



# Iveagh House Survey Feedback

Tuesday 4<sup>th</sup> June 2024

**Mekor Newman**

Independent Community Consultation  
Advisor

## Session Plan:

1. Engagement & Response Breakdown
2. Feedback on Information & Communications
3. Feedback on Improvement Works
4. Support Needs & Resident Involvement
5. Resident Queries & Request for Additional Support
6. Recommendations
7. Next steps –13<sup>th</sup> June 2024 Resident meeting

## **Aims & Objectives:**

The main aims and objectives of the survey were to:

1. Understand resident awareness levels about the work, and their satisfaction levels about their landlord's communication and consultation processes.
2. Understand satisfaction levels about the improvement works both inside homes and in the block/communal areas).
3. Identify any support needs for residents including health, access, and language needs.
4. Identify any outstanding support that residents require to be escalated to their landlord (e.g. outstanding repairs, rehousing).
5. Identify what residents felt could be put in place to improve the process of the works



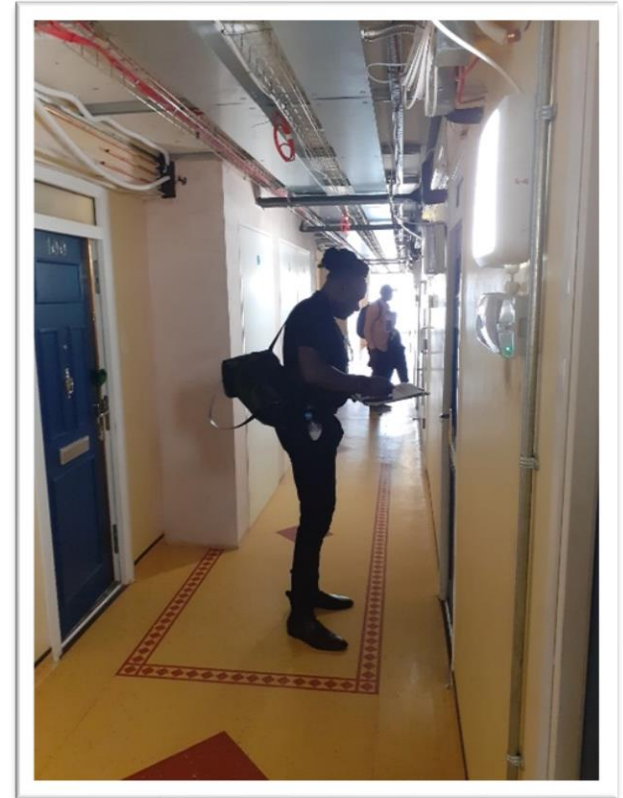
# Engagement & Responses Breakdown

## Responses:

70 community surveys between March-May 2024.

This is a completion rate of 42% from 166 properties in the block (including empty properties).

11 residents had refused to complete the survey, either because they were not interested, busy at the time, or did not wish to engage.

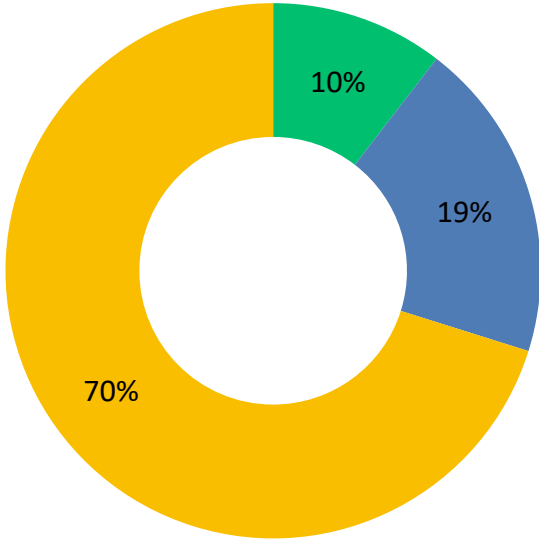


# Survey Engagement:

No.	Engagement Activity	Dates:
1.	Introductory Newsletter Distribution	Saturday 23 <sup>rd</sup> March 2024
2.	Door Knocking Surveying	Tuesday 26 <sup>th</sup> March 2024, 3pm-7pm
3.	Door Knocking Surveying	Thursday 28 <sup>th</sup> March 2024, 11am-3pm
4.	Door Knocking Surveying	Saturday 6 April 2024, 11am-3pm
5.	Door Knocking Surveying	Thursday 11 April 2024, 3pm-7pm
6.	Door Knocking Surveying	Saturday 13 <sup>th</sup> April 2024, 11am-3pm
7.	Phonecall Surveying	Tuesday 23 <sup>rd</sup> April 2024
8.	Phonecall Surveying	Wednesday 24 <sup>th</sup> April 2024
9.	Bulk Text Reminder	Thursday 25 <sup>th</sup> April 2024
10.	Bulk Email Reminder	Thursday 25 <sup>th</sup> April 2024
11.	Phonecall Reminders & Surveys	Thursday 9 <sup>th</sup> May 2024

