

# Housing Management - Improving Our Services

**Analysis of resident feedback**

**August 2024**

**Consultation and Participation Team**  
**The Royal Borough of Kensington and Chelsea**  
[consult@rbkc.gov.uk](mailto:consult@rbkc.gov.uk)



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# Introduction

## Background

Kensington and Chelsea Council's Housing Management Directorate sought to understand how tenants currently view and interact with their services (these services include everything we do as your landlord, including repairs, financial support, housing support, employment support, engagement events, and neighbourhood and estate improvement works).

A consultation was carried out as the Directorate is undertaking a significant programme of service improvement and aims to place tenants' voices at the core of every decision.

## Methodology

An online survey was placed on the Council's Consultation and Engagement Hub. The survey was promoted in three main ways: flyers and posters, electronic noticeboards, and through personal attendance by team members at specific events, such as the World's End Day.

The exercise ran from **5 June 2024** to **26 July 2024** with a total number of **18 surveys** completed.

## Acknowledgements

The Council would like to thank all residents that took the time to provide feedback on the Housing services.



# Results at a glance



# Results at a glance

The below is a summary of the findings from the survey to understand residents' views on Kensington and Chelsea Council's Housing Management's services. More detail can be found in the body of the report.

- Five respondents believed that Kensington and Chelsea Council, as their landlord, played an **active role** in their community.
- **Keeping properties well-maintained** (ten responses) and **improving property safety** (nine responses) were the top two changes residents felt Kensington and Chelsea Council, as their landlord, could make to improve their neighbourhood.
- Responses were split, with seven respondents selecting 'Yes' and eight selecting 'No' when asked if they felt the Council's housing services were **easy to access**.
- Just under half (eight) of respondents indicated that **proactive communication** is what meaningful engagement from Kensington and Chelsea Council, as their landlord, would look like.
- Around three-quarters of respondents (13) said the Council responded to **anti-social behaviour** either 'Ineffectively' (four), 'Very ineffectively' (four), or 'Neither effectively nor ineffectively' (five).
- When asked about improvements or changes, just over half (ten) of residents expressed a desire for **earlier intervention** when issues arise, to help them sustain their tenancies.
- Half of respondents (nine) were either 'Very aware' (four) or 'Somewhat aware' (five) of **mutual exchange opportunities**, with **better promotion** and **direct contact** (seven respondents each) being identified as the top ways to raise awareness about these opportunities.
- Half (nine) of respondents said they do not find it easy to **track and report a repair** to Kensington and Chelsea Council, as their landlord.
- Half (nine) of respondents felt the Council's **communication** throughout a **repair or planned works** to their home or building was 'Ineffective' (six) or 'Very ineffective' (three).

# Landlord Services

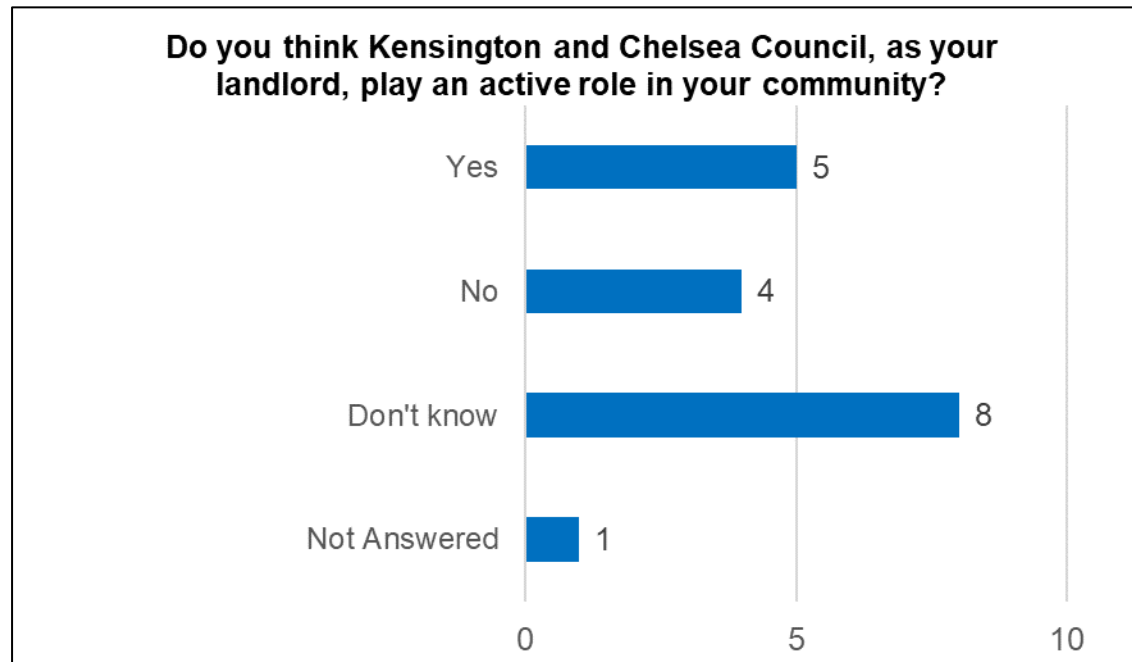


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# Landlord experience – Active role

Respondents were asked if they thought Kensington and Chelsea Council, as their landlord, played an active role in their community.

- Five respondents selected 'Yes' and four respondents selected 'No' .
- Eight respondents selected that they did not know.



*Base: All respondents (18)*

# Landlord experience – Active role

Respondents were asked if they think Kensington and Chelsea Council, as their landlord, plays an active role in the community. Those who answered "Yes" were asked to detail how, while those who answered "No" were asked what role they would like the Council to play. Comments can be seen below:

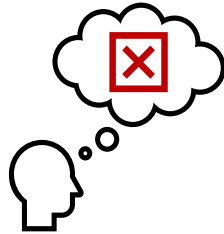
## If not, what role would you like them to play?

*"To provide decent services for resident at a fair cost something it does not do at this time."*

*"Deal with noise nuisance which is anti-social behaviour."*

*"Not on a good sense it remains a controlling organisation."*

*"They should bring back on site full time caretakers. Daily cleaning of estate needs improving."*



*"I'd rather they focussed on providing excellent repairs and maintenance."*

*"Take action in anti-social behaviour."*

*"More women only services in the south of the borough."*

*"Disappointed you closed down our Advice Centre, WENAC, at a time of immense need."*

