

Your neighbourhood – You said, we'll do

We've been in touch with some of you to help us shape the services you receive within neighbourhoods in Derby, Leicester, Stoke on Trent and Thanet. We carried out a telephone survey with a sample of customers from these areas during November and December 2020. We will use the results to help us to develop our neighbourhood plans and local offers which we will share with customers within those areas.

Summary:

We had 234 customers respond and here's what you said:

- Overall 66% of you said you were most satisfied with the condition of the property.
- 47% of you are satisfied with the tidiness/appearance of your neighbourhood surroundings.
- 73% of you said improving the standard of communal spaces and grounds maintenance is important to you.
- 57% of you are satisfied with access to your housing officer.
- You suggested we could do the following to improve your neighbourhoods:
 - Improving grounds maintenance/ environmental service
 - Better tackling of anti-social behaviour
 - Improving security in our neighbourhoods
 - Better communication with customers
 - Planned works – better quality and communication
 - Improving repairs service
 - Better communal cleaning

What we will do following your feedback:

- The local teams responsible for creating and delivering neighbourhood plans will work together to develop actions to be taken to address the issues you've raised.
- Any individual queries you raised during the survey we will look into and we'll contact you directly with a response.
- We will send out relevant service information to those of you who requested further information on benefits, fuel tariffs, fuel debt advice and employment.
- We will share a link with those of you who are interested in joining the Riverside Customer Voice Facebook hubs.

Results:

The survey showed a number of areas for us look at. Here are the questions and responses.

How would you rate the following;			
	Dissatisfied	Neither	Satisfied
How crime and security is dealt with in your neighbourhood	17.10%	25.60%	57.30%
	40	60	134
The tidiness/appearance of your neighbourhood surroundings	31.60%	20.50%	47.80%
	74	48	112
The condition of your property	16.20%	17.50%	66.20%
	38	41	155
Access to your housing officer	23.50%	18.80%	57.70%
	55	44	135

What is important / not important to you;			
	Not important	Somewhat important	Very important
Increased activity from Resident Groups	44.80%	25.20%	29.90%
	105	59	70
Increased stakeholder presence (i.e. from local councillors, housing officer)	28.20%	23.50%	48.30%
	66	55	113
Improved access to green spaces/play areas	23.50	21.80%	54.70%
	55	51	128
Improved standard of communal spaces/grounds maintenance (i.e. paving works)	12.00%	15.40%	72.60%
	28	36	170

What could Riverside do to make your neighbourhood a better place to live?

Over 70% of respondents gave suggestions on what Riverside could do to make their neighbourhood a better place to live. The following areas were highlighted and have been listed in order of most suggested:

- Improving grounds maintenance/ environmental services
- Better tackling of ASB
- Improving security
- Better communication with customers
- Planned works – quality and communication
- Improving repairs service
- Better communal cleaning

Are you interested in finding out more about our additional services that can help support you in your tenancy, this includes services such as employment & training, benefits & welfare advice, fuel tariffs and debt advice as well as customer involvement opportunities?

	No. of responses	% of responses
Yes	44	19%
No	187	81%

Are you interested in joining iCommunity? If you join, you will be part of a mailing list where you will be sent an online survey, normally once a month, to complete at a time that suits you. There is no pressure to get involved in every survey.

	No. of responses	% of responses
Yes	64	28%
No	167	72%

We are keen to keep customers informed at Riverside, are you interested in joining our customer Facebook group to find out more about what is happening in your community?

	No of responses	% of responses
Yes	85	38%
No	137	62%