# Survey completed via:

Answered: 67 Skipped: 3



■ Online weblink ■ Phonecall ■ In person

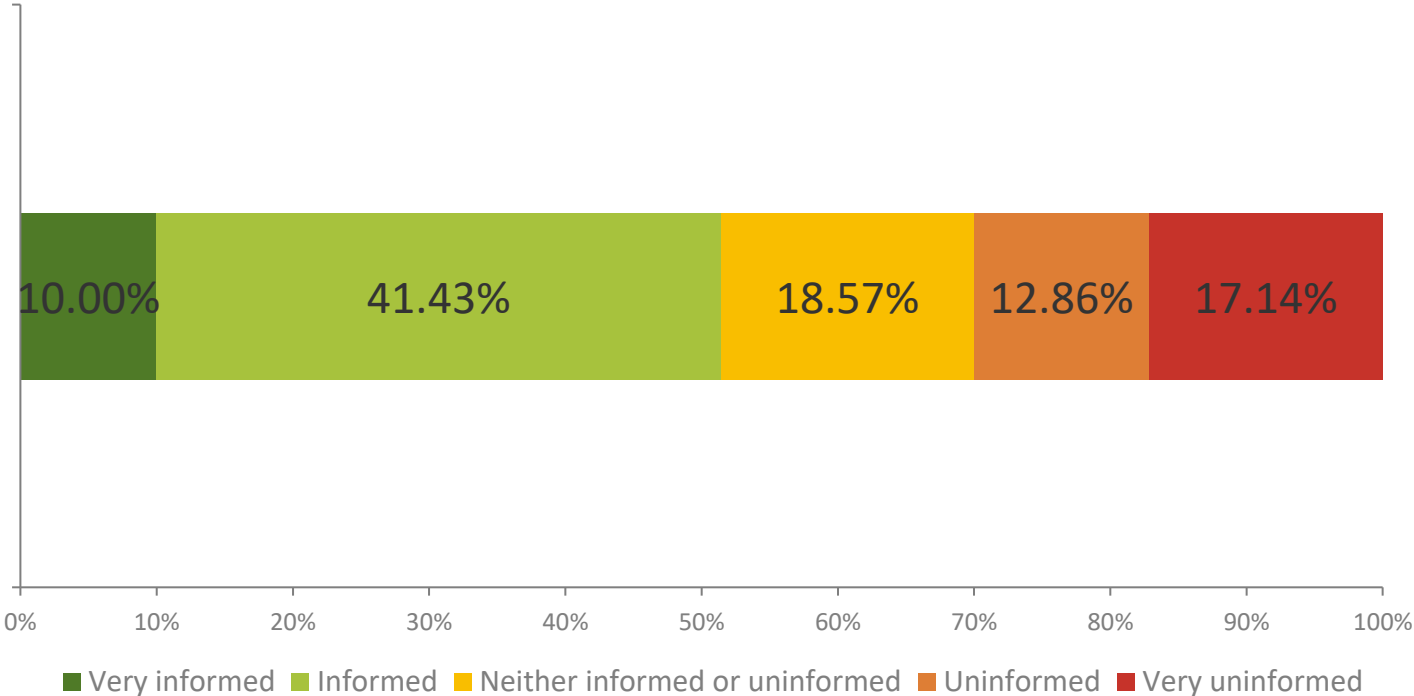


# Resident Feedback on Communications



# How well informed do you feel about the improvement works taking place at Iveagh House?

Answered: 70 Skipped: 0



## Resident Comments: How well informed do you feel

*“the temperatures on the radiators and exactly how they work has never been explained and now they are fitting other things and none of this has been explained properly”.*

*“a regular email update would be good”.*

*“kept up to date”*

*“Extents of work taking place have been underestimated and the full picture hasn't been provided to residents”*