## If yes, how?

*"There are some good individuals trying to improve things on our estate."*



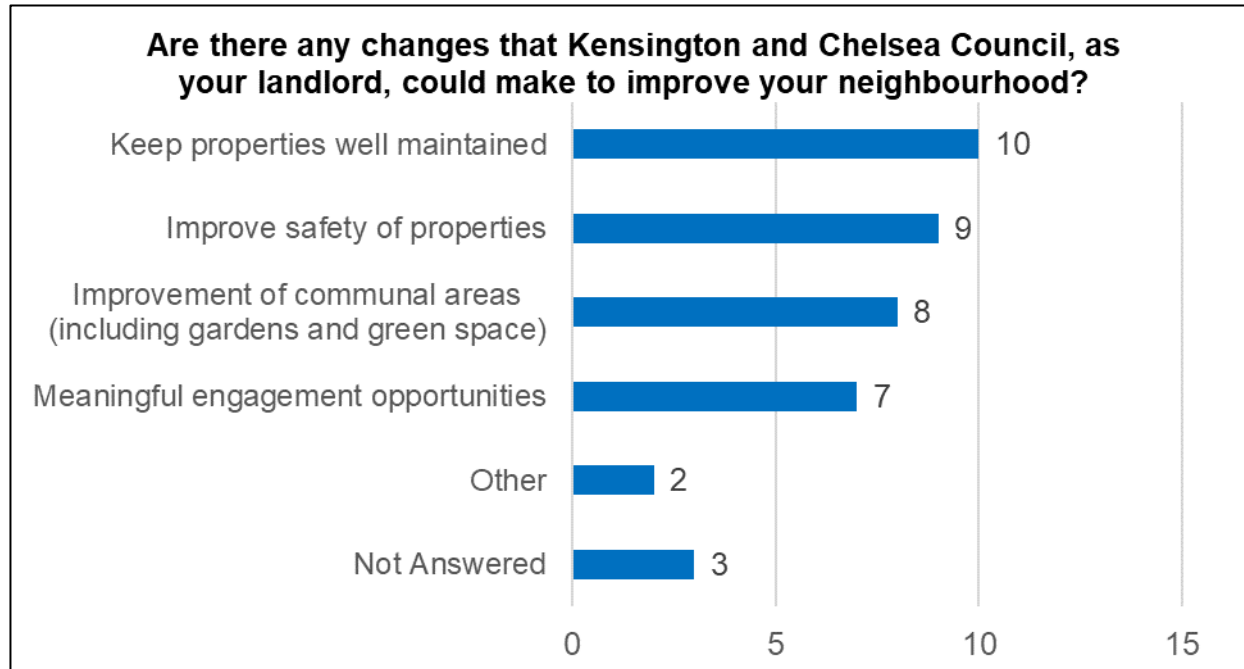
*"Always listening to their needs and helping the community."*

*"Plenty of activities/courses arranged etc, as far as what's going on on the ground, affecting residents, they don't have a clue."*

# Landlord experience – Neighbourhood improvements

Respondents were asked whether there were any changes that Kensington and Chelsea Council, as their landlord, could make to improve their neighbourhood.

- Ten residents selected keeping properties well maintained, and nine chose improving property safety.
- Eight respondents selected the improvement of communal areas, and seven respondents prioritised meaningful engagement opportunities.



## Other answers:

*“More activities for young children.”*

*“Consult us before major projects and take our opinion into account. Who are the contractors you employ who subcontract the project and further down subcontract again? There is no chain of responsibility when they cause damages that we will pay as repairs.”*

*“Work hard to ensure that the properties remain under the control of the council and not handed over to housing associations.”*

*“Protect us from chronic neighbour ASB.”*



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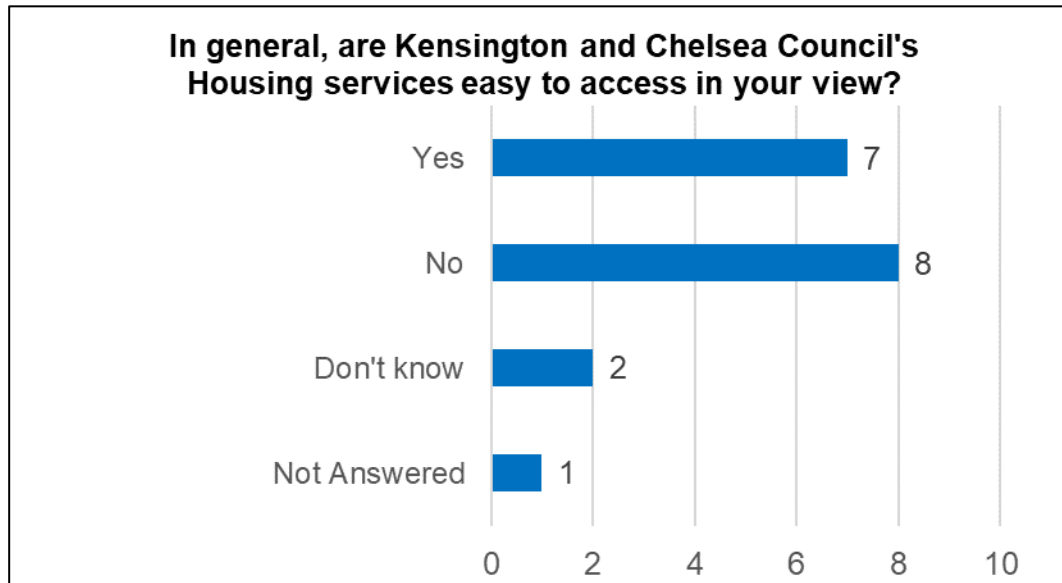
Base: All respondents (18)



# Landlord experience – Ease of access

Respondents were asked if they felt the Council's Housing services were easy to access.

- Responses were split, with seven respondents selecting 'Yes' and eight selecting 'No'.
- An additional two respondents said they did not know, and one respondent did not answer.



*Respondents who answered 'No' to this question were asked to give more detail on why they felt services were not easy to access, their comments can be seen on the following slide.*



# Landlord experience – Ease of access

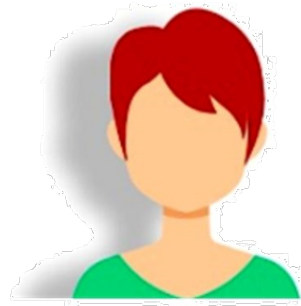
Respondents who answered 'No' to whether Kensington and Chelsea Council's Housing services were easy to access shared the following comments:

*“Do not take into consideration elderly and disabled residents and those who do not use the internet.”*

*“Difficult to speak to someone who understands.”*

*“Trying to find out for example who can help with internal window repairs for my tenant has proven difficult.”*

*“I am so frustrated with the repairs service. We have so many problems with damp, leaks, mould and other broken infrastructure. E.g. intercom, the car park gate, communal door entries, cracks in the masonry, strange electrical noises. Anytime I report a disrepair there is no trace, no visibility of the progress. Furthermore, subcontractors visit and do not fix problems.”*



*“It's taken over a year to get access to my online rent account. Noise nuisance do not work to the lease agreement and will not take action to provide residents with the contractual peaceful enjoyment of their home.”*

*“I wasn't even aware of the services beyond repairs and they are never very friendly or helpful when I've had to call.”*

*“Accessing yes but no chasing up repairs from your end.”*

*“I contact the repairs desk and then is a never ending adventure...of lost job numbers and no feedback.”*

