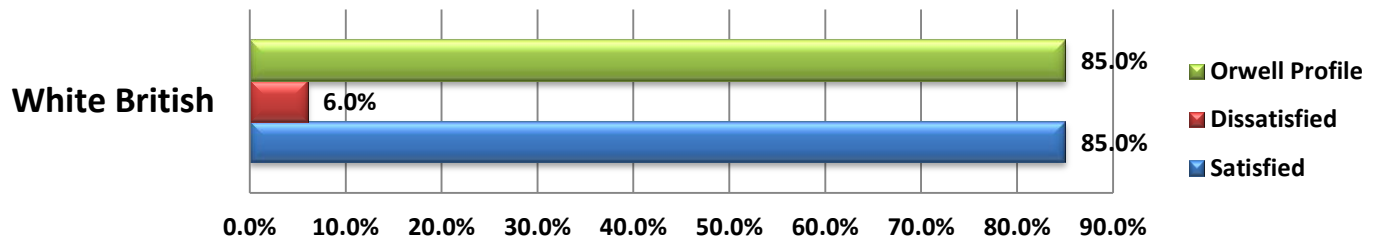


8.2 Satisfaction analysis by Religion

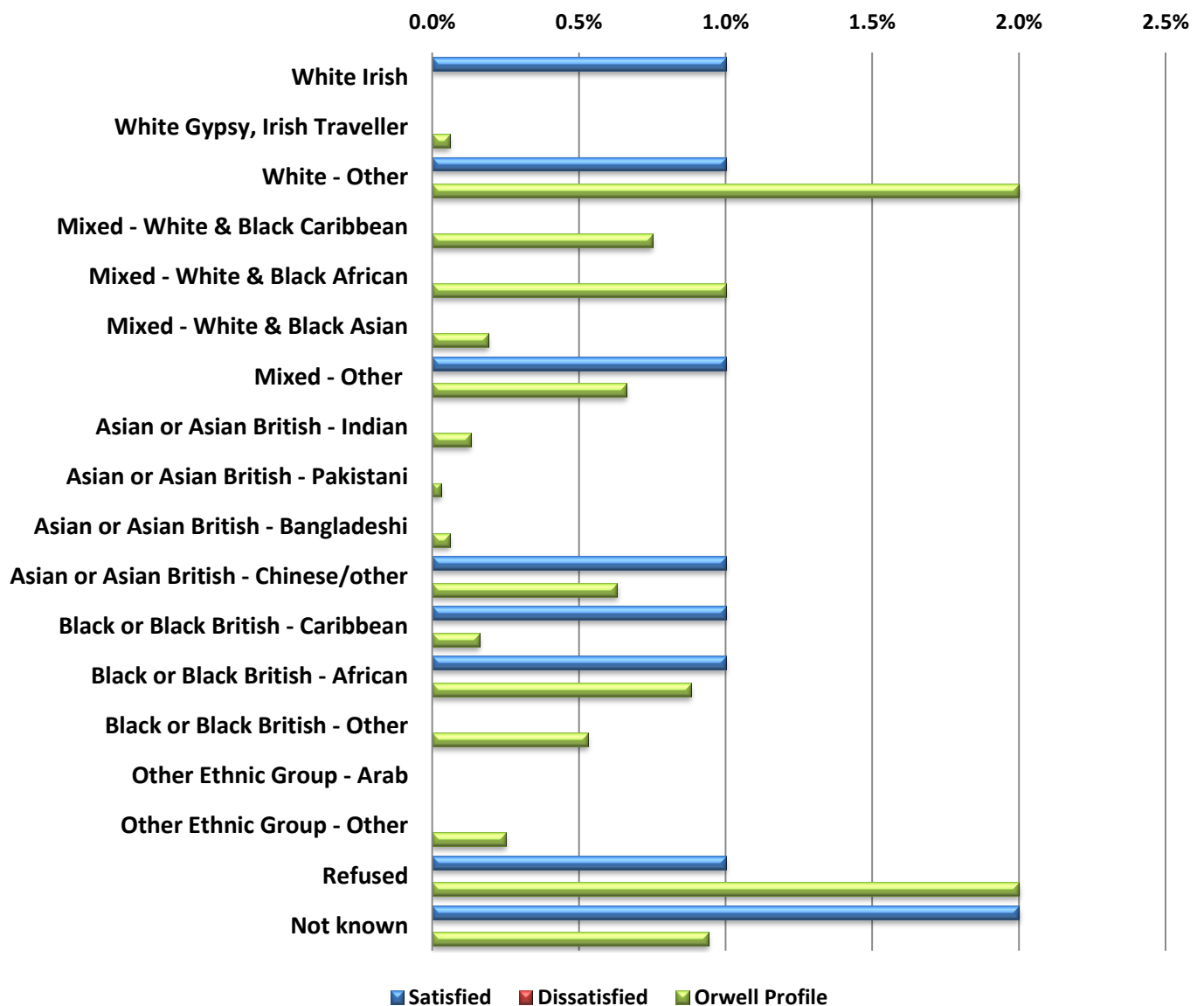


8.3 Satisfaction analysis by Race

Overall Satisfaction Analysis by Race - White British Compared to Orwell Tenants Profile



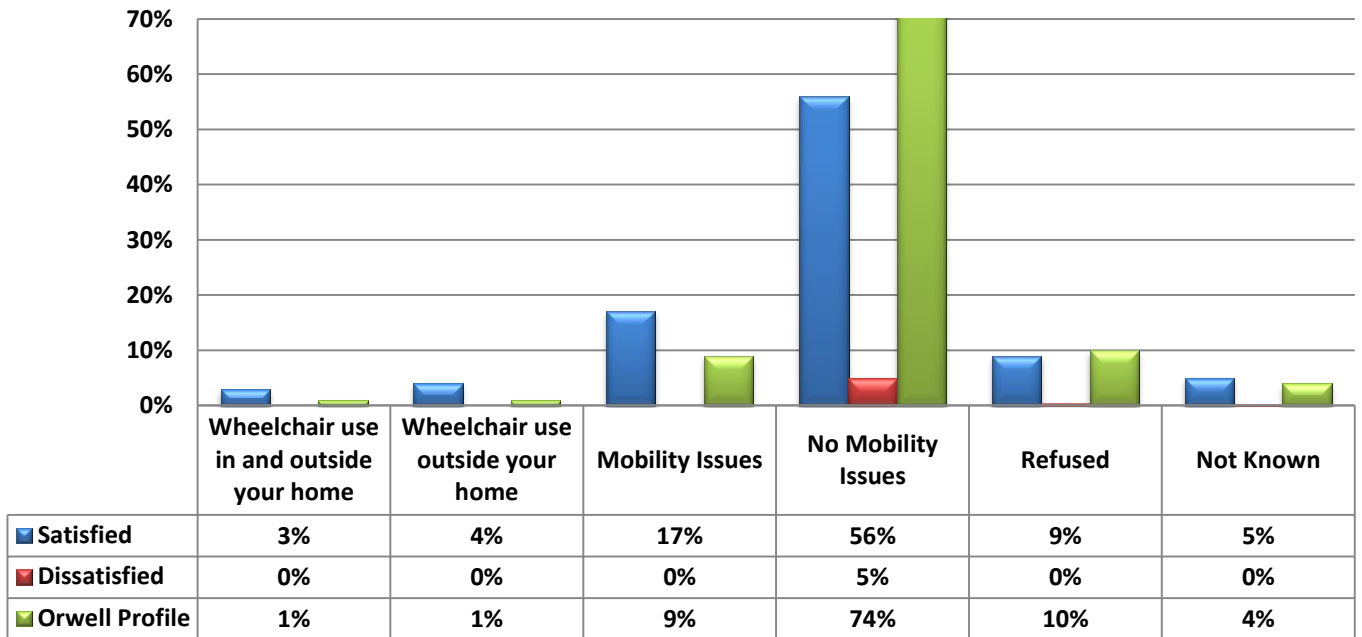
Overall Satisfaction Analysis by Race - BME Compared to Orwell Tenants Profile



