

**Hexagon Housing Association
Tenant & Resident Status Survey
Properties Managed by
Housing Co-ops and other Agencies – March 2011**

**Hexagon Housing Association
Tenant & Resident Status Survey
Properties Managed by
Housing Co-ops and other Agencies**

March 2011

PLATOW ASSOCIATES

7 East Lane
Sheerness-on-Sea
Kent ME12 1TQ

Tel/Fax: 01795 660012

Mobile: 0781 061 4824

E-mail: simon.platow@btconnect.com

www.platowassociates.com



CONTENTS

- 1 INTRODUCTION & METHODOLOGY**
- 2 SURVEY FORM**
- 3 EXECUTIVE SUMMARY**
- 4 DETAILED ANALYSIS OF RETURNS**
- 5 INFORMATION ABOUT YOUR HOUSEHOLD
(Questions 1–8)**
- 6 YOUR INVOLVEMENT WITH YOUR MANAGING AGENT
(Questions 9–15)**
- 7 HOUSING AND SERVICES PROVIDED BY YOUR
MANAGEMENT AGENT
(Questions 16–20)**
- 8 YOUR CONTACT WITH YOUR MANAGING AGENT
(Questions 21–27)**
- 9 REPAIRS & MAINTENANCE CARRIED OUT BY YOUR
MANAGING AGENT
(Questions 28–32)**
- 10 ANTI-SOCIAL BEHAVIOUR – HOW THIS IS DEALT
WITH BY YOUR MANAGING AGENT
(Questions 33–37)**
- 11 ANY OTHER COMMENTS ABOUT YOUR MANAGING
AGENT
(Question 38)**
- 12 SERVICES PROVIDED BY HEXAGON HOUSING
ASSOCIATION
(Questions 39–44)**
- 13 COMMUNICATION AND INFORMATION FROM YOUR
MANAGING AGENT & HEXAGON HOUSING
ASSOCIATION
(Questions 45–47)**
- 14 BACKGROUND INFORMATION
(Questions 48–55)**

INTRODUCTION

Platow Associates were appointed by Hexagon Housing Association in November 2010 to carry out a Status Survey of views and opinions of 313 tenants and 1 leaseholder housed in properties managed by a variety of Housing Co-ops in South London.

These were grouped as follows:

- ABC Housing Co-op - 38 properties (36 tenants, of which 29 were permanent occupants and 7 had "Short Life" tenancies and 1 leaseholder)
- Acceptable Face Housing Co-op - 8 properties (all permanent tenancies)
- Balfour Street Project - 21 properties (all permanent tenancies)
- Brockley Tenants Co-op - 72 properties (all permanent tenancies)
- Kirkdale Housing Co-op - 15 properties (all permanent tenancies)
- Lewisham Family Self Help Association - 26 properties (all permanent tenancies)
- Matrix Housing Co-op - 11 properties (all permanent tenancies)
- Simba Housing Association - 7 properties (all "Short Life" tenancies)
- South Bank Co-op - 34 properties (all permanent tenancies)
- Three Boroughs Housing Co-op - 82 properties (all permanent tenancies)

METHODOLOGY

The questionnaire sent out to all 314 properties was based on the Status Survey used by the National Housing Federation. A small number of customised questions were added to this to address particular issues that would be encountered by residents of a Housing Co-op, particularly those that managed stock on a day to day basis that was owned by a larger, partner, Housing Association. These questions were devised and recommended by staff at Hexagon Housing Association and were similar to those that had been asked in a similar Status Survey, of Housing Co-ops that worked with Hexagon HA, carried out in 2007.

In its final form the questionnaire asked questions covering the following issues:

- Information about household composition (Questions 1-8)
- The involvement of residents with their co-op (Questions 9-15)
- Questions about services provided by the residents co-op (Questions 16-20)
- The degree of contact residents had with their co-op (Questions 21-27)

- Residents views about the repairs and maintenance carried out by their co-op (Questions 28-32)
- Any experience residents had of anti-social behaviour (Questions 33-37)
- Written comments (if any) about the residents co-op (Question 38)
- Residents experience of services provided by Hexagon Housing Association (Questions 39-44)
- Residents experience of communicating with and receiving information from their co-op and from Hexagon Housing Association (Questions 45-47)
- Further Background information about each household (Questions 48-55)

The data collected by this exercise is presented so that each answer in the attached tables is provided both as an overall figure and also by the number of respondents from each co-op. In order to accurately achieve this each form despatched had a face sheet on the front of the questionnaire that differed slightly according to which co-op managed the address it was sent to. This meant, therefore, that if it were returned unsigned (as a number were) the co-op membership that they were being returned from would still be known.

It was agreed that a Prize Draw with three gift token prizes (1st - £150, 2nd - £100 and 3rd -£50) would be held for all those who returned completed and signed forms. This was specifically mentioned on the final page of the form which included a short section where respondents could give their name and address. All 314 survey forms were despatched by post on January 5th 2011. Each resident received a questionnaire with a covering letter that explained why the survey was being carried out together with contact telephone numbers for both Platow Associates and Hexagon Housing Association. A stamped addressed envelope was provided to enable each resident to return a completed questionnaire direct to Platow Associates.

Finally - a limited number of covering letters were sent out to residents whom Hexagon Housing Association advised would be unlikely to speak English as a first language. This latter group numbered 7 households in total - 3 Tigrinyan, 2 Bengali, 1 Vietnamese and 1 Arabic speaking.

As each questionnaire was returned it was sorted by co-op, and if the specific identity of the resident were known a record was made of this on the schedule of information provided to Platow Associates by Hexagon Housing Association.

On January 21st and 22nd every resident whose email address was recorded on the data made available and who had not, apparently, returned a questionnaire

was contacted by email and asked to return one as quickly as possible. The following week, on January 28th and January 29th a number of telephone calls were made to residents who had not, according to the records kept, returned a questionnaire.

Both the email and telephone contact had a beneficial impact and 120 completed survey forms were returned by the time data analysis started on February 7th. This represented a response rate of 38.2%.

Two additional forms were returned after the data analysis had been carried out - the data from this could not be included in the analysis, but it was included in the prize draw. The total response rate, therefore, was 38.8%.

SURVEY FORM

EXECUTIVE SUMMARY

The total number of returns analysed by Co-op was as follows:

- ABC Housing Co-op - 15 (39.5%)
- Acceptable Face Housing Co-op - 3 (37.5%)
- Balfour Street Project - 8 (38.1%)
- Brockley Tenants Co-op - 29 (40.3%)
- Kirkdale Housing Co-op - 6 (40%)
- Lewisham Family Self Help Association - 7 (26.9%)
- Matrix Housing Co-op - 5 (45.5%)
- Simba Housing Association - 2 (28.6%)
- South Bank Co-op - 14 (41.2%)
- Three Boroughs Housing Co-op - 31 (37.8%)

The overall average response rate of 38.2% is regarded as good and typical of surveys of this type. As can be seen from these figures the level of response varied between co-ops. It is also clear that in some instances the limited number of replies - particularly from co-ops with a small number of properties - means that the results provided should be treated with a degree of caution and not taken out of context..

A broad overview of the data shows that most respondents completed most of the form. However - in some cases it is clear that a significant minority chose not to answer a particular question. This is the case with regard to Q.55 (which asks the respondent to divulge their household income). It is also true of Q.30 which asks respondents about the quality of the repair or repairs they have had carried out in the previous 12 months.

As part of the survey the results were 'benchmarked' against data collected in similar surveys of a similar client group by CDS. Specifically the results of the following questions were compared with the CDS data:

- Q.11 "Are you satisfied with your opportunities to be involved with your housing co-op?"
- Q.16 "How satisfied or dissatisfied are you with the services provided by your managing agent?"
- Q.28 "Generally how satisfied or dissatisfied are you with the way the managing agent deals with repairs and maintenance?"
- Q.46 "How satisfied or dissatisfied are you that your views are taken into account by your managing agent and Hexagon?"
- Q.47 "How good or poor do you feel your managing agent and Hexagon are at keeping you informed about things that might affect you as a tenant?"

The CDS data was published in June 2009 in "CDS Co-operatives STATUS Customer Satisfaction Survey Report".

The results of the benchmarking are shown in the text of this report.

DETAILED ANALYSIS OF RETURNS

INFORMATION ABOUT YOUR HOUSEHOLD
(Questions 1–8)

LENGTH OF RESIDENCE

The replies to Q.1, "How long have you/your household lived in this home?", show that the greatest number of respondents (69 - 58.5%) state between 6 and 12 years. This rises to an even higher proportion (71.2%) if those who have been resident longer than 2 years are included.

Matrix Housing Co-op appear to be particularly settled with all 5 respondents being resident for longer 11 years, whilst both Simba Housing Association respondents have lived at their address for a comparatively brief period.

SIZE OF HOUSEHOLD

The replies to Q.2, "How many people usually live here in total?", indicated that 64% of households consisted either 1 or 2 persons with this figure rising to 80.7% if 3 person households were included. There are proportionally very few large families accommodated within this type of tenure and these results reflect this.

AGE OF HOUSEHOLD

The replies to Q.3 "How many people in your household are aged under 16?" showed that 71.9% of households did not have a member under 16. This was a majority response across all Co-ops. Q.4 "How many people in your household are aged 60 or over?" produced a similarly definitive reply with 85.8% stating that none of their members were over 60.

ETHNICITY OF HOUSEHOLD

This was addressed by Q.6 "To which of these groups do you or your household consider you belong?". In the replies received from tenants 62% described themselves as "White" (44.8% specifically as "British") whilst 28.4% categorized themselves as "Black or Black British" (23.3% specifically as "Caribbean"). The highest proportion of "British" residents (54.8%) came from the Three Boroughs Housing Co-op whilst the highest proportion of "Caribbean" tenants (63%) are found in the Brockley Tenants Co-op.

The same question was asked to the partner/spouse of each tenant but the number of replies (26 - only 21.7% of all replies) did not produce significant data. This may be a reflection of the high number of single person households across the Co-ops as a whole.

HEALTH AND DISABILITY OF HOUSEHOLDS

This was addressed by Q.7 "Does anyone in your household have any long term illness, health problems or disability which limits their daily activities or the work they can do, including any problems which are due to old age?" (80.5% said no) and Q.8 "Does anyone in your household use a wheelchair?" (98.3% replied no).