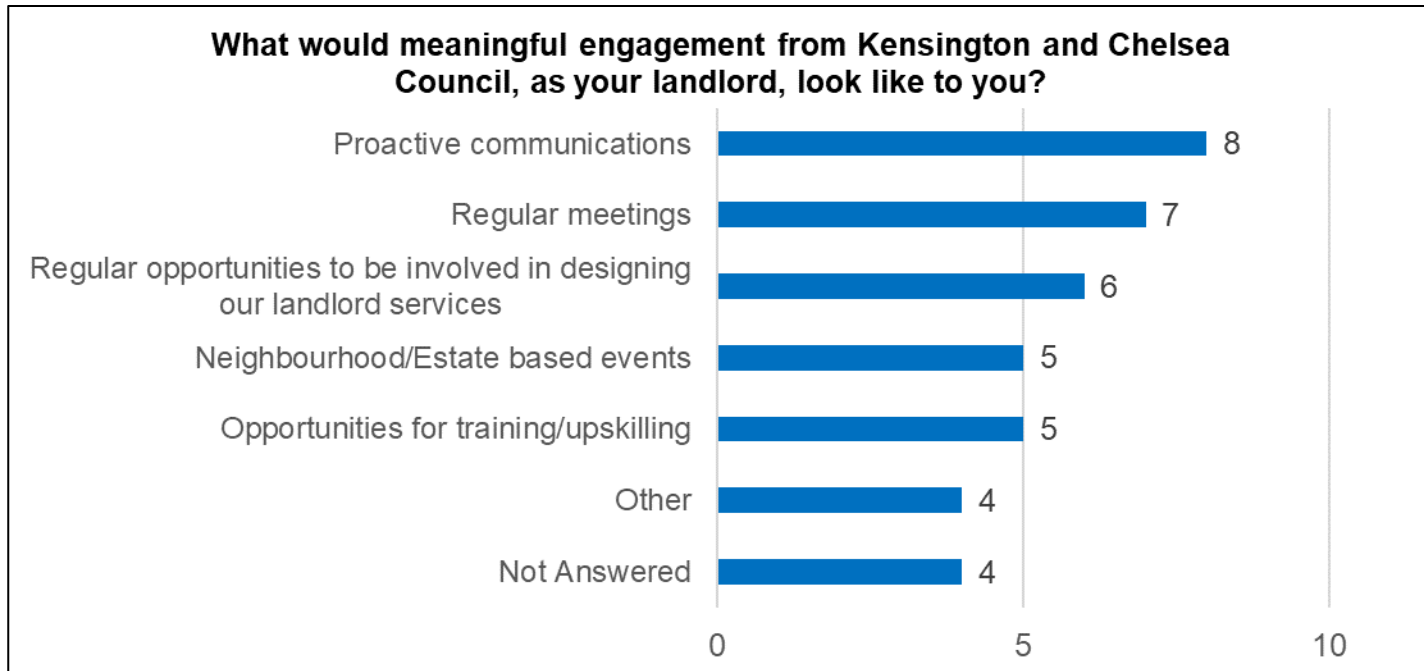


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# Landlord experience – Meaningful engagement

Respondents were asked what meaningful engagement would look like to them

- Eight respondents selected proactive communications.
- Seven respondents selected regular meetings and six respondents selected regular opportunities to be involved in designing their landlord services.



## Other answers:

*“Update meetings, but only as webinar for those that find it difficult to get out.”*

*“In Elm Park Gardens it feels like the leaseholders have a lot more sway than tenants with things such as the proposed CCTV in our blocks. Why are their opinions more important than a tenant’s?”*

*“Creating local groups of tenants with a WhatsApp group for them to engage and support each other.”*

*“Do their job properly.”*  
*“Staff that act on behalf of residents’ rights.”*

Base: All respondents (18)

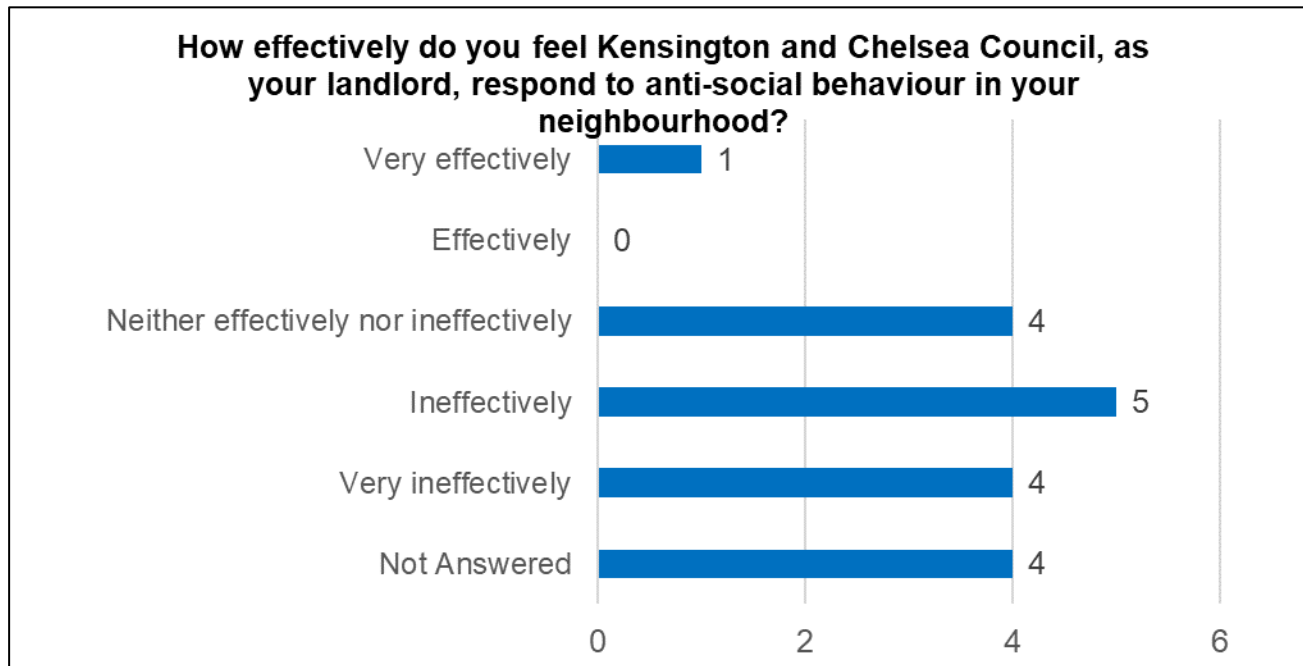


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# Landlord experience – Anti-social behaviour response

Respondents were asked how effective they felt that Kensington and Chelsea Council, as their landlord, responded to anti-social behaviour in their neighbourhood.

- Only one respondent said that they felt the Council responded 'Very effectively' to anti-social behaviour in their neighbourhood.
- Four respondents said the Council responded 'Neither effectively nor ineffectively'.
- Five respondents said the Council responded 'Ineffectively' and four respondents selected 'Very ineffectively'.



*Respondents who answered 'Ineffectively' or 'Very ineffectively' to this question were asked to give more detail on why they felt this way, their comments can be seen on the following slide.*



# Landlord experience – Anti-social behaviour response

Respondents who said they felt that the Kensington and Chelsea Council, as their landlord, responded 'Ineffectively' or 'Very Ineffectively' to anti-social behaviour shared the following comments:

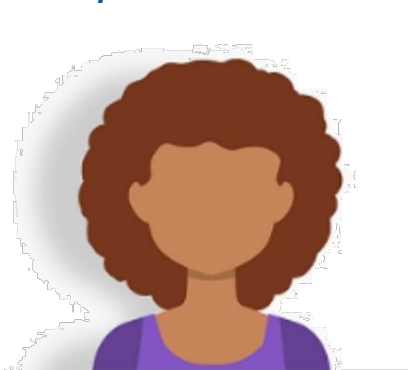
*“Because they know the perpetrators but don't do anything about them, just warnings and want to move the victims instead of the anti-socials.”*

*“Sending out letters across an entire block with no investigation. Telling people to call the police instead of dealing with the resident.”*

*“Indifferent and never follow up or resolution of the problem.”*

*“In the past it was terrible. Fewer problems now, fortunately, so I don't know if they've improved.”*

*“We have been asking for CCTV for years but are always told that there is either no budget or that it's up to the RA to fund.”*



*“I suffer from chronic noise and flooding ASB issues. There has been no improvement in their behaviour or your action in 12 years. They also flood me between two and three times per year over the same period in my view. These people are not capable of sustaining a tenancy but no effective steps have been taken. You seem reticent to communicate.”*

*“I've complained about noise from neighbours in the block and in the communal garden at night and nothing is done about it, it just continues.”*

*“Anti social tenants, not enough been done about it.”*

*“Indifference and issues constantly not dealt with. No follow up with responsibility and accountability from the people in the office.”*

*“It took 2 weeks to remove graffiti from our estate when I reported it online.”*

