

## Resident Scrutiny Panel – OH/Riverside London

### Scrutiny Panel Investigation Report:

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# The Resident Voice

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#### **Executive Summary**

- A. The OH resident scrutiny Panel investigated how much influence residents thought they had on the way their housing services were delivered.
- B. We had 148 responses to our survey from formal engagement panels, residents' groups and residents who had volunteered to take part. Most responses came from unengaged residents who were eager to express their frustration about having no opportunity to have 'Voice' in the organisation.
- C. Our survey asked questions about whether residents felt they had any influence and who represented their point of view. About 90% of responses were negative.
- D. The main causes of dissatisfaction are:
  - I. Residents don't have access to officers who can resolve their problems.
  - II. Apart from the call centre, staff avoid interacting with residents and don't think it's their job.
  - III. 'Silo' working inhibits cooperation between teams.
  - IV. Residents don't have any access to the resident panels who are consulted on their behalf.
  - V. OH communication is untimely, unreliable, generally unhelpful and self-promoting.
  - VI. There are no clear ways residents can give feedback or influence their service delivery, and most respondents think that OH does not seem interested in this.
  - VII. Residents feel that when they are able to give feedback, their opinions and issues are largely ignored and nothing changes.
- E. The Scrutiny Panel's general recommendations:
  - I. Riverside create, with residents, a clear 'voice' that gives everyone a chance to be heard, in a way they can access, at a level of engagement that suits them and that voice has a role in the continual development and improvement of their services and the quality of their homes.
  - II. There is a significant change in the OH culture to one where residents are valued and respected, listened to and responded to by the most appropriate officers, and that

all staff are responsible for engaging and interacting with residents, not just the engagement team and call centre.

- III. Transparency and honest and useful communication are needed to rebuild trust and get residents to start respecting their landlord again. No more Them and Us.

F. Conclusion:

We need to reset the relationship with Riverside London: one of respect, transparency, and a culture that values and learns from feedback, in a structure that encourages participation in ways that residents find useful and influential.

## 1 Background

- a. The One Housing Resident Scrutiny Panel (RSP) was appointed by the Resident Engagement Team in the Autumn of '22 and made its first report on the Call Centre in December '23. The follow -on Scrutiny on the Repairs Servicer was delayed due to the ongoing reorganisation associated with the merger. The panel moved on to look at The Resident Voice, particularly timely given the publication of the Grenfell report and the new consumer regulations required by the Regulator for Social Housing (RSH) (appendix 2).

## 2 Why Scrutiny of the Resident Voice

- a. One Housing resident feedback, through both formal and informal channels, reflects a deteriorating lack of trust in the ability of OH / Riverside to deliver the services needed to satisfactorily maintain our homes and neighbourhoods. This has been particularly true for repairs, the most frequent reason for contact.
- b. This negativity was reflected very strongly in the comments residents gave in the Call Centre Scrutiny Survey that went to all residents. Many people used the opportunity to express their dissatisfaction with OH and often said that they felt they were not listened to or had any way of giving feedback or expressing their concerns except by going through the complaints procedures.
- c. We understand that the number of complaints has increased to such an extent that even that process has pretty well broken down.
- d. The recent report on the Grenfell disaster made it clear that the deaths were the result of the unsafe building and that residents had not been listened to or taken seriously. Even a few years since the loss of life, OH residents still do not feel they are listened to or taken seriously.

*Quotes from the Grenfell Inquiry Report:*

*"...consultation and meetings with residents did take place, but [had] no formal role and no voice ... and no opportunity to question or challenge key decisions"*

*"Despite officers saying that it had every intention of involving residents ...this was largely symbolic, ... hastily arranged and undocumented."*

*"[Housing Management] failed ... to treat residents of the tower and estate with the courtesy and respect due to them."*

- e. With the new Consumer Regulations and Transparency, Influence, and Accountability Standards published by the Regulator for Social Housing earlier this year, Riverside must find ways of working with the Resident Voice to address the areas of resident dissatisfaction and provide evidence of the ways residents' experience impacts service development. (see appendix 2)
- f. Since we started our Scrutiny, Riverside has created a Task and Finish Group to look at Resident Engagement throughout the organisation with a broader brief and using the expertise of consultants, TPAS. We have continued with our report understanding that some of the recommendations will be considered and acted on by the new T&F group. However, this scrutiny reflects the views of OH/Riverside London residents and summarises their expectations of being taken seriously and having the appropriate influence on the quality of their homes.

