

## London Borough of Hammersmith & Fulham

### Strategic Housing Stock Options Appraisal & H&F Residents' Commission for Council Housing

## Report of the Independent Tenants' & Leaseholders' Adviser

**Prepared For:**



Hammersmith & Fulham Council  
Town Hall  
King Street  
Hammersmith  
London W6 9JU

**Prepared By:**



TPAS England Ltd  
Suite 4b Trafford Plaza  
73 Seymour Grove  
Manchester M16 0LD

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## ACKNOWLEDGEMENTS

TPAS would like to put on the record their thanks to the Residents' Commission on Council Housing, the Council, and their officers, for providing information to assist us in our role.

## SECTION 1 - EXECUTIVE SUMMARY

1. The Strategic Housing Stock Options Appraisal strategy and process has been a robust and transparent one, with examples of good and best practice evident within some elements of the programme. The elements of good practice are contained within the empowerment of tenants and leaseholders by their appointment to the Residents' Commission and best practice is demonstrated by the transparency of the process in particular the filming of the public hearings and the creation of transcripts of the public hearings which were all available to view and download from the Residents' Commissions' independent website.
2. There is a growing and reasonable awareness but low interest level amongst tenants and leaseholders that TPAS spoke to and engaged with regarding the independent Residents' Commission programme. In the latter stages of the programme, the tenants and leaseholders' awareness did increase. At the conclusion of the programme evidence from the sample opinion survey of tenants and leaseholders' conducted by TPAS suggested that 34% of tenants and leaseholders' were aware of the Residents' Commission programme.
3. From results of the sample opinion survey, created by the Residents' Commission, and carried out by TPAS, the satisfaction levels amongst tenants and leaseholders about their location, (78%) the quality of their home (58%) is comparatively high. Tenants and leaseholders were particularly satisfied about the location of their homes, with the proximity to transport links and shops, a clear advantage. The feedback regarding the quality of their immediate neighbourhood (48%) and housing service (51%) is reasonable, but does not compare with high performance benchmarks of other Registered Providers locally or previously recorded tenant satisfaction levels within the Borough.
4. From the range of observations made at residents meetings, there is recognition, amongst the tenant and leaseholder population, of the uncertainty created by the former Council Administration's policy of selling council properties to the private sector.
5. Evidence from residents meetings demonstrate that there is also some concern from tenants about stock transfer, in particular the issues of tenancy security and rent levels. There is also real concern from tenants about the Government's recent budget announcements, made in July 2015, their implications for social housing in general, but specifically Local Authority Housing in Hammersmith & Fulham.
6. The results of the Financial Appraisal demonstrate that Hammersmith & Fulham Council cannot afford to retain housing stock based on the Chancellor's rent charging instructions, without breaching the Government HRA debt cap of £254m or making significant reductions in capital investment works. The Council would be required to manage a shortfall in the capital works to stock and make efficiency savings to revenue costs in the region of £67m. However a successful stock transfer business plan is predicated on negative transfer valuation of £-15m, a large Treasury debt write off of £208m, potentially with a requirement for a 75% VAT shelter agreement with the Government and HM Revenue & Customs (HMRC).
7. The stock condition survey revealed that the Council housing stock is in relatively good condition but that further investment is required to communal facilities such as lifts, staircases and communal areas.
8. The Residents' Commission recommendations were formed in September and concluded in October 2015. The Residents' Commission decided that, of the options examined for the

future of council housing, to recommend a large scale voluntary transfer of all council housing (with the exception of those homes on the West Kensington and Gibbs Green estates) to a single, stand alone, not-for-profit Private Registered Provider constituted on the community gateway model.

