



WOKING@HOME

DEAR RESIDENT



I want to start by thanking tenants who completed our Tenant Satisfaction Survey earlier this year. The results have been analysed and published on our website, and you can see a summary of the findings on pages 2 and 3.

This survey included a number of Tenant Satisfaction Measures (TSM) which we reported back to the Regulator for Social Housing by the 30 June 2024 so that they can compare our performance against other social housing providers. These measures are intended to make it

clear how we are performing and as a result, help us serve you better in the future.

Looking at this year's results it's fair to say the council has a lot of work to do. Residents have not been getting the quality of service they deserve or the decent homes standard they should expect. We can and we must do better, and the council's new Housing Improvement Programme (see page 3), will help us to do that, as will engaging with you more frequently.

Starting in August, we will be holding a series of events where you can talk to members of the housing team about your tenancy and share your views of the service, including how we can keep you more informed and more involved in the upkeep of your home and the future of your neighbourhood. Please continue to work with us because we want what you want - quality homes, and communities that support people to thrive and live well.

Thank you for reading.

Cllr Ian Johnson

Portfolio Holder for Housing
Councillor for Mount Hermon

DATES FOR YOUR DIARY: HOUSING EVENTS

This summer our housing officers will be hosting local drop-in events where you can talk to them and our contractors about your tenancy and discuss getting involved in improving the service.

Events will be supported by local charities and there will be free activities for kids.

- **Monday 12 August**
Old Woking Community Centre, 11am to 2pm.
- **Monday 19 August**
St Johns Memorial Hall, 11am to 2pm.
- **Friday 23 August**
Parkview Centre for the Community, 11am to 2pm.
- **Monday 30 September**
Lakeview Community Centre (including cladding update), 11am to 2pm.

USEFUL CONTACTS

General enquiries:

☎ 0300 373 0373 (24 hour)

✉ housing@woking.gov.uk

To report a repair:

☎ 0300 373 0373 (24 hour)

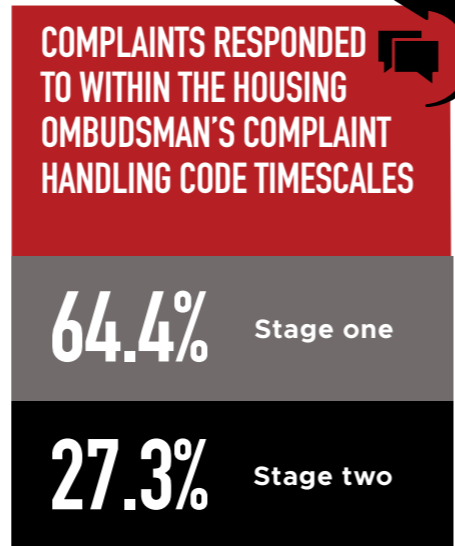
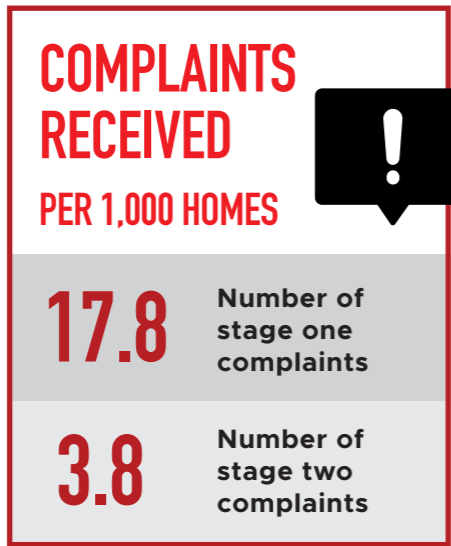
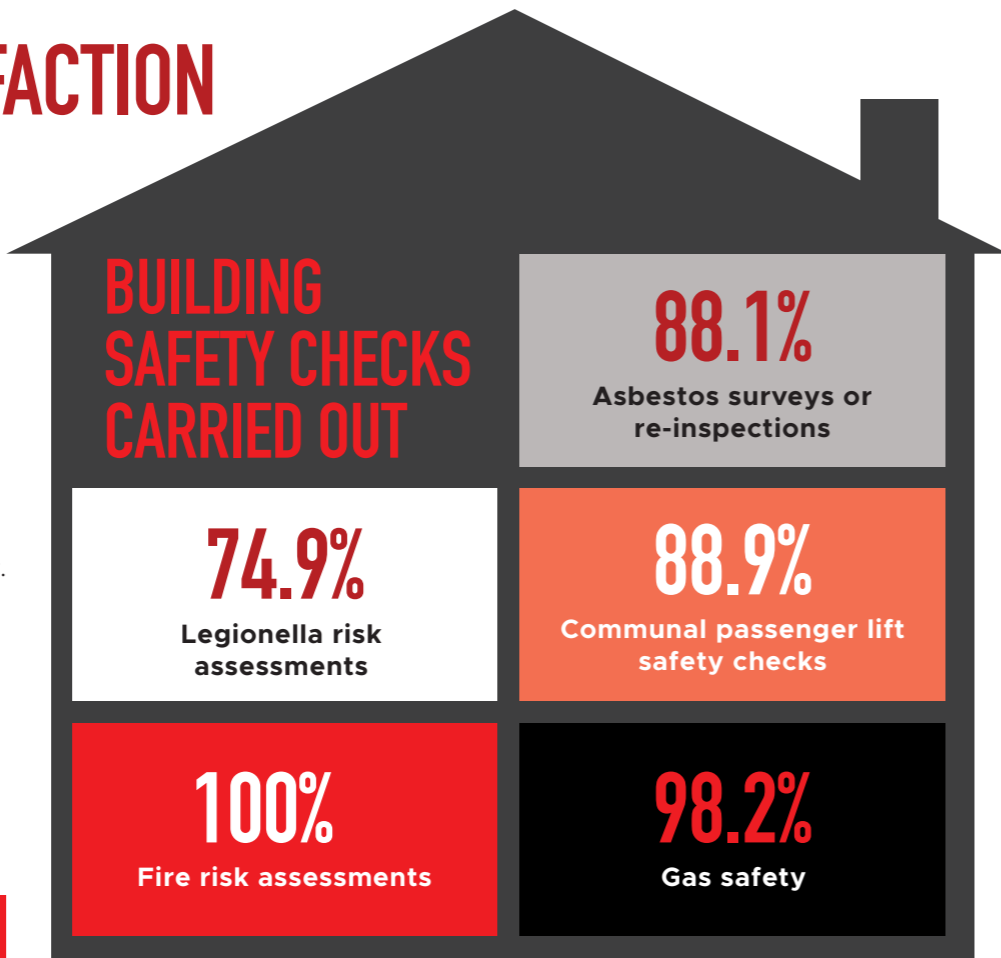
✉ housingrepairs@woking.gov.uk