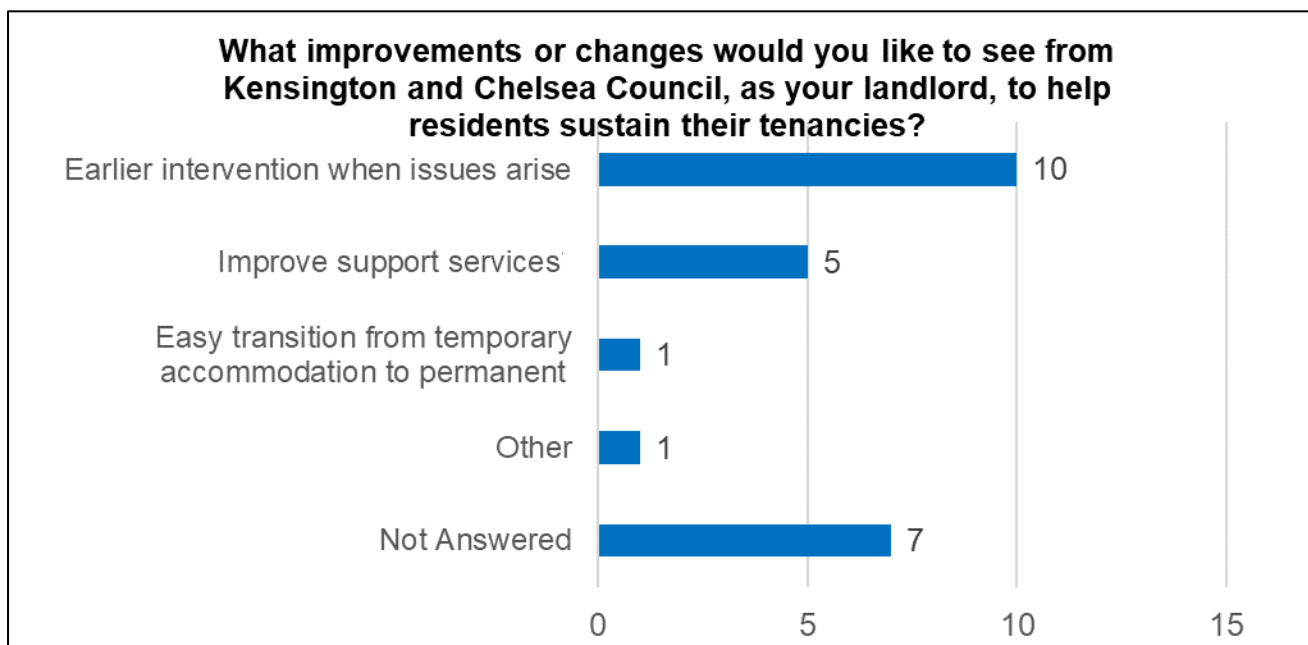


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# Landlord experience – Tenancy improvements

Respondents were asked what improvements or changes they would like to see from Kensington and Chelsea Council, as their landlord, to help residents sustain their tenancies.

- Ten residents said they'd like to see earlier intervention when issues arise.
- Five respondents said they'd like to see improved support services.
- One respondent said they'd like to see an easy transition from temporary accommodation to permanent.



Base: All respondents (18)

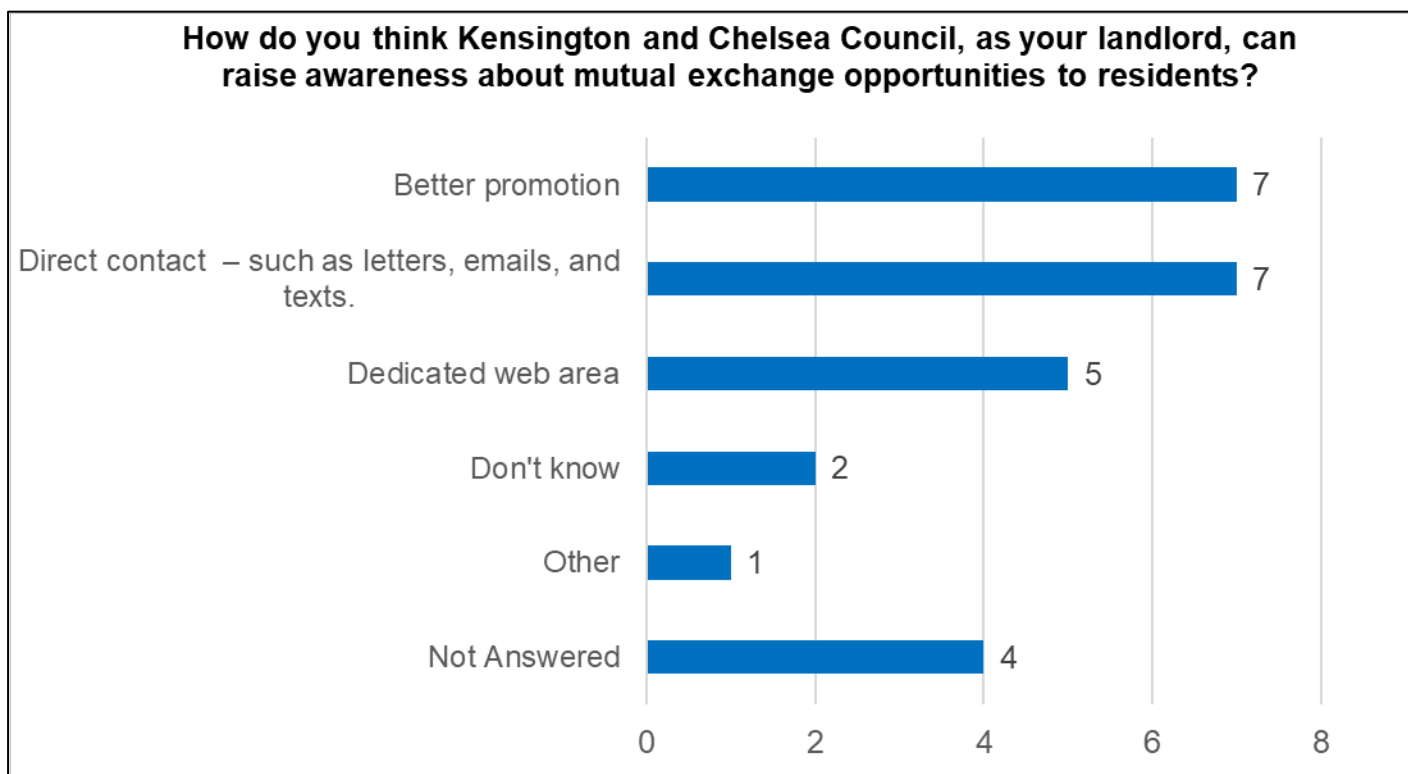


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# Mutual exchange opportunities

Respondents were asked how they thought the Council, as their landlord, could raise awareness about mutual exchange opportunities to residents.

- Seven respondents each thought that better promotion and direct contact (e.g. letters, emails, and texts) could raise awareness about mutual exchange opportunities to respondents.
- Five respondents thought a dedicated web area could raise awareness about mutual exchange opportunities to residents.



Base: All respondents (18)



# Repairs – Ease of reporting

Respondents were asked whether they found it easy to report and track a repair to Kensington and Chelsea Council, as their landlord.

- Three respondents said they found it easy to report and track a repair to Kensington and Chelsea Council.
- However, half of the respondents (nine) said they did not find it easy to report and track a repair to Kensington and Chelsea Council.
- Three respondents answered that they did not know.