*‘neighbours keep me informed’*

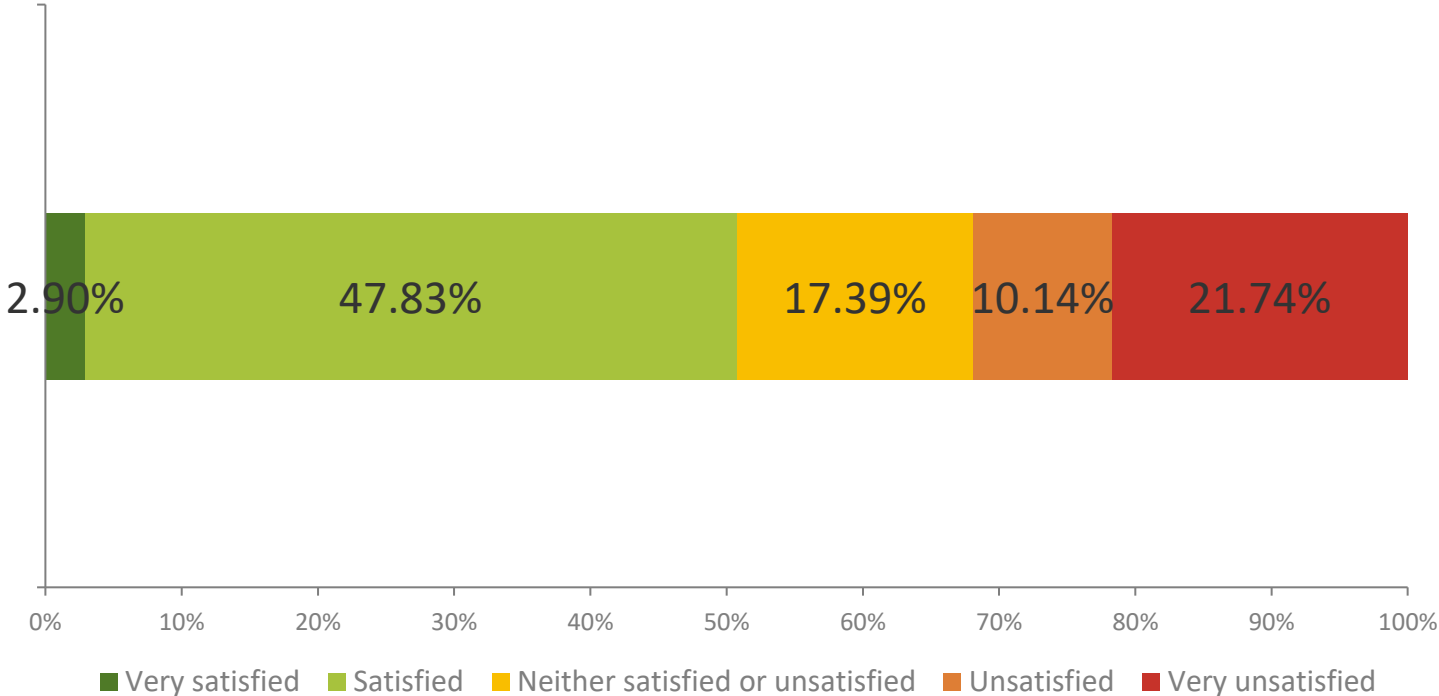
*“need more information about how the balconies will look once works are completed and scaffolding is taken down” ”*

*“notifications are given out within very short notice”*

*“I don't think we quite got the severity of it and it's caused a lot of stress”.*

# How satisfied are you with The Guinness Partnership's communications with you about the improvement works?

Answered: 69 Skipped: 1



## Resident Comments: Communications

*"I have been kept fully up to date and I am well ahead of everything that is happening".*

*"Improved"*

*"More definitive timescales of when works completed"*

*"Much better now"*

*"sometimes you could get 2 or 3 pieces of information/letters at once. They could be shortened or get straight to the point".*

*"the contractors communicate what's going on. We get lots of letters. They let us know when the water is off which gives us time to prepare".*

*"happy that Guinness staff are downstairs to access".*

*"don't have a clue, what the they said originally is all changed, always drilling. It's madness"*