## SECTION 2 – BACKGROUND

1. TPAS was appointed by the Council on 10<sup>th</sup> April 2015 as the Independent Tenant’s and Leaseholder’s Adviser (ITLA) for Hammersmith & Fulham Council’s independent Residents’ Commission programme, and our work to support the Residents’ Commission concluded at the end of November 2015. At the beginning of the programme it was confirmed that TPAS would be directly accountable to the Residents’ Commission and work alongside the Residents’ Commission Council programme team.
2. The Residents’ Commission, comprising of 6 tenants, 3 leaseholders and 4 professional independent members, was created early in 2015 in response to Council’s commitment to “Work with council housing residents to give them ownership of the land their homes are on”.
3. The remit of the Residents’ Commission was to take responsibility for having strategic oversight of a Borough wide Strategic Housing Stock Options Appraisal process, on behalf of the Council in accordance with existing guidance from Government and to make a recommendation to the Council evidenced by their work.
4. TPAS was appointed to be accountable to the Residents’ Commission to provide independent advice to just over 12,000 council tenants and 4,700 leaseholders about the Stock Option Appraisal process and its implications to allow tenants and leaseholders to offer informed views about the process, and to brief Council staff on the progress of the study.
5. Shortly after its formation the Residents’ Commission committed to look at how the Council can:-
  - Safeguard council homes and estates for the future
  - Protect tenants’ rights and keep rents and service charges at levels residents can afford
  - Give residents’ greater local control over their homes
  - Fund improvements to homes and housing services

## SECTION 3 - AIMS

1. In following good practice and in accordance with the brief the independent Residents' Commission engaged TPAS to:-
  - a. Work with the Council Resident Involvement team and the Residents' Commission to develop an engagement programme with 3 key elements: -
    - i. Raise awareness, as well as promote and encourage Residents' to participate through a variety of methods.
    - ii. Offer an information and education programme in order for tenants and leaseholders to become more knowledgeable and more confident about the options available to them.
    - iii. Deliver a consultation programme for the options being considered in detail by the Residents' Commission.
  - b. Develop appropriate materials for the Engagement Plan with the assistance of the Communications adviser;
  - c. Implement the Engagement Plan with the support of the Resident Involvement team;
  - d. Conduct a skills assessment of the Residents' Commission;
  - e. Design and implement a training programme for the Residents' Commission;
  - f. Conduct a survey of tenants' and leaseholders' at the start and the end of the Engagement Programme to gain a robust view of the of their opinions regarding housing options and what they would like to see from their landlord in the future;
  - g. Set up a telephone hotline for residents' to provide advice and information for residents;
  - h. Assess at regular intervals the effectiveness of the engagement programme and make adjustments as appropriate;
  - i. Preparation of draft and final reports from the ITLA for inclusion as an appendix to the SHSOA Report;
  - j. Liaison with and input into the work of the Legal, Communications and Property Advisers to the Programme, as well as the Financial Adviser;
  - k. Liaison and briefing with members of the Residents' Commission;
  - l. Liaison with officers in Housing and specifically the Residents Involvement team throughout the appraisal process;
  - m. Liaise externally and negotiate with the GLA, HCA and DCLG where necessary.

## SECTION 4 - OBJECTIVES

1. In accordance with the contractual tender our specific objectives were:
  - a. To be a visible source of independent information and advice for residents;
  - b. To make this advice and guidance available and accessible to tenants and leaseholders through appropriate channels;
  - c. To advise the Council on the appropriate design and delivery approach for the engagement programme, support the development of a communication and consultation strategy, drawing on our expertise and knowledge of best practice across the sector;
  - d. To scrutinise the Stock Options Appraisal process, information and assumptions underpinning the recommendations for the future of council housing in Hammersmith & Fulham; and
  - e. To proactively contact 2,500 tenants and leaseholders and engage them in the Stock Options Appraisal undertaken by the Residents' Commission.

