

Sandwell Tenants'



Voice

Final issue
August 2012

An independent newsletter for Sandwell Council Tenants and Leaseholders

TENANTS' SURVEY THE RESULTS ARE IN...

Firstly a very big thank you to everyone who took part in our survey. We have heard from over 1500 tenants and leaseholders from all over the Borough. Our detailed survey gives us a reliable sample of tenant opinion in Sandwell*.

If you remember our survey form asked questions like:

Q2. How would you feel if the Council were to end the contract with Sandwell Homes earlier than October 2014?

People were able to tick either:

■ Very happy ■ Quite happy ■ Don't know ■ Quite worried ■ Very worried

Our Survey Says...

Just over a third of tenants (36%) weren't sure how an early end to Sandwell Homes would affect them and ticked 'Don't know'.

Another 29% (just less than another third of tenants) were either very happy or quite happy to 'return' to the Council earlier than 2014.

And 34% (again, about another third of tenants) said they were either quite worried or very worried about the Council ending the contract early.

Looking at why tenants said they were worried about the Council taking the service back 'in-house' the main reason given was a worry that standards would slip.

We have passed these comments on to the Council.

49 tenants (about 6% of tenants) used the survey form to ask for Sandwell Homes to continue beyond 2014.

We also asked everyone:

Q4. How satisfied are you with the home you currently live in?

Readers could tick either:

■ Very happy ■ Quite happy ■ Neither happy nor unhappy
■ Quite unhappy ■ Very unhappy

Our Survey Says...

The vast majority of Sandwell tenants (over 70%) say they are happy with their home.

About another 10% were neither happy nor unhappy with their home.

Of the 18% of tenants who said they were unhappy with their home, the main reason given was they were still waiting for modernisation or repairs.

Then we asked for:

Q8. Your top priorities for improving the housing service

People could write in their own suggestions

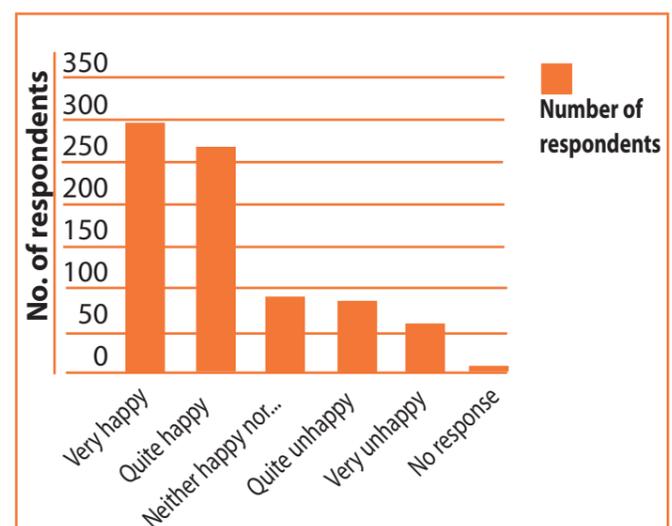
Our Survey Says...

In order of importance you told us the housing service would benefit from:

1. Improved communication and better housing management
2. Completing the Decent Homes work and repairs
3. Faster response times to repairs and queries

Special Conference
for Sandwell Tenants & Leaseholders
INVESTING IN HOUSING – INVESTING IN TENANTS
8 September 2012 – 10.00 until 13.00
Sandwell Council House – Oldbury
Book Your Place - See Page 2
Sandwell Council wants to hear YOUR views

Response	Number of responses	%
Very or quite happy	233	29%
Don't know	294	36%
Quite or very worried	274	34%
No response	10	1%
Totals	811	100%



All our results have been given to Sandwell Council.

Once again thank you to everyone who took part in our survey.

The full survey results are in our Final Report to Sandwell Council which is on our website www.dwa-housingconsultants.co.uk

SO WHAT WERE THE ADVANTAGES AND DISADVANTAGES OF THE COUNCIL'S TWO OPTIONS?