*Base: All respondents (18)*

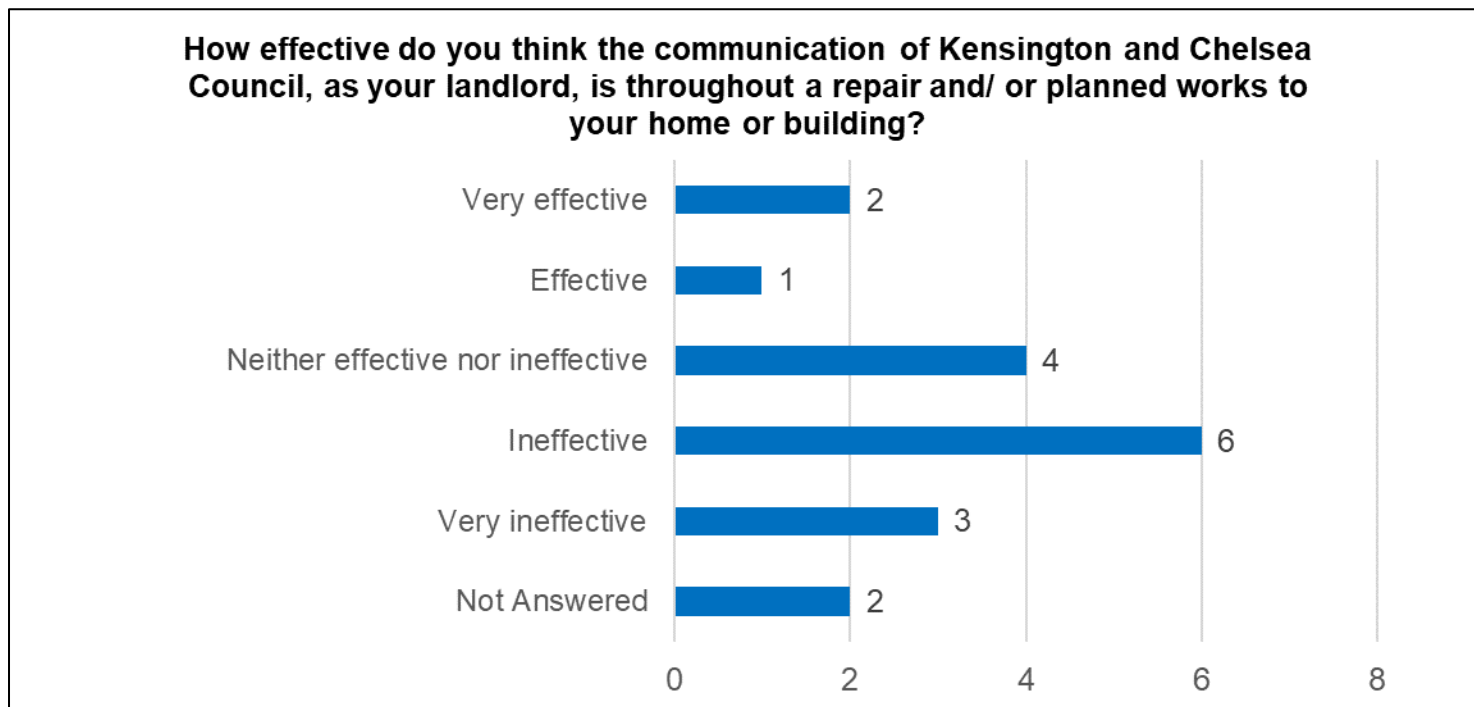




# Repairs – Communication

Respondents were asked how effective they thought the communication of Kensington and Chelsea Council, as their landlord, was throughout a repair and/ or planned works to their home and building.

- Three respondents thought the communication of the Council was either 'Very effective' (two) or 'Effective' (one) throughout a repair and/ or planned works to their home and building.
- Four respondents felt neutrally, saying communication was 'Neither effective nor ineffective'.
- Half (nine) of respondents thought the Council's communication throughout a repair and/ or planned works to their home or building was 'Ineffective' (six) or 'Very ineffective' (three).

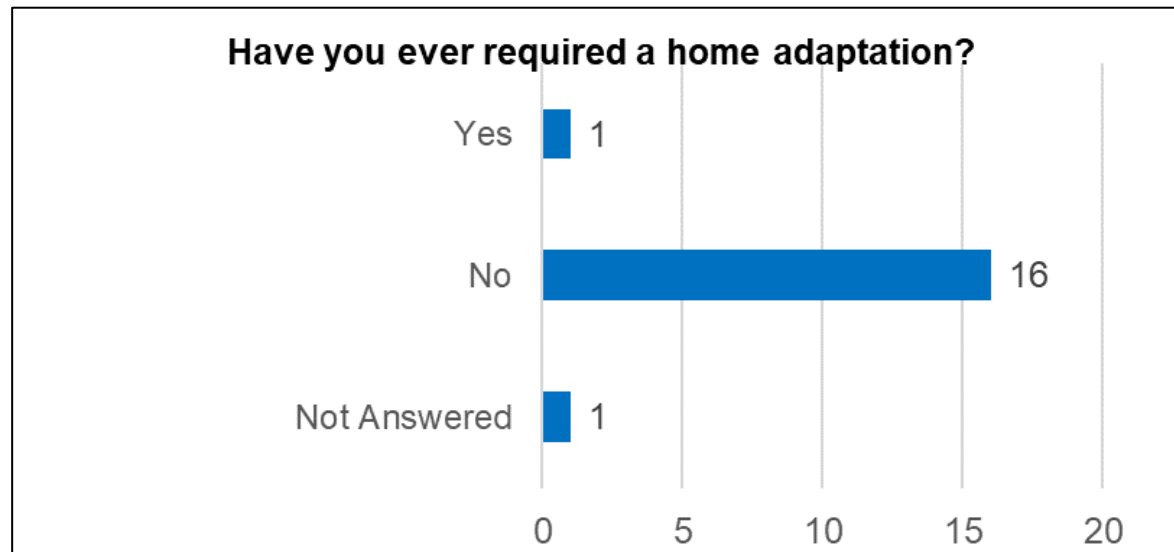


Base: All respondents (18)



# Home adaptation

Respondents were asked if had ever required a home adaptation. The majority (16) answered 'No', and only one respondents said they had required a home adaptation.



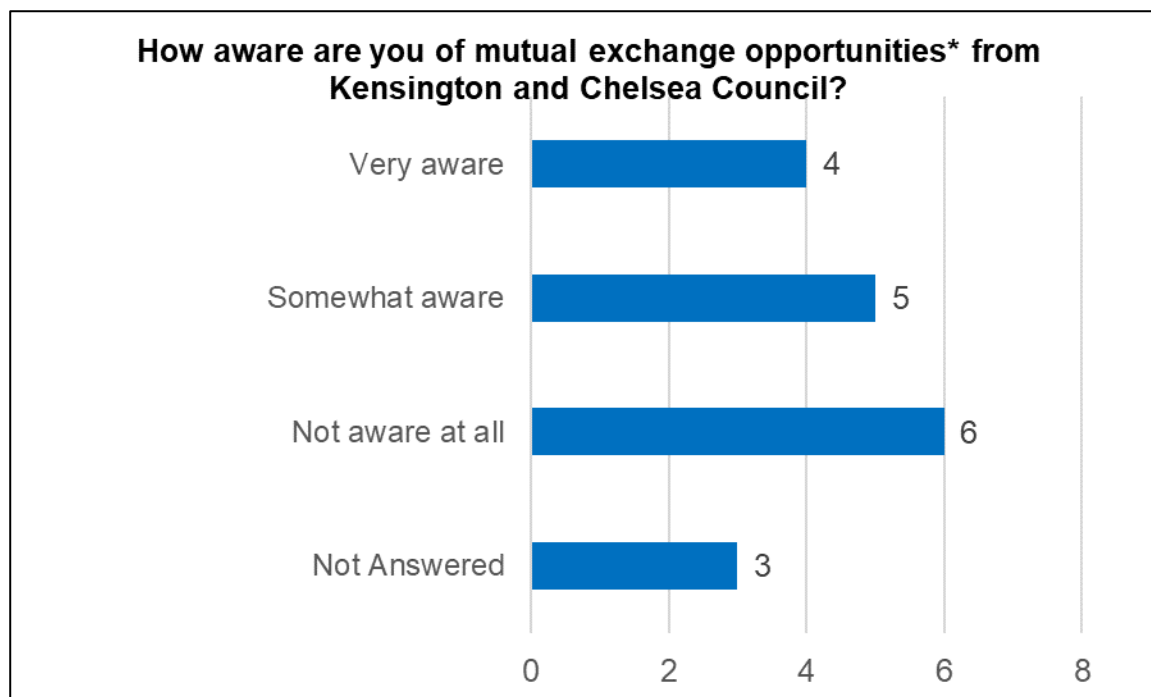
The resident who had required a home adaptation was asked if this process was easy to go through, and they answered yes.

