



**Consultation report**

**Draft Tenant and Leaseholder  
Engagement Strategy**

**and**

**Draft Higher Risk & Complex Buildings Strategy**

**2022 to 2025**

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## **1 Background**

The draft tenant and leaseholder engagement strategy and draft higher risk and complex buildings engagement strategy were developed in partnership with residents and staff and sets out a new approach to resident engagement in the borough. The draft strategies ensure there is a 'golden thread' of engagement and involvement running through the Landlord services we deliver to our residents and communities.

The draft strategies underpin the Council's commitment to use resident engagement to improve services by placing the 'resident's voice' at the heart of its operations and enables staff listen to tenants and leaseholders by working in partnership to shape services and influence change.

## **2 Introduction**

This report highlights the key findings of the consultation carried out on the draft tenant and leaseholder engagement strategy and the statutory requirement for a standalone engagement strategy for residents living within the Council's tower block portfolio. Both engagement strategies which will cover the period from 2022 to 2025.

The consultation was scheduled to run from July to September 2022, however this was extended till October 2022 due to potential conflicts with the Council's consultation programme linked to its wider engagement strategy.

A total of 344 responses were received. The breakdown of responses is captured in the 'Summary of key findings' in section 5..

The strategy will enhance the approach of the Landlord Service to both formal and informal involvement and engagement.

## **3. Aims and objectives**

It is essential to understand residents' views to help shape and improve housing conditions, estate environments and services.

The council wants to make sure that residents can do the following:

- know the different ways they can become involved
- can take part and influence decisions
- have the support and resources they need to take part
- can help to improve and deliver quality services

In addition, for residents living in tower blocks, the council wants to ensure that they feel empowered by having their voices listen to and by being able to access clear and relevant information in a timely manner which supports them in making safety related decisions regarding the building in which they live. To be compliant with the Building Safety Act 2022, residents living in the Council's tower blocks will contribute to and be part of the golden thread of information which ensures:

- Residents understand the safety related issues in their building and how they can remain 'fire safe' and
- Residents can be 'fire aware' and supported to scrutinise the management of their building and make decisions about safety related matters.

#### **4. Methodology**

Consultation was carried out in a variety of ways to ensure a wide range of residents and their views were captured. This included:

- Face to face contact, both on estates and at planned events
- Telephone contact
- Email contact
- Via the Council website
- Advertising via social media, including Facebook and Twitter
- Posters displayed in libraries encouraging feedback
- Briefing colleagues and housing management teams

Tenants and leaseholders were contacted from databases held by the Customer Engagement Team. Approximately 5000 residents were directly contacted via one of the mediums above.

Due to engagement actively which was already underway at the Gouldings [sheltered housing scheme] and Avondale Drive [regeneration site] residents were not contacted as part of this consultation. Notwithstanding this, residents living in our high-rise buildings continue to be involved in activities relating to the safety of their homes.

#### **5. Summary of key findings**

Alongside the specific questions asked about the strategies, we also asked residents if there were additional comments, they would like to make following their responses.

A total of 344 responses were received. 69% Tenants and 30% Leaseholders.

All results are un-weighted.

Where results do not add up to 100%, this may be due to computer rounding.

Comments have not been edited, however any references to information that could be considered confidential have been removed.

- Over 98% of respondents agreed or partially agreed with the council's approach to the draft engagement strategy.
- 100% of residents who live in tower blocks that responded agreed or partially agreed with the draft higher risk and complex buildings engagement strategy
- Of these residents, 97% were aware of the importance of fire safety in their home.

- 10% of respondents who live in tower blocks were interested in receiving more information on fire safety at home or attending one of our fire safety engagement sessions run in partnership with London Fire Brigade, The Metropolitan Police and the Tenancy Management Team.
- 77% of respondents living in tower blocks are interested in getting involved in activities or focus groups relating to their building.
- The respondents to the survey covered a wide range of age groups as shown in question 13 of the survey results,
- Overall, the respondents were geographically dispersed across the borough as highlighted in question 15 of the survey results.