## SECTION 5 - METHODOLOGY

1. Our brief required that TPAS provided the following activities:
  - a. Support the creation of a communication and consultation strategy;
  - b. Advice through provision of a free phone and email response service to tenants and leaseholders;
  - c. Creation of Frequently Asked Questions information sheets and Glossary of Terms both of which were publicised on the independent Residents' Commission of Council Housing website;
  - d. Attend and contribute to Residents' Commission closed meetings and Public Hearings by provision of advice and information;
  - e. Support the capacity of the Residents' Commission by creation and a Skills Audit for completion by the Residents' Commissioners, the completion of a Training Needs Assessment and Training Plan, and the delivery of a training session on Social Housing Law and Regulation;
  - f. Attend public meetings of the Borough wide Tenants Forums, the Leaseholders' Forums, the Housing Representatives Forums, the Borough Forums and the Borough Leaseholders Conferences and offer advice and information to tenants and leaseholders;
  - g. Attend and present at the Sheltered Housing Forum;
  - h. Attend meetings of existing Tenants and Residents Associations to raise awareness and answer questions;
  - i. Attend the Council Residents Involvement 'roadshow' engagement programme covering separate estates across the Borough to promote the work of the Residents'

- Commission and strengthen the existing tenant and leaseholder participation structure;
- j. Door knock estates to raise awareness of the work of the Residents' Commission;
  - k. Attend sheltered schemes in co-ordination with Specialist Housing Officers to talk to elderly tenants about the work of the Residents' Commission and answer questions;
  - l. Attend and liaise with Third Sector Organisations and their community activities;
  - m. Create and present monthly staff briefings for Council and Pinnacle staff in each of the 4 offices throughout the Borough;
  - n. Provide information in publications circulated by the Residents' Commission;
  - o. Carry out a face to face sample opinion survey created by the Residents' Commission across pre-selected tenants and leaseholders throughout the Borough at the conclusion of the programme; and
  - p. Provide a Final Report of the findings of our work to support the Residents' Commissions understanding of tenants and leaseholders views and assist to shape their recommendations to Council on the future of Council housing in Hammersmith & Fulham.

## SECTION 6 - HAMMERSMITH & FULHAM OPTIONS AND CONTEXT

1. Hammersmith & Fulham Council owns 17,000 homes across the borough. It consists of 12,300 council homes, 4,700 leaseholders. The vast majority of these homes meet Decent Homes Standard.
2. Demographically, 40% of the residents are either White British or White Irish, with 29% Black African or Black Caribbean or Black other as the predominant ethnicity.
3. Statistics provided by Officers indicates that Council tenants are likely to be in poorer health and older than other housing sectors within the Borough.
4. There are four predominant non English languages used in Hammersmith & Fulham. These are Spanish, Arabic, Polish and Somali.
5. Although the stock is predominantly one and two bedroomed accommodation, spread in blocks over large estates such as White City Estate, Clem Atlee Estate, Edward Woods Estate, West Kensington Estate, Sullivan Court and Charecroft Estate, including over 130 high rise blocks of flats. There are also almost 4,500 street properties across the Borough, and 22 sheltered housing category 1 schemes.
6. The housing service is managed by a split of in-house staff (who deliver housing management services in the north and manage boroughwide concierge and sheltered properties) and by long-term housing management contracts with:-
  - Pinnacle Housing Ltd., (who manage caretaking and cleaning boroughwide and; housing management services in the south of the Borough),
  - Quadron Services Ltd., (who manage Borough wide grounds maintenance) and;