### 3 What is "Resident Voice"

- a. Our surveys had 148 responses. 90% of those residents thought they had no way of changing or influencing the services OH is providing. These services were perceived as being very poor. This happened because residents didn't have any influence or meaningful representation. They felt that OH didn't care about what they thought and that officers just did what they wanted without thinking of the consequences to residents. The removal of Housing Officers is a good example.
- b. This potential residents' influence is often referred to as their "voice" but this also includes whether it is heard and whether it does have any actual influence. "Resident Influence" may be a more appropriate description of what we are scrutinising.
- c. The Executive and Board responsible for managing our homes, for the most part, do not share the "lived experience" of their residents. They probably do not have to rely on the kind of services they expect us to: missed appointments, not being able to speak to someone who understands, unsafe communal entrances, broken lifts – the list could be very long. Apart from the complaints procedure (there were about 6,000 active complaints at one time this year) there is no accessible or effective structure for residents to express their concerns or influence change. In our survey it was clear that Resident Panels did not fulfil this role. The 'Resident Voice' needs to be the foolproof way that ensures residents have access to an effective influencing structure to ensure their landlord can be held to account for the services and homes they are responsible for.

## Surveys

### 4 Resident Voice Surveys

- a. The RSP surveyed 3 groups of residents to find out how they thought they had a "voice" within OH, whether they had any influence on services or the way their services were delivered. The questions were trying to see if residents thought they had any influence and if they knew how or where to engage, and who they thought was representing them.
- b. The 3 groups surveyed were:

- i. The Resident / Area Panels (RP) – groups appointed by OH to monitor OH services. (Note that residents are generally unaware of these panels, and they are unaccountable to the residents).
- ii. Recognised Tenants/Residents Association (TRA) Chairs and residents on estates, blocks or neighbourhoods that OH was aware of.
- iii. Potential Focus Group Residents who had responded to the previous survey (Ask scrutiny project) who said they'd like to be contacted in the future for further resident scrutiny consultation.

By far the most useful feedback came from the 3<sup>rd</sup> group.

## 5 Survey Questions

We were asking questions to find out:

- a. Do OH Residents have a voice in the organisation?
- b. What does it look like for residents to feel listened to?
- c. Who do you think is representing the residents' POV?
- d. Are you asked your views?
- e. Do you think you have any influence on OH

Responses were in the form of yes/no; agree/disagree; sometimes with a comment box.

## Results

- 6 The survey results suggested that OH had lost touch with its resident base and that even when engaging with resident's groups (eg TRAs) there was so much criticism / negativity it was becoming easier for OH officers "not to listen anymore." Front line officers like the Resident Engagement Team, Tenant and Leasehold Managers, and of course the Call Centre Agents were continually having to deal with angry and dissatisfied residents. They felt this frustration was not being addressed by senior staff.

## 7 Resident Panel Members Survey – 2 responses

- a. Only 2 members responded. (we have no explanation for why this was so low except that there may have been some confusion about another survey they were involved in)
- b. The 2 respondents were divided, one thinking that they did have influence and they were listened to, the other thinking they didn't and weren't.

## 8 TRA Survey – 12 responses

While most responses were negative, there were some TRA members who felt that they had effective influence on the services OH provide in their area. This was more so on local problems that they were able to get resolved and being able to make improvements to their block/estate.

Summary of responses:

- a. OH officers who attend meetings are often not able to resolve issues. Reasons given include uncooperative colleagues, silo working, 'it's not my job' or just unable to find the officers responsible.
- b. There is some success at resolving local issues. This is often because the attending officer has the experience and persistence to see it through and doesn't take no for an answer which is quite difficult unless you have been in the organisation for a long time.
- c. When OH Managers attend, although they may be sympathetic to problems, but nothing actually changes.
- d. TRAs report they have very little influence in shaping OH services
- e. OH rarely takes TRA views into account and TRAs are rarely consulted
- f. TRA views on how their neighbourhoods could be improved are not requested
- g. TRAs do not feel they can hold OH to account for their services
- h. Some TRAs felt they did have a role in shaping services, but most thought that as "engaged residents," they should have more.