Below are extracts of what residents said when asked if the Council had missed anything out of the draft strategy that they would like included.

- More face-to-face contact or visits to estates so the council is more visible.
- Concerns over residents who were unable to engage online and relied upon face to face or telephone contact.
- More detail on what types of engagement would actually take place and when.
- Information on who from the council would be carrying out the engagement and how much it would cost.
- Some residents felt the strategy was good but voiced a lack of faith in the council due to previous poor experience.

Responses to free text questions can be found below in 'Survey results', point 7.

## 6. Conclusion

The overall response to the draft strategies for both Tenant and Leaseholder Engagement and Higher Risk & Complex Buildings (Tower Block) have been very positive and supports the proposed hierarchy of involvement model shown below. This approach supports the five levels of engagement.



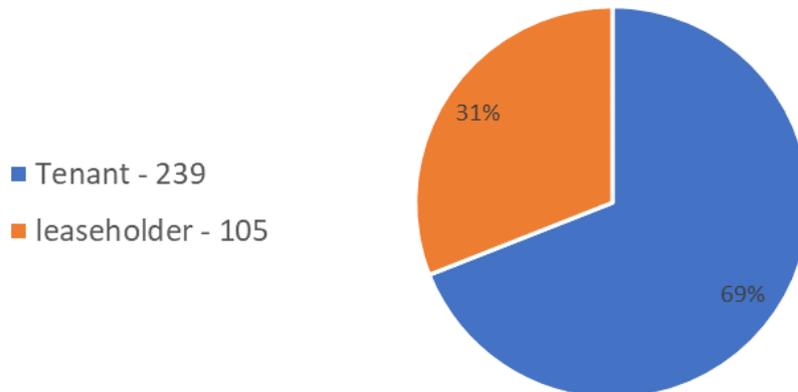
A high percentage of responders think the Council are on the right track in terms of engaging with them. This should help combat some of the challenges usually faced when carrying out various engagement activities. The approach will also be supported by and delivered alongside our options for engagement.

In terms of the age groups of responders and postcode locations, the Council's consultation generated good representation and geographic distribution.

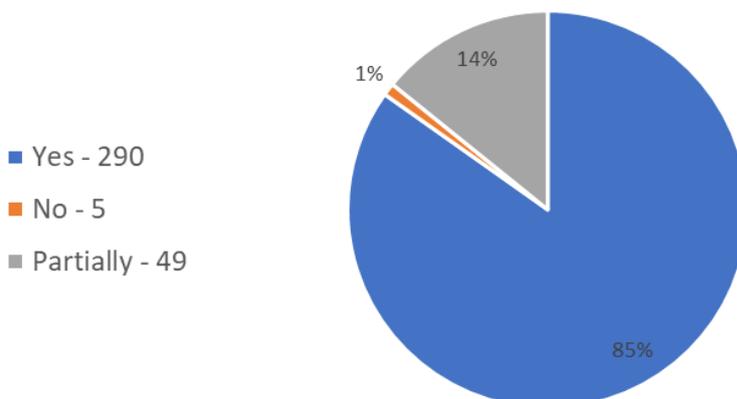
## 7. Survey results:

Below are the questions asked in the consultation and the responses given.

### 1. Are you a:



### 2. Do you agree with the council's approach to the draft strategy?



### 3. If you answered No or Partially to the above question, please tell us why in the box below.

1. Unsettled council
2. Redevelopment needs
3. I would like more issues resolved on Tower block security
4. Don't really get out a lot and don't know how you can help us
5. Bluffing over key failings is not the way
6. Communication? Difficult to report repairs, estate visits? No one has visited my property in 22 years for an inspection to check everything is ok inside and out.