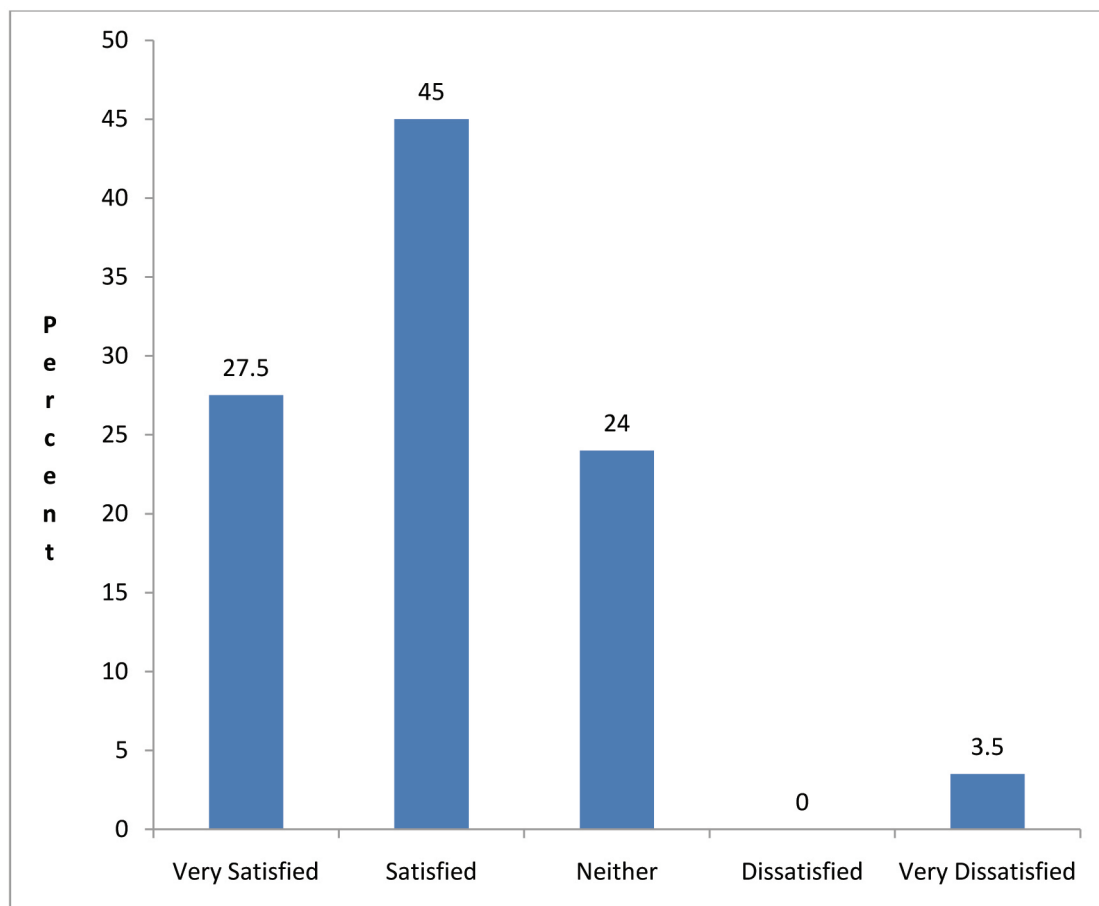
YOUR INVOLVEMENT WITH YOUR MANAGING AGENT
(Questions 9–15)

In reply to Q.9 ("Have you attended a meeting or otherwise participated in the running of your co-op within the last 6 months?") 55% (a narrow majority) indicated that they had.

Interestingly the responses to the question showed that in 5 of the groups (Kirkdale Housing Co-op, Lewisham Family Self Help Association, Simba Housing Association, South Bank Co-op and Three Boroughs Housing Co-op) a majority indicated that they had not attended or participated in any meeting concerned with the running of their co-op.

When those who had participated were asked in Q.10 if the experience of doing so was positive or negative 75.4% stated that it was positive, many others had no opinion and only a small minority (3.1%) said they had found it a negative experience.

Q.11 ("Are you satisfied with your opportunities to be involved with your housing co-op?") 27.5% stated they were very satisfied and 45% satisfied - a total satisfaction rating of 72.5%.



This question was benchmarked against the data contained in the 2009 CDS Co-operatives STATUS Customer Satisfaction Survey with the following results:

	Very Satisfied	Satisfied	Total
Hexagon Co-ops (2011)	27.5%	45%	72.5%
CDS Co-ops (2009)	34%	36%	70%

It should be noted that the replies to this question showed that residents of ABC Housing Co-op, Balfour Street Project and Simba Housing Association seemed satisfied, whilst the residents of Matrix Housing Co-op were particularly unsatisfied.

Q.12 ("If the answer to this is dissatisfied in any way, do you have any specific reason for being dissatisfied with involvement opportunities?") was answered by only 12 respondents (10%) and did not produce any striking or significant explanations.

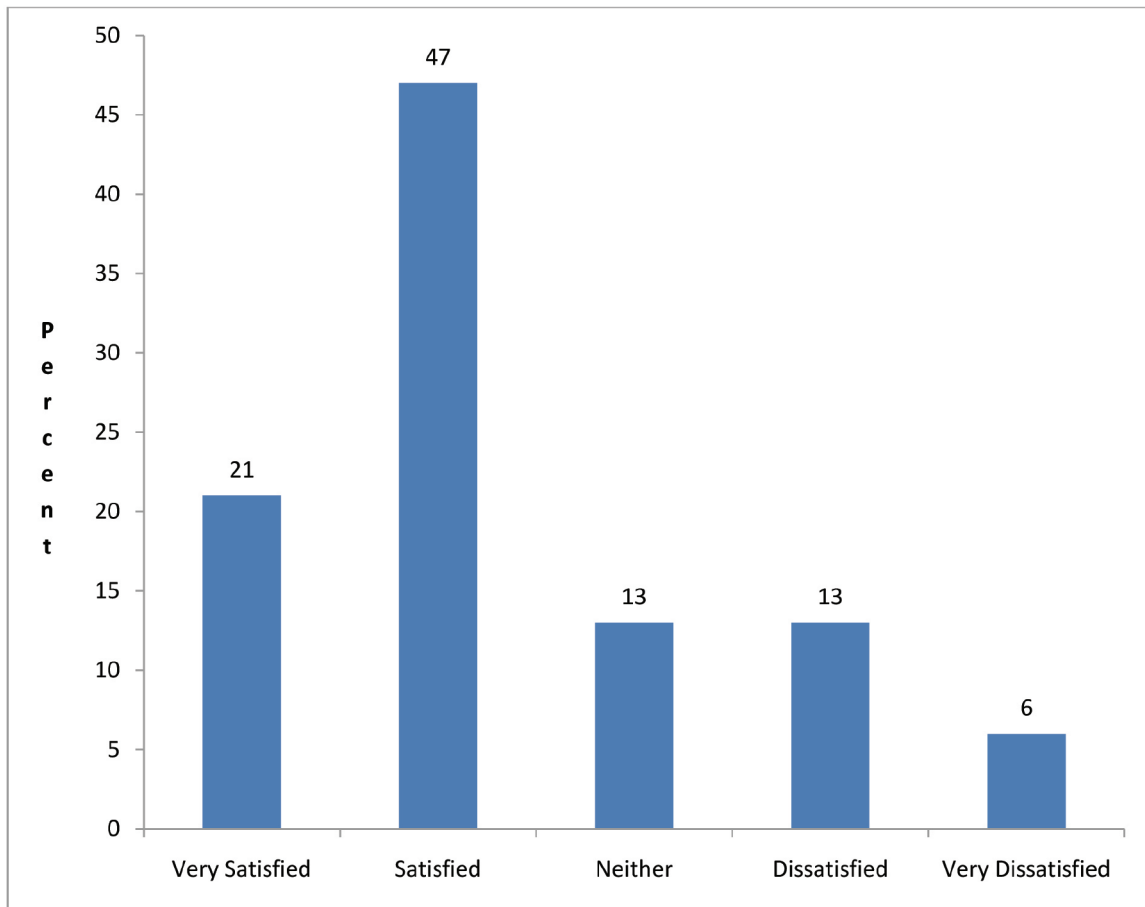
In Q.13 residents were asked about how they would like to be consulted by their co-op about its plans, policies and decisions. This produced a wide range of preferences, with being consulted in some type of written format clearly preferred - Email (24.6%), Letter (19.3%) and Newsletter (18.4%) outstripped Meetings (15.9%) by a factor of 4 to 1.

In replies to the general question (Q.14 "How satisfied are you that your views are being taken into account by the co-op?") 14.4% said they were very satisfied and 48.3% satisfied - an overall satisfaction rate of 62.7%. Both the Balfour Street Project and Simba Housing Association scored well in this respect.

Finally in reply to Q.15 ("Would you be interested in taking part in community and social events that were organized by your co-op?") 70.9% stated that they would. ABC Housing Co-op, Balfour Street Project and Matrix Housing Co-op were all markedly positive in this respect.

**HOUSING AND SERVICES PROVIDED BY YOUR
MANAGEMENT AGENT
(Questions 16–20)**

Q.16 Asked "Taking everything into account, how satisfied or dissatisfied are you with the services provided by your managing agent?". The replies to this showed that 21% were very satisfied and 47% satisfied - an overall satisfaction rate of 68%.



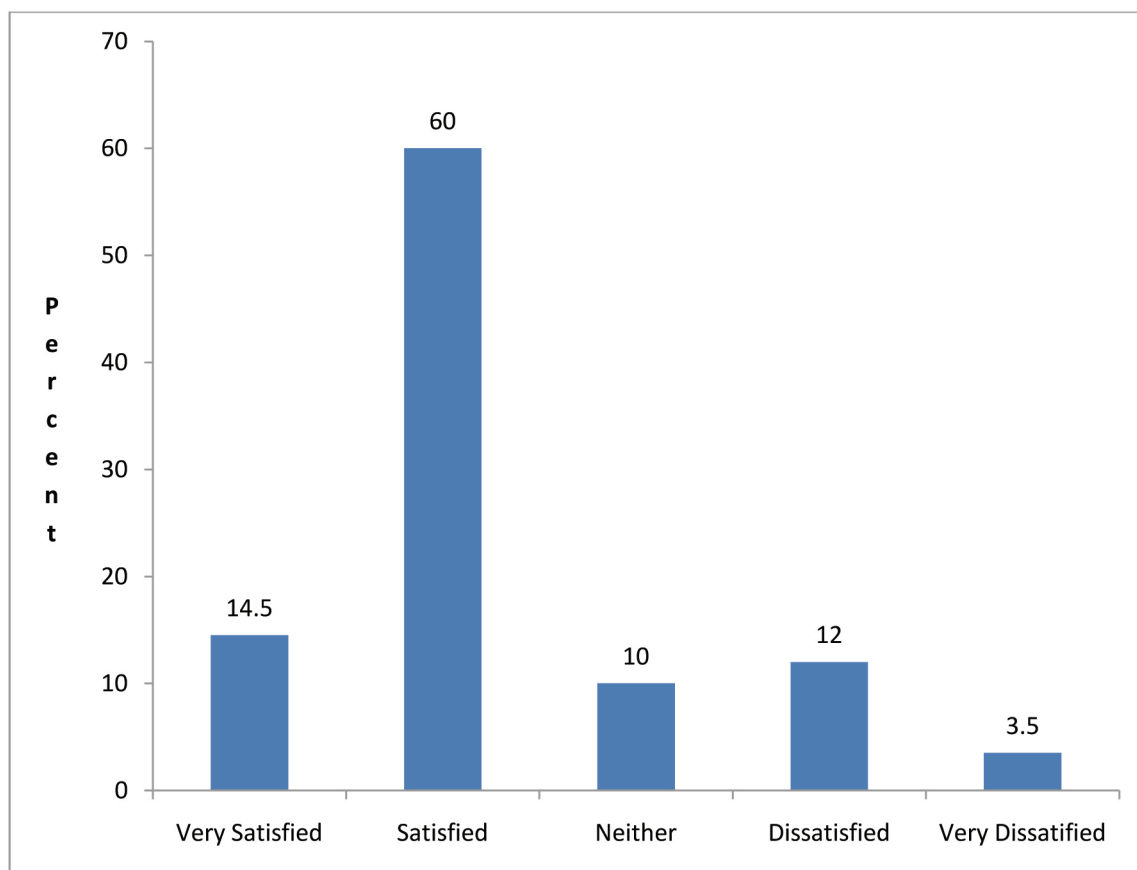
This question was benchmarked against the data contained in the 2009 CDS Co-operatives STATUS Customer Satisfaction Survey with the following results:

	Very Satisfied	Satisfied	Total
Hexagon Co-ops (2011)	21%	47%	68%
CDS Co-ops (2009)	24%	50%	74%

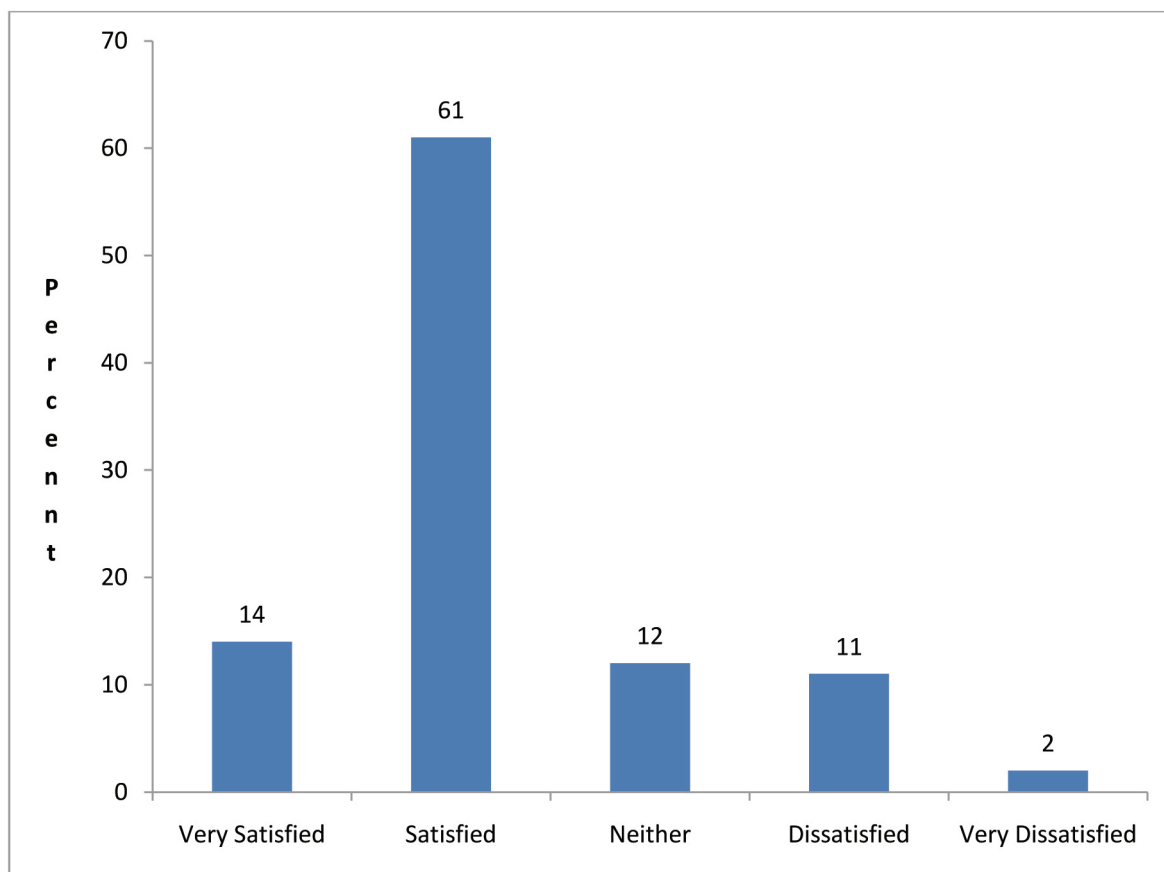
It should be noted that the replies to this question showed that residents of ABC Housing Co-op, Balfour Street Project, Lewisham Family Self Help Association and Simba Housing Association seemed satisfied, whilst the residents of Matrix Housing Co-op were particularly unsatisfied.

Q.17 asked a series of questions about satisfaction or dissatisfaction with the overall condition of your home, the general condition of your property and the neighbourhood as a place to live.

Replies to this produced overall satisfaction rates of 74.5% for "The overall condition of your home", 75% for "The general condition of the property" and rising to 82.2% for "The neighbourhood as a place to live".



The overall condition of your home



The general condition of the property

Q.18 asked about how satisfied or dissatisfied residents were with advice on rent payment, advice on moving home, support provided to new tenants, support provided to vulnerable tenants and how enquiries are dealt with.

The Replies to this produced an overall satisfaction rate of 86.1% for "Advice on rent payment".

However - subsequent questions showed that large numbers of residents had no view on the matter being considered, possibly because it was not an issue that had recently concerned them or was likely to concern them in the future. Thus, the replies to "Advice on moving home" showed that 38.1% were satisfied and 49.5% were "neither" (i.e. had no opinion on the question). This was repeated in the replies to "Support provided to new tenants" (46.3% satisfied and 39.8% neither) and support provide to vulnerable tenants (35.5% satisfied and 50% neither).

Finally, the replies to "How enquiries are dealt with generally" showed a marked drop in the satisfaction rating with 7.2% saying they were very satisfied and 55.9% saying they were satisfied, an overall score of 63.1%.

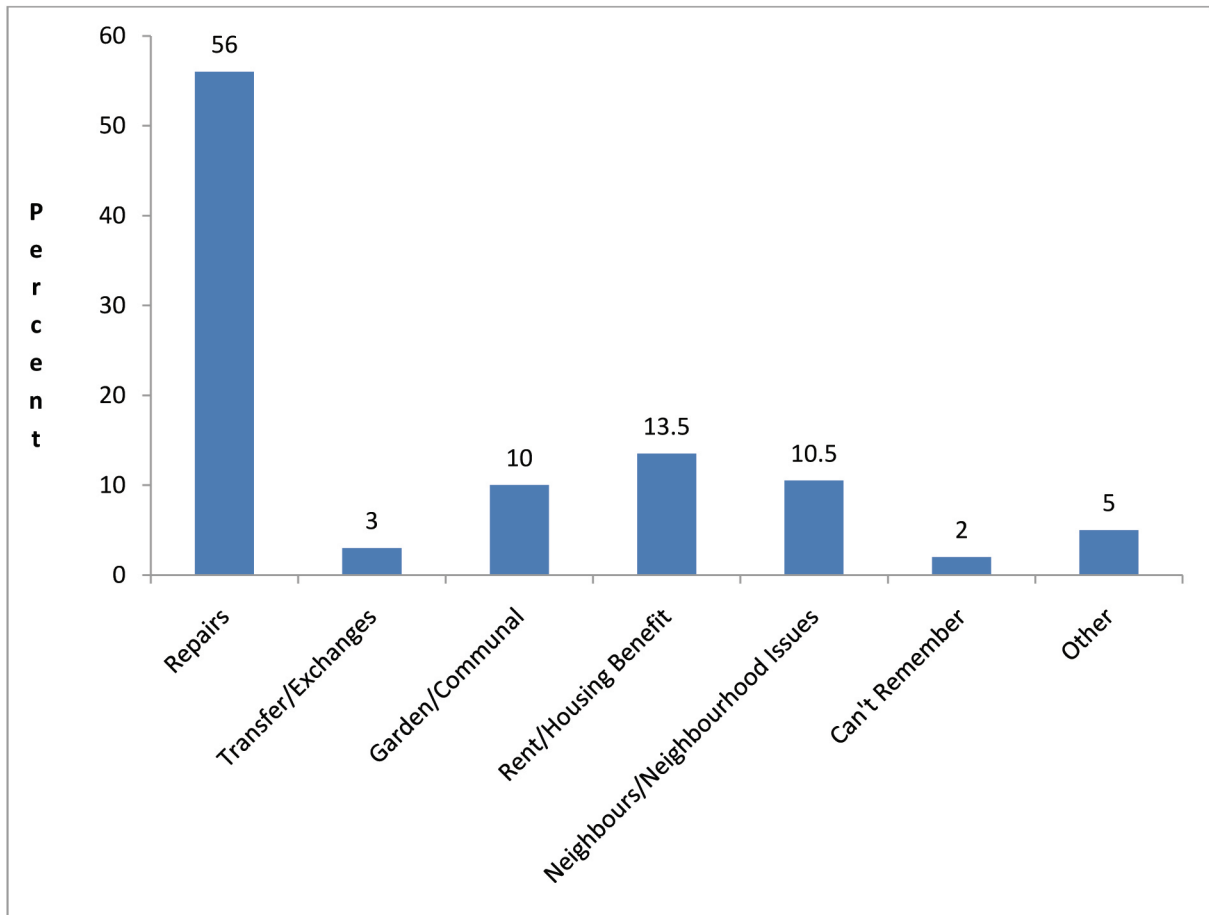
Q.19 was a multiple choice question which asked residents to select which of a range of issues (keeping tenants informed, overall quality of home, taking tenants views into account, repairs and maintenance, dealing with anti-social behaviour and the neighbourhood as a place to live) were the most important to them. The replies to this did not produce a clear or majority view - the largest group (28%) said that repairs and maintenance were the most significant matter concerning them.

Q.20 similarly explored a range of possible concerns using a multiple choice format. It asked residents to select from a list of issues (rubbish or litter, noisy neighbours, pets and animals, disruptive children/teenagers, racial or other harassment, drunk or rowdy behaviour, vandalism or graffiti, people damaging your property, drug use or dealing, abandoned or burnt out vehicles, other crime, noise from traffic and car parking) those that they considered a very big problem. As with Q.19 the replies to this did not exhibit either a clear or a majority view. The largest group (27.6%) stated that "noise from traffic" was the most significant issue.