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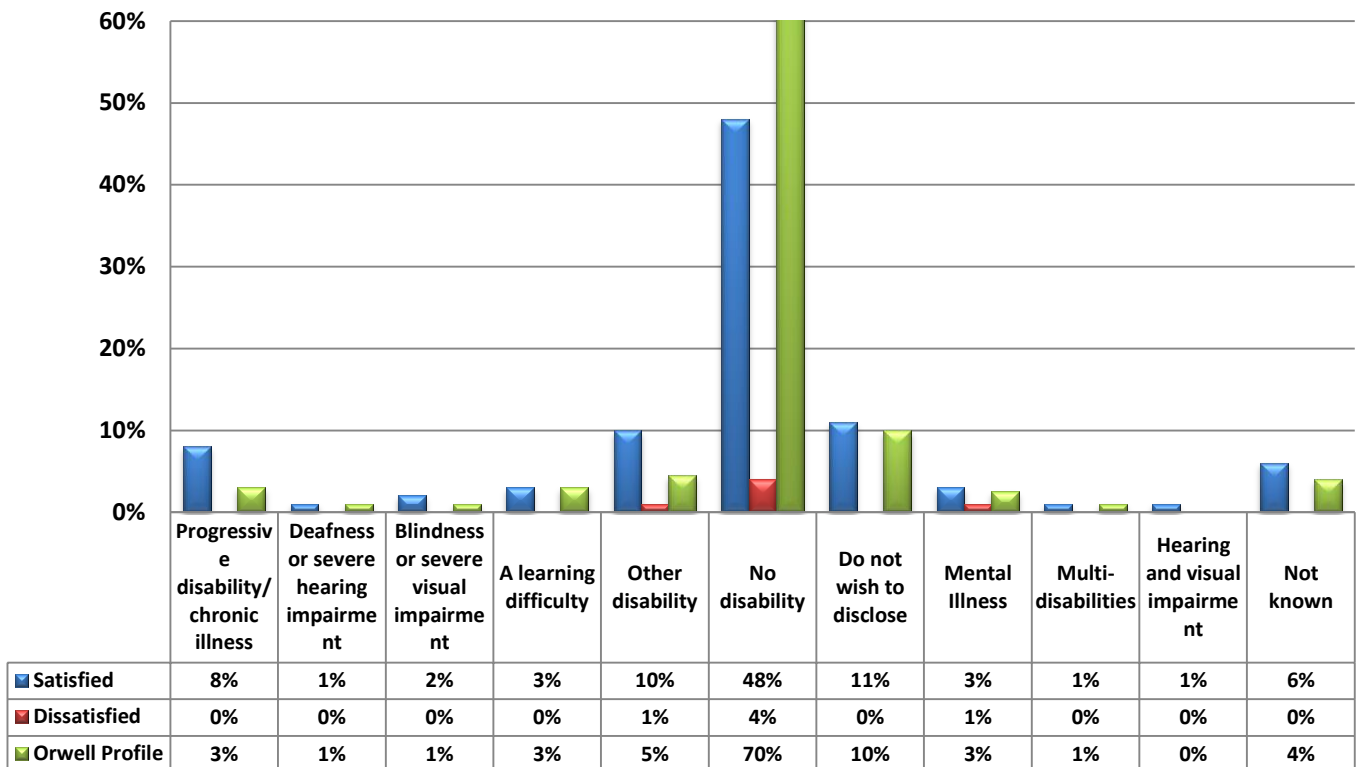
8.4 Satisfaction analysis by Mobility

Overall Satisfaction Analysis by Mobility Compared to Orwell Tenant Profile



8.5 Satisfaction analysis by Disability

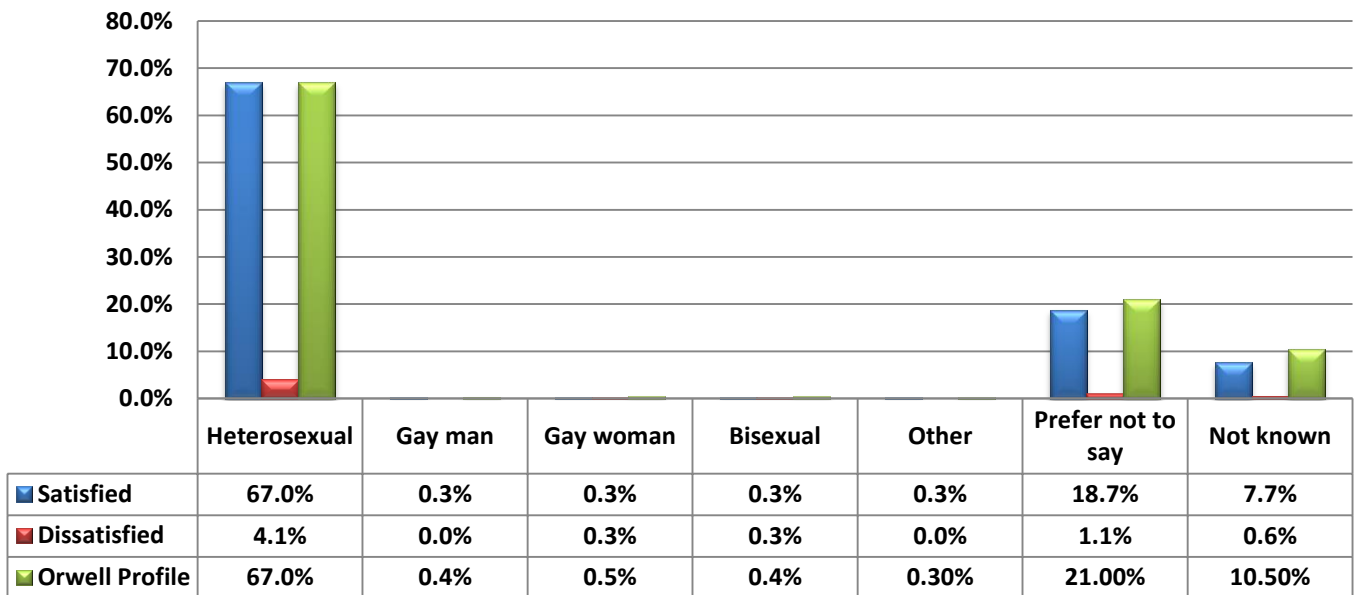
Overall Satisfaction Analysis by Disability Compared to Orwell Tenants Profile



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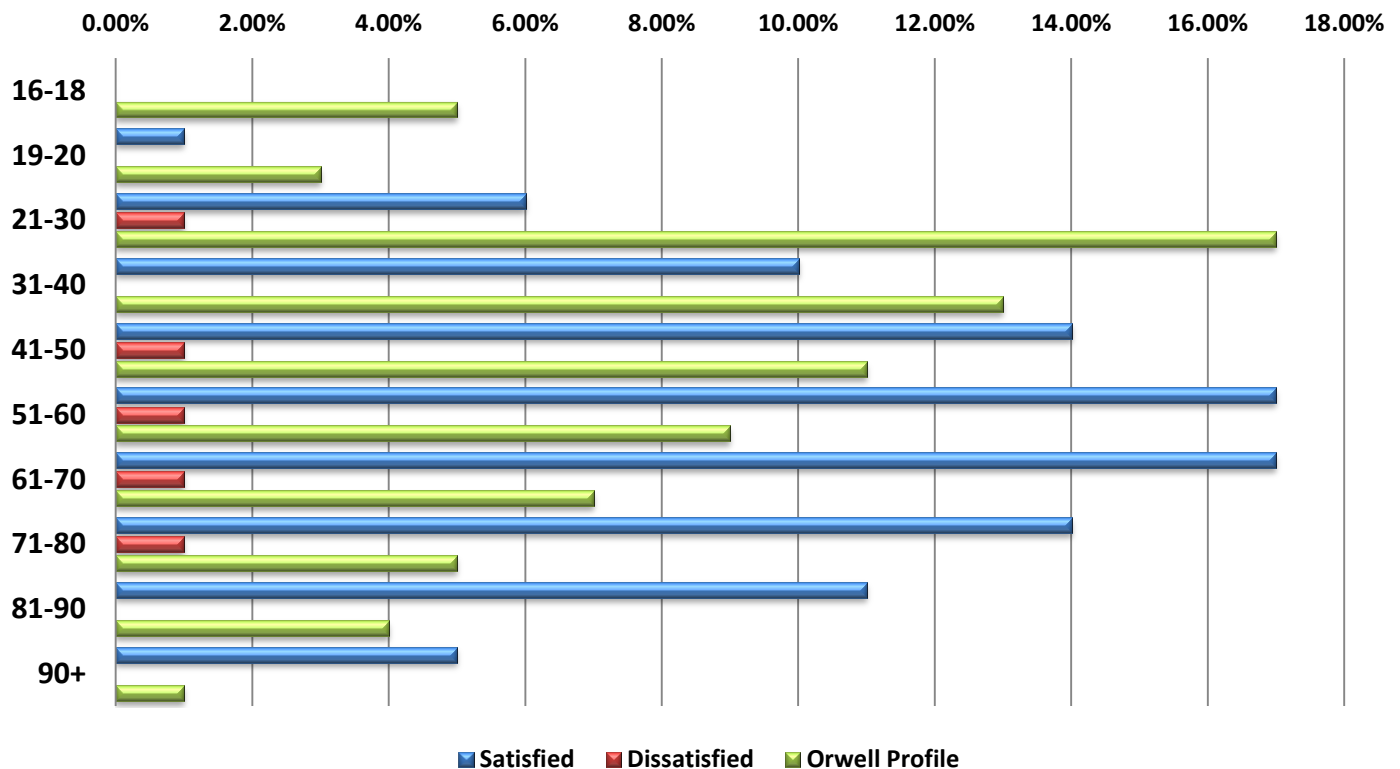
8.6 Satisfaction by Sexual Orientation

Overall Satisfaction Analysis by Sexual Orientation Compared to Orwell Tenants Profile