9 Focus groups Survey – 134 responses: (see Appendix 3)

- a. This was a very useful response, and many residents took the opportunity to expand and explain their points of view. Two thirds also said they would like to be involved in discussions about this.
- b. While a vast majority of responses were negative and critical, there was a more positive view on wanting the role of the TRAs to be an effective voice for residents. Very few know about the existence or role of the Resident/Area Panels.
- c. From the responses in the targeted group survey the RSP invited some residents to a more focussed group to delve deeper into the Resident Voice Issues.

10 Interviews with Executives/ Managers

The RSP arranged to meet with some of the new Riverside Directors who are now taking responsibility for improving the housing services for previous OH residents.

- a. Jehan Weerasinghe – Riverside London Region Managing Director
- b. Phil Pemberton - Riverside Director of Asset Strategy and Delivery
- c. Andrea Thorne – Riverside Director of Homes & Communities
- d. Sandra Williams - Head of Service Transformation, Governance & Compliance

Although these discussions were not specifically about Resident Voice, it was an opportunity to gauge their commitment to residents having more influence. This was generally positive and the lack of this in the past was seen as a cause of some of the problems OH has been experiencing. Residents trust as well as staff satisfaction were high on their list of priorities.

## Focus Groups

- 11 To gain a more nuanced understanding of the Resident Voice, we asked a selection of survey respondents to have more detailed discussions to explore what influence they felt they had, what it means to feel listened to – to have a voice, and what ideally that would be like in an organisation like this.
- 12 As those who attended the first focus group session were all homeowners, we actively recruited some general needs tenants to ensure the discussions were representative of all tenure types.

## 13 Themes, Findings and Recommendations

We have combined the findings with the outcomes/recommendations to make it clearer what issue is being addressed.

Resident Feedback	Required outcome	Recommendations
<b>A) Increasing Transparency &amp; Accountability:</b>  <i>“Whenever anything is queried, they always come back with an answer that avoids the problem but doesn’t resolve it”</i>		
a. Staff avoid interacting with residents, believing it’s the Call Centre’s job.	All staff, not just the call centre, engage with residents and reflecting this in job roles and responsibilities.	Change the culture of staff to engage with residents and be more accountable for responding
b. Departments work in silos, creating confusion and inefficiency.	Residents experience a seamless service regardless of which service area or staff member is dealing with the enquiry and without blaming others for non-contact	Break down silos between departments by encouraging staff collaboration to prevent confusion and delays.
c. Residents lack access to any representation and feel isolated from any influential or decision-making structure.	Clear ways for residents to reach their representatives, like contact points or scheduled hours.	<p>An effective structure and feedback loop for all residents to be aware of and be able to contact their representatives as well as opportunity for involvement in the selection process.</p> <p>Residents to have the ability to influence local services with communication</p>

Resident Feedback	Required outcome	Recommendations
		feedback loops that allow residents to hold their representatives to account.
d. Transparency around Riverside's service delivery challenges is key for meaningful partnerships.	All residents communicated to re service delivery updates, especially areas of current non-performance, such as lifts and London repairs	Share Riverside's priorities, challenges and action plans for improvements with residents to increase transparency and work towards building trust
<b>B) High Quality Communication:</b>  <i>"The communication is appalling in every way. No one is listening or responding - the whole concept of Customer Service seems to have been forgotten."</i>		
a. Residents feel communication is poor, with untimely, unreliable, and unhelpful updates.	A multi-channel proactive communication system (newsletters, email, online portal) that provides timely, relevant updates.	Create resident-focused updates based on real issues, not corporate promotion, and involve residents in content review.
b. Corporate updates focus on self-promotion rather than real issues affecting residents.		
c. Communication with OH is limited to the call centre/ASK, with slow or irrelevant responses.	Two-way communication system that effectively manages email, social media, and live chat for faster, more specific responses that are timely and reliable.	<p>Train resident-facing staff, such as customer service associates, to fully handle issues without passing them around and give residents direct access to the right teams.</p> <p>Fully functional email and live chat systems that provide a reliable and effective communication option.</p>
d. A co-created communication strategy is needed	Resident co-designing ways of communicating so both residents and Riverside get	A communication strategy created with residents for