*Base: All respondents (18)*

# Mutual exchange opportunities - Awareness

Respondents were asked how aware they were of mutual exchange opportunities from Kensington and Chelsea Council.

- Almost half of respondents (nine) were either 'Very aware' (four) or 'Somewhat aware' (five) of mutual exchange opportunities.
- A third (six respondents) were 'Not aware at all' of mutual exchange opportunities.



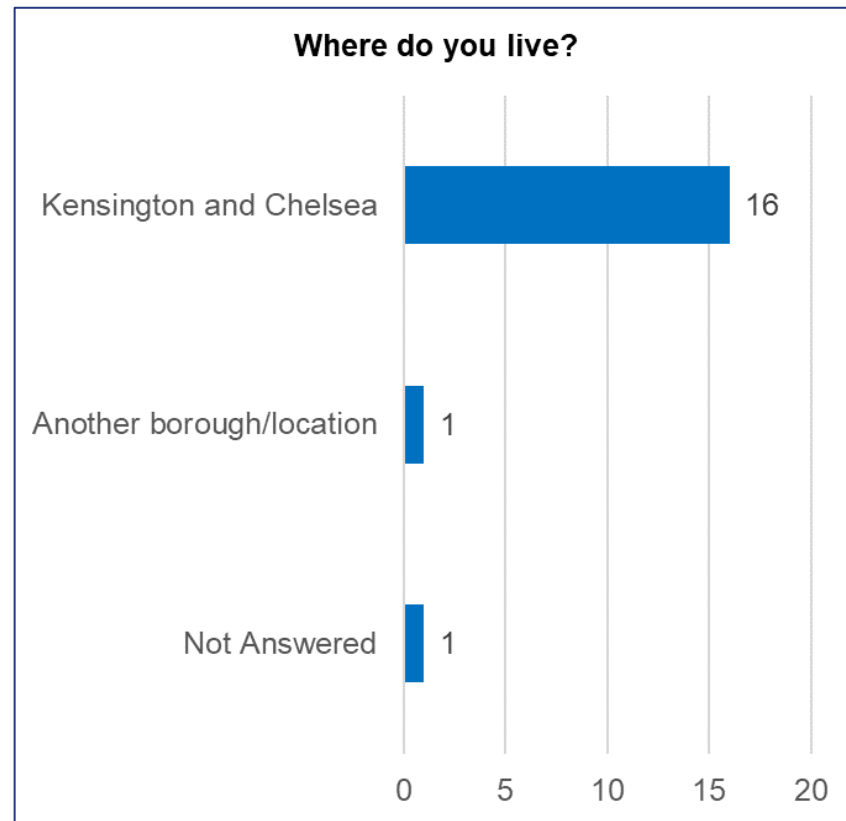
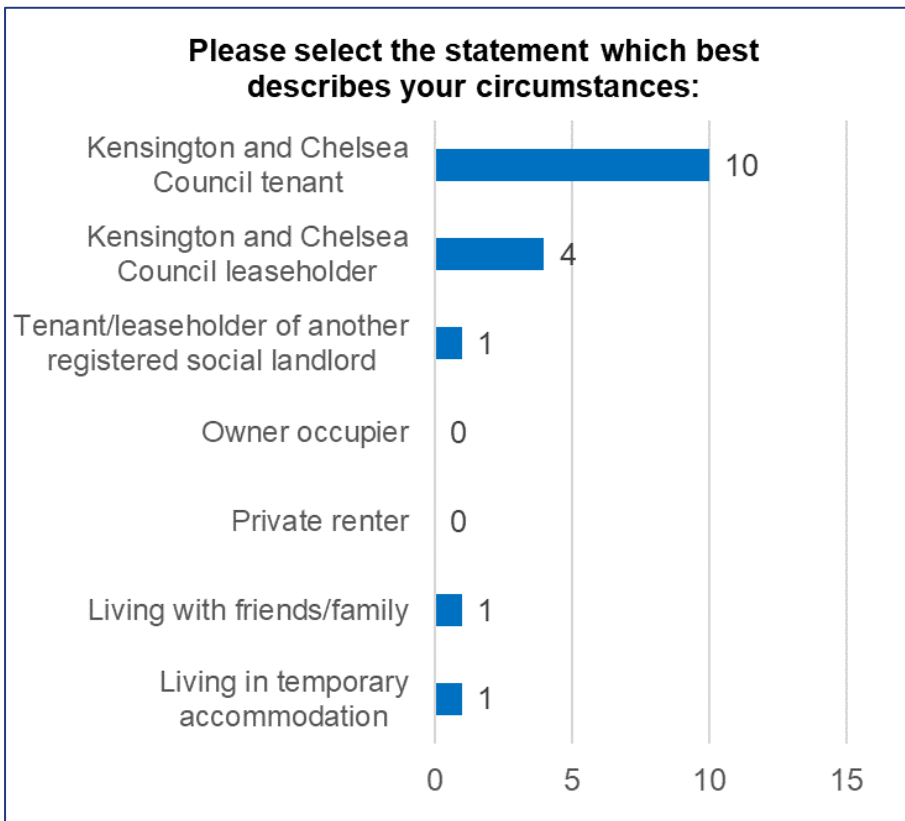
Base: All respondents (18)



# Demographics



# Demographic breakdown – *Housing status*

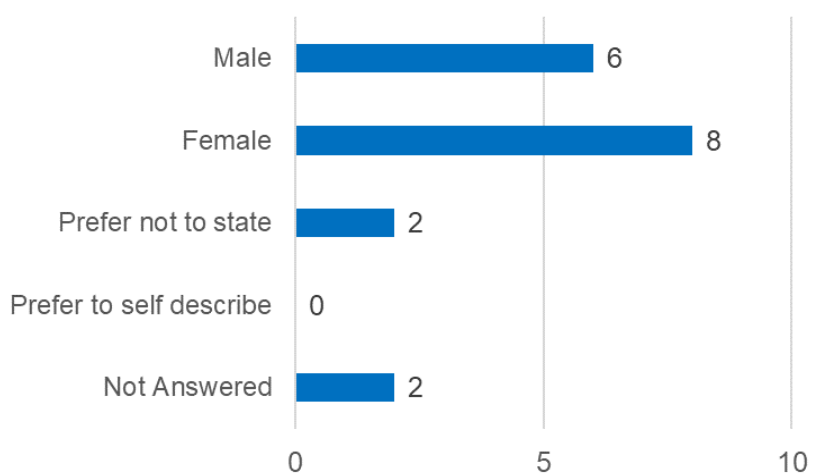


Base: All respondents (18)