TENANT SATISFACTION REPORT

Tenant Satisfaction Measures (TSM) have been introduced by the Regulator for Social Housing to help you understand how well we are performing as your landlord.

There are 14 'management information' measures (this page) and 12 'tenant perception' measures (page 3), which we are required to report back annually to the regulator.

Our 2023/24 TSM have been compiled using data from 2,926 relevant households between 1 April 2023 and 31 March 2024. You will be able to compare our performance in the autumn when the regulator will publish TSM data for all housing providers across England.



TENANT PERCEPTION MEASURES

Tenant perception is measured using data collected via our annual Tenant Satisfaction Survey. Our 2023/24 survey was sent to all 2,926 relevant households and we received a total of 433 verified responses.

HOW SATISFIED ARE YOU...



To see the detailed results, please go to woking.gov.uk/tsm or scan the QR code.

SO WHAT ARE WE DOING?

Our Housing and Improvement Programme will support improved performance against all TSMs. Actions we're taking include:

- Stock condition surveys for all properties.
- Fire safety remedial works.
- Mandatory complaint training for all staff.
- Developing a resident engagement strategy.
- Resident focus groups.
- Refreshing all our policies and procedures.

NEWS IN BRIEF

CONTENTS INSURANCE REMINDER

Please remember that it is your responsibility to insure the contents of your home. Contents insurance covers the cost of replacing or repairing your possessions if they are damaged, destroyed or stolen. It includes everything you would take with you if you moved home including your furniture, kitchen appliances, curtains, bedding, clothing, television, computing equipment and jewellery.

SERCO CONTRACT UPDATE

The SERCO contract changed in April 2024. Please be aware that:

- The grass will be cut every six weeks in communal areas.
- Grass cuttings will not be removed, instead they will be left to mulch down and enrich the soil.
- Shrubs and borders will be checked and tidied every three months.

NEW FIRE SAFETY BOOKLETS ARRIVING SOON



In December, the Regulator for Social Housing issued the council with a regulatory notice for breaching the Home Standard in respect of fire safety. We have a Housing Improvement Plan in place and one of the actions includes updating our Fire Safety Action notices. These are displayed in entry and exit points and outline the fire safety procedures for your building. In addition, we are also providing you with fire safety advice in booklet form to keep in your homes. The booklets will be distributed during the summer months.

LAKEVIEW CLADDING UPDATE



April resident engagement event

We are removing and replacing the cladding across 14 medium rise blocks on the Lakeview estate, impacting 250 properties in total.

As the owner of these buildings, it is our duty to identify fire risks and hazards and take appropriate action to mitigate identified risks. We are concerned that in the event of a fire, the cladding on the front of the blocks might compromise people's

means of escape if it caught fire.

The cladding has begun to be removed in phases below the walkways/landings. Our aim is to procure a replacement system by the end of the year and to commence reinstatement works in spring 2025.

Thank you to those who dropped into our resident engagement event in April to find out more about the works.

We are hosting another event of Monday 30 September at Lakeview Community Centre to update residents on the project and answer any questions

To stay up to date visit woking.gov.uk/lakeviewcladding.

CONGRATULATIONS TO OUR VOUCHER WINNERS

In return for giving us your feedback, we entered all Tenant Satisfaction Survey respondents into a prize draw to win a supermarket voucher.

- Ava from Horsell
- Jennifer from Sythwood
- Thomas from Horsell

Congratulations to:

- Sandra from Goldsworth Park

For completing her survey online, Jackie from St Johns received a **£250 Argos voucher**.

TRANSLATION SERVICES

Do you need help understanding this information?

Czy potrzebujesz pomocy w zrozumieniu tych informacji?

এই তথ্যটা বুঝতে আপনার কি কোনো সাহায্য লাগবে ?
 গুঁ নমনে আ মাহিউতীনে সমস্য়বামা সড়োথনী গরুহ ত্ত ?
 کیا آپ کو مدد درکار ہے ان معلومات کو سمجھنے کے لئے ؟

☎ 01483 743824

✉ marketing.communications@woking.gov.uk