Resident Feedback	Required outcome	Recommendations
	what they need from each other	clearer, more transparent communication.
<b>C) Better Feedback and Continuous Improvement:</b>  <i>"Ideally, I would like to be able to provide feedback to my enquiries/ticket online. This is not possible now. I need to be able to comment what was OK and what went wrong. In the format that is available to me, I cannot even see a resolution text and the person on the other end doesn't have a clue and only can pass my questions to another department."</i>		
a. Residents feel ignored, with no evidence their feedback influences change	Residents being made aware of how their feedback shapes and improves services, building trust and increasing transparency	A system in place that shows how resident feedback leads to changes, with quarterly updates on actions taken.
b. There is no clear process for tracking the impact of resident feedback.		
c. Policies must be flexible to meet the needs of different areas and property types.	Flexible service delivery that is tailored, where possible, to individual geographies, tenures and property types	Tailor policies and services to meet the needs of different regions and property types involving residents in the process.
<b>D) Creating a Partnership Structure:</b>  <i>"Riverside have taken over One Housing Group and there are many changes in place and maybe something up in the air so it's difficult to say what role I may have in shaping One Housing services."</i>		
a. Residents want clear roles in shaping services, with involvement at local, regional, and national levels.	An engagement framework for residents to participate at local, regional, and national levels.	Consult with residents and co-create an engagement framework
b. Engagement needs formal and informal options, so all residents can participate.	Multiple, accessible and inclusive ways for all residents to engage in	Offer both formal and informal ways for residents to get involved, like special



Resident Feedback	Required outcome	Recommendations
	decisions, regardless of their availability or commitment.	interest groups or online forums.

#### 14 Recommendation Objectives:

- a. For Riverside to create, in partnership with residents, a structure that gives all its residents some influence:
  - for different levels of commitment - from those who only want to be minimally involved to the fully engaged,
  - for knowing that someone is taking your issue seriously and will respond appropriately,
  - for those residents who want to help develop a high-quality service and homes to be proud of.
- b. This Resident Voice initiative is the opportunity to change from “them and us”
  - to an understanding between the service and the customer,
  - where both respond to the needs of the other.
  - Where concepts like co-creation, partnership, resident-focussed and engagement are built into the organisation and not just pretty jargon in policies.

This Resident Voice must have real influence on the way Riverside London connects, relates, listens to and responds to resident feedback in all its forms, formal and informal. This will inevitably lead to improving services that respond to resident’s needs, rebuild trust in their landlord, better homes and environments and happier residents and more satisfied staff.

- c. If this initiative is not successful it will inevitably lead to even lower levels of tenant satisfaction.

#### 15 **Conclusions**

- a. This scrutiny was to look at current perceptions residents have of any processes they can use to address problems, influence improvement, if they feel heard by OH and whether more formally engaged residents thought they had an effective role.
- b. Our findings showed that residents having any meaningful influence has not been a priority of the organisation. Although residents who are experienced in resident engagement often utilise the channels available for raising issues or giving feedback, the lack of evidence that their input has made a difference to services makes residents feel ignored and

disempowered. Additionally, those residents who are not involved in the formal engagement groups are not aware of the range of resident engagement options available to them.