7. From experience this is just words as to gloss over the blatant wilful mistreatment of some tenants over others in respect's dealing with antisocial neighbours and conditions of property, more often in favour of the transgressors.
8. I feel so consultation on need should come before the draft not after
9. Council continues to say they are listening to their representative groups as outlined in this draft strategy and yet the council also admits that their communication streams need to be improved. this means unless these streams are improved in the near future the needs of the residents will be overlooked once again. There needs to be a fundamental review at the heart of the council to improve their lines of communication so that the voice of the silent majority can be heard and acted upon.
10. Consultation has ot be meaningful and not just a "we thought we'd tell you what we are going to do after you have effectively decided and spent money as it has been previously
11. They need to explain further
12. People may not be able to afford Internet.
13. ee below
14. N/A
15. Lacks detail of what the items tangibly mean. How often are meetings, who would take part, how are concrete actions to be measured. How will this dovetail in with other incentives like getting additional insulation for homes to meet C or above going forward etc.
16. I would be concerned about tenants managing their own blocks and the stigma that could be attached to the volunteer leaders of those management groups
17. Tennessee not confirmed,
18. There is too much u expect people to read for a survey - when most know u don't mean what is said
19. Need more details.
20. Approach is fine but little faith it will be followed through as history has proved
21. I just wish you would stop discussing things are start doing them
22. Clearer lines of communication. Engagement is great but consistency must be provided. Additionally, where tenants have made improvements to the property at their own cost. Transparency, benchmarking and fairness when awarding contracts e.g. servicing boilers on an annual basis.
23. Short term policy, with no long term plan outlined. Please provide additional information relating to personnel from Hillingdon Council involved, costs to operate services and how it will be funded.
24. When getting in touch with the council far to much is internet based
25. A vast amount of the money that would be used in this proposal would be better put to use by initiating a Anti Drug Strategy for the area. The unchecked growth of cannabis farming/cultivation is absolutely rife.
26. Because in my experience over many years, I've found that's isnt just down to a few unhelpful individuals, its more of a industry wide culture.
27. Council tenants are expected to keep up with maintenance and repairs inside the property and if not maintained could be charged.this should also apply to the council on the outside of buildings
28. Help disabled
29. The assessment is good in theory but there are many times when the is a complete lack of communication which is just unacceptable. For example, Colham manir school hosting a firework display and not informing anyone in this area. As a disabled person who's epilepsy could be triggered by such things; and having a service dog to help me.... Yet he is petrified of fireworks. Not knowing that a display is going on at the end of my garden (backs into the school) is very valid and valuable information. This to me demonstrates how the council is unaware of activities in their own area, and how there is a lack of consideration for the surrounding are from the school but also from the council. The council should know which properties have high risk tenants in and establish a closer. Ins with them to ensure their needs

are being met in an approved way. Disabled people need more help than others and the council should know who those people/ those tenants in council properties are.

30. A more localised engagement with residents

31. Because I know some of your tenants are being told they can only submit requests through the Internet

32. I don't actually understand it

33. Not quite sure what it fully entails yet.

34. Not sure

35. The conditions of old properties should be a key focus. Insulation for solid walls to support affordable living.

36. Not all issues are applicable.

37. How will you address residents who are housebound etc.

38. N/A

39. The strategy seems to talk more about the approach (i.e. trying to operate in a competent way) than it does about the specifics of actions that will take place.

40. Disappointed previously as things do not get addressed

41. I would like to know more information

42. All measure and to much analysing...

43. The Council needs to ensure priority band is accessible to all . Someone might be on Housing register for many years with no properties to bid for.

44. This document is nothing like my current experience with LBH's Tenancy Management. It will be good if they undergo a complete change and start to operate as proposed in the document.

45. There should be regular email communications as well

46. Fire safety in my estate has been an issue in the last 3.5 years! It has been only a paper and tick box. No solution yet for the offending tenant!!!

#### 4. If we have missed anything out of our draft strategy that you would like included, please tell us in the box below.