- Mitie Property Services Ltd., (who deliver the Borough wide repairs and maintenance and planned and cyclical maintenance).
7. Property values in Hammersmith & Fulham are the third most expensive in the UK.
  8. Void turnover is generally very low (approx. 2.5% pa) due to the high cost of alternative tenure housing within the locale, and the relatively low weekly rental of local authority properties. Therefore all the Council social housing communities within Hammersmith & Fulham are stable.
  9. The tenants and leaseholders of the council estates of West Kensington and Gibbs Green Estates (538 homes) have not been consulted or engaged in this stock options appraisal process as the estates are subject to a Conditional Land Sale Agreement (CLSA) with the private developer Capital & Countries plc. (Capco).
  10. In May 2014, the control of the Council changed to the Labour Party and as such the newly elected Council initiated the Stock Options Appraisal to examine ways to give council housing residents ownership of the land their homes are on. In December 2014, the Cabinet agreed the future social housing options to be considered by the Residents' Commission. These were:-
    - i. Transfer stock to a Community Gateway
    - ii. Transfer to a CoCo.
    - iii. Transfer Management to ALMO
    - iv. Transfer management to Tenant Management Organisation (TMO)
    - v. Transfer stock to Community Mutual
    - vi. Transfer land not stock to Community Land Trust
    - vii. Transfer stock to a Registered Provider (RP)
    - viii. Partial transfer of stock
    - ix. Retention of housing stock
  11. Hammersmith & Fulham Council is looking to safeguard council social housing across the Borough with the demand for social in Hammersmith & Fulham expected to increase. During the programme current waiting lists for council housing numbered 900 applicants. Local house price rises make it even more difficult for people to buy their own homes, with average house prices comparatively very high when compared to the majority of other London Boroughs.
  12. During the Stock Options Appraisal, there were a number of Central Government announcements which directly affected the outcome of this programme including:-
    - a. The commitment to introduce the Right-To-Buy for Housing Association tenants;
    - b. The commitment for Local Authorities who retained council housing ownership to sell off high value voids;
    - c. The introduction of Government policy to instruct all Registered Providers to reduce weekly rental by 1% in real terms annually for the period 2016-20;



- d. The reduction of the financial thresholds of High Income Social Tenancies (HIST) from £60,000 to £40,000 per household;
- e. The reduction of the overall welfare benefit cap from £26,000 per annum to £23,000 per annum;
- f. The confirmation of the introduction of Universal Credit; and
- g. The removal of Housing Benefit eligibility for those tenants who are 18-21 years of age.

## SECTION 7 - ITLA Work Programme

### Attendance at Residents' Commission closed meetings

1. As an ITLA, TPAS worked for and on behalf of tenants and leaseholders of Hammersmith & Fulham Council. One of the ways that TPAS is able to protect integrity and impartiality is to work closely with a residents' group. It was agreed that TPAS would work operationally through the Residents' Commission that contributed to the appointment. From the beginning of the appointment TPAS worked closely with the Residents' Commission, attending all closed meetings, contributing written evidence and to the deliberations of the Commission members.

### 2. Attendance at Residents' Commission public hearings

3. As ITLA, TPAS attended Public Hearings and was available for any tenants or leaseholders questions. The Residents' Commission created 9 Public Hearings throughout the Borough to inform the evaluation where key witnesses from the Council and other organisations attended so that the Residents' Commission members could learn from alternative delivery strategies, evaluate and deliberate the data offered by the alternative housing provider staff, advisers and Council staff to shape their recommendation to the Council.

### 4. Attendance at Residents' Commission workshops

5. As ITLA TPAS attended all of the Residents' Commission workshops and informal meetings and guided the debate regarding lessons learnt through the course of the programme. TPAS also offered information guidance and support for the Commissioners' considerations.

### 6. Attendance at Residents Involvement teams estate engagement events

7. As ITLA, TPAS supported the Council Residents Involvement team to attend 19 estate engagement events, throughout the Borough knocking on over 1,500 doors, and directly engaging over 200 tenants and leaseholders on the work of the Residents' Commission and strengthening the Council's Residents Involvement strategy via the completion of 381 Council opinion surveys.

### 8. Attendance at Tenants and Residents' Meetings

9. As ITLA TPAS wrote to all 32 recognised Tenants and Residents Associations within the Council area and sent reminders at key stages of the programme and has supported the Resident Involvement team to establish new TRAs to be formed over the course of the Residents' Commission work programme. TPAS attended 9 TRA meetings as well as a

Hammersmith & Fulham Federation of Tenants and Residents Association meeting. In the region of 70 tenants and leaseholders were engaged as part of this process.