- c. The recent report on the Grenfell disaster has highlighted the need for the relationship between Housing providers and their residents to become more respectful and empathetic. HA's have become too removed from their residents and a culture change is needed.
- d. The breakdown in the quality of repairs and some other services is probably a result of this "disconnection" as OH has not had any effective structure to that has influence from residents. Complaints, surveys, TRAs and even Resident Panels have not been able to affect this decline in our London services.
- e. The results of the focus group discussions in combination with the survey responses has produced an outline of practical themes residents want Riverside to address to build trust with their London residents and ensure their feedback has a meaningful influence on service improvements.
- f. This could create an organisational culture that is truly resident-focused and guided by co-created strategies and values. Service areas **must** be able to adapt flexibly to changes suggested through feedback and provide evidence of the results through frequent and transparent follow up. This would make residents feel as though they have a voice that it is taken seriously. If OH doesn't respond positively to this residents feedback it remains isolated from its roots and will continue to get poor satisfaction ratings.
- g. Our investigation has produced important implications not only for the ongoing integration of Riverside London, but also for regulatory compliance with the new Tenant Satisfaction Measures and Transparency, Influence, and Accountability Standards published by the Regulator for Social Housing earlier this year. (See Appendix 2)
- h. Riverside needs to find ways of working with the Resident Voice to address areas of resident dissatisfaction and provide evidence of the ways residents' experience any impacts service development.
- i. Progress, successes and weaknesses as well as satisfaction need to be measurable with both hard data (KPIs etc) as well as information presented in an accessible way for residents.
- j. Our recommendations for improvement highlight the specific areas where resident needs are unmet and how residents want the organisation to build a relationship of trust, collaboration, and respect with their landlord.
- k. ***We need to reset the relationship with Riverside London to one of respect and transparency; we need a culture change that values and learns from feedback.***

October 2024

## **Appendix 1**

### **Who and What is the OH Scrutiny Panel**

The One Housing Scrutiny Panel works within the formal structure of the organisation with the Resident Engagement Team and reports to the Customer Experience Committee (CEC).

As the service areas of One Housing (OH) merge with Riverside there has been a lot of ongoing change and reorganisation, so the planned follow up scrutiny on the Repairs Service has become unfeasible for now. However, the RSP continues to engage with repairs management to monitor changes to the service.

The RSP also continues to follow up on the Call Centre report to see whether issues are being addressed and our recommendations for improvement are being implemented.

The OH Scrutiny Panel is made up of residents with support from OH staff. This report, its surveys, conclusions and recommendations are wholly the views of the residents with special thanks to the survey and focus groups.

## **Appendix 2**

### **Transparency, Influence and Accountability Standards – Regulator of Social Housing**

#### **1. Required outcomes**

##### **1.1 Fairness and respect**

1.1.1 Registered providers must treat tenants and prospective tenants with fairness and respect.

##### **1.2 Diverse needs**

1.2.1 In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.

### **1.3 Engagement with tenants**

1.3.1 Registered providers must take tenants' views into account in their decision-making about how landlord services are delivered and communicate how tenants' views have been considered.

### **1.4 Information about landlord services**

1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.

### **1.5 Performance information**

1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

### **1.6 Complaints**

1.6.1 Registered providers must ensure complaints are addressed fairly, effectively, and promptly.

## **2. Specific expectations**

### **2.2 Engagement with tenants**

2.2.1 Registered providers must give tenants a wide range of meaningful opportunities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.

2.2.2 Registered providers must assist tenants who wish to implement tenant-led activities to influence and scrutinise their landlord's strategies, policies and services. This includes in relation to the neighbourhood where applicable.

2.2.3 Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.

2.2.4 Registered providers must support tenants to exercise their Right to Manage, Right to Transfer or otherwise exercise housing management functions, where appropriate.

2.2.5 Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.

2.2.6 Where a registered provider is considering a change in landlord for one or more tenants, or a significant change in management arrangements, it must consult affected tenants on its proposals at a formative stage and take those views into account in reaching a decision. The consultation must:

a) be fair and accessible




- b) provide tenants with adequate time, information and opportunities to consider and respond
- c) set out actual or potential advantages and disadvantages (including costs) to tenants in the immediate and longer term, and
- d) demonstrate to affected tenants how the consultation responses have been taken into account in reaching a decision.




### Appendix 3



Scrutiny survey results with examples of comments at the end.




Many residents used this opportunity to express their views and we have included some of the responses from the 1<sup>st</sup> question (What ways do you have of influencing OH?) at the end.