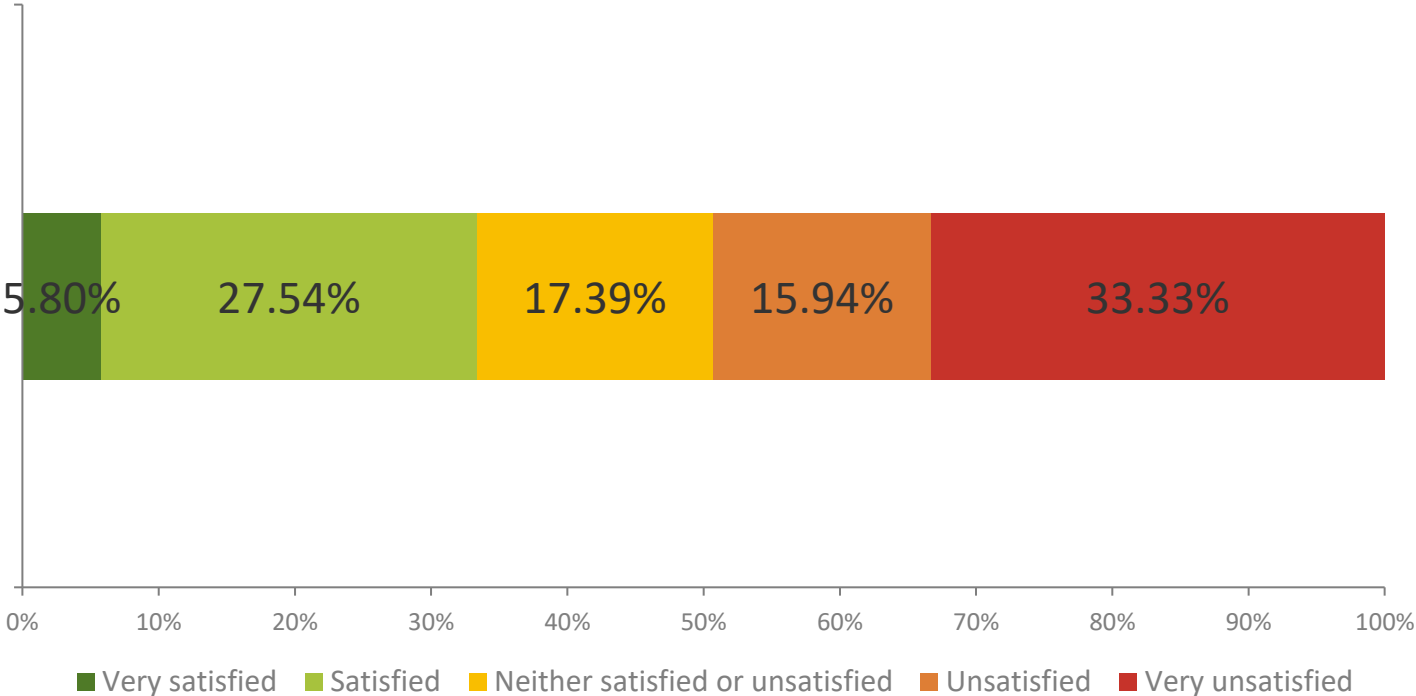
*"like the text communication method if say the heating has to go off suddenly".*



# Resident Feedback on Improvement Works

# Q4: How satisfied are you with the process put in place to improve your home?

Answered: 69 Skipped: 1



## Resident Comments: Works in Home

*“not conducive to live in a single room whilst they are doing the work”.*

*“I am worried that the new windows are making the homes more colder and would have to pay more energy price with putting the heating on.”*

*“they don’t stick to the timetable of the works”.*

*“relentless”.*

*“not happy with the new window frames, it’s making the mould and compensation worse. New extractor fans are constantly on but not resolving the mould issues*

*“making wholesale changes to a heating system mid-winter in a block when all summer the heating is off defies logic, and assuming that electric heaters would suffice at that time of year instead of central heating is not what I call customer-focus thinking”.*

## Resident Comments: Works in Home

*"nothing improved, all they did was install pipes and destroyed walls that did not need to be destroyed"*

*"block is a building site and has not been properly secured. There are no alarms on the scaffolding"*

*"If I was to rate the process, I would rate it 8/10".*

*"What improvements - it's unclean - it's dirty and dusty"*

*"we've been quite happy with the way the works have been carried out. They've kept their word on everything. We're still waiting for the balcony to be done. But generally, it's been okay"*