**YOUR CONTACT WITH YOUR MANAGING AGENT
(Questions 21–27)**

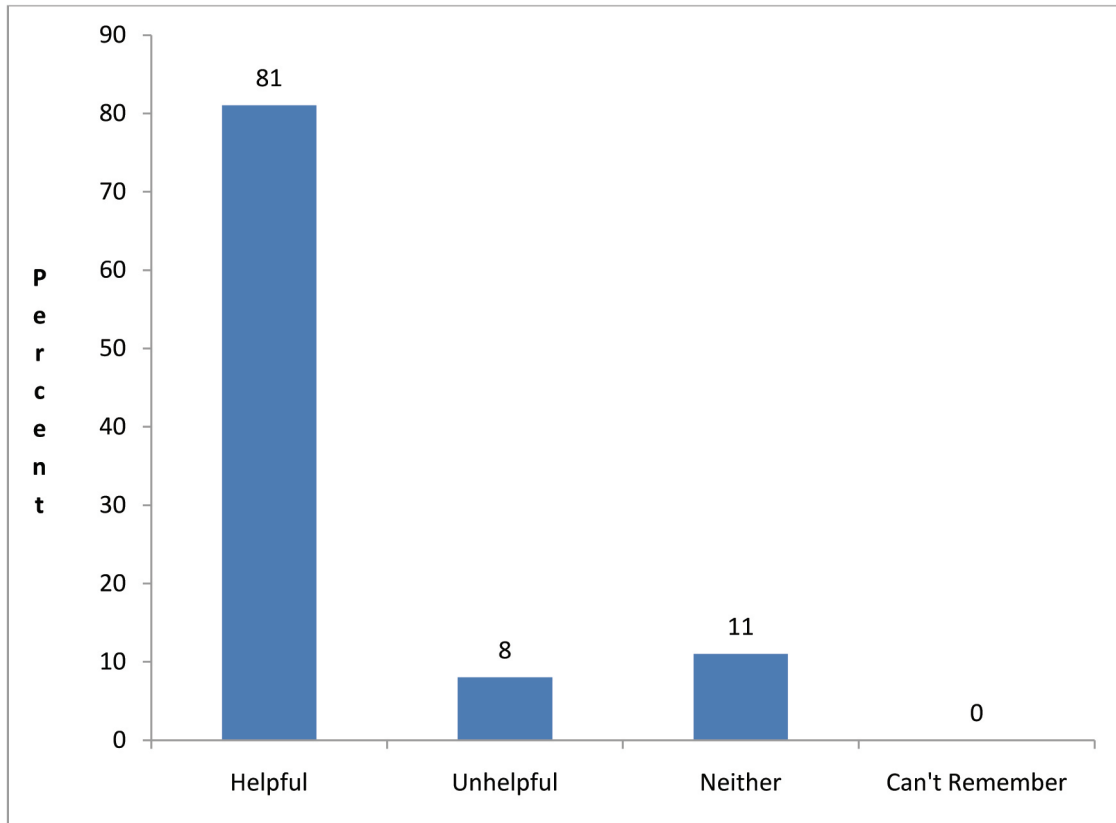
The answers to Q.21 showed that a high proportion of Co-op residents (88.2) had been in contact with their managing agent in the previous 12 months. A significant majority of these said, in the answers to Q.22, that they had contacted their co-op by telephone (58.1%) or by email (21.9%) - only 10.5% had been in contact by going to their local housing office.

Q.23 asked what the cause of the contact had been - 56%, a clear majority, said it had been about repairs.

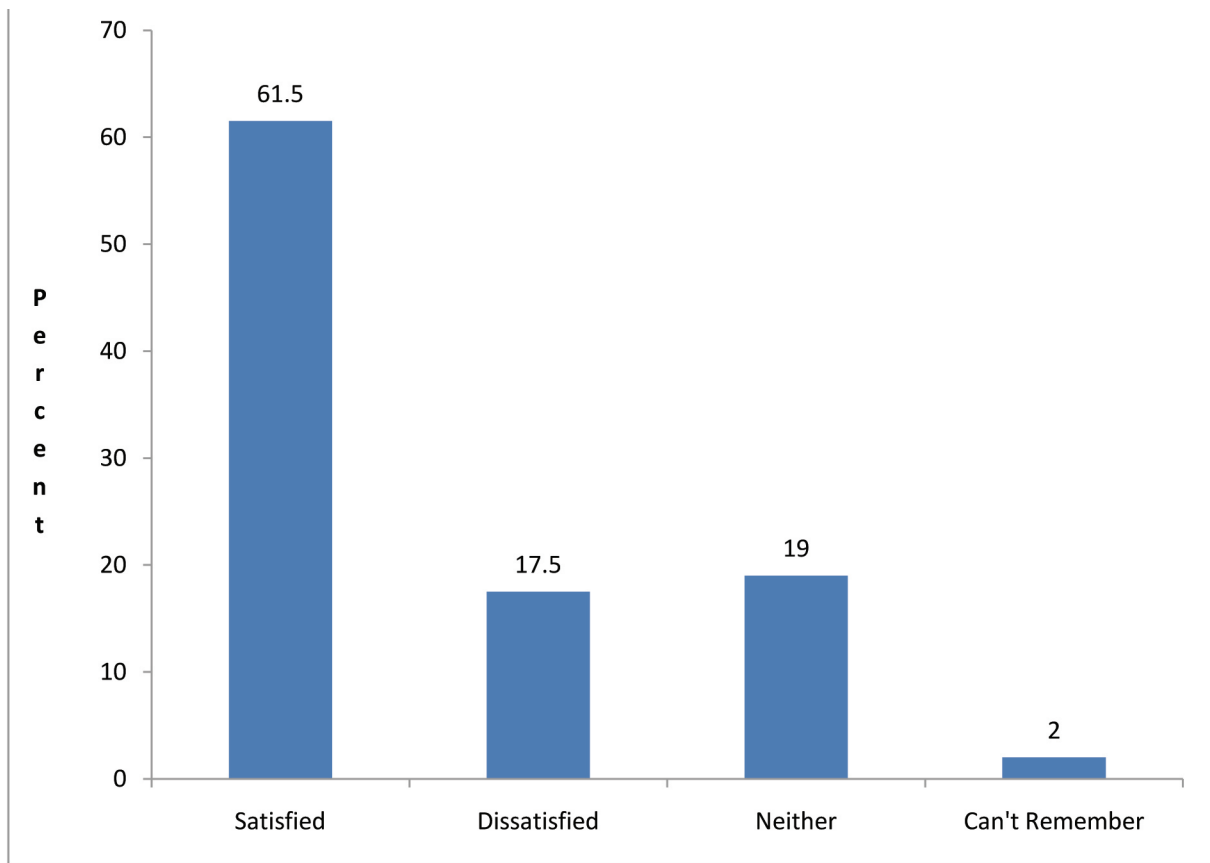


Q.24 asked if it had been easy when contacting their co-op to get hold of the right person - 71.4% said it had been.

Q.25 asked if the person they contacted at their co-op had been helpful - 81% said that they were.



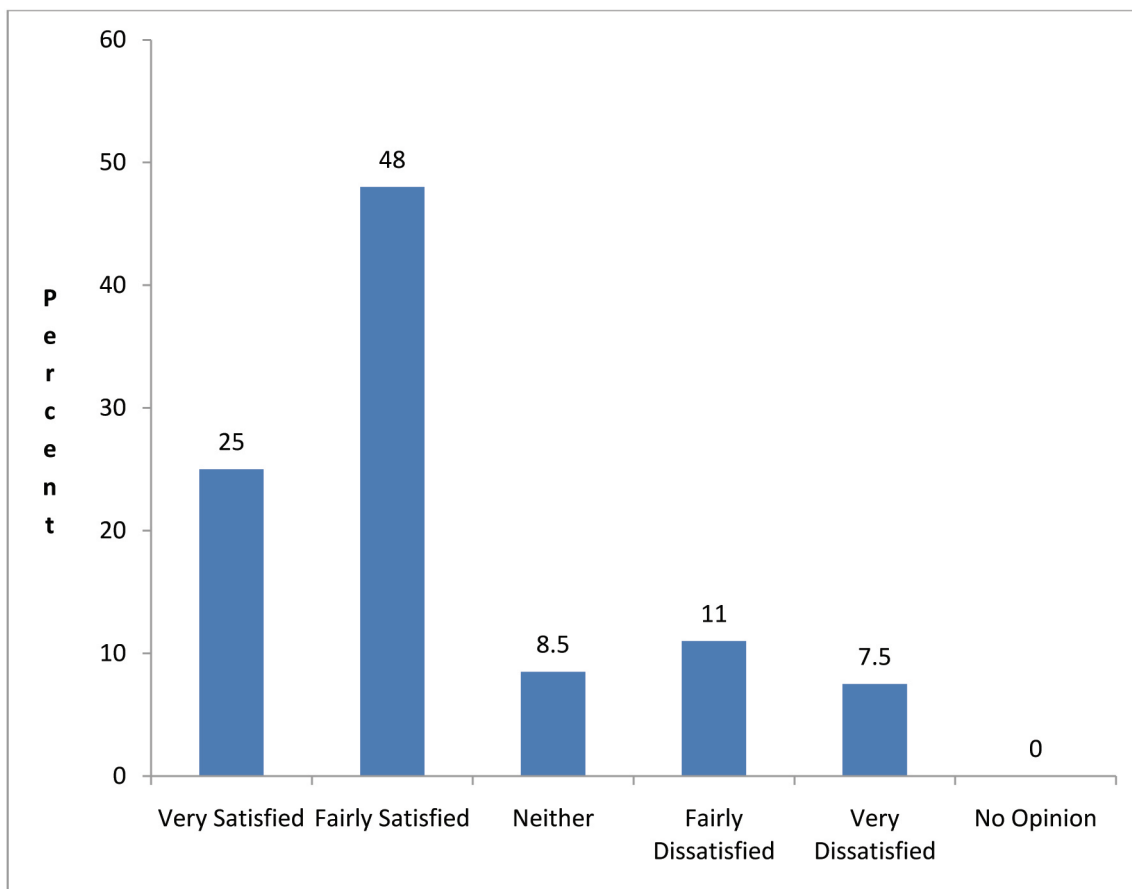
Q. 26 asked if the person that they contacted at their co-op had been able to deal with their problem - 66.3% said this had been the case, a marked drop in the satisfaction rate. The responses to this question showed that residents of the Acceptable Face Housing Co-op and the Matrix Housing Co-op appear to have experienced particular difficulties in this respect.



Finally - Q.27 asked if residents were satisfied or dissatisfied at the result of their contact with their co-op. A majority (61.5%) said that they were satisfied.