## Focus Group Resident Voice Survey





2. Do you think anyone is representing the residents' point of view in One Housing?				
Answer Choices			Response Percent	Response Total
1	Yes		7.46%	10
2	No		67.91%	91
3	I don't know		24.63%	33
			answered	134
			skipped	0




3. Do you know who is representing your voice in One Housing?				
Answer Choices			Response Percent	Response Total
1	Yes		7.46%	10
2	No		81.34%	109
3	I don't know		11.19%	15
			answered	134
			skipped	0

4. Do you know anything about your area resident panel?				
Answer Choices			Response Percent	Response Total
1	Yes		7.46%	10
2	No		92.54%	124
			answered	134
			skipped	0





5. Do you attend or have you every attended TRA (tenant/resident association) meetings?				
Answer Choices			Response Percent	Response Total
1	Yes, I attend		12.03%	16
2	I have attended in the past		29.32%	39
3	No, I have never attended		58.65%	78
			answered	133
			skipped	1




6. Do you think TRAs have a role in representing you?				
Answer Choices			Response Percent	Response Total
1	Yes		36.51%	46
2	No		24.60%	31
3	Somewhat		38.89%	49
			answered	126
			skipped	8

7. I feel I have influence on shaping One Housing services				
Answer Choices			Response Percent	Response Total
1	Strongly Agree		1.50%	2
2	Agree		9.02%	12
3	Disagree		29.32%	39
4	Strongly Disagree		60.15%	80
			answered	133
			skipped	1

8. Do you think One Housing takes your views into account?				
Answer Choices			Response Percent	Response Total
1	Yes		2.99%	4
2	No		78.36%	105
3	Somewhat		18.66%	25




8. Do you think One Housing takes your views into account?		
		answered
		134
		skipped
		0
Comment: (66)		

9. Do you get asked to comment on the way residents would like services to be?				
Answer Choices			Response Percent	Response Total
1	Always		1.49%	2
2	Sometimes		17.91%	24
3	Rarely		30.60%	41
4	Never		50.00%	67
			answered	134
			skipped	0


10. Do you feel you have a role in shaping One Housing services?				
Answer Choices			Response Percent	Response Total
1	Yes		9.70%	13
2	No		72.39%	97
3	Somewhat		17.91%	24
			answered	134
			skipped	0



**11. Do you think your area panel or TRA has any power to change One Housing and its services?**

Answer Choices			Response Percent	Response Total
1	Yes		3.20%	4
2	No		65.60%	82
3	Somewhat		31.20%	39
			answered	125
			skipped	9

**12. Thank you for taking the time to give us your views. This Scrutiny is about whether the residents have a “voice” in OH and what an effective voice could look like. If you would like to help to develop this “voice” and are willing to be part of discussions / focus groups / more in depth questioning, please tick below and add your preferred email.**

Answer Choices			Response Percent	Response Total
1	Yes, I would like to be involved.		100.00%	98
			answered	98
			skipped	36
Your email address: (89)				

**1. What ways do you think you have to feed back or share your ideas about One Housing services? Please list them in the space below:**

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	122
1	I cannot think of any. Sometimes we have the property services come to our community centre for a drop-in. Usually, we can drop by and voice concerns and feedback. Otherwise, there is no other ways that I know of where I can give feedback or share ideas.			

**1. What ways do you think you have to feed back or share your ideas about One Housing services? Please list them in the space below:**

- |    |  |
|----|--|
| 6  | Housing repair line is always busy, always book appointments without engaging with tenants, customer service line - 50 minutes wait before you get through, when make official complaints no follow up or call back to disguise outcome, etc   |
| 9  | Residents constantly send emails to OHG, but they take ages to respond, and rarely treat them as urgent (even though lifts are constantly breaking down etc, which cannot be satisfactory if resident lives on higher floors and ay be elderly or have children and buggies etc)   |
| 11 | Criticism on social media is the main way to actually get a response. Otherwise you get stuck in the customers services processes which are designed to frustrate you in giving up.  |
| 12 | There isn't any way. I feel, as do my fellow One Housing residents, rejected, uncared for, like our properties are falling into disrepair, complaints aren't listened. This is all happening when our rent/service charge is increasing so much each year that we can barely afford to live. It's disgusting.  |
| 13 | No meaningful routes   |
| 14 | Telephone call to ask<br>E mail<br>Website   |
| 15 | We have next to 0% communication, visibility and input on above matters  |
| 16 | Letters<br>Surveys<br>Annual customer feedback<br>Feedback questionnaires following compliments/ complaints<br>Requests for works  |
| 17 | Email, phone, website  |
| 18 | Call Centre  |
| 19 | I personally have found a high turnover in staff has meant you are never able to build relationships or know who to contact. Issues are often left in the air and not followed through with staff constantly changing. One Housing no longer exists as far as I know and is even more faceless, corporate and distant. There is also a serious lack of efficiency, accountability and honesty when it comes to issues like service charges - as has been highlighted by the BBC and other media outlets. I no longer feel the housing association has tenants best interests at heart. |
| 20 | We have the utterly useless Ask/OHG. We provide feedback via our residents group but that is often limited in terms of success despite the valiant efforts of our co-leaseholders. I've not made it to the site inspection as yet. My emails to the building manager have been ignored.  |
| 21 | I have tried to contact OHG, depending on the issue I have often had to wait months for a response.<br>As I am dyslexic, I prefer to call. Messages don't always get passed on to the relevant teams. It's disappointing as Customer Service used to be much better.   |