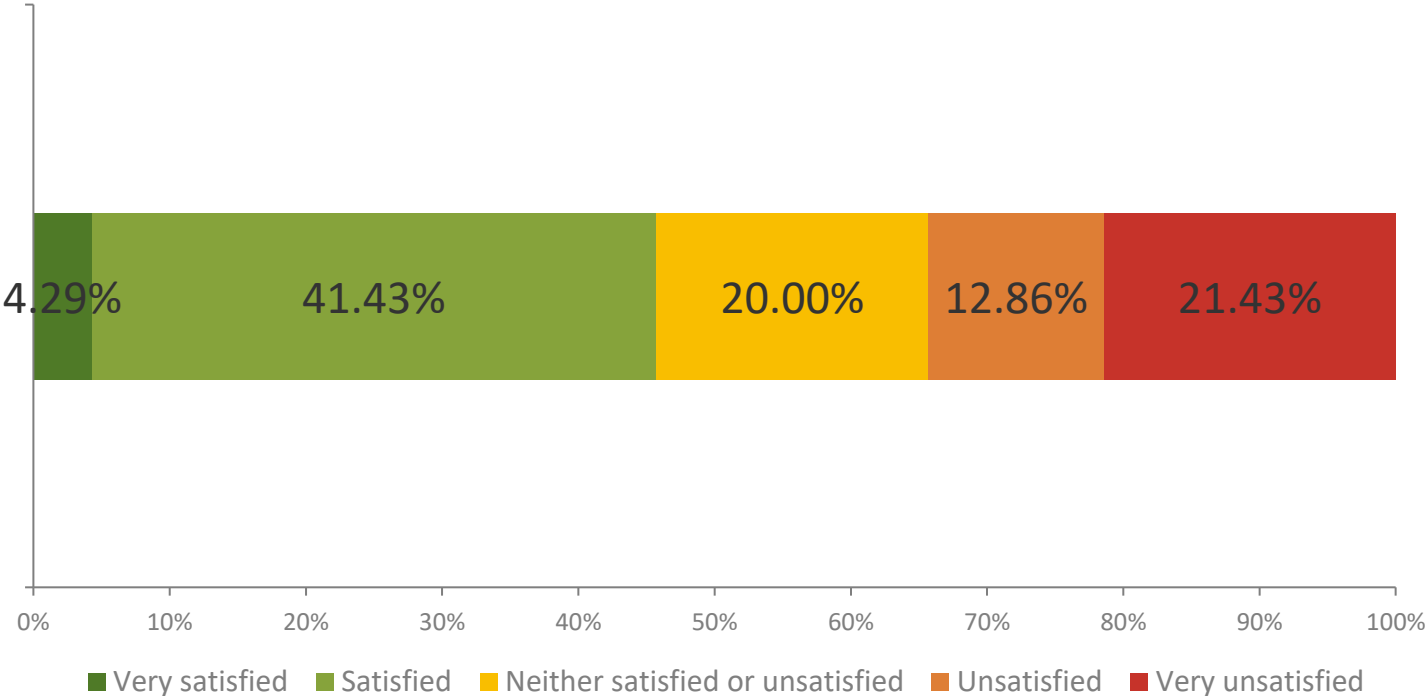
*"Noise level, disruption and drilling. Workmanship is shoddy, the pipework internally is exposed"*

*"Noise levels are high, its difficult studying There is cracks, it needs to be repainted.".*



# Q5: How satisfied are you with the process put in place to improve your block and communal areas?

Answered: 70 Skipped: 0



## Resident Comments: Works in Block & Communal Areas

*“the process is good, and the builders clean up after themselves, and the improvements have worked so far”*

*“there is now less room in the corridors, and it’s not worked well regarding space”,*

*“lifts are always busy due to the works”.*

*“I had complained initially about lack of cleanliness, but the blocks are clean and get cleaned everyday”.*

*“the noise is unbearable as a night working with drilling in the communal areas. I have to seek respite at my friend’s home”*

*“we had such a nice park we could use in the summer, too many cars parking there and bins are now moved in the middle of the park which isn’t ideal”.*

## Resident Comments: Works in Communal Areas

*“machines are not adequate for the extensive amount of times they are in use. The machines should be bigger”*

*“the new machines are better and simple to use. We need more information of where the laundry facilities will be in the future”*

*“neglected by Guinness”.*

*“residents’ room has been taken over by contractors”*

*“they removed the gutters just before a spell of heavy rain and this caused water leaks”.*

*“laundry room should be brought on the ground floor instead of the basement.”*

*“happy with the communal area and the block”*

**Q7: What do you feel your landlord could put in place to help improve the process of these works?**

***Compensation & Rehousing:***

- *Provide compensation for noise, disruption, and inconvenience.*
- *Offer temporary and permanent rehousing options as needed.*

***Communication & Respect:***

- *Improve communication and updates about the work.*
- *Show more respect and consideration for residents.*
- *Ensure honesty, transparency, and prompt follow-up on complaints.*
- *Ensure information is equally accessible to all residents at Iveagh House.*
- *Involve all residents in consultations and decision-making processes.*

***Work Quality & Follow-through:***

- *Conduct quality checks on completed work and ensure all are completed*

**Q7: What do you feel your landlord could put in place to help improve the process of these works?**

***Facilities & Upgrades:***

- *Make good on facilities like the laundry room, community room, and park.*
- *Increase storage space in homes.*
- *Consider new bathrooms and kitchens for residents.*
- *Support & Minimising Disruption:*