8.7 Satisfaction by Age

Overall Satisfaction Analysis by Age Compared to Orwell Tenants Profile

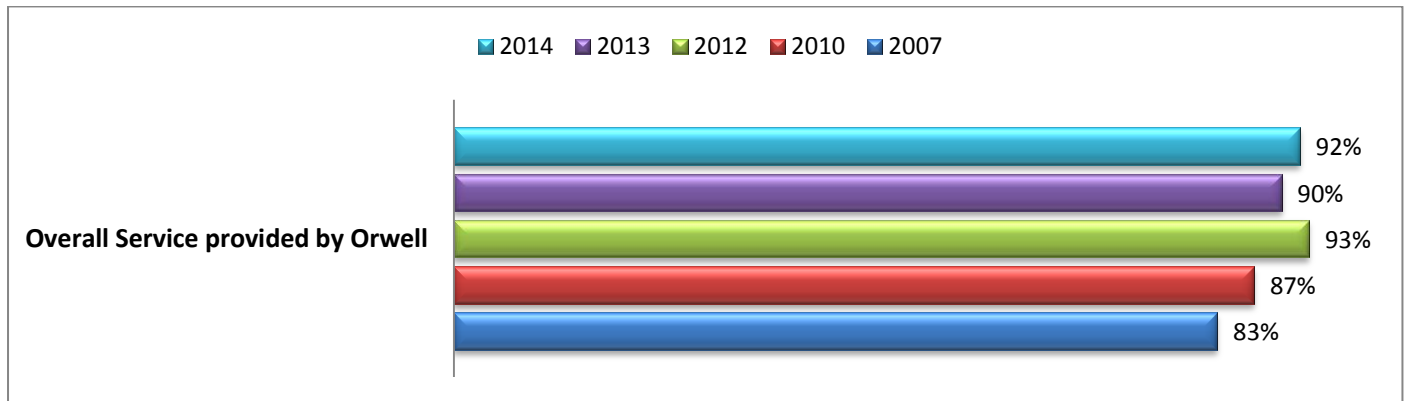


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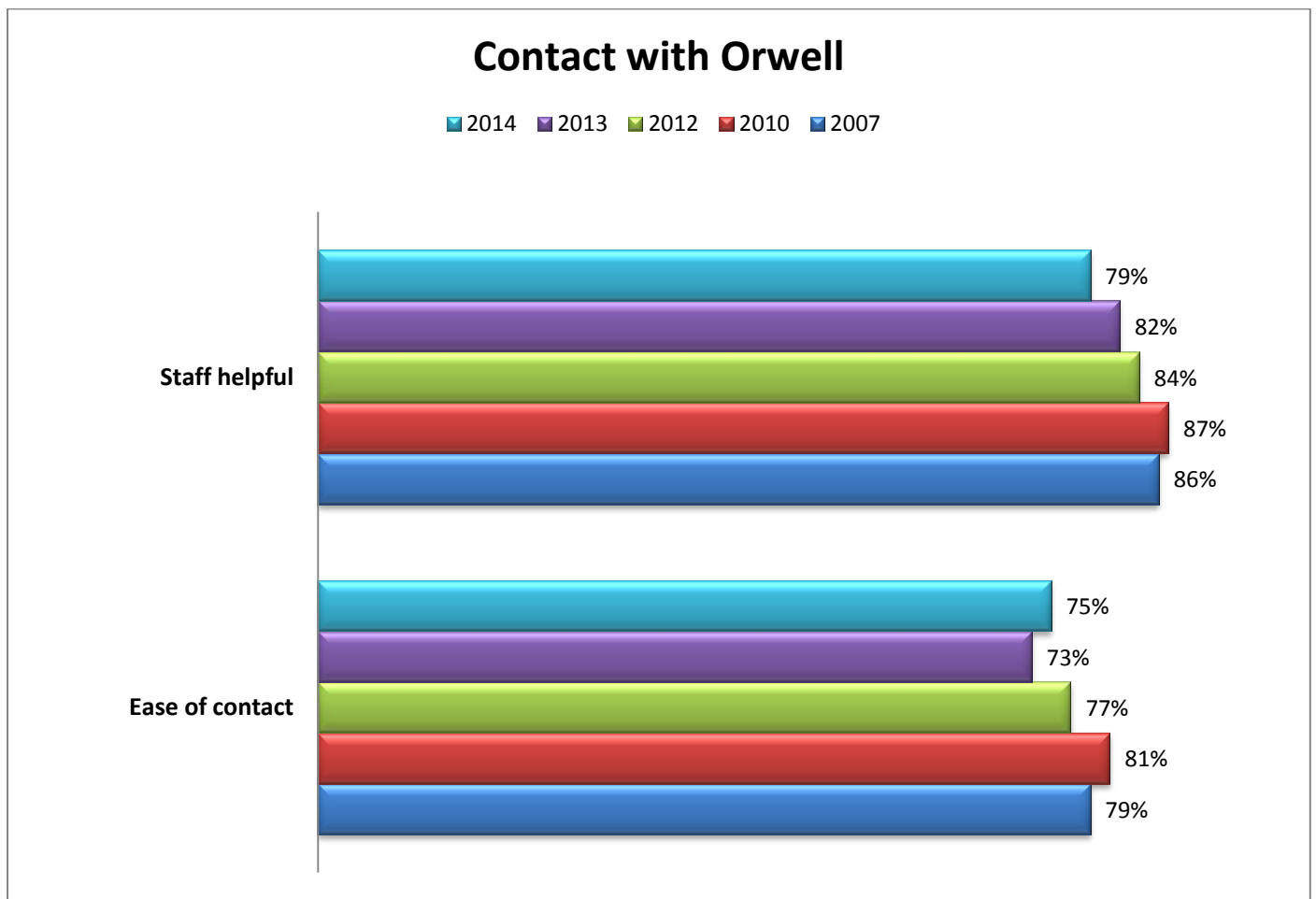
9. Comparison with previous surveys

(Combined data for General Needs and Older Persons)