- 10. Attendance at Borough Forums, Housing Representatives Forums, Annual Leaseholder Conference and Sheltered Housing Forums**
11. TPAS attended 3 Borough Forums, 4 Representatives Forums, a Leaseholder Annual Conference, 3 Leaseholders Forums and 2 Sheltered Housing Forums to talk about the work of the Commission. These events were attended by a total of approximately 450 tenants and leaseholders.
- 12. Attendance at sheltered housing schemes drop ins**
13. In recognition of what is proportionately a larger elderly tenant profile TPAS attended drop-ins at 22 sheltered housing schemes and informally talked to approximately 100 tenants about the work of the Residents' Commission.
- 14. Contact and attendance at Third Sector events**
15. TPAS contacted over 45 Third Sector Organisations directly (See Appendix 1) and a further 100 organisations through the Sobus network. TPAS attended meetings at a wellbeing event for the Somali community, met with the Sobus organisation, MENCAP, CITAS (a specialist local translation organisation) and the Advice Station (Law) Centre to discuss implications of the Residents' Commission work. TPAS also attended the White City Summer Festival.
16. TPAS researched and applied the translation needs of the residents and confirmed the main language used locally as Spanish, Arabic, Somali and Polish. Therefore TPAS engaged CITAS to offer translation to those communities about the work of the Residents' Commission.
- 17. Production of a Factsheet and Frequently Asked Questions and Glossary of Terms**
18. TPAS produced a Frequently Asked Questions sheet and Glossary of Terms for the Residents' Commission website.
- 19. Responses to questions posed by tenants and leaseholders via email**
20. TPAS has responded to over 260 separate written email enquiries from several tenants and leaseholders that were published on the Residents' Commission website.
- 21. Production of briefing notes for Residents' Commission**
22. Throughout the programme TPAS produced guidance reports on community mutual social housing models in particular co-operative housing, Community Gateway and Community Land Trust models.
- 23. Management of a confidential tenants and leaseholders freephone telephone advice line**
24. TPAS staffed a confidential telephone helpline which was used by over 50 tenants and leaseholders throughout the programme. Many of the calls focused upon day-to-day housing management complaints but there were also a number of resident enquiries centred on the Government's announcements made in July 2015 on the future of social housing.

25. **Provision of a dedicated information TPAS website page as well as provision of information for the Residents' Commission website**
26. TPAS created a link from its own website to the Residents' Commission dedicated website created articles and created a Resident's engagement programme of events. (Appendix 2)
27. **Attendance at ITLA workshops**
28. TPAS attended regular ITLA workshops with programme staff to feedback and plan the ITLA work programme. TPAS also supported the creation of a Council's Communication and Consultation Strategy to ensure that tenants, leaseholders and staff were engaged as far as possible into the programme and the Commission's work.
29. **Attendance at Council staff briefings**
30. TPAS attended regular staff briefings four times per month to update Council staff to the work of the Residents' Commission. In excess of 200 staff attended these briefing sessions.
31. **Attendance at Delivery Team Meetings with officers and advisers**
32. TPAS attended regular Delivery Team meetings with the Residents Commission's programme staff and liaised with the other appointed advisers, Trowers & Hamlin LLP, who provided legal advice, Savills (UK) Ltd., who undertook the stock condition survey, SKV Communications Ltd., who undertook communications work and Capita Property and Infrastructure Ltd., who undertook the review of the Housing Revenue Account (HRA) business plan and created notional financial business plans for a stock transfer model.
33. **Summary Actions**
34. In the contract period May to October 2015, TPAS as Independent Tenants' and Leaseholders' Adviser has directly;
  - a. knocked on 1,500 tenants and leaseholders doors across 19 estate engagement events,
  - b. knocked on a further 1,412 pre-selected tenants homes as part of the residents opinion survey,
  - c. engaged with over 1,200 residents on a one-to-one basis across the course of 73 meetings at sheltered schemes, residents association meetings, estate engagement events and community events,
  - d. engaged with a further 296 tenants and leaseholders via face to face interviews on their doorsteps,
  - e. conducted 53 residents opinion survey,
  - f. responded to 51 freephone enquiries,
  - g. responded to 258 email questions from one individual tenant and one leaseholder.
35. Across the programme, TPAS directly engaged 1,732 residents, the majority of which have been on a one-to-one basis.
36. All these points of contact were used to promote the work of the Residents' Commission and to encourage tenants and leaseholders to form Tenants and Residents' Associations in accordance with Council policy, and to offer views and opinions about the views of the

