

## **February 2019 – Rents and Service Charges**

### **Why the survey is taking place and the purpose**

This month's Greenview survey was looking into how satisfied our customers were with the rent and the service charge (if applicable) that they pay and whether they feel that they provide value for money.

### **How many users took part in the survey**

Total of surveys completed – 153

Online – 81

Post – 25

Phone – 47

### **What you said**

72% of customers felt their rent was value for money.

72% of customers said their rent was at an affordable level.

Of the 153 who completed the survey, 46% said they paid a service charge. 43% did not pay a service charge and 12% were unsure.

### **What we did**

#### **Outcomes/Changes made as a result of the survey/Comments from Managers**

Most customers are satisfied with the rents they are charged with any negative comments mainly based around where people are struggling with their rent. With rents going up next year, we will start a soft campaign around this and increase over the coming months. Focussing on if a customer is struggling with their rent, to contact us.

Pensioners are struggling to pay when a partner dies, so this needs to be looked into. This will also be a trigger for Universal Credit. To help with this we will update the information on our website and also consider whether we refer these cases to the Citizens Advice Bureau when this happens or perhaps signpost to an agency such as the CAB as a matter of course.

The bigger issue is around service charges, or more the services people are getting for these. We know there are concerns specifically around grounds maintenance in Oxford but there are other issues we need to look at on a wider basis.

More broadly, many of these comments relate to repairs and wider maintenance. These will be picked up through various projects set out in the corporate plan, which is due to be published later in the year.