***Support older and vulnerable residents.***

- *Reduce the disruptiveness of the works.*
- *Replace or reimburse residents for goods damaged by contractors.*

***Learn from Experience:***

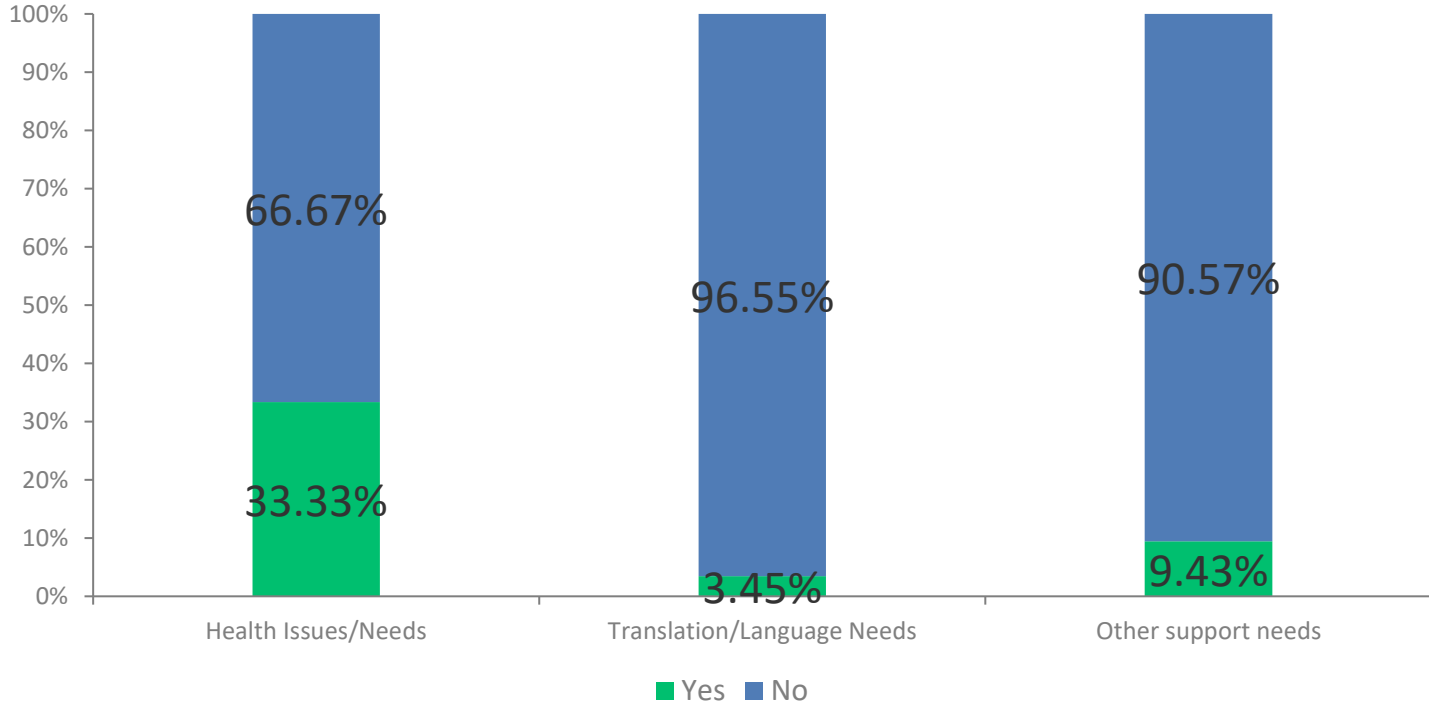
- *Implement lessons learned from past experiences to improve future processes.*