current and future standards of Council social housing and the aims and objectives of the Residents' Commission.

37. Our public events have included attendance at:-
  - a. 22 sheltered scheme drop ins to talk to elderly tenants
  - b. 6 Borough wide public meetings
  - c. 9 Registered Tenants & Residents' Association Meetings
  - d. 19 Estate engagement events working in partnership with Residents Involvement Staff, where TPAS staff supported the completion of 381 council residents opinion surveys in order to raise awareness of the Residents' Commission and strengthen residents participation in the Borough
  - e. 3 fun day/community events
  - f. 9 Public Hearings held by the Residents' Commission.
- 38. Door knocking**
39. During our estate engagement events TPAS staff has taken the opportunity to be proactive and have door knocked each estate that TPAS have worked on to date. During these 19 estate engagement events, TPAS has door knocked over 1,500 council homes to engage tenants and leaseholders and raise awareness of the Residents' Commission and to encourage a strengthening of the current resident participation structure within the Housing Department. Where there was no answer, a copy of the Residents' Commission newsletter and publicity regarding getting involved in resident engagement was posted to each home.
- 40. Community Events**
41. In July 2015, TPAS worked with council officers to obtain a stand at the White City Summer Festival where TPAS informally engaged residents about the work of the Residents' Commission.
- 42. Tenants and Resident's Associations**
43. All 32 registered Tenants and Resident Associations were contacted by letter and follow up email and phone call to invite them to use the services of the ITLA. 9 TRAs responded to the invitation and TPAS met with those that responded.
- 44. Hammersmith & Fulham Secondary Schools**
45. TPAS contacted a selection of secondary schools in the Borough by phone and email and issued them all with copies of the Residents' Commission newsletters with a request to attend parent teacher end of summer term events to talk to parents who lived in council accommodation about the work of the Residents' Commission. Unfortunately no school positively responded, although it was recognised that the schools were preparing for the end of term summer break. The schools contacted are listed in Appendix 2.
- 46. Resident's opinion survey**
47. TPAS door knocked 1,412 council tenants and leaseholders to consult residents face to face by use of a residents' opinion survey. These 1,412 homes were preselected to ensure

that residents in all parts of the Borough were evenly consulted and offered to opportunity to contribute.

48. Where the tenants or leaseholders were not in TPAS issued a 'no access' letter inviting the occupier to make an appointment with TPAS and TPAS also posted a copy of the Residents' Commission explanatory booklet.

**49. Residents' Commission Evidence Gathering Visits and Learning**

50. The Commission undertook a number of evidence gathering visits to other housing providers to look at the way they operate, their key challenges and successes to date. The Residents' Commission undertook visits to Phoenix Community Housing in Lewisham, Watford Community Housing Trust, Poplar HARCA, Kensington and Chelsea TMO, Shepherds Bush Housing Group, the Barnet Homes ALMO and Wandsworth Council. Residents' created blogs after each of these visits which were uploaded to the dedicated Residents' Commission website. Meetings were also arranged with the Catalyst Housing Group. TPAS did not attend these study visits.

51. In addition a small number of the Residents' Commission undertook to attend a training session with TPAS on Social Housing Law and Regulation and a Housing Finance session with the Council's financial adviser, Capita Property & Infrastructure Ltd.