9.1 Satisfaction with overall services 2007 – 2014

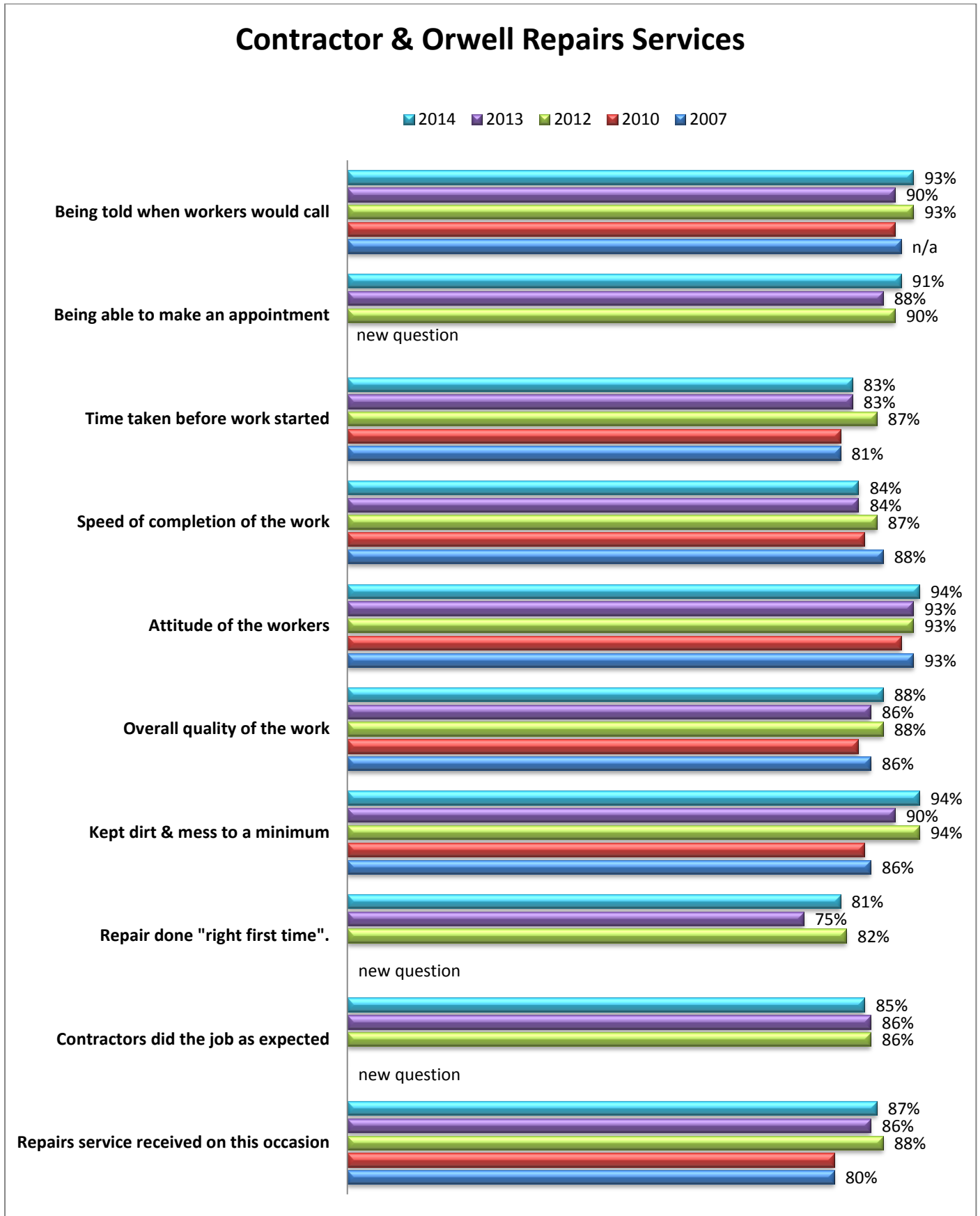


9.2 Satisfaction with contact and communication



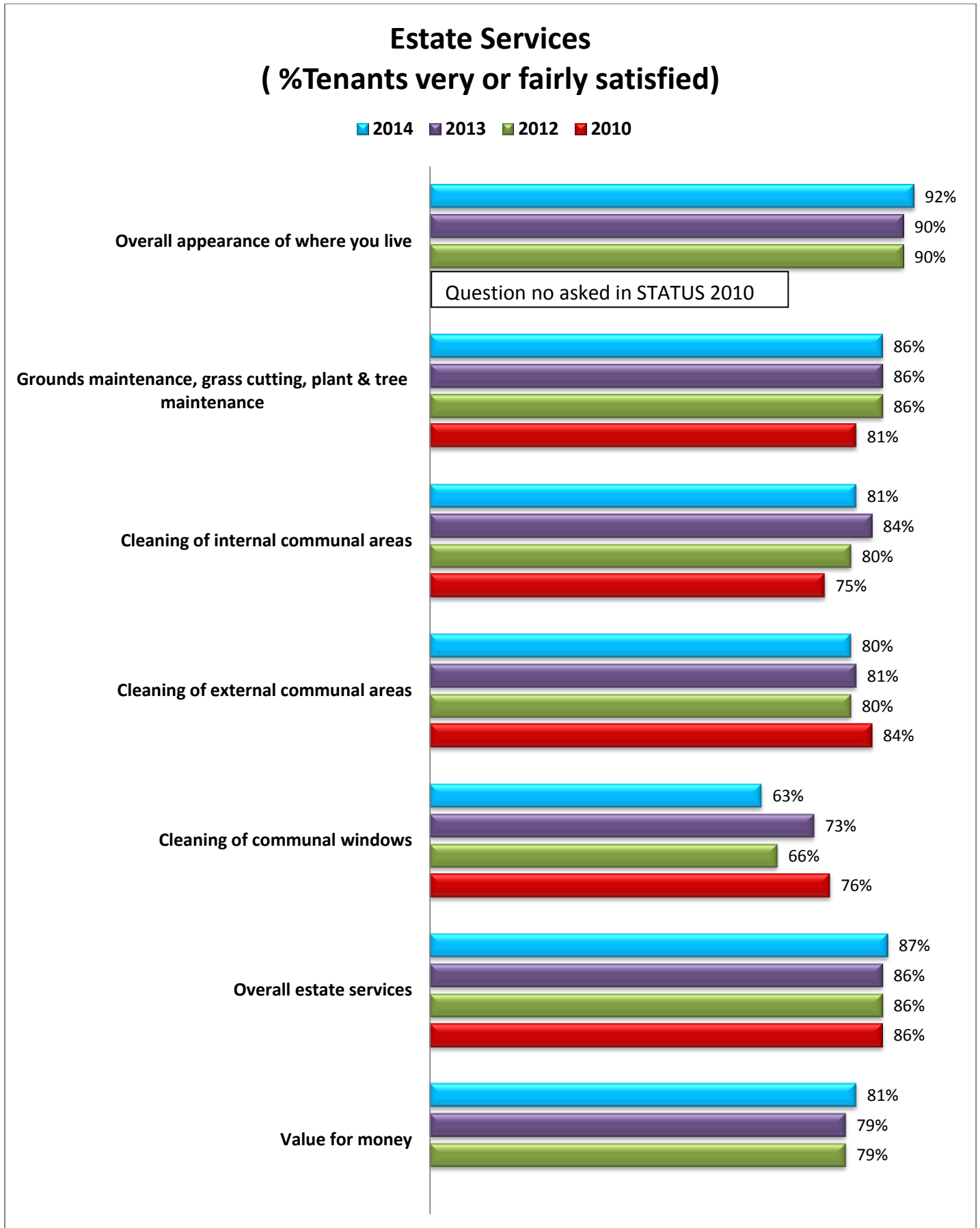
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9.3 Satisfaction with repairs and maintenance services comparison



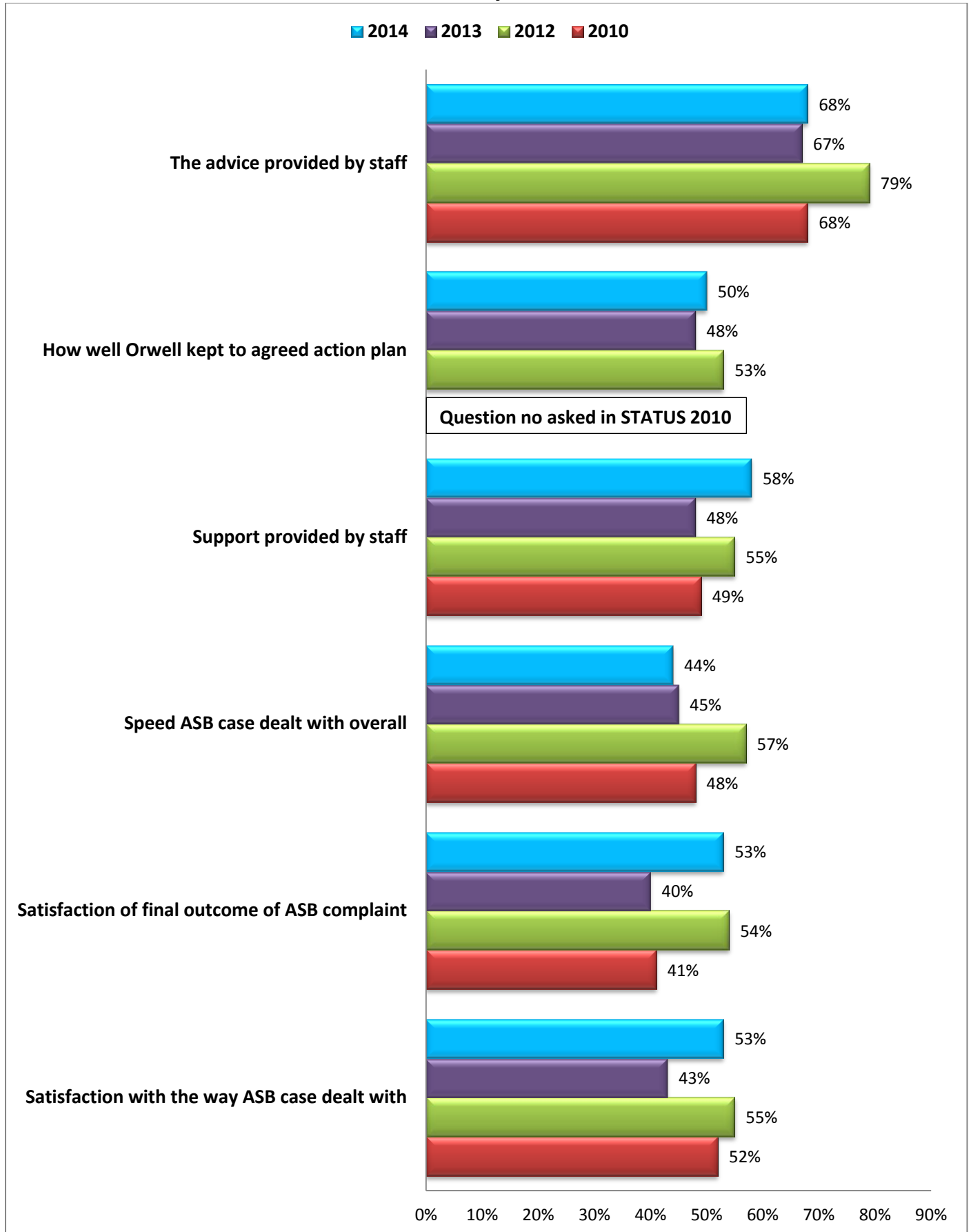
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9.4 Satisfaction with Estate Services



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9.5 Satisfaction with ASB – General Needs only



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APPENDIX 1 - List of Schemes Surveyed

| Property type | Address | Total |
|--------------------------|-----------------------|-------|
| Alms House General Needs | Lambseth Street | 3 |
| Alms House Supported | Mary Warner Homes | 20 |
| General Needs | 229 London Road South | 2 |
| | 3 Edwin Avenue | 2 |
| | Adams Lane | 8 |
| | Albany Road | 1 |
| | Avondale Road | 1 |
| | Barons Meadow | 7 |
| | Bates Green | 4 |
| | Beaumont Close | 9 |
| | Beecheno Road | 8 |
| | Belcher Green | 1 |
| | Belvoir Street | 4 |
| | Bluebell Avenue | 20 |
| | Blyford Road | 4 |
| | Bonds Meadow | 21 |
| | Bramble Green | 1 |
| | Bridge Road | 1 |
| | Broadfields Close | 2 |
| | Broadfields Road | 2 |
| | Bull Close Road | 1 |
| | Buttercup Close | 21 |
| | Charlock Close | 16 |
| | Chaucer Road | 1 |
| | Church Park | 7 |
| | Church Road | 2 |
| | Claude Rushmer Close | 8 |
| | Collingwood Road | 1 |
| | Cornfield Road | 7 |
| | Cross Street | 1 |
| | Crown Meadow Walk | 15 |
| | Culford Terrace | 7 |
| | Cullum Road | 5 |
| | Damselfly Road | 15 |
| | Dene Side | 1 |
| | Devonshire Road | 1 |
| | Eglington Mews | 8 |
| | Emperor Circle | 12 |
| | Esdelle Street | 1 |
| | Essex Avenue | 1 |
| | Euston Close | 9 |
| | Exmouth Road | 5 |
| | Fitzgerald Road | 1 |
| | Fleming Place | 6 |
| | Franklin Road | 1 |
| | Friends Road | 3 |
| | Gilbard Road | 1 |
| | Glenn Road | 1 |
| | Griffith Close | 2 |
| | Hall Farm Bungalows | 4 |
| | Harris Avenue | 1 |
| | Harrison Green | 2 |