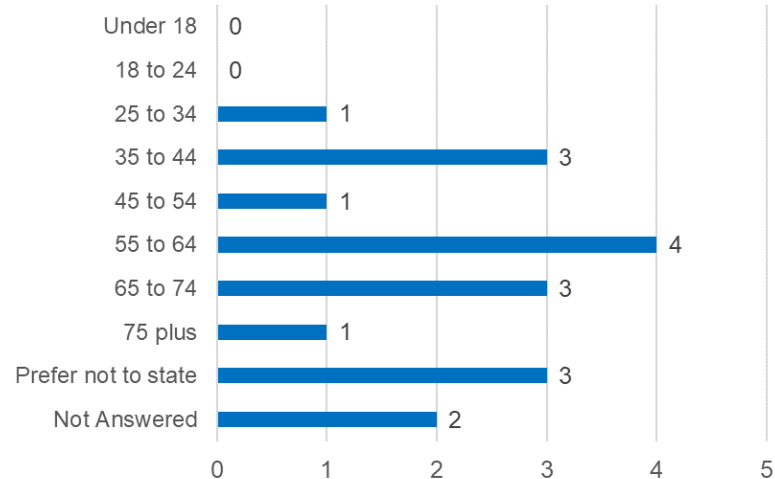


# Demographic Breakdown

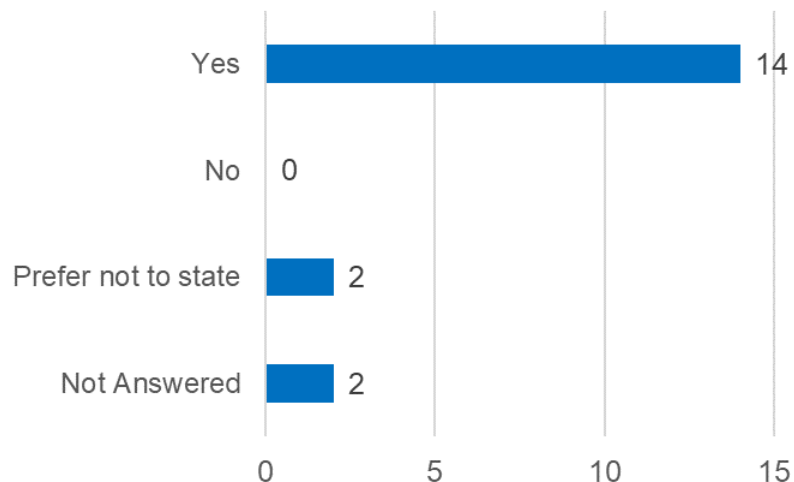
### What is your sex?



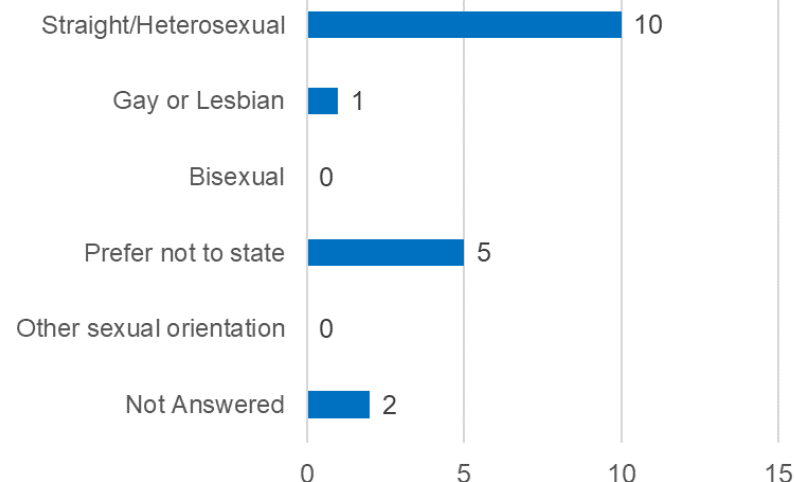
### Which age group do you belong to?



### Is the gender you identify with the same as your sex registered at birth?



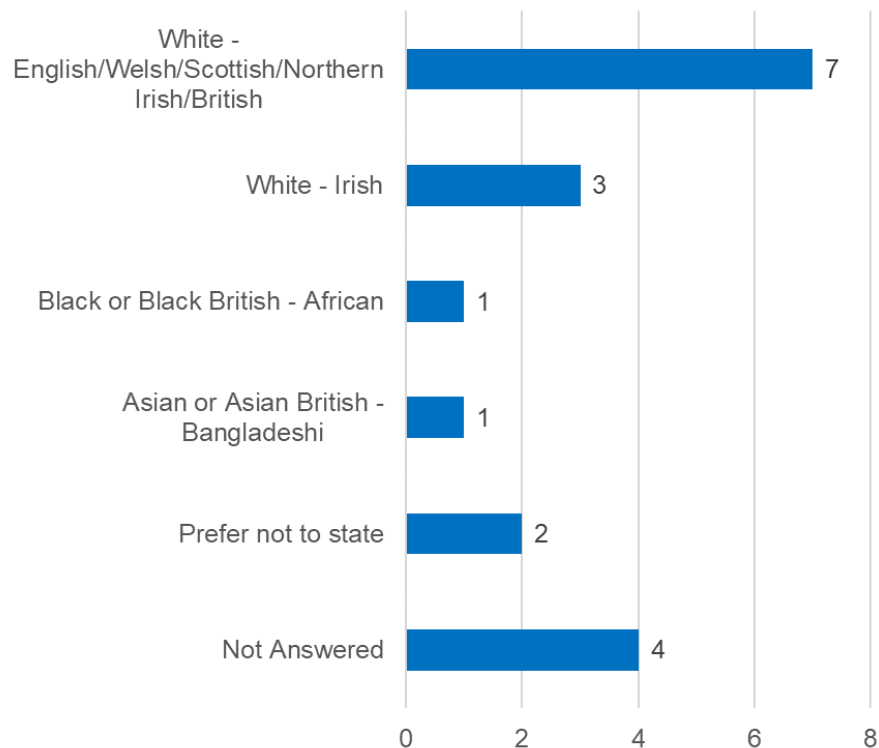
### Which of the following best describes your sexual orientation?



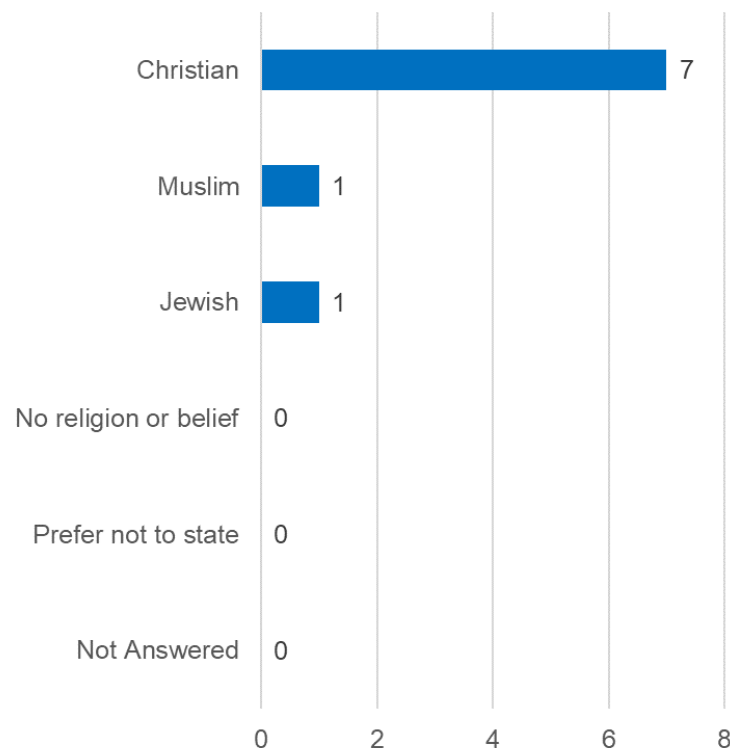
Base: All respondents (18)