**1. What ways do you think you have to feed back or share your ideas about One Housing services? Please list them in the space below:**

- |    |  |
|----|--|
| 23 | Unless it is certain personal circumstances or situations that dealing with directly, I don't know. And then, whatever that topic gets dealt with or is escalated, I still don't know where it's really going or who is doing anything about it.   |
| 27 | I certainly do not feel that my complaints have been listened to or resolved, so I believe One Housing needs to find a more efficient way to deal with residents' concerns.  |
| 30 | <p>There are a lot of historic issues that need to be addressed to begin to rebuild trust with the residents.</p> <p>One Housing need a clear strategy to deal with all the historic issues the residents have.</p> <p>The communication is appalling in every way. No one is listening or responding the whole concept of Customer Service seems to have been forgotten.</p> <p>Staff training is probably a significant part of this. It's not difficult treat people as you would like to be treated yourself.</p> <p>This box isn't big enough for the rest of it.</p> <p>I'm not taking prisoners. If you are serious about sorting out your mess then I will assist as long as I believe it's genuine and people are listening.</p>  |
| 37 | <p>1. One Housing staff do attend our residents meetings for part of the meeting. This is much appreciated.</p> <p>2. In the last 6 months designated housing officers have been brought back</p> <p>We have had a lovely housing officer who has really listened and acted on our behalf</p>  |
| 40 | None! One Housing have appalling communication and listening skills. They are unable to support any query or concern. If I wasn't satisfied with the response from them I needed to contact my MP!!!   |
| 41 | <p>Residents panel groups</p> <p>Main phone number</p> <p>Complaints process</p>   |
| 45 | <p>Hi, I really appreciate for getting in touch.</p> <p>I am absolutely categorically In the Strongest word very disappointing with the customer service one housing group Riverside.</p> <p>repair this repair department??</p> <p>very disappointed with the service regarding appointment job repair?!</p> <p>many, many, many times it happened so often spontaneously they make reference number for the job unfortunately no one turn up?? and it happened so often many times. it happens this year February ,march ,April 2024</p> <p>an</p> <p>last year to2023</p> <p>they make appointment they confirm it with text directly to my mobile phone?? call centre confirm it to me they check it with superpowers scheduling team the operator???</p> <p>unfortunately no one turned up ????</p> <p>too many times I lost account an</p> |

**1. What ways do you think you have to feed back or share your ideas about One Housing services? Please list them in the space below:**

I give up??

Even in one stage I called to complete department resolution coordinator manager many times why they make appointment don't turn up  
And I told her to contact director to check the repair department performance??

why they make appointment for repair many times and they don't turn up?? And she said she's going to check it????  
for me??? this is reason one happens on 17, 18, April ,Mars 27 2024 unfortunately no one turn up

I did complain too manager in charge for the complain ??to contact the director about the appointment they make and they don't turn up  
even I made the complaint to the resolution coordinator the manager working with one housing group Riverside many times she's aware about the situation?? they make appointment they don't turn up unfortunately?? still nothing done regarding the appointment about the job with the reference number about the repair this repair and is happening so often ?? they make an appointment they don't turn up you can check it with call centre record with repair one housing group Riverside record speak for themselves too many failure appointment?? and they lock you in the house and when they cancel the appointment they don't call you they don't text you they don't email or update you??