# Support Needs & Resident Involvement

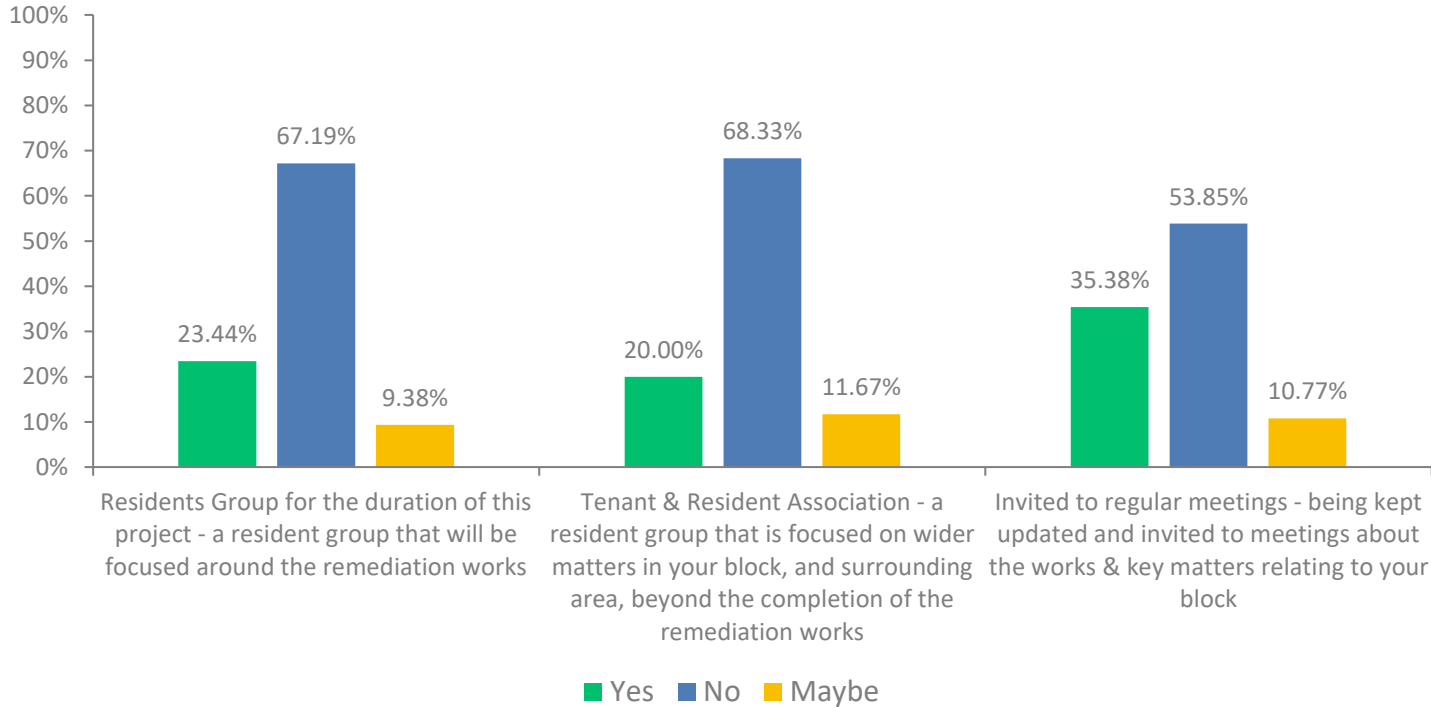
# Q8: Do you have any support needs, or anything your landlord might need to be aware of prior to carrying out the works in your home and communicating with you?

Answered: 66 Skipped: 4



# Q11: Are you interested in being involved as part of a resident group or attending resident meetings about the remediation works, or the future management of the Iveagh House block? Please respond to the options below:

Answered: 65 Skipped: 5





## Resident Comments: Resident Group

*"If people had meetings, and got something from it, they would be more inclined to be involved.*

*Trying to engage as many people as possible for definitive change is important, and getting what Guinness promise in writing so that we as residents can hold them account. It is important to analyse all the failings of Guinness, what they haven't done right, and get compensation for that"*

*"I don't want to commit, but happy to attend meetings from time to time. Service charges meeting is interesting"*

*"Happy to get involved but I need to be convinced that getting involved and coming to meetings will make a difference".*