# Demographic breakdown – *Ethnicity and religion*

## How do you describe your ethnic origin?



## What is your religion or belief?



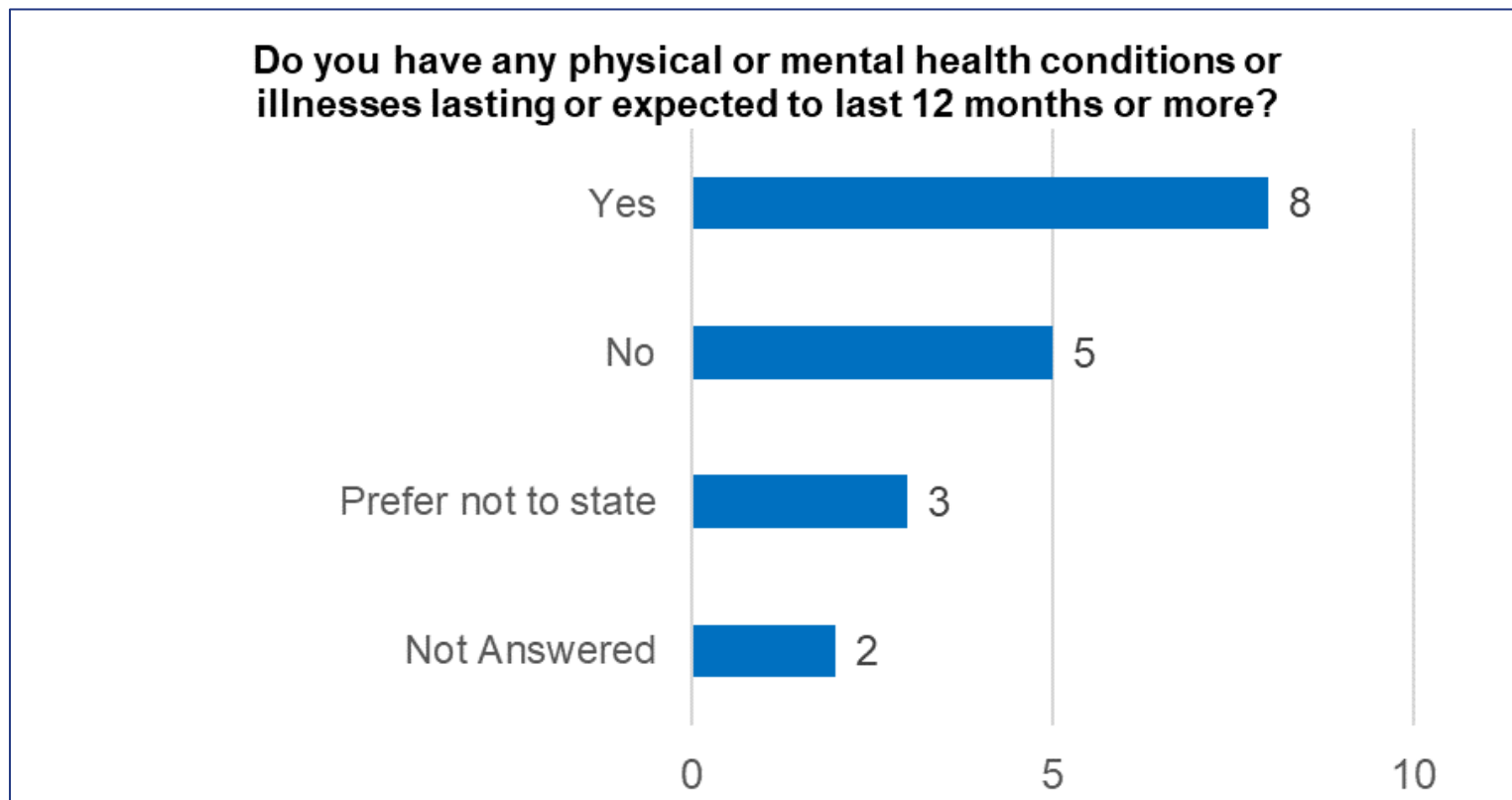
*Only ethnicities/ religions with responses are included above.*

*Base: All respondents (18)*



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# Demographics – *Physical or mental health conditions*

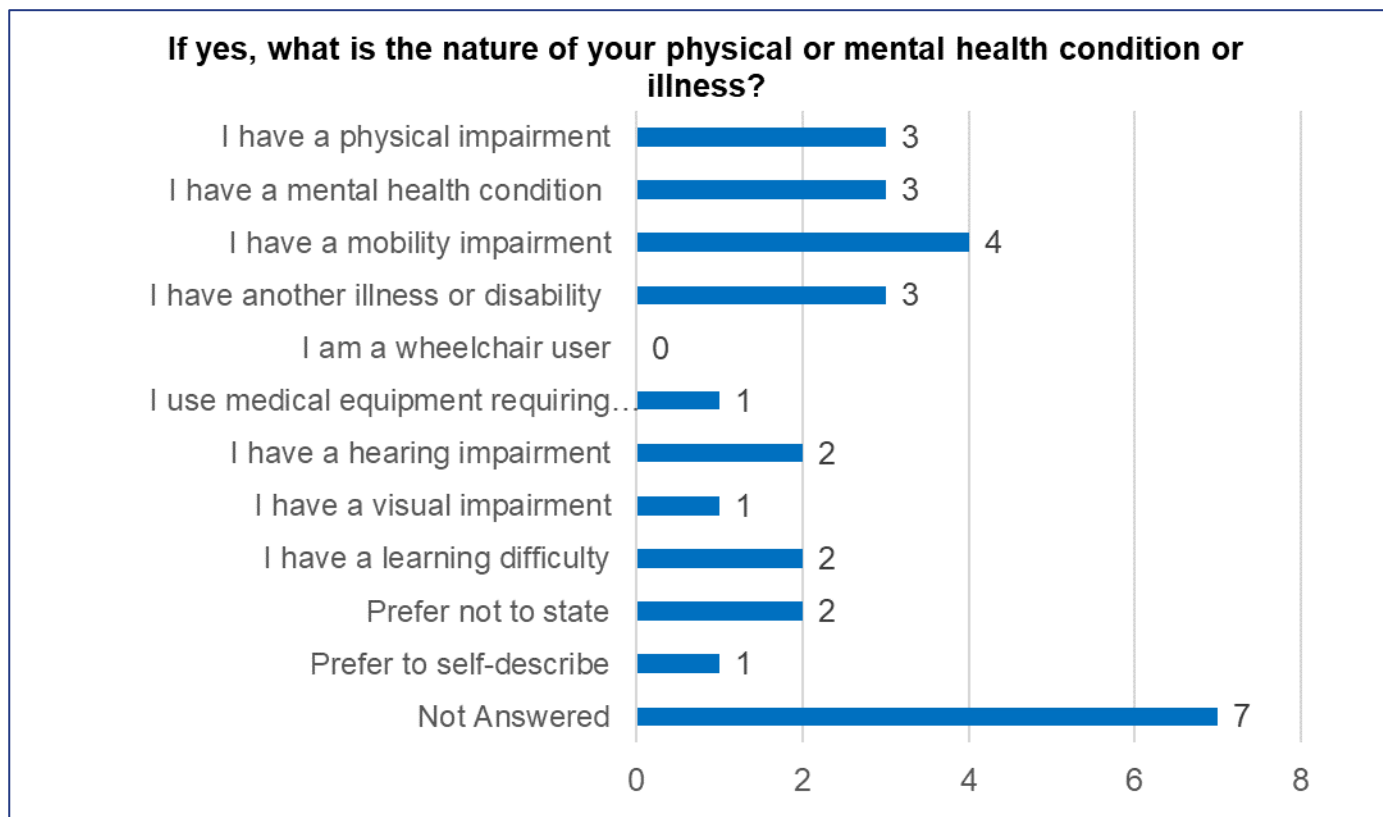


Base: All respondents (18)





# Demographics - *Physical or mental health conditions (continued)*



Base: All respondents (18)