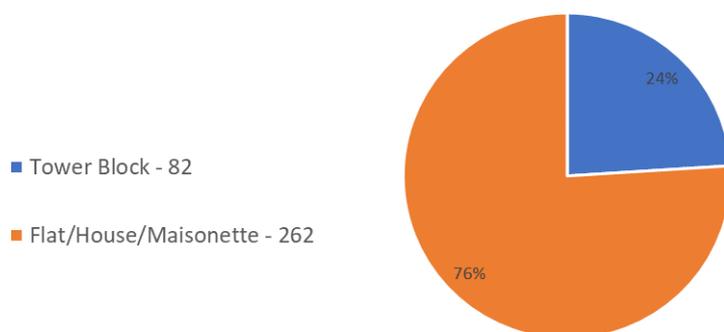
1	anonymous	More information
2	anonymous	Regular meetings especially for specific council properties is critical
3	anonymous	Dealing with ongoing anti social behaviour issues. Issues are not being addressed or resolved.
4	anonymous	The tower blocks need better security regards people being able to enter the blocks with ease putting all tenants residents at risk
5	anonymous	Like to be emailed more information
6	anonymous	Statutory services
7	anonymous	My main concern is about problems coming from other people's flats that are affecting the flat directly below them e.g. leaks. Some tenants are not aware of these problems which is understandable but they must be investigated. If the tenant below has a problem and it has been reported, the tenant above must be able to co operate.

8	anonymous	Parking
9	anonymous	
10	anonymous	Yes ! I believe you forgot to admit this is just to look good on paper but in fact it's business as usual.
11	anonymous	Better communication allowing all residents to contact the council with their needs and requests to ensure better implementation of their strategies.
12	anonymous	I am concerned about council maintenance and repairs.
13	anonymous	Limited Parking Spaces for residents
14	anonymous	Access to properties/ charges for communal areas
15	anonymous	working with leaseholders that have sub-let properties out , building relationships to encourage the leaseholder/landlords to take on Housing Benefit Clients
16	anonymous	nothing was missed
17	anonymous	Easier access to consultation on council provided works/improvements on properties
18	anonymous	An increase in estate security, making sure EVERY Tennant has an Entrance Key Fob . REGULAR Annual estate repairs and Maintenance.
19	anonymous	Energy improvements. There is a push for achieving C or above on landlords, but this needs to be facilitated while the tenants are still in the building and also involves loft spaces that are owned by Hillingdon as freeholder. Facilitation of easy approvals / coordination of incentives so that tenants and landlords mutual benefit would really help reduce carbon. At the moment there is an impasse of lethargy in getting things done as it is tricky.
20	anonymous	Timelines for responding to complaints / queries
21	anonymous	No
22	anonymous	Would like better communication from some departments from the council, would like to be updated etc.
23	anonymous	Misuse of lifts, drugs use
24	anonymous	If any email regarding draft strategy I always follow up so, I never miss use
25	anonymous	Well for one - I was waiting for a delivery that won't now arrive because once again - they couldn't find the address - I have tried to help many Tesco delivery drivers to locate places here. The nrs r all over the place and there is no direction for delivery drivers to find anyone. I'm sure that my note here will not make any difference to anyone there who reads this.
26	anonymous	No link to the actual Ombudsman