**REPAIRS & MAINTENANCE CARRIED OUT BY YOUR
MANAGING AGENT
(Questions 28–32)**

Q.28 asked specifically about how satisfied or dissatisfied residents were with the repairs and maintenance service carried out by their co-op. The replies stated that 25% were very satisfied and 48% fairly satisfied - an overall satisfaction rate of 73%.



This question was benchmarked against the data contained in the 2009 CDS Co-operatives STATUS Customer Satisfaction Survey with the following results:

	Very Satisfied	Satisfied	Total
Hexagon Co-ops (2011)	25%	48%	73%
CDS Co-ops (2009)	31%	40%	71%

Q.29 asked if residents had had a repair carried out in the last 12 months. A majority (74.4%) said that this was the case.

Q.30 asked a variety of detailed questions about how the repair had been carried out. Respondents were asked to rate each aspect of the service by selecting one of six different criteria that ranged from very good and fairly good to poor and very poor. The responses showed that a majority had clearly found the service at least acceptable and in some cases very good with the following satisfaction rates being recorded:

- "Being told when the workers would call" - Very Good (44.4%), Fairly Good (30%) - Overall satisfaction rate 74.4%
- "Time taken before work started" - Very Good (34.1%), Fairly Good (35.3%) - Overall satisfaction rate 69.4%
- "Speed with which work was completed" - Very Good (45.5%), Fairly Good (38.6%) - Overall satisfaction rate 84.1%
- "Attitude of workers" - Very Good (53.4%), Fairly Good (31.8%) - Overall satisfaction rate 85.2%
- "Overall quality of repair work" - Very Good (39.1%), Fairly Good (33.3%) - Overall satisfaction rate 72.4%
- "Keeping dust and mess to a minimum" - Very Good (44.2%), Fairly Good (31.4%) - Overall satisfaction rate 75.6%

Q.31 asked respondents if their repair had been completed in one visit. A narrow majority (51.2%) said that this had been the case.

Q.32 invited residents to write down their own comments about the repairs service. These are recorded verbatim here without the specific identity of the resident being shown (or in some cases known):

BALFOUR STREET PROJECT

"...We have/are having extensive external work on our properties at the moment. Hexagon are co-ordinating and have provided the contractors (who are very good). However we have had very little written information about the works to be carried out in our co-op, had very little notice and need to be informed officially for our own records held by our maintenance committee...."

BROCKLEY TENANTS CO-OP

"...No obvious way to raise poor workmanship. Unclear contact point for various programs...."

"...Work is not completed told of when the works will be done. It is not accurate enough to tell me when or what date or time...."

"...External stairs paint stained, door step not repainted, letter box not secured, bedroom window sill repair not repainted, wooden panels which were moved to sit length of internal stair well not returned to original site. Scaffolders swearing like trench troopers when taking down the scaffolding - I have child, luckily she was at school when they came...."

"...Having to chase up maintenance officer several times before work was carried out...."

"...Constant problem with communal lights/bell reported 5/1/11 wires were left hanging out until the 21/1/11 when I had to visit the office when Jeremy sent someone around not to even fix the problem but to the switch safe he said. Still waiting for the problem/repair to be done. No light coming down my stairs, struggling to see. The operative who came from Blackes Contractors was so rude to me hence work was stopped by Tony still not sorted...."

KIRKDALE HOUSING CO-OP

"...The maintenance people seem to be the cheapest the co-op can afford and don't always seem to be completely trained. Sometimes carrying out "make do" jobs...."

MATRIX HOUSING CO-OP

"...There are holes left in the ceiling where light fittings were changed - no choice work done can be pointed out by a 2 year old...."

"...Poor attitude to tenants unwilling to enter into a dialogue with me. Not getting a service...."

SOUTH BANK CO-OP

"...It took 6 years (since the block was built) to secure the front door - despite thefts and intruders entering the building...."

"...Constant repairs to main entrance required due to multiple break-ins. Repairs tended towards cheapest "patch up" solutions instead of fixing properly (Too expensive - but would have been cheaper + more effective in the long run)...."

"...My only real complaint is regarding a tree in my garden which needs "Surgeoning" the initial response was good but having to get 3 quotes prior to work being approved has stopped the job proceeding as I as a tenant had to get these quotes. This is practically impossible to do as I work such long hours...."

THREE BOROUGHES HOUSING CO-OP

"...Difficult to get hold of. Making decisions about my house like storing things in my house while I'm on holidays without speaking to me about it (for 2 months). Not acting quickly enough when promises to deal with things like removing rubbish after previous tenant from the garden...."

"...It sometimes takes a while before hearing back from the co-op worker - she's the sole worker so has too big a work load...."

**ANTI-SOCIAL BEHAVIOUR – HOW THIS IS DEALT WITH BY
YOUR MANAGING AGENT
(Questions 33–37)**

Q.33 asked residents if they had reported any anti-social behaviour in the previous 12 months. A significant majority of replies (88%) said that they had not. Subsequent questions in this section applied to those respondents who said that they had reported an incident of anti-social behaviour in the previous 12 months - 16 persons in total (13.3% of those surveyed). (NB the discrepancy in %'s in this reply may be due to the question being incorrectly answered by a small number of residents).

The replies gained to Q.34-37 were difficult to assess in the light of the small number of participants. However - a majority of respondents stated that they had found the staff who dealt with the report "helpful" (62.5%), but they were "unable to deal with the problem" (56.3%) and that they were, nevertheless, "satisfied" at how they were kept informed during the process (62.5%).

**ANY OTHER COMMENTS ABOUT YOUR MANAGING
AGENT
(Question 38)**

Q.38 invited residents to write down any general comments they wished to make about their managing agent. These are recorded verbatim here without the specific identity of the resident being shown (or in some cases known):

ABC HOUSING CO-OP

"...Thanks you to be kind and helpful..."

"...Managing agent never listen to the tenants about anything until it all goes wrong. Would like to see more communication between tenants and managing agents..."

"...My managing agent (ABC Southwark) has worked very hard to ensure that my home meets my family's needs. Their commitment to our family has improved our lives incomparably..."

ACCEPTABLE FACE HOUSING CO-OP

"...Front room windows are in a disgraceful state of repair. I've reported it on numerous occasions. Having the reply yes, something needs doing.....End of.....nothing further happens, they've been inspected thrice, exactly same reply/action as above. Problem's 4 yrs ongoing and Gas heating bill bordering Utopia..."

BALFOUR STREET PROJECT

"...This survey has some inappropriately worded questions for general meetingcoops like ours. All tenants are board or management committee members and shouldall be helping with administrative, and indeed, all work we do as agents! We onlyhave ourselves to blame when things are not as we would wish - we are the people whocan change and/or improve services. Not all of us participate fully - though weusually achieve a quorum - and it is in this are we need most to improve. Alsoaffordable training to update our skills and knowledge of legislation etc should beaccessed more by us..."

BROCKLEY TENANTS CO-OP

"...Although I am happy with the co-op I am not happy with the fact that they have to get approval from Hexagon before they can go ahead with any major works it makes everything very time consuming and communication between the two companies is very slow which is very frustrating for the tenants..."

"...The services provided is not efficient. It is inflexible and unreliable. Need to get the job done on time. Try to make the timing right for customers. To make their mind at ease get the job done right. Say when the contractors are coming and keep in contact follow up the problem. Keeping residents informed of the process and make residents happy not sad. Please residents as residents need to feel happy and secure. We pay our rent and jobs need to be done sooner not later. Slow process needs to be speeded up..."

“...Waiting too long re windows in my flat, waiting too long re bathroom renovation. Lived here 15 years and these have not been touched...”

“...My managing agent did not come to inspect any job completed by Hexagon H.A. at all. This is very important for them to visit and inspect any job carried out by Hexagon H.A. You were paying them to do work for you, it is better to feed back all jobs done by (HHA)...”

“...No complaints. I am very satisfied...”

“...Yes I have lived in my home for many years and so I am old now. In the past few years that have gone, new bathrooms suites were fitted in some homes including mine. I asked if I could have a shower fitted in with the bath and I was told that will not be possible. The same baths have to be fitted in all the homes, it didn't matter whether large homes or small. When I started using the bath I found that it is quite high for me to get in, I find it difficult and narrow that I cannot sit in it properly plus it is very slippery even after a handle was fitted on one side it seems as if I could fall and hit myself on the bath. I would prefer a shallow but wide bath...”

KIRKDALE HOUSING CO-OP

“...Although I am happy with the co-op I am not happy with the fact that they have to get approval from Hexagon before they can go ahead with any major works it makes everything very time consuming and communication between the two companies is very slow which is very frustrating for the tenants...”

“...The services provided is not efficient. It is inflexible and unreliable. Need to get the job done on time. Try to make the timing right for customers. To make their mind at ease get the job done right. Say when the contractors are coming and keep in contact follow up the problem. Keeping residents informed of the process and make residents happy not sad. Please residents as residents need to feel happy and secure. We pay our rent and jobs need to be done sooner not later. Slow process needs to be speeded up...”

“...Waiting too long re windows in my flat, waiting too long re bathroom renovation. Lived here 15 years and these have not been touched...”

“...My managing agent did not come to inspect any job completed by Hexagon H.A. at all. This is very important for them to visit and inspect any job carried out by Hexagon H.A. You were paying them to do work for you, it is better to feed back all jobs done by (HHA)...”

“...No complaints. I am very satisfied...”

“...Yes I have lived in my home for many years and so I am old now. In the past few years that have gone, new bathrooms suites were fitted in some homes including mine. I asked if I could have a shower fitted in with the bath and I was told that will not be possible. The same baths have to be fitted in all the homes, it didn't matter whether large homes or small. When I started using the bath I found that it is quite high for me to get in, I find it difficult and narrow that I cannot sit in it properly plus it is very slippery even after a handle was fitted on one side it seems as if I could fall and hit myself on the bath. I would prefer a shallow but wide bath...”

LEWISHAM FAMILY SELF HELP ASSOCIATION

“...Barry Starbrook (LFSHA) is a very approachable and helpful housing manager. This has been consistent on each occasion I've had to speak to him...”

“...Although I have not had any repairs carried out for sometime, my experience was a positive one. I am kept informed immediately if there is any rent increase, or if there is any problems with my account. This is very important, as if there is any discrepancies I can deal with these sooner rather than later...”

“...Making information more readily available regarding “Home Swaps”, downsizing, up grading, etc...”

“...My home would benefit from improved sound-proofing and maybe another radiator in my hallway...”

MATRIX HOUSING CO-OP

“...I find these surveys a bit confusing – I am part of a co-operative which is referred here as managing agent – I am my own managing agent as part of co-operative...”

“...The managing agent chooses when to get involved I view more as a persecutor. Does not check my repairs when they are done and dismissive of outstanding repairs and issues...”