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| | | |
|--|------------------------|----|
| | Havelock Road | 5 |
| | Havelock Road | 3 |
| | Head Lane | 1 |
| | Hines Road | 10 |
| | Hollingsworth Road | 1 |
| | Hoxter Way | 12 |
| | Hurst Road | 9 |
| | Hutton Court | 15 |
| | Ickworth Drive | 3 |
| | Jamieson Place | 3 |
| | Ketts Cave Cottage | 1 |
| | Kings Road | 1 |
| | Lakenham Road | 4 |
| | Lancaster Road | 2 |
| | Lincoln Court | 57 |
| | Little St Johns Street | 1 |
| | Lone Barn Court | 39 |
| | Long Meadow | 5 |
| | Lorraine Way | 1 |
| | Magpie Close | 16 |
| | Magpie Road | 6 |
| | Mallard Close | 21 |
| | Manor House Court | 8 |
| | Maple Way | 1 |
| | Marham Road | 1 |
| | Mariners Road | 1 |
| | Martinet Green | 12 |
| | Meadow View | 3 |
| | Neslings Close | 6 |
| | Nightingale Close | 4 |
| | Normanston Drive | 1 |
| | Northgate Street | 3 |
| | Norwich Road | 1 |
| | Old Nelson Street | 3 |
| | Old Palace Road | 2 |
| | Old School Drive | 2 |
| | Olive Court | 1 |
| | Orwell Court | 11 |
| | Orwell Gardens | 42 |
| | Parsons Hill | 4 |
| | Peacock Pyghtle | 6 |
| | Pelham Road | 3 |
| | Pilling Park Road | 2 |
| | Plattens House | 2 |
| | Regent Street | 6 |
| | Rosemary Gardens | 8 |
| | Russell Road | 1 |
| | Rutland Street | 1 |
| | Salisbury Road | 2 |
| | Sapphire Close | 12 |
| | Schoolfield | 1 |
| | Shenstone Drive | 1 |
| | Ship Road | 1 |
| | Siam Place | 3 |
| | Skylark Lane | 14 |
| | Springfield Lane | 1 |

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| | | |
|------------------------------------|------------------------|-----|
| | St Andrews Close | 9 |
| | St Anthony's Crescent | 4 |
| | St Georges Road | 1 |
| | St Johns Street | 4 |
| | St Margarets Court | 17 |
| | St Margarets Road | 1 |
| | St Marys Close | 6 |
| | St Peters Road | 4 |
| | Stafford Street | 1 |
| | Stanley Road | 2 |
| | Stedman Terrace | 4 |
| | Swift Close | 4 |
| | Talmash Gardens | 5 |
| | Tamarisk Drive | 4 |
| | Tayfen Road | 11 |
| | Tayfen Terrace | 11 |
| | The Arches | 7 |
| | The Avenues | 6 |
| | The Close | 9 |
| | The Old Malthouse | 4 |
| | The Street | 3 |
| | Trafalgar Road | 1 |
| | Troon Gardens | 12 |
| | Tunstall Drive | 1 |
| | Uggeshall Close | 2 |
| | Victoria Road | 2 |
| | Walpole Road | 1 |
| | Waterloo Road | 1 |
| | Wellesley Road | 3 |
| | Wentworth Drive | 4 |
| | Westwood Avenue | 1 |
| | Wheatley Road | 2 |
| | Wilderness Lane | 2 |
| | Woollards Close | 27 |
| | Wyseman Place | 14 |
| | Wyvern Road | 2 |
| | York Road | 2 |
| General Needs Total | | 845 |
| General Needs Temporary Housing | Little St Johns Street | 1 |
| Hostel | Christchurch House | 29 |
| Registered Care Home Purpose Built | Kittens Lane | 10 |
| Shared Ownership | Church Road | 1 |
| | Clark Road | 1 |
| | Hossack Road | 1 |
| | Howe Avenue | 1 |
| | Hoxter Way | 1 |
| | Ireland Road | 2 |
| | Mallard Close | 3 |
| | Oulton Road | 1 |
| | St Andrews Close | 1 |
| | St Margarets Court | 5 |
| | Victory Road | 1 |
| | Witney Green | 1 |
| | Wyseman Place | 2 |
| Shared Ownership Total | | 21 |

STAR SURVEY 2014

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|-------------------------|-----------------------|-------------|
| Sheltered | Herivan Close | 7 |
| | Nelson Court | 18 |
| | Sir Morton Peto House | 28 |
| | Wensum Gardens | 8 |
| Sheltered Total | | 61 |
| Supported Housing | Beech Road | 6 |
| | Brickfield Close | 5 |
| | Fitzwilliam Close | 6 |
| | Gipping Court | 11 |
| | Jimilda | 3 |
| | Naverne Meadows | 3 |
| | Soroptomist House | 4 |
| | Southwell Road | 3 |
| | Talmash Gardens | 7 |
| | Waterford Road | 4 |
| Supported Housing Total | | 52 |
| Very Sheltered | Deben View | 32 |
| | Pitches View | 32 |
| Very Sheltered Total | | 64 |
| Grand Total | | 1106 |

APPENDIX 2 – Comments received

In addition to tenants completing the survey they were given the opportunity to give further comments.

A total of 175 comments were received, which contained:

- Negative - 54
- Positive - 52 which included 33 compliments.
- Requests for information or help - 32
- Suggestions for improvement - 37

Comments received compared to previous years:

| Year | Total | Positive | Negative | Request/Help | Suggestion |
|------|-------|----------|----------|--------------|------------|
| 2014 | 175 | 52 | 54 | 32 | 37 |
| 2013 | 192 | 68 | 71 | 22 | 31 |
| 2012 | 189 | 38 | 120 | 24 | 7 |

The negative comments received:

The company carrying out fence repairs or replacement is obviously not of the required standard. This is my opinion of my own garden fence, if it stays up a year I will be astonished. The outside area is maintained by Gordon the gardener, Orwell should be very proud; he does a wonderful fortnightly job.

My main disappointments with Orwell are unfortunately mostly relating to repairs and maintenance. I am very happy with my housing officer, and I am always happy to approach/speak to her if I need too.

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| My biggest concern is the heating in the house. The radiators, I have been told are not the right size for the rooms and do not heat up the house very well at all. I have reported this on a number of occasions and each time someone comes out and basically laughs at the size of the radiators. Each winter I feel the house is getting colder. Also I would like it checked if there is cavity wall insulation as I'm sure this is not. I am paying out for heating but the house is always cold. |
| We requested the help of a plumber and were promised one would be with us on Saturday morning 19th April (Easter weekend!) It was no surprise when no one arrived! |
| The alarm service is too expensive; we should be allowed to opt out! |
| The house is meant to be able to accommodate stretchers and wheelchairs, but when I had an accident the ambulance couldn't get a stretcher into the house. I also struggle to use my late husband's wheelchair here. |
| The communal areas are terrible, we feel like the 'forgotten area'! Weeds are growing in all the curbs and the gardener is next to useless, where are the plants we were promised? |
| The neighbour's children climb on the fence and throw rubbish in our garden. |
| I am still waiting for a new kitchen to be installed and I am in need of a new front door. Also, since the installation of the loft insulation I have noticed slight mould appearing on the airing cupboard wall which looks as if it will become quite extensive in the coming weeks/months. |
| It has been reported to our housing officer about tenants at No 81 Bluebell Ave, who are hanging washing outside their front door. We were told they would be getting a letter about this eye sore, that was over six weeks ago. We are getting nasty remarks about this from private tenants. I would be grateful if you would look into this please. |
| Kitchen needs updating, becomes a joke when you are told you have to wait until 2016. When in the Orwell newsletter, it shows other areas getting brand new kitchens. The windows need updating and bathrooms. To be told by Orwell staff that the kitchens are passed it but still doesn't do anything about it. Bit insulting! |
| I am not happy about our back door; it has 1 Yale lock, so it is not very secure. I did mention this when I moved in. I don't understand why double glazing doors were not put in when the bungalow was built. Both doors are not very secure. |
| The gardens and cleaning is nowhere good enough! |
| I think the bathrooms need updating, although there's no plans in place? |
| Orwell simply does not make any VISIBLE effort to act as landlords who care about Rosemary Gardens. |
| The only issue is with repairs contractors, 3 different things: Twice given times and dates and no one turned up. They ring to come earlier than arranged but made appointment as working that day. I filled out this sheet and was waiting for an engineer between 10.00-14.00, it's now 14.00 and I am still waiting, I will have to leave soon. They did arrive, at 14.05! |
| When I was given the key to my house in December 2013, I had to clean it all out. It was very dirty and messy, I had someone come round as I complained about windows and doors etc. I was told that I should never have been given the key until everything was done. The kitchen cupboards had big holes in, but I still went and painted it throughout and tried to make it as clean as possible. I have a 2 year old son, which made it hard for me to do stuff. So far the tank leaked; there was still rubbish up in the loft from previous tenants. We had no hot water; the steam from the bathroom was only going into the loft because the pipe was broken. Now after putting carpet down and new furniture in, I have finished painting the bathroom. I discovered there is a hole in the bath that someone has filled in, I'm still waiting for someone to look at it, when I reported it they said, can you run a bath and see if it leaks. I said no sorry I am not paying out all that money for the water to leak. I pulled the toilet chain and the water kept flushing and overflowing, I got told that this was not an emergency. The garden is a complete mess, bushes and weeds all over the stairs. My friend is with another association, when she got a house she couldn't move in straight away as they stripped everything and painted it and put new stuff in. So she moved into a nearly new house with nothing to do. Me, I had to do everything myself, paint etc. and I'm still having problems. Even one of your men said I should have had a new kitchen and bathroom. It's becoming a joke paying rent and tax, but still I can't move in with my 2 year old after nearly 5 months of getting the key. |