Stay with Sandwell Homes until the contract runs out in 2014

Return to direct Council control earlier, in 2013

There would have been more time to prepare and think about maintaining quality and protecting frontline services.	The Council can start delivering services sooner with much less duplication of effort
There would have been more time to consult with staff.	Staff will know "where they stand" a lot sooner, meaning less uncertainty for them.
There would have been more time to consult with tenants and leaseholders about what they want to see in the future.	The Council has the results of the survey of all 29,000 council tenants. The Council knows what tenants and leaseholders are worried about and is holding a special conference next month.
Finding 'efficiency savings' needs thought so that frontline services are not damaged.	If there is an opportunity to save money sooner rather than later the Council should seize it
Sandwell Homes has put in place a lot of tenant involvement. Involved tenants don't want to lose that.	The Council also wants to work closely with tenants. Since April a lot has changed in how Councils are regulated. The Council can make an early start planning how to make sure tenant involvement meets the new regulations.
There would be a delay in delivering the Council's investment programme.	The Council can make a quick start and get on with delivering services and home improvements

SANDWELL HOUSING CONFERENCE 2012 for Tenants and Leaseholders

INVESTING IN HOUSING – INVESTING IN TENANTS

8 September 2012 – 10.00 until 13.00

Sandwell Council House – Oldbury

Come and find out more and have your say about Sandwell Council's commitment to invest in housing and invest in tenants now and in the future.

To confirm your place, please contact 0121 569 5314 or: communityinvolvement_team@sandwell.gov.uk

Alternatively please complete and return the booking form below:

Sandwell Housing Conference 2012

Name: _____

Address: _____

Contact number: _____

Email: _____

Special requirements: (dietary, hearing loop, childcare etc.) _____

Please return to:

Commissioning and Performance Team
Smethwick Council House
High Street
Smethwick
West Midlands
B66 3NT

PRIZE DRAW WINNER

The winner of our £100 prize draw is Mr Gibbons of Cradley Heath. Congratulations!

* As well as face-to-face meetings we have had over 1100 completed survey forms returned to us. 811 came to DWA office, more than enough forms to give us a reliable picture of what people are thinking. We also had over 300 forms sent in from Sandwell Homes.

Our analysis is based on 811 completed forms. In market research an industry standard suggests that a return rate of 1,000 completions per 100,000 households surveyed should be seen as a good response. The response rate in Sandwell exceeds this rate.

We have also checked our survey findings with a previous survey undertaken by Sandwell Homes in 2008. That way we can double check our response rates are reliable. And they are. Leaseholders were also able to fill out a survey form.

If you would like a copy of this document translated, or require a copy in Braille, Large Print or Audio Tape, please contact 0121-569 6030

Arabic

أو بطباعة مكبرة أو على شريط إذا كنت تود الحصول على نسخة مترجمة من هذا المستند، أو كنت بحاجة تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030 لنسخة مطبوعة بطريقة برايل للمكفوفين

Bengali

আপনি যদি এই নথির অনুবাদ পেতে চান অথবা ব্রেইল-এ, বড় অক্ষরের ছাপায় অথবা অডিও টেপ-এ এটি চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন

Kurdish Kumanji

Eger hûn dixwazin kopiyekê vê dokûmentê bê wergerandin yan jî dixwazin kopiyekê bi Tipên Koran (Braille), bi Tipên Mezin yan jî wekî Axaftina Qeydkirî bidest bixin, ji kerema xwe têkildar bin bi hejmarê telefonê 0121-569 6030.

Kurdish Sorani

ی برهیل، چاپی "نهگەر تو دهنهوت نهه به گهیه وه بره رینهوه یان له سهه شریتی کاست بو تو ناماده سهه زمانی خوت، یان به د 0121-569-6030. بکهین، تکایه په یوندی بکه به ژماره تهلهفونی قه هو

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਅੱਡੀਓ ਟੇਪ ਦੀ ਕਾਪੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0121-569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ

Polish

Aby uzyskać tłumaczenie tego dokumentu, lub jego egzemplarz alfabetem Braille'a, dużym drukiem lub na kasecie audio, prosimy o kontakt telefoniczny pod numerem 0121-569 6030

Urdu

اگر آپ کو اس دستاویز کی ایک ترجمہ شدہ نقل چاہئے یا بریل، بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی ضرورت ہو تو برائے مہربانی 0121-569 6030 پر رابطہ کریں