SOUTH BANK HOUSING CO-OP

“...I appreciate living here...”

“...As a new build I feel my house was built as a house without about how I might make it a home consequently it is very hard to do things like putting up shelves and pictures. The interior is a fair poorly designed. I'm also unhappy with front door security and postal arrangements but satisfied with the managing agent's handling of these issues.....”

“...Know that if/when necessary managing agent would respond promptly and listen to our concerns....”

“...Most local problems to do with our block are dealt with by us, the residents. Kind of like a local co-op sub-group...”

“...Our co-op is not in a good position to deal with illegal subletting. We don't have the resources to prove people are subletting. Also decisions are made at meetings and members are reluctant to take a hard line, so it's difficult to get members to take a strong line on subletters. I know that at least 10% of our properties are illegally occupied, and this bothers me a lot. I believe Hexagon should have a fraud – line, as councils do, so we could report subletting. I believe Hexagon should then investigate it. Otherwise it will just continue, and in fact, as people realise they can get away with it, more will start to do it, possibly profiting financially by it. Sort it out Hexagon!...”

“...The maintenance company used is very efficient. I do feel the renovation of my home was not carried out to a high standard. When asking for improvements to be made it is always refused. Only actual urgent maintenance is carried out. It is tedious and extremely time consuming to have to get 3 quotes from separate tree surgeons to get approval for work to be carried out. Surely this is the responsibility of the co-op worker to organise these visits. Also unhelpful comments from active members relating to their particular problems is not of any interest and doesn't resolve my issues....”

THREE BOROUGHES HOUSING CO-OP

“...Very satisfied. Great housing worker (Lorraine)...”

“...Lorraine from 3 Boroughs has always been very helpful, and because she is a single point of contact, she is able to take all the stress out of reporting problems. She also makes the service feel more personal, almost like a private landlord, which is very reassuring for us! She acts quickly!...”

“...Quite difficult to get hold of at times, even when I leave messages on the answer phone...”

“...I think there should be higher standards in terms of what tenants can do to their homes. Generally, I think the service is very good, if a little slow. They are very supportive....”

“...There are times when she is difficult to get hold of. Needs reminding about outstanding repairs, maintenance issues few times on few occasions. Could be intimidating to talk to. Opinionated. Needs to learn respect of confidentiality

when dealing with sensitive areas and vulnerable people on occasions....”

“...I have always found them to be co-operative and helpful...”

“...Three Boroughs is a small but approachable co-op. Generally I am very satisfied and plan on becoming more involved with the co-op in 2011...”

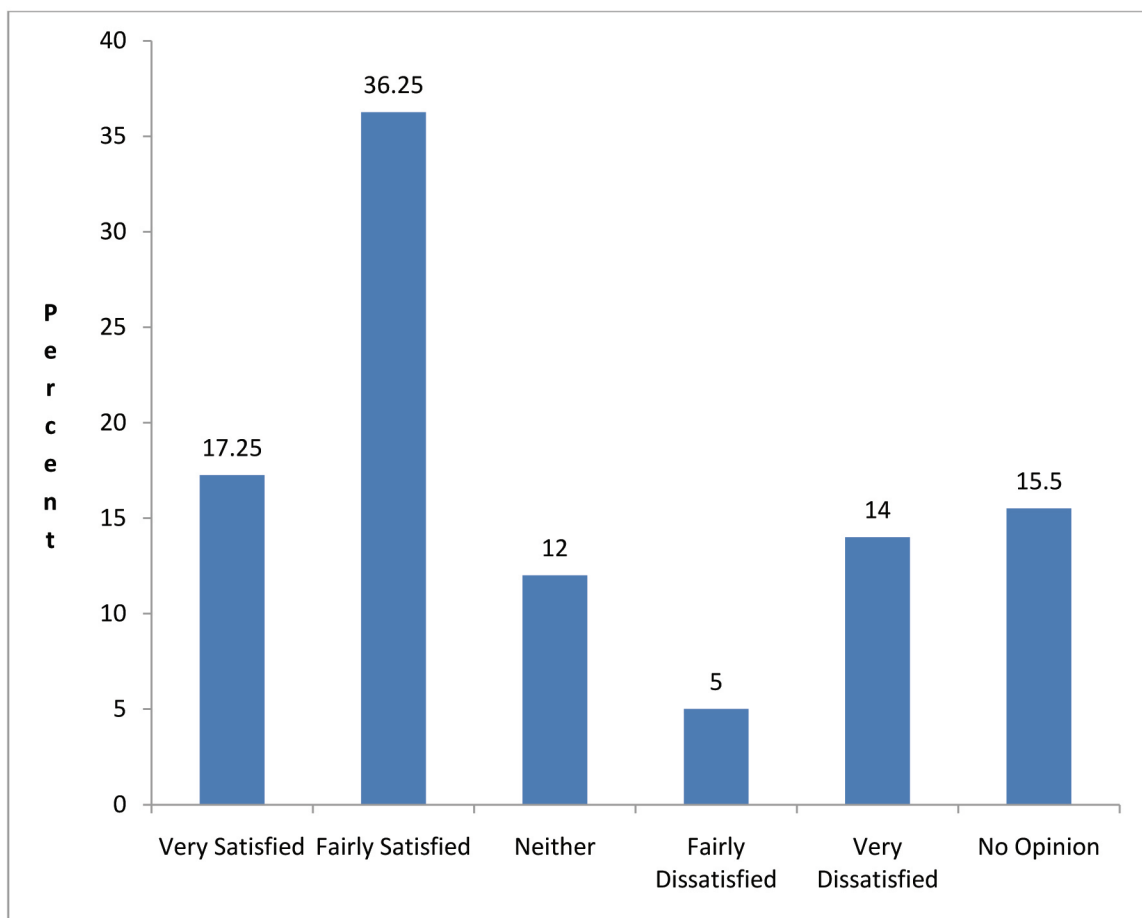
“...Yes since moving into my property there have been here cracks in the walls at first I know it was because the bonding was shrinking. But now they seem to be getting worse. First when reported it came out very well. But after 3 months cracks appeared again. Response for Housing Association was very quick. They always respond quick with repairs...”

**SERVICES PROVIDED BY HEXAGON HOUSING
ASSOCIATION
(Questions 39–44)**

Q.39 asked residents if they had experienced any contact with Hexagon Housing Association in the last 12 months. A majority (55%) said that this had not been the case.

It should be noted that within this overall figure a majority of respondents from Brockley Tenants Co-op, Kirkdale Housing Co-op and Matrix Housing Co-op said that they had been in contact with Hexagon Housing Association in the previous 12 months.

Q.40 asked if those residents who had contacted Hexagon Housing Association were satisfied or dissatisfied with the outcome of this process. In response to this 17.25% said they were very satisfied and 36.25% satisfied - an overall satisfaction rating of 53.5%.



Q.41 invited residents to write down any general comments they wished to make about any aspect of their dealings with Hexagon Housing Association that they had found unsatisfactory. These are recorded verbatim here without the specific identity of the resident being shown (or in some cases known):

ABC HOUSING CO-OP

"...Because they offered to pay for our loft conversion and then took that out of the budget without letting us know, until after it was too late. Their lack of commitment to our family was clear and very destructive..."

BALFOUR STREET PROJECT

"...Hexagon often do not give us sufficient information. I think they should look at their communities in all areas - repairs, stock improvement, legislation, rent rises, etc. They provide low level information but rarely in depth briefings - even when these are specifically requested...."

"...Had a reply very promptly from Mark Lawler, however no reply as yet from Errol Grant who is the person dealing with our external works...."

BROCKLEY TENANTS CO-OP

"...It is unclear when and how to contact Hexagon direct and when to contact the agent...."

"...I wanted my meter in the kitchen taken out as I want a prepayment meter. I was told that I have to pay £150.00 for the cupboard to be taken out. The meter which is a gas payment meter. The gas board said to me the meter belongs to them and the law says if they was a problem with the meter they are allowed to take the meter out. It is against the law to bar them access to there property which is the meter. I should not have to pay if you need the meter that is hidden away in my kitchen cupboard. I wanted it changed to a key meter...."

"...I never dissatisfied any time because they all way try to help me there was 3 people and now is only 2. But they never let me down whatever I ask them to do they always help only if the person do not come but they always come is only my hot water last week I do not get because is the first it break down like this so I am waiting for hot water...."

"...I really did not get the answer I was looking for...."

KIRKDALE HOUSING CO-OP

"...For Communal Fire Alarms - No notification (at first). Not dealing with one tenant (moving to another without informing original for access)...."

MATRIX HOUSING CO-OP

"...Sometimes it is not clear (to me) who to contact about different issues/needs...."

"...Spoke to Hexagon re black tenant matters of inequalities harassment, only to find their out stretched to the hands of Hexagon staff...."

THREE BOROUGHES HOUSING CO-OP

"...They would not take responsibility for damaged caused and refused to listen...."

Q.42 Asked residents who had had maintenance works carried out to their property in the previous 12 months by Hexagon Housing Association whether or not they were satisfied with the standard of work carried out. Only a minority of residents (47 - 39.2% of those who replied to the questionnaire) responded to this enquiry and recorded that 14.9% had been very satisfied and 42.6% satisfied - an overall satisfaction rate of 57.5%.

Q.43 invited residents to write down any general comments they wished to make about unsatisfactory maintenance works that had been carried out to their property by Hexagon Housing Association that they had found unsatisfactory. These are recorded verbatim here without the specific identity of the resident being shown (or in some cases known):

ABC HOUSING CO-OP

"....The emergency lighting installers didn't sweep up...."

BALFOUR STREET PROJECT

"...I am not satisfied we are being informed about DMS(?) updating for all our properties. We have contractors here at the moment but no formal briefing or technical details or specifications of what is being done...."

"...We had new boilers (actually about 14 months ago) put in (work very well and are economical) however the work carried out to "make good" the area was pretty shoddy. The tiles have been put in, in such a way that they're too tight and have cracked. Also no one turned up from BSW to check the work even though I'd arranged a time and stayed in to wait for the surveyor...."

BROCKLEY TENANTS CO-OP

"...Workmanship - Incomplete works - No obvious feedback channel to catch this...."

"...I am not quite with this question as I am under managing agent. I really don't know when my repairs are done who was responsible...."

"...I was informed by a letter from Anthony Akiniele/Project Surveyor on the 18/11/10 about an appt re fire risk assessment works. Until today still not completed. An operative came the Wednesday before the heavy snow started the job and said he would be back the next day. I also gave him my mobile no just in case he needed to get it. It's a new year 25/01/11 and job still not completed. I also mentioned it to my chief executive of Hexagon at the last meeting we had and was promised he would look into it and contact me. Till today I'm still waiting for completion of fire risk assessment not good enough and I'm not a happy tenant...."