They keep you waiting unfortunately I have to call back call back to find out the appointment he has been cancelled without give me explanation or updated or information why they didn't turn up??? I have to call again and again to find out if there is future appointment ??

Very disappointed exhausted frustrated.

sometimes is not easy to reach the team call centre?????

It takes hours and hours for the call centre team to pick up the phone too much credit in my mobile phone wasted drain out my credit ???

even a complain about it??

The call centre they keep saying the same things over and over sorry about that??

In my opinion I think they know who's living in this flat and they take full advantage????

This is why it looks like to me??

the repair this repair leak in my flat come from the floor above me?? nothing to do with my flat.

Unfortunately I receive all leak damage carpet smell and the damn and a wasps the leak in the ceiling an wall

It happens over 9 years ago

Because I complain about it recently last year 2023  
We reach stage 3 with the senior department

They're supposed to be sending people to do the repair because this is what they promise

Unfortunately they make appointment there are committed to do the job but

**1. What ways do you think you have to feed back or share your ideas about One Housing services? Please list them in the space below:**

	<p>Unfortunately no one turned up.</p> <p>Even when they turn up they do cherry picking job</p> <p>And they make another appointment 5 or 6 weeks and they don't turn up unfortunately??</p> <p>Thank you for your time</p>
46	No idea
51	No ways are currently available, Surveys and customer feedback after a repair would be beneficial to see customer satisfaction.
54	<p>A good question!</p> <p>In practice, just one - email and then over 60% of my emails are ignored [measured by me NOT getting a reply]</p> <p>OHG is not interested in in our ideas or feedback, only our money. The facts speak for themselves</p>
59	<p>None - I have no idea where I would send feedback to One Housing about their services. Even when I send urgent emails, I either don't get a response at all, or get a response weeks later at which point I've had to resolve the issue myself or call One Housing repeatedly on the phone to get help.</p>
61	<p>The complaints process is the only way to get any sort of tangible response from OHG and this usually requires that it reach stage 2. Anything short of that just falls into a black hole and is ignored by OHG.</p>
62	<p>I can no longer see any real relationship between One Housing and residents. I think there is an estate visit where some residents meet with One Housing worker but have no idea how this gets arranged.</p>
64	<p>They need to be shutdown. Probably the worst company i have ever dealt with. My floor has not had constant hot water since November. It's a disgrace.</p>
66	<p>Absolutely no effective and impactful way to do so, even formal complaints don't receive proper resolution.</p>
69	Email the generic One Housing email address
71	we use email mostly, but it always takes a long while to get any proper response
72	<p>I feel one housing is a well-structured organisation but I don't feel that some of the infrastructure is lacking in communication especially where the contact service and the passing on of information to contractors are concerned.</p>
77	<p>Any suggestions you may have been ignored?</p> <p>Whether that be via email in person or via ask.</p>
78	There are none that is the issue

**1. What ways do you think you have to feed back or share your ideas about One Housing services? Please list them in the space below:**

93	One Housing is providing a very friendly and efficient service despite being Housing associations
94	TRA Formal complaints Housing Ombudsman Direct contact with Heads of Service, Assistant Directors and Directors
97	The "Ask one housing" email service is a farce. All one ever gets, weeks after raising a matter, is a standard email apologising for not responding. Rarely is thus then progressed to any action.
103	The TRA seems non-existent - I have been but don't know how to contact otherwise and it seems bogged down with its own issues. I email Ask but get no reply
104	Trust pilot is full of people's opinions on one housing. None of them are positive.
107	I think the ways we to provide feedback are very limited as they are predetermined by the agenda of your meetings whereby you are telling us how much you have achieved, which is often not very much and simply telling us that everything is ongoing and negotiation.
111	Nil. Living in north region, the representative on the board or area resident panel for this area has never connected with residents where i live to learn about any issues or ways residents can put forward their ideas to improve how things are done, or run, therefore how can we have a voice and be reliably represented. Even if you have tried to comment on issues in other ways there is no feedback, you feel 'put down' and have no value.
114	None. Ask one housing just send a reply saying your email has been forwarded to the appropriate team The concierge does not feedback but asks us to email ask. I can't access my onehousing account due to a computer fault that one housing seem unable to correct
122	I haven't seen any to be honest!

	answered	122
	skipped	12