*"busy" ... "don't have time"  
.... "working"*

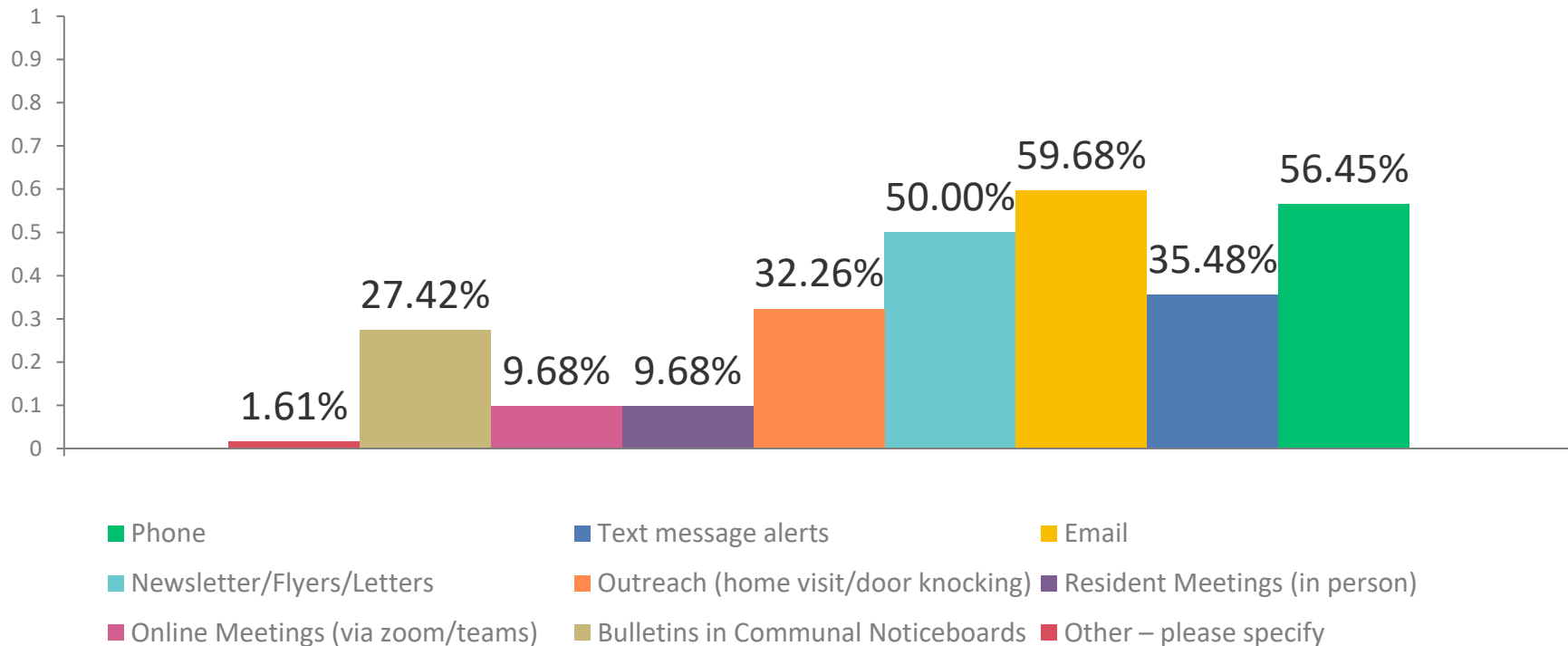
*"This is an important part of living in such a large residential – so my feeling is this will enhance the communication / information side of things for tenants going forward.... But I want younger 20-60 age group to be involved having their say, not oldies like me".*



# Demographics, and Preferred Communications

# Q13: What are your preferred methods of communication for being kept updated and informed about the improvement works and any other issues relating to Iveagh House. (You can tick more than one option)

Answered: 62 Skipped: 8





# Resident Queries & Request for Additional Support

## Resident Queries & Additional Support

NewmanFrancis received a total of 42 resident queries throughout the course of the surveying period between March-May 2024 where residents required further advocacy and support from our team to raise issues with Guinness.

These queries were escalated on a weekly basis with the Guinness customer liaison team to action.

Most queries received were relating to residents requiring support around rehousing, housing management/outstanding repairs, the improvement works, or reimbursement for damaged goods.



# Our Recommendations to your Landlord

# Our Recommendations

## Communications

- Enhanced communications channels
- Updates and timelines
- Accessibility to Staff/Services e.g. Resident Liaison Officer / Customer Liaison Officer
- Consultation and Feedback
- Information

## Resident Involvement

- Establishment of a Residents' Association
- Technical Advisory Groups
- Service Charges
- Contractor Selection & Review
- Resident Panels (area wide panels to scrutinise landlord services)

## Estate Management

- Regular inspections and feedback loops
- Enhanced cleaning and security

## **Our Recommendations (Continued:)**

### **Compensation and Support**

- Compensation Proposal (co-designed with residents)
- Support for vulnerable residents
- Rehousing Support
- Additional Support (e.g. dehumidifiers, cleaning)
- Respite & Community Activities (e.g. fundays, seaside trips)

### **Improvement Works**

- Clarity on the scope of works
- Quality assurance
- Minimizing impact
- Making good (e.g. repainting, filling cracks)



## Next Steps:

### **Resident Meeting 13<sup>th</sup> June 2024 7pm** (*Increasing Resident Involvement at Iveagh House*)

- Residents developing their own Resident Association
- Influencing future Iveagh House decisions
- Developing a Resident Charter and comms and & consultation process (using lessons learnt)
- Independent scrutiny of the windows

# Contact

For further information, please contact:

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