KIRKDALE HOUSING CO-OP

"...When the boiler was leaking it took a year to be replaced and then the plumber had to return twice to get it working correctly. And as I stated earlier, the maintenance chaps that are sent seem to be amateurish...."

MATRIX HOUSING CO-OP

"...for the 21 years at the present address cyclic maintenance has been done 2-3 times of that period, yet the communal wash room does not get any attention neither by the agent. Also copies of front door keys given to agent members without my permission...."

SOUTH BANK CO-OP

"...Satisfied...."

THREE BOROUGHES HOUSING CO-OP

"...They painted around things rather than move, or ask me to move (external redecoration)..."

Q.44 invited residents to write down any general comments they wished to make about Hexagon Housing Association. These are recorded verbatim here without the specific identity of the resident being shown (or in some cases known):

BALFOUR STREET PROJECT

"...Also we have had a number of surveys done by contractors but almost no results or future plans based on them. Even the big condition and/or structural surveys which have been completed in past years - we've never had the reports and I don't think anyone at Hexagon can find them now. This makes it impossible for us to plan..."

"...On the whole my experiences of Hexagon are very positive. However, they really do need to inform tenants (with enough notice too) about works to be carried out on properties..."

BROCKLEY TENANTS CO-OP

"...Some of the staff that I dealt with are not very helpful and a bit condescending need to work on their people skills..."

"...Very good overall. But communication can be very poor especially where Hexagon and Hexagon's agent responsibilities seem to overlap..."

"...Website (not just forums)..."

"...I quite like Hexagon quarterly magazine because of the home news it gives and other interesting and useful information..."

MATRIX HOUSING CO-OP

"...The contact I and we as a co-operative (managing agent) have had over the years has always been one of helpfulness..."

"...I have found unsupportive in dealing with serious issues that significantly affect my well being and often add to this. Not sure what Hexagon equal opps is from experience Hexagon has taken steps which should be taken by managing agent and I have found Hexagon officers harassing and intimidating..."

SOUTH BANK CO-OP

"...I would like a bigger flat/property - extra bedroom needed. Waiting since 2004..."

"...The magazine for residents is patronising. I'd rather this money was put towards local projects - we'd like to create a communal roof garden...."

"...Enjoy reading Hexagon magazine which informs us of activities/services provided even if don't make use of them, and gives impression that keen to maintain a sense of community...."

"...Sort out subletting in co-ops! Social housing should be for those who need it...."

"...At Mariner House, we have always had concerns about the post boxes which are situated on the exterior wall by the front door. The boxes are shallow, and because we receive a lot of junk mail it is easy for people to reach in and steal post. There have been at least 3 cases of successful identity theft and numerous other attempts, where credit card and bank post was intercepted. I feel that this was an obvious design fault from the start and that Hexagon ought to reimburse Southbank Co-op for the necessary and urgent adjustments which must be made now...."

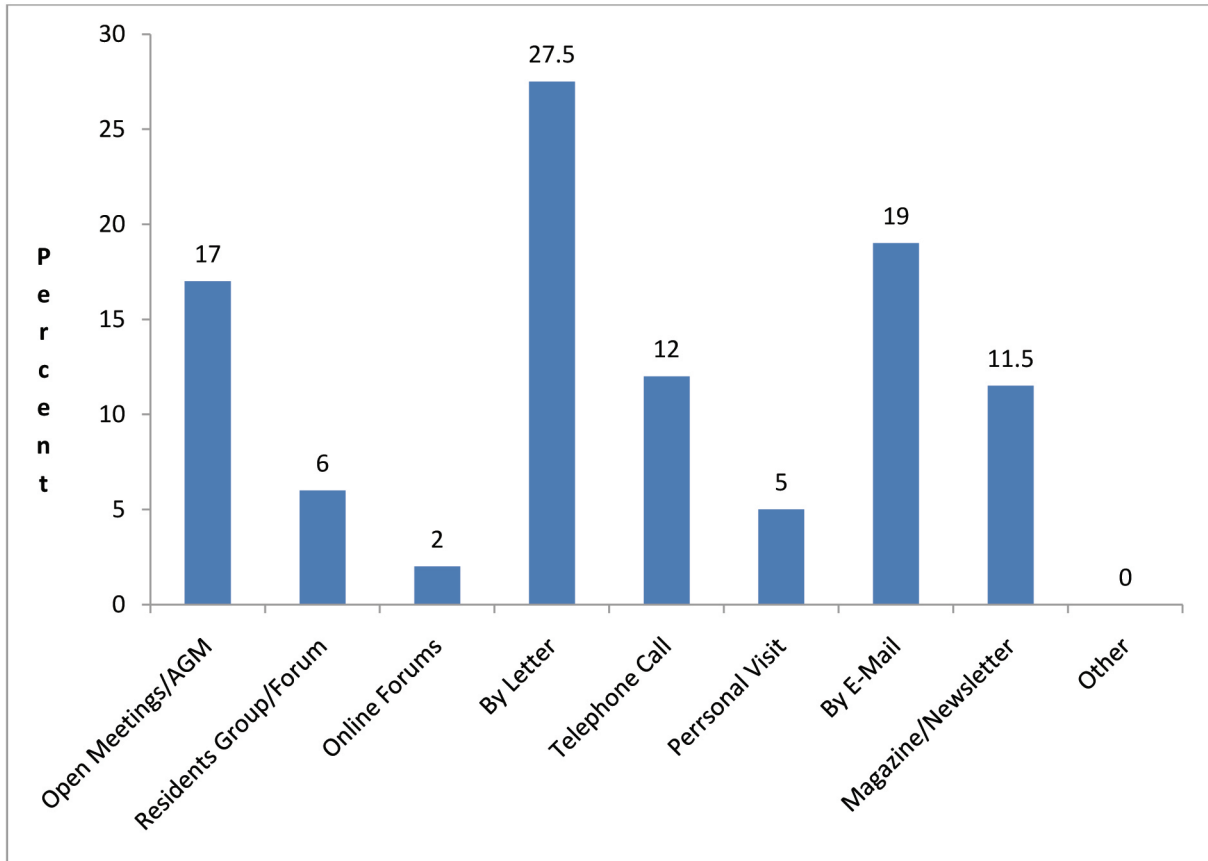
THREE BOROUGHES HOUSING CO-OP

"...Very happy customer...."

**COMMUNICATION AND INFORMATION FROM YOUR
MANAGING AGENT & HEXAGON HOUSING ASSOCIATION
(Questions 45–47)**

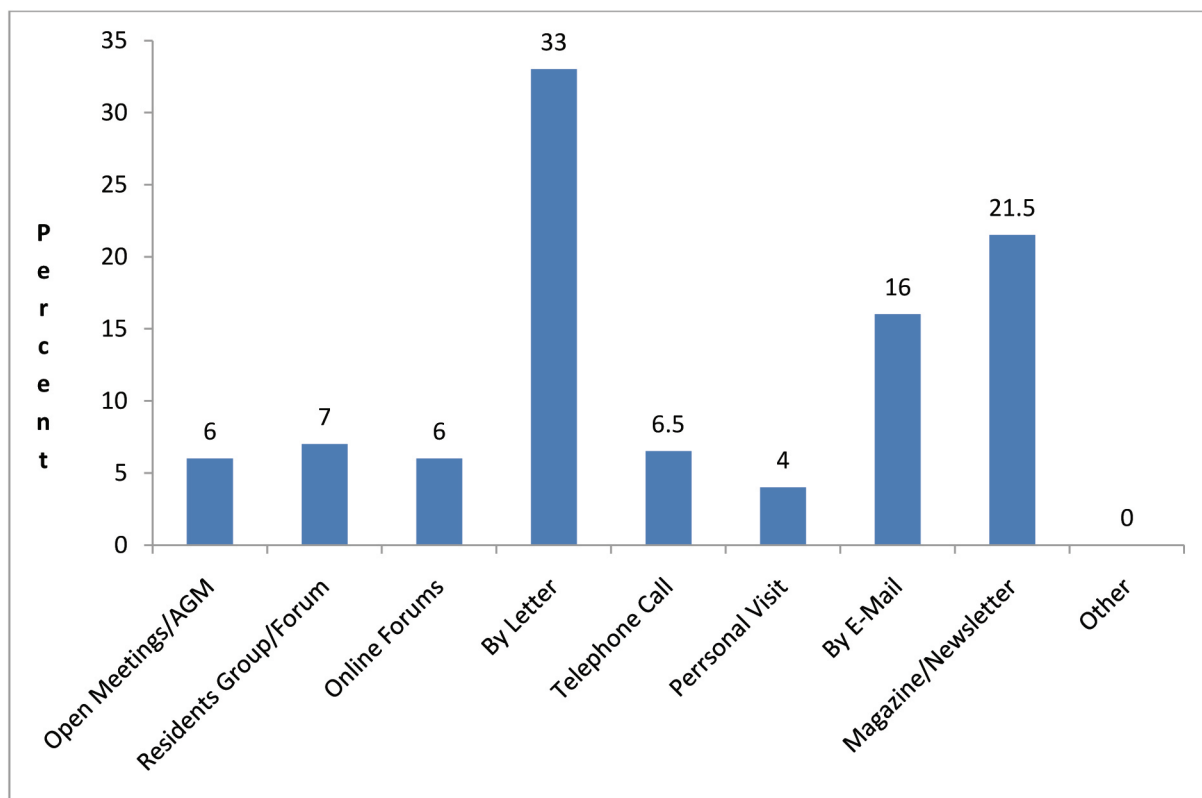
Q.45 was a multiple choice question that asked residents how they would prefer to be contacted by their managing agent and Hexagon Housing Association respectively.

Respondents stated that they would wish their managing agent to contact them by letter (27.5%), by email (19%) and by open meetings or an AGM (17%).



Managing Agent

Regarding Hexagon Housing Association residents preferred to be contacted by letter (33%), by magazine or newsletter (21.5%) or by email (16%).



Hexagon HA

Q.46 asked residents how satisfied or dissatisfied they were in general terms about their views being taken into account by either their managing agent or Hexagon Housing Association.

A significant majority of residents said that were either very satisfied (39.7%) or satisfied (36.2%) with their managing agent in this respect - an overall satisfaction rating of 75.9%.

It should be noted that the replies from Balfour Street Project were particularly favourable whilst those from Acceptable Face Housing Co-op tended to be unfavourable.