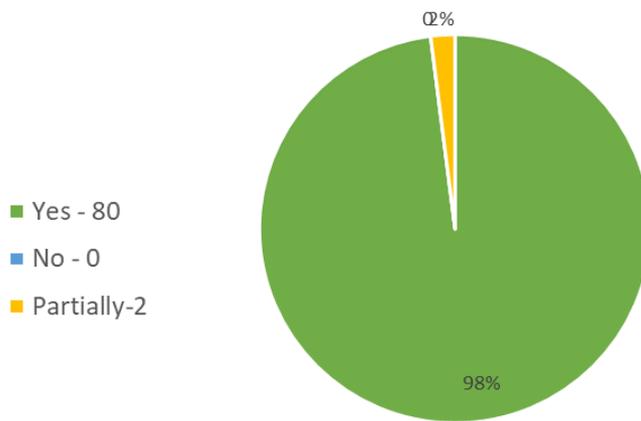
27	anonymous	A pie-chart/dashboard showing where a typical monthly rent goes in terms of overall supporting Hillingdon's housing stock. Pay full rent and been waiting for an updated kitchen for over 7 years. Who has overall ownership for the strategy. A named Director of Housing? Accountability/Responsibility.
28	anonymous	Funding for mentioned services
29	anonymous	security of the tower blocks alongside the ASB. we need to feel safe in our own homes, and at the moment i and many others do not
30	anonymous	Help the youth (with mentors)
31	anonymous	See above.
32	anonymous	No
33	anonymous	Not fully understand enough to make a comment
34	anonymous	Regular checks by qualified inspectors should be put back on the criteria not left to tenants to report issues
35	anonymous	There is a lot written with regards to the residents what about the owners?
36	anonymous	Helping make properties more energy efficient
37	anonymous	No help for disabled
38	anonymous	A whole strategy surrounding disability in the council housing system, knowledge about where those tenants are and are checked on regularly. Being aware of local events that may adversely affect disabled people.
39	anonymous	I think there could be alot more for anti social behaviour as I have been harassed and threatened a number of times in my home and I reported it to the council and nothing was really done so I reported it to the police instead and they have done alot for me and my family
40	anonymous	Prevention of crime and hate crime
41	anonymous	n/a
42	anonymous	Not sure
43	anonymous	Raising standards
44	anonymous	Maintenance on going issues
45	anonymous	Repair or fixing issues.
46	anonymous	No
47	anonymous	More needs to be done about the conditions tenants are living in
48	anonymous	Would like residents to have training/support to become internet users ( to become online user)

49	anonymous	Support Minority groups
50	anonymous	Please find a way to engage with home bound residents
51	anonymous	N/A
52	anonymous	Better contact with Housing Officer and Maintenance Department
53	anonymous	Improve security within the Tower Blocks
54	anonymous	A telephone service for those digitally excluded .
55	anonymous	What steps are they going to take to enforce their Tenancy Management document so that tenants have to obey the conditions stated there?
56	anonymous	How to communicate to hard to reach groups in order to overcome language barriers. Most tenants and leaseholders do not access social media such as Facebook and twitter or other social media. Translations of newsletters or posters are needed for some tenant to understand. Interpretars will be helpful during meetings.
57	anonymous	Take more steps to deal with harassment and aggressive behaviour by neighbours
58	anonymous	There should be regular email communications as well

## 5. What type of property do you live in?



**6. Do you agree with the council's approach to the draft Higher Risk & Complex Buildings (Tower Block) Engagement Strategy?**



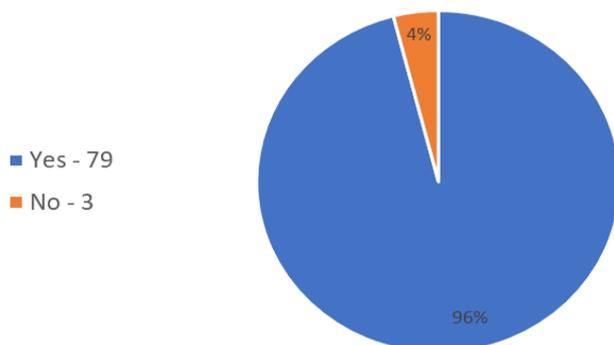
**7. If you answered No or Partially to the above question, please tell us why in the box below.**

ID	Name	Responses
1	anonymous	Not politically correct and entirely accurate.

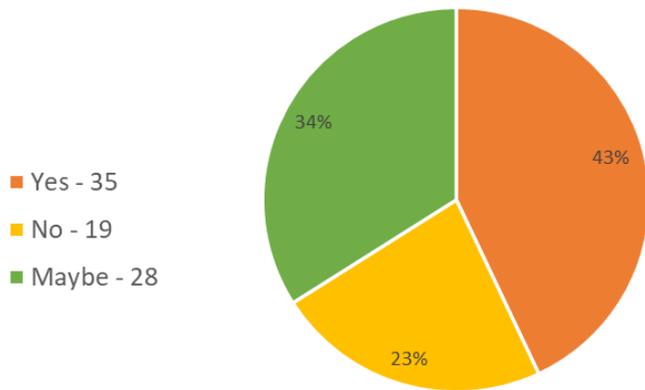
**8. If we have missed anything out of our draft strategy that you would like included, please tell us in the box below.**