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| My windows/door does not fit well resulting in bad drafts and increased heating bills. My wet room floor has never been right, resulting in floods all through the bathroom every time I shower. This is difficult for me to clear up/impossible since my heart surgery. A replacement floor has been discussed but nothing has happened? |
| Lincoln Court was built for sheltered housing. This is why my family wanted us to come here to live. Sadly things have changed. There is no respect shown to the old people who are still living here. We have asked several times if we could have a sign (No Playing Area) near our windows (lounge & bedroom) but nothing done. |
| Unfortunately found advice unclear re moving house and concerns about adjoining property. |
| The cleaning (external) is not good; the boy is very lazy and prefers to sit in his van! Also in the last 12 months I had a query about my rent/service charge, this has never been answered. |
| We have a double drive The one nearer the garden (so rear one) is just shingle so it is a haven for dogs and cats fouling on it. I think it should have been concrete and then shingle just on top like the first drive. I remember Rose said there was to be no pets and now there are loads. I rang up one Saturday to complain my boiler was not working. I was told by your out of hour's service team that someone will be round. This was at 9.00am when I rang. I then rang at 11.00am and still no one was on their way. I then rang at 2.30pm and was told someone will be round. I kept ringing right up to 9.00pm and someone said that no one will be coming because I didn't have any children or elderly etc. I stayed in 12 hours for nothing. I have an elderly mother that I'm her carer for so my daughter had to see to her because I was told false info. |
| I feel that Orwell Housing is not as particular when choosing suitable tenants for each individual property, and if inappropriate tenants are picked they fail to take into consideration the views of the existing tenants. |
| The kitchen and bathroom are in very poor condition. Why are most of the lawn's cut by the caretaker apart from ours? |
| New residents need to keep their children to their own gardens and NOT on the mound in front of the flats where sick and elderly are trying to rest and get well, several with heart problems! I moved here 02/07/1987 with my husband Arthur, he has now died. I am now 98, I will be 99 at the end of May, and my sight is bad, sorry. |
| Not happy with the windows and door, because of the draft they let in. The car parking space needs a house number put on it. I think the rent is quite high and the increase was too high, I hope the increase isn't that high every year. The new light next to my garden is too bright and lights up my garden, for everyone to see at night. All repairs and questions have been dealt with and answered quickly and friendly, other than the car parking space and the repair of the kitchen cupboard. |
| Question 5 does not apply to us. Parking is becoming a real problem. |
| The communal area has got worse over the last few years, but the service charge has gone up!! I will have lived here 20 years in September and the kitchen/bathroom badly needs updating. |
| We've had an on-going complaint about our hot water cylinder since Christmas last year. We've had eight tradesman/plumbers to try and cure the fault (the thermostat switches itself off no matter what the water temperature is set at) One plumber came round and said the stat was too high and turned it down, about three weeks later the stat turned itself off. A plumber said the same and turned the stat down, after a few more weeks it went again with the same result. We ended up with lukewarm water so we had to use the booster to enable us to have hot water. Today 19th May, the stat switched itself off again, so we have cold water. I've said all along that I think the problem was Lime scale affecting the thermostat, this has now been recognised as the problem. Still we wait. |
| The condition of our flat is bad, but complaining gets you nowhere, so why bother. |
| I had a door fitted, the frame has holes all around, they said it would cure damp but it hasn't. |
| I have an on-going repair; bad smells from kitchen sink and shower room. |
| Had 10 year survey and heard nothing regarding the works that need doing. Would have thought it would have been acted upon? |

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| I've had lots of work done on the tiles in the bathroom. The grout keeps cracking. I have to fill it every 2 weeks myself, I wish there could be a better solution to having tiles? I had a plastic shelf fitted in the bathroom; it would be good if the walls were covered in one piece of plastic instead of tiles. |
| The house I am living in needs a lot of work doing to it. I was almost guaranteed a new kitchen when I signed my tenancy, but after a year of being here, it has not been done. The floor boards are rotten and I doubt anything will get done if I reported it! |
| We have had 4 years of drama, broken promises and builders. Untruth and repeated failing. Worst tenancy ever. |
| My repair report/calls regarding a faulty panel on the roof, was made several times during the last 6 months. Twice I had an appointment with a contractor, both times no one showed up and I wasted my holiday. After my last call in April 2014, I decided not to call again, as I'm not willing to hear any more promises and waste my money for phone calls. Another thing is that our neighbours keep their wheelie bins on the front of the property or on the street for most of the time. |
| Dissatisfied with my back window being in the door is just one pain of glass. Also with no mesh and not double glazed. |
| The biggest complaint I have with my street is the communal bin area, which is a constant problem. The area was filled with a lock system which made a difference, then all of a sudden it was taken off!!! The problem started once again. The car parking area at Sapphire Close is being used by residence at Lone Barn, so sometimes there is not a space for my car when I get home from work. |
| I have lived in my home for nearly 18 years. I have had problems with my bathroom sink which did not get rectified satisfactorily and this has affected some of my views on this survey. I work full time and do not have time to get involved in tenant groups. |
| In relation to drunk/rowdy behaviour, vandalism and drug use - Problems are caused by drunken people coming through the car park owned by Orwell and pulling fence panels down. These people are not our neighbours, but people taking a shortcut to their homes, I would suggest that closing the passage way off would stop all of this. Also someone is going to get seriously injured by cyclists going at high speed going through the passage way. This is a nice community with nice neighbours, but I've been nearly hit by cyclists coming through the passage from the car park. It's only 3ft. wide and 10ft. long, cyclists are completely reckless, with us having little chance to get out of the way, trust me, it will happen. People would have a better chance of avoiding reckless cyclists if the car park passage was sealed off. |
| Getting my repairs done as I am still waiting, I am fed up of ringing. Outside vent cover and a broken window. That's why I took so long to do the survey. |
| The repairs service is not great. I've been waiting for 6 months for a button for my toilet. The toilet seat does not fit properly and have been told that there is nothing that can be done? Also dust comes out of my boiler onto the kitchen surfaces and has been told the same thing, that nothing can be done? |
| The dogs in the next road were left out 24/7, barking at all times of the day and night, keeping us awake and waking us up very early in the morning. |
| Stopped newsletter, no external windows cleaned. Ongoing issues with washing machine. |
| Noise from traffic is a minor problem as there is illegal use of a moped on the footpath. As a shared ownership resident, I feel that many of Orwell Housing services are not applicable. |
| There are rubbish/litter problems in the passage through to Robeck Road. No 25 cause drunk and rowdy behaviour. We hate the area and the neighbours are rough. As we are only shared ownership, we have little to do with Orwell, they are not interested, only receiving rent. |

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| No-one helps, they just throw the contract back in my face. I made a complaint several years ago and also now - please ring 01206 391282. My complaint is not about anti-social behaviour. Although you are now addressing many issues very well - most of these are not applicable to me as shared ownership basis. When the original contract was signed, both my husband and I were working, I am now widowed. As the house is shared ownership I am not eligible for exterior house painting or other repair and replacement benefits. E.g. a quote for exterior house painting was £700.00. I really like living here and it is a family home to me and my 3 children and 2 grandchildren. 1) Complaint regarding replacement of a tile on the roof (no builder is willing to do such a small job. 2) Fence repairs - fence is vulnerable to weather and public damage. 3) Anti-social behaviour leading to hole in the fence caused through a vehicle backing into the fence in adjacent car park. I am now a widow and a pensioner and trades people are not willing to give quotes for insurance on small claims. |
| Completed a previous questionnaire in December 2013, problems have increased, answers haven't. There were major problems with racial/harassment issues, however this has now been solved with Mr T Morris. It has taken me 8 months and 20 letters to NOT be an antisocial behaviourist. I have complained in the last 12 months about bank statements, supporting people, arrears and payments going astray. I have an on-going complaint with my missing rent cheques, March 2014. I would be willing to make a complaint in the future if any of the usual harassment continues. I was convicted of an ASBO, not substantiated (Mr T Morris). I completed the Orwell questionnaire on 18/12/13, I mentioned the min-expenditure of Orwell's renovation funds to the grade two listed Mary Warner building - fritted away an non-essential brick wall while the back retaining wall (middle) section left with residents loosing up to five foot of garden etc. One of my many 'why' questions during my residence here (three years in June 2014) not answered along with others, I LIVE IN HOPE. |
| Having meetings and nothing getting done, plenty of promises but no action ref repairs etc. They came to look at repair, took photos, never to be seen again. |
| Please refer to my emails with Steve Crissall, about my front door, which has been on-going for two years and won't be sorted until 2015. |
| Repairs men do not keep their appointments, not even a phone call to cancel, then arriving without an appointment. Bad connection somewhere along the line. I have been waiting months to have an outside drain repaired. |
| We would expect staff to visit and meet with tenants when they say they will. We are always promised regular visits but it never happens. |
| Kill dandelion weeds. |