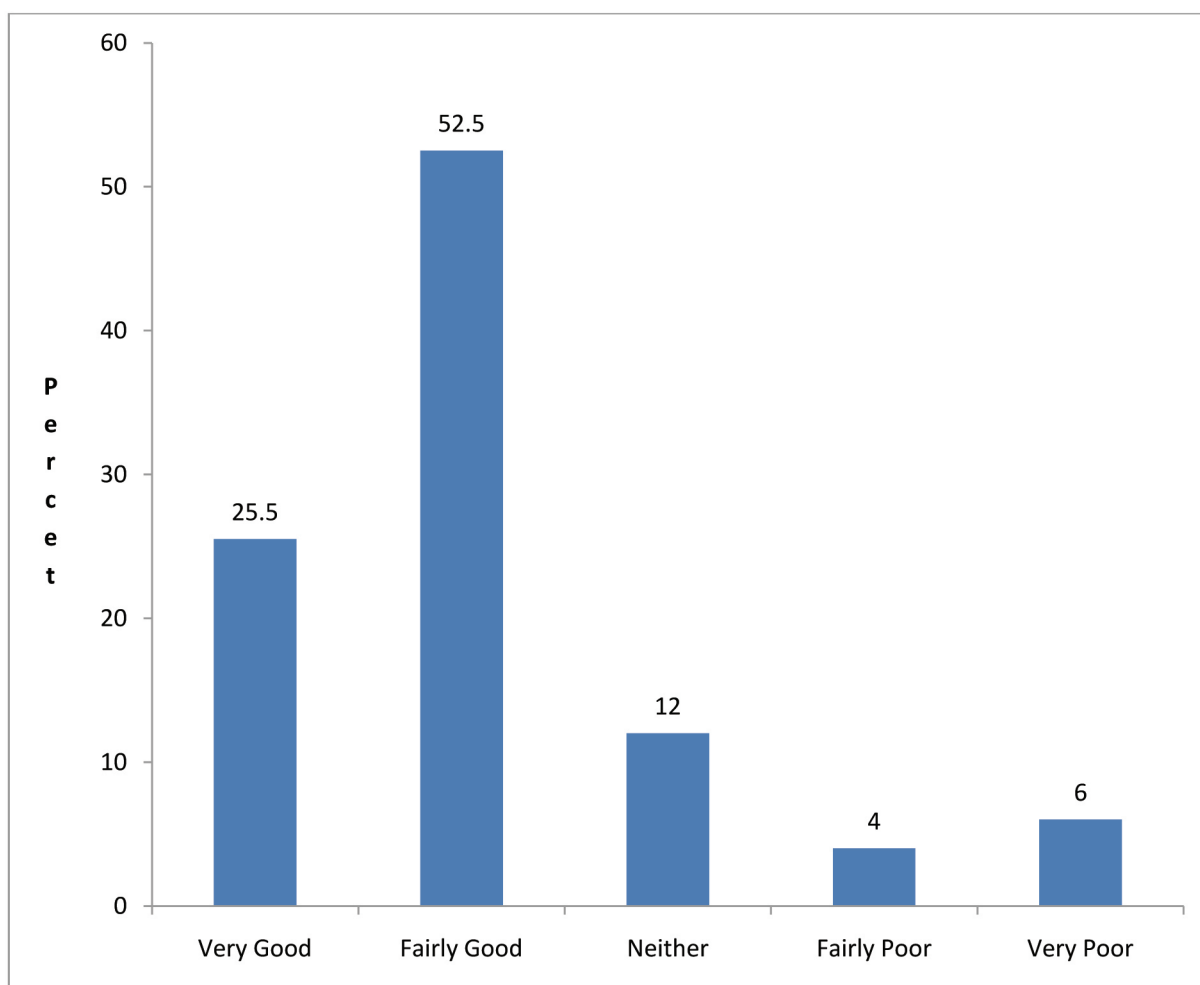
This question was benchmarked against the data contained in the 2009 CDS Co-operatives STATUS Customer Satisfaction Survey with the following results:

	Very Satisfied	Satisfied	Total
Hexagon Co-ops (2011)	39.7%	36.2%	75.9%
CDS Co-ops (2009)	17%	41%	58%

When residents were asked the same question about Hexagon Housing Association the results were less striking - 14.6% said they were very satisfied and 35% satisfied, an overall satisfaction rate of 49.6%. This may reflect the limited contact that most residents have with Hexagon Housing Association.

A similar pattern emerged with Q.47 which asked how well residents felt they were kept informed by either their managing agent or Hexagon about things that might affect them as a tenant.

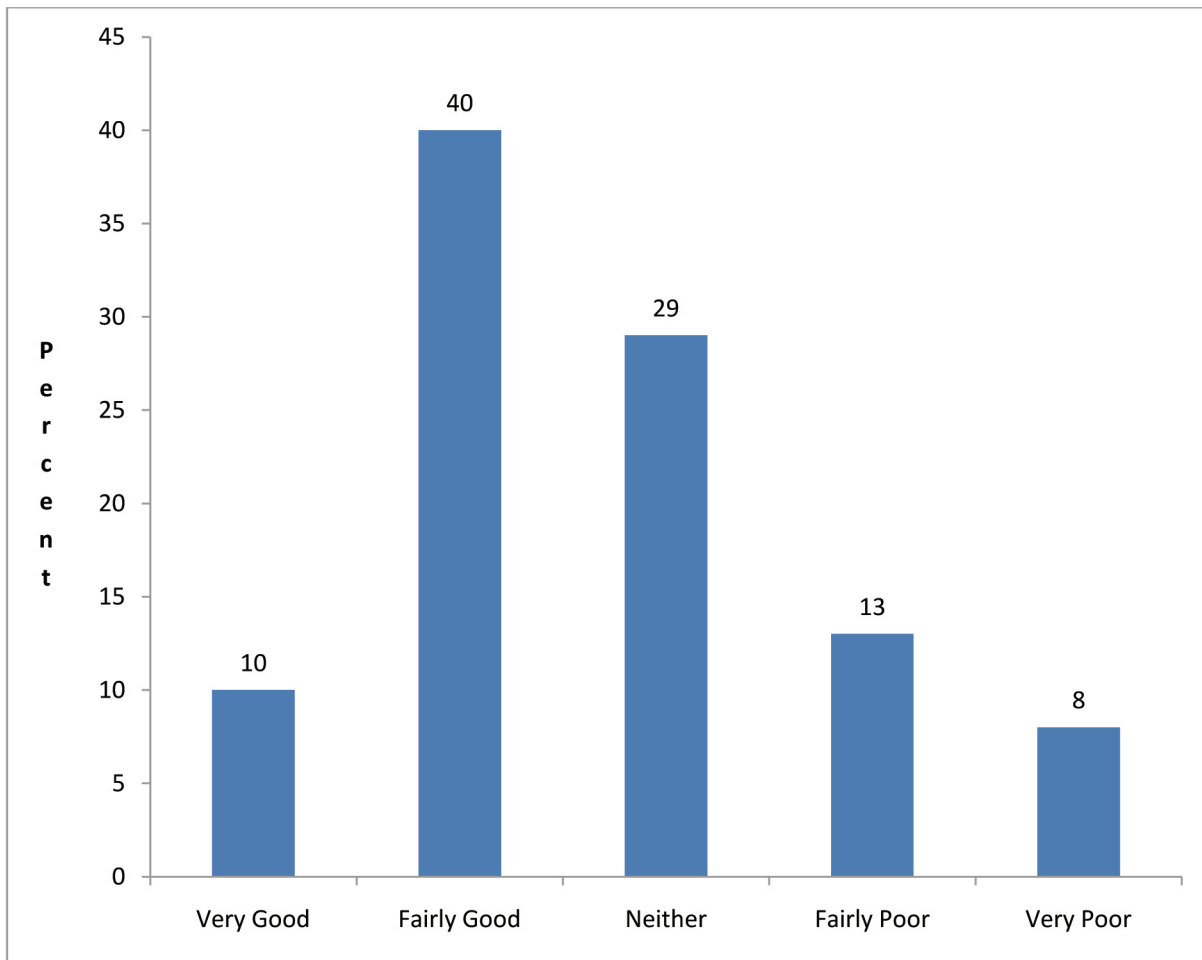
Respondents felt that their managing agents were either very good (25.5) or good (52.5) in this respect - an overall satisfaction rate of 78%.



Managing Agent

This question was benchmarked against the data contained in the 2009 CDS Co-operatives STATUS Customer Satisfaction Survey with the following results:

	Very Satisfied	Satisfied	Total
Hexagon Co-ops (2011)	25.5%	52.5%	78%
CDS Co-ops (2009)	30%	46%	76%



Hexagon HA

With regard to Hexagon Housing Association residents stated that they felt the service was either very good (10%) or good (40%) - an overall satisfaction rating of 50%. Again, as noted above, this may reflect the limited contact residents usually have on a day to day basis with Hexagon Housing Association.

BACKGROUND INFORMATION
(Questions 48–55)

Q.48 asked residents to indicate that age of the tenant and their partner/spouse. The most significant groupings within the age bandings provided showed that 69.3% of tenants were likely to be between either 35-44 (31.5%) or 45-54 (37.8%).

This was generally common across most co-ops, the exception being Simba Housing Association, whose members tended to be young.

The question only received a limited response rate with regard to the age of a partner/spouse - possibly due to the large proportion of single adult households in the stock as a whole.

Q.49 asked residents to specify the gender of the tenant and their partner/spouse.

A clear majority (68.7%) of tenants stated that they were female.

An exception to this trend was Simba Housing Association all of whose respondents were male.

The question only received a limited response rate with regard to the age of a partner/spouse - possibly due to the large proportion of single adult households in the stock as a whole.

Q.50 asked residents to describe their sexual orientation.

A majority (68.2%) said that they were heterosexual.

Q.51 asked residents to specify their religious belief.

A significant minority (44.1%) said they had no religious orientation and a further 9% said they "preferred not to say". Of those admitting a religious faith the largest single group (39.6%) said that they were Christian.

Q.52 asked about the employment status of the tenant and their partner/spouse.

In replying to this tenants said that they were in full time work (34.2%), in part time work (18.4%) or self-employed (16.7%) - 69.3% stating, therefore, that they were employed.

The question only received a limited response rate with regard to the age of a partner/spouse - possibly due to the large proportion of single adult households in the stock as a whole.

Q.53 asked a potentially quite complex question about how the sources of each respondents income.

It was clear that it was possible to tick more than one box when answering this question - the largest single number of replies (43.3) stated that their income was derived from their earnings. A further 13.5% cited child benefit, 11.1% tax credits, 9.4% other state benefits and 8.8% state pension.

Q.54 asked if the respondent was receiving housing benefit. A majority (65%) said that they were not.

A majority of replies to this question from Acceptable Face Housing Co-op and Matrix Housing Co-op said that the respondents were claiming housing benefit.

Q.55 asked residents to provide information on their total household weekly income.

A wide range of replies were possible to this question. Significant concentrations were found as follows:

Weekly Income £100-£199 (25%)

Weekly Income £500-£599 (18.5%)

Weekly Income £300-£399 (17.4%)

Weekly Income £200-£299 (14.1%)

Of all respondents to this question 51.1% said that they income was less than £299 per week.

This question was not answered on 23.3% of the forms returned.