1	anonymous	Please use your common sense and modern logistical affirmations.
2	anonymous	Better communication

**9. Are you aware about fire safety in your home?**

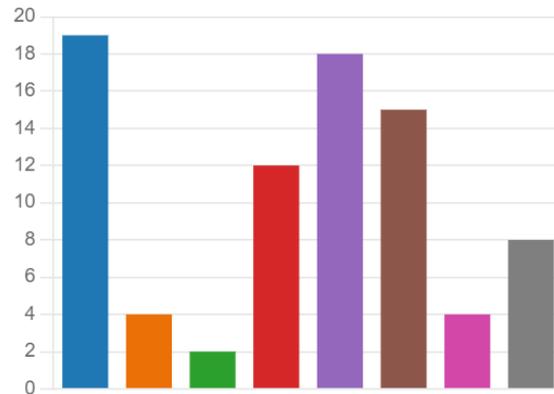


**10. Would you like to be involved in activities or focus groups relating to your building?**



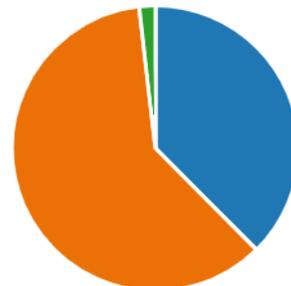
**11. Which tower block do you live in?**

Fairlie House	19
Fitzgerald House	4
Glenister House	2
Harding House	12
Melbourne House	18
Rabbs Mill House	15
Skeffington Court	4
Sutcliffe House	8



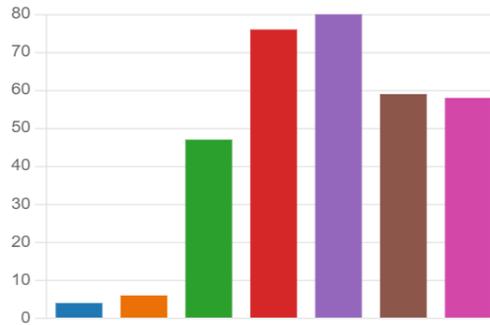
**12. Are you:**

Male	124
Female	200
Prefer not to say	6
Other	0



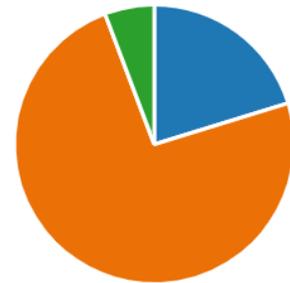
### 13. Which of the age group applies to you?

● 16-24	4
● 18-25	6
● 26-35	47
● 36-45	76
● 46-55	80
● 56-65	59
● 65+	58



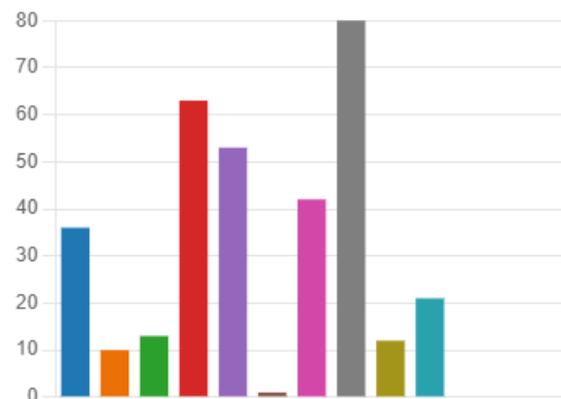
### 14. Do you consider yourself to be disabled?

● Yes	67
● No	245
● Prefer not to say	19



### 15. What is your postcode?

● HA4	36
● HA5	10
● HA6	13
● UB3	63
● UB4	53
● UB5	1
● UB7	42
● UB8	80
● UB9	12
● UB10	21
● TW6	0
● TW19	0
● WD3	0



**THE END**