The positive comments received:

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| Robert and his team keep the grounds very neat and tidy at Barons Meadow. |
| Very pleased with my home as long as repairs are done to keep it good and costs kept down. If costs went up I would struggle. |
| Very pleased with my home and very good services. No complaints at all. |
| I have the best housing officer - thank you Orwell :-) |
| The car park has always been an issue - no lighting. You can hardly see your feet in front of you in the evenings and we all have small children. IT'S DANGEROUS! Our housing officer Michelle Farley is lovely, what a treasure. Gardener is always nice and polite. A lot of our comments are based around the building team. |
| I am very happy with my home and Orwell Housing. I have however, a large bramble growing down the side of my house (end of terrace onto parking area) that is never cut back by the gardeners when they visit and cut the lawns and trim the plants? This has become quite large and is growing out onto the parking area and onto my footpath to the house. |
| Light bulbs are too expensive, door handles fall off, and the shower seal is not too good, it leaks. All in all I'm very happy in my home. |
| I would like to get on a focus group! |
| It is a place full of loving kindness. |

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| I have been more than happy in my Orwell home for the past 21 years and with the services I have needed and received. |
| I am very happy with my home. Big thanks to Orwell Housing. |
| I am very happy with the services you provide. All members of staff I have dealt with have been both polite and helpful. |
| The answer to question number 6 is mainly the area we live in. We were used to workmen from Needhams but I usually had an appointment so expected workmen. On the whole, Orwell is a good landlord compared to some of the other housing associations. |
| Keep up the good work. |
| I have been a tenant of Orwell's for 30 years. I have always been very happy and satisfied with the quality of their housing and services. |
| Always an excellent service from office staff and the workmen. |
| Keep up the good work on gardening and litter collection. You could be quicker at dealing with things that go wrong e.g. water heater, radiators or plumbing. |
| Keep up the good work, things must only get better. |
| My housing officer Sharon Cooper has given me amazing customer care since becoming an Orwell tenant. She is always helpful when it comes to my rent payments upon my wage slips being provided to the council. Please note, my reason for being fairly satisfied with my property is keeping the heat in my kitchen due to the draft from the doors! Other than that I am very happy. |
| I love my home (though I wish I had money to decorate/furnish the property so it looks nice like my neighbours) My housing officer Arwenna is always helpful, kind and provides advice and help with my rent (especially in tough times) Repairs are spot on with everything (appointments/repairs). |
| Craig from Orwell services is brilliant, very efficient. |
| I had a query that Emma Lally dealt with, I want to say she was very efficient, very helpful and completely on the ball and quick in dealing with my unusual request. Thank you Emma. |
| I would just like to say that I'm very impressed as an Orwell Housing tenant, both with the quality of my home and the services provided. I would also like to add that my housing officer, Arwenna Rivett has been extremely helpful and informative. Keep up the good work! |
| I am very happy with all aspects of Orwell's service. The personal touch is always pleasing and Arwenna's permission for me to adopt my beautiful little black cat, and her subsequent visit to see said cat under invite, meant a lot to me. Arwenna wasn't even fazed by finding me in full-on slob mode, unshaven, in dressing gown and underwear, for which I truly apologise! |
| I was pleased to have the sturdy seat fitted in my shower. |
| The help I have had with your GYH has been first class. The help from other services has been good and polite. |
| I would like to say thank you to the people who answer your phones. They are very helpful and polite and kind to me when I have phoned up. |
| Sorry, cannot fill this in as my eyesight is not good. |
| Hello - We haven't really been with Orwell that long but we are very happy with all the help and advice we have been given and we love our new home. We are very pleased with the service we have been given and also the help with the decorating grant and welcome pack. It was very nice, thank you kindly. |
| Very pleased with everything. |
| Our property is only a few months old, it's a lovely bungalow and the area is very quiet. The outside is kept clean by the gardening services from Orwell. |
| Grounds maintenance/grass cutting has greatly improved since the new gardener started. It is now being maintained regularly and always looks tidy. |
| As you will see by my answers, I am very happy to be where I am. I apologise for not replying sooner but I fell and fractured my shoulder and I have been unwell, improving now. |
| We are very happy with our home and neighbours, but we do need a bigger place. |

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| With regards to our complaints of antisocial behaviour, at the moment things have improved. However in the past any improvements have not lasted very long. We are hoping that recent contact by you may have made lasting effects. |
| Very satisfied with Orwell's work. |
| I've have private landlords before and I'd never go back to that 'couldn't careless attitude' they have, I appreciate all that's been done by yourselves. |
| Overall I am satisfied with Orwell Housing; I can't really fault them at all. |
| We would just like to say, we have a bungalow and are lucky to have it and we try to keep it in good order. Many thanks. |
| I recently had a major electrical fire in my main Orwell property and I would like to pay tribute to the very kind and helpful advice and assistance provided by my housing officer Emma Lally and Mike Penman in charge of repairs. Fire repairs have not yet commenced. |
| Overall I am very happy to be living here and like the environment, bungalow etc. I generally enjoy contact with neighbours. Feel lucky to be back on home ground. |
| I love living at St Margaret's Court Reydon. The staff was very kind and helpful when my husband died. |
| Very satisfied with all that Orwell Housing provides. |
| I am happy living here; it is a very nice place with excellent staff. |
| All our new windows are very good, makes the whole court look very smart. Now the new carpets are being laid on the corridors and stairs, which will be great. Our new warden has settled in well and Lisa is a very nice lady. |
| I have been a tenant at Nelson Court from when it first opened. My age is 97 years of age. I have enjoyed my life at Nelson Court, the service which you have provided has been very courteous to me and I wait to finish my life here. I have no complaints. Looking out of my window watching the world go by. |
| We have a monthly 'tenants' meeting - most useful. We have a good range of social activities, organised by the staff here. |
| I am very happy with my home and the girls who care for me are friendly and honest. |
| My mother has severe vascular dementia and is not capable of completing this survey. On the whole I am satisfied with the help and support that she gets and the maintenance of the property. |
| Very pleased we are now having our inside windows cleaned twice a year. |
| Orwell is well ahead of housing associations, it has a very high standard. |
| Got a beautiful bungalow, but I think it would benefit from having French doors, so we could access the back community garden easier. |

The requests received:

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| I would like to know how often our kitchen would be renewed as ours seems quite dated and feel I would like it replaced with new cupboards, worktops and sink? |
| I would like more communication between Orwell and St Edmunds bury on rent claims. |
| About ball games, I know there are signs saying no ball games, I'm not sure if they are allowed to play with a ball in the play park, but they do? |
| I would prefer gas central heating to storage heaters as it's very cold in the winter. UPVC window frames instead of wood. I have been a tenant for 19 years, I would like my kitchen updated? |
| The bathroom has been a bit of a problem, the fan is not working and water is getting under the wet room flooring. We are now waiting for new flooring to be fitted when the weather is dryer, in order for the floor to be dried out completely. |

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| I have had a query within the last 12 months regarding my rent but my query has not been answered at all. I am fairly satisfied with the safety/security of my home, but the front door lock could be better. We are a small Orwell community and never get mentioned, as we just get on with it. We are a strong, friendly close and all love being here. But even though we live in a very affluent village, we all work and would like to see rents stop increasing. Thanks to Orwell Housing we can live in the village my husband was brought up in - we couldn't afford to buy a house. We have a great group of families and all get on really well. There is a piece of grass by our homes where the children play and some of us think it would be nice to have a swing? Please let me have your views, would you supply - insurance required etc.? Could we club together and buy - parents responsibility? We would like to hear on this. It is great that the children are outside so much and not stuck in front of a TV screen. Thank you. |
| Would like an allocated parking bay outside my house or a parking permit as I sometimes have to park in the next street? |
| I would like to know why we cannot do a straight transfer to a smaller bungalow rather than having to bid for a property in the same complex? |
| We reported an electrical fault on one of the bulbs a while ago. Still waiting for a contractor to come? |
| When will the telephone post be removed, it causes lots of problems in parking, we had an Ambulance trying to get to next door the other week and it had so much difficulty to try and turn and reverse. I have no idea how a fire engine would get on - heaven forbid that ever happens. Also noise outside the bedroom window. |
| Please could we be informed of what the service charge in our rent actually pays for? |
| As I live in a top floor flat, I could do with a shed! I'll pay for it; I just need somewhere for my bike/car stuff etc. Thank you. |
| I have to dry washing in my bedroom as there is no outside washing line, there is a problem with it. I am glad of the car parking outside. I wouldn't mind the damp in my bedroom being treated and the small patches around the windows and ceiling being painted over for me, I am no good at maintenance. I wouldn't mind paying for this to be done as long as the charge was reasonable as I am disabled. |
| Although we are happy in our home in general, I do feel that rather than sending out a general repairs list, it would be good if someone from Orwell came and inspected the older properties such as mine. Our back fence needs replacing, windows could do with being replaced as starting to go misty and foam is thin around the frames. Also my bathroom needs finishing properly as paint and plaster is coming off the wall around the window where the new shower was fitted as it was not tiled properly! |
| I have not received news? |
| What Support Plan? |
| Why do the scrutiny panel need to know about my survey comments when we do not know what they do? Mary Warner is not included in the Newsletter? I am not satisfied as a resident about a lot of things that are not completed. A lot could be done to make things much better. |
| Tenant reported drug use or dealing. |
| Slight delay in repairing our smoke detector in the hallway. |
| The area is too quiet for me, but I am getting used to it. |
| My husband, William, died a few weeks ago so I am now the only occupant. |
| I can't take part in any social outings or coffee mornings because I'm sole carer for my husband who has had strokes and has dementia. |
| I will have to speak louder if the emergency cannot hear my..... Please let me know about mystery shopping in Lowestoft. The weather is sometimes not suitable for my complaint.... Fog, sea mist and damp. |
| I do feel that this survey is a waste of our time, they never affect anything. |
| I would like to put up a security camera? |
| A communal gate to be made, to stop non-residents jumping over and damaging the fence behind my property? |