**52. Public Hearings**

53. Nine public hearings took place across the Borough with expert witnesses from the Council, (both officers and residents) other social housing providers and external advisers providing evidence to the Commission on a range of topics from tenancies and tenancy management to investment in the stock, rent setting, regeneration, planning and residents involvement options.

54. Each hearing was videoed and transcribed and uploaded to the Residents' Commission website and residents and staff was welcome to attend and observe.

**55. TPAS role working with the Residents' Commission**

56. TPAS attended Residents' Commission closed meetings, as Independent Tenants' and Leaseholders' Advisers and as many of the Residents' Commissions planned events as possible to support residents and to ensure accurate and consistent information was given to tenants and leaseholders attending the local meetings and drop-ins and to provide independent and impartial advice.

57. The ITLA work programme was developed, discussed and agreed with both the Residents' Commission and the Council programme team, initially to engage with tenants and leaseholders to raise awareness and understanding of the work of the Residents' Commission, to highlight different priorities and housing options for the future, and encourage and enable tenants and leaseholders who might not normally get involved, to do so whilst they began to influence the future of the housing service and the outcome of the Independent Residents' Commission process.

58. TPAS also commented on and approved all draft Residents' Commission newsletters and their website.

**59. Sample ITLA Survey Results**

60. The Residents' Commission developed a residents opinion survey (Appendix 3) and tasked TPAS with targeting 1,412 preselected addresses throughout the Borough. At the midpoint of the programme TPAS door knocked each home at a variety of times day evening and weekend in order to engage with tenants and leaseholders. If the occupier was not in a 'no access' letter was dropped through the door and the occupier was invited to contact TPAS to arrange an appointment to carry out the survey. The survey itself was not posted, and the survey was not available online.
61. The outcome of the exercise was that 1,412 doors were knocked by TPAS staff in a two week period. However only 296 residents were in (21%) and of those who were in only 53 agreed to complete the survey (18%).
62. The output of only 53 completed surveys was extremely disappointing. However in the final analysis this experience can be used as a positive learning experience for future consultation strategies.
63. The detail of the survey responses is outlined in Appendix 4.
64. **Summary of views from the opinion survey**
65. The majority of the sample residents interviewed by TPAS were council tenants (96%) who lived in high rise (55%) or low rise (41%) flats as part of an estate (90%).
66. Those residents interviewed are satisfied with where they live (78%) and are reasonably satisfied comparatively with the condition of their home (58%) and the shared communal space around their home (48%).
67. In response to the open questions residents like the space standards and their new kitchens and bathrooms. There was some negative feedback from residents who need larger accommodation, and feedback about damp conditions in flats and for estates to be modernised.
68. There was positive feedback about estates space standards with good play facilities for children. There was negative feedback about parking, poor condition of lifts and better cleaning services.
69. Tenants are reasonably satisfied with the housing service (51%).
70. In response to the open questions, the repairs service attracted both the most positive and negative feedback as well as the cleaning and caretaking services being the most commented on both positively and negatively.
71. There was a reasonable level of awareness of and interest in the Residents' Commission (34%).
72. The vast majority of those interviewed thought it was important to have more control over the future of housing and the services received (78%), with residents wanting a say in how housing money is spent (55%), planning the future of housing (48%) managing their homes (48%) having a vote on major decisions (61%) and taking part in consultation events (48%). 27% of those interviewed also thought they would like to be interested in being on the board of the housing organisation.
73. In the TPAS sample survey there was positive feedback regarding the need for modernisation or redevelopment of estates (76%) although the biggest concern was the tenants rehusing options, in the event they would be moved. Residents were also

positive about redesigning of estates (60%) particularly to improve parking and estate security (60%).

74. Residents also agreed that there was a need to build new homes (58%). Residents felt that the construction of new social housing would be a positive impact with the clear need for more family homes.
75. Residents felt that there should be more community activities which could provide new employment opportunities (73%) particularly should those programme's focus upon the youth and creating more apprenticeship opportunities locally.
76. The council housing community is highly stable with the vast majority of tenants interviewed living in their home for over