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| The front door is a bit drafty at some parts. |
| The reason I am so satisfied with my home is because I have spent £20,000 for a new kitchen, new windows, porch and new bathroom plus conservatory. |
| I would like new kitchen doors. My stepfather has put new work tops in plus sinks. |
| I have lived on site for 32 years and I am the oldest inhabitant. I was matron for 11 years; I am now losing my sight, so I find filling in forms very difficult. |
| Q26, Security and safety of your home - Security is very good. Safety we have said a different answer as my husband is disabled and there is only 1 exit from this flat. If there was a fire outside of the Bedroom, my husband wouldn't get out as the windows would be impossible for him to get out of. |
| I get slightly annoyed with people not from Orwell, parking in the car park designated for Orwell residents. Although I know the turning off of the street lights is a council decision, but I have concern for my safety. I have to walk from the car park to get to my house, which can sometimes be after midnight when I finish work. I now carry a torch and alarm. |

The suggestions received:

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| When we moved here our house was in poor condition, we have spent a lot of time sorting it and you guys have also helped. The new gas boiler is great; Sharon from Lowestoft office is amazing! The only thing is maybe your organisation could help reduce energy bills by installing solar panels for vulnerable residents? But on the whole, we are extremely happy here, thank you. |
| House needed a little more planning as cupboards are too high on the walls and rooms do not flow practically. Also could have done with an outside tap as taking water through the bedroom is not practical. Apart from that it's a lovely, warm, clean, new and walking distance to town. |
| The grass area at the front of the building is not separated from the public walkway and is treated as such. Also the entrance to the building is used as a turning point for cars and delivery vans constantly. |
| Support with gardening and repairs costs within rent if tenant responsibility, but can't afford large pay out of costs, would be helpful to access affordable support within a scheme added to rent or some sort of budgeting. Would like more spot checks on external areas of properties as we've had a couple of houses that had very messy front gardens, littered with old furniture etc. and that's encouraged others to act the same way who've moved in afterwards. Reminder to take bins in off the pavements (elderly people use the pavements). Be helpful to have a "caution children playing" sign, as we now have several children under 10 living in the area. Several people have dogs; myself included and would appreciate a dog foul bin nearer the common, to encourage tenants to use this, as so many children play in the lane. A lot of holiday makers walk through the lane onto the common, who don't clear up after their dogs, which puts tenants who do clear up in a bad light amongst the other tenants. |
| A small suggestion with new built properties: A small tin of paint should be left as small scuffs happen when moving in and carpet fitters are working. Magnolia is fine but brands differ greatly. We were lucky as the builders were still on site, who were very approachable and gave us a name and brand welcoming pack, although very agreeable. |
| We are happy in our home but would like our central heating upgrading as it's very cold in winter as our radiators are too small for the size of our rooms. I am fed up with dripping wet windows in winter even though we keep them on a night vent. Also fed up with all the cracks in our house, even though I've reported them on several occasions and nothing ever seems to get done! |
| I need a dog bin on my side by my house. Rubbish or litter is caused by children. |

STAR SURVEY 2014

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| The two side windows are on a main walkway alley and people are always banging on them when walking past. This really makes you jump if you are sitting in the living room. Also due to a wall out on the green in front of our house, the children congregate and we cannot open our kitchen blinds as you feel like a gold fish bowl. Also skate boards and scooters down the alley make so much noise it sounds like a roller-coaster. Having the front door opening onto the green everyone can see in and with all the children congregating, there is no privacy leaving or coming into the property. A little personal space at the front would have been nice, rather than walking straight out onto the green. All the children use the front of our house as a play area, including using the front as a rebound wall for their ball. |
| Rubbish Bins - Would appreciate if neighbours opposite my lounge windows would store their bins out of sight. It would certainly improve the environment. Fencing - A lick of paint wouldn't go amiss to the fences facing the roadway around the properties. |
| How about an Orwell internet service through one of the major IP's, such as BT etc.? |
| As you can tell from the above I am very happy living here. However there are three comments I would like to make. 1) Communication to the tenants could be improved. 2) My morning call time has been changed, but I wasn't informed of this. Also my bath time has been reduced to 30 minutes each time - again I wasn't informed. I find 30 minutes doesn't give me the benefit of relaxing my spine (badly damaged) and muscles (I have had hydrotherapy under the NHS in the past) 3) The door to the garden is often locked in the daytime? Also regarding Q6n) Local youths on mopeds use the station/city centre car park like a race track late at night. |
| May I suggest: 1) Stand by lighting in corridors etc., at night to save power/money. 2) Powered ventilation at least in bathrooms/kitchens. 3) Update kitchens with more wall cupboards/high level oven/dishwasher? 4) Dedicated disabled parking for residents vehicles (3) + Manager. |
| It's lovely, but I would really like an oven and hob I can use as it's very difficult to get by with just a microwave - which I can't see to use myself either. I'm happy to pay for the cooker if Orwell will remove the hob and worktop left in place from the previous wheelchair bound tenant. |
| I would like to point out that agency staff would like to have more training before coming to No. 23. |
| I would like to see the same staff and not all different. |
| Lack of communication and interaction from our housing officer. Also lack of social or community involvement in our complex. |
| The bedsits opposite my flat look like slums area, very run down and depressing. A lot of antisocial behaviour around our area, it's not safe to go out especially at night. |
| Would be nice if something could be done about the amount of weeds growing on grass surfaces. The bins need washing out. |
| I have asked for the combination lock in our front door to be changed - too many people have access. |
| Have mentioned draughty windows before. At present awaiting window pane replacement. On "Wish List". |
| When the gardeners come to prune the bushes and cut the grass for other housing groups, they blow the leaves and rubbish over to our side of the street. It gets left here hence why our side is covered in rubbish/leaves etc. I have cleared some up but not got bins to do it all. |
| The only problem that I could highlight is the parking. Neighbours parking are not a problem, but when they have non-residents staying over a period of time (e.g. commercial and large vans) this takes up space that residents may need and has caused problems. |
| Get rid of the grass mound at Lincoln Court and make more residents parking spaces. |
| Could ground maintenance such as (Q27b) be made into a job for resident or local gardener, integrating jobs back into the community? |
| It would be nice to have running water in the Common Room, so we could invite other clubs to join in; I have to take water up every Tuesday for coffee morning. |
| I have ticked very good for the Orwell newsletter but Nelson Court is never mentioned in it? |
| I wish carers have their NAMES on a badge on their tops. |

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| Would like more communal activities. |
| I understand window cleaning applies to communal windows on stairwells only, but I would like to see external cleaning of windows included as part of service charge or for it to be made available as an optional extra? |
| In 2013 we were supposed to have an extractor fan fitted in the bathroom, it never happened. I have had a cat fouling once outside my flat since I complained to the offenders. Two of the blue bins are locked so I can't put my rubbish in? |
| The kitchen, bathroom, toilet and heating system requires updating. A decoration and general maintenance service would be helpful. The washing lines need replacing as they are at breaking point. The property needs re-wiring and some of the double glazing windows are misty between the panes of glass. |
| Due to the fact that the house is positioned in the middle of a car park, residents can expect a certain amount of noise. This has greatly improved over the years, as there was a meeting to resolve this. Other than that my only request is the possibility of having a mixer tap in my bathroom? |
| Just a very tiny point - the flowerbed in front of my flat is pathetic, but my neighbour has told me that we, as residents, cannot add plants (he was told this by the gardeners) As flowerbeds are not a priority it is a shame we cannot add shrubs - for privacy as well, as we are on a busy road and the property is very close to the pavement. Otherwise I am very happy with my flat and Orwell. Except for the lack of a bath, as I have a wet room - a small loss when living in such a nice place. |
| I would love to have solar panels like they put on new houses, but they seem to forget the old ones. Also a shower to save water and up keep on garden walls in my back garden. They say it's not a problem but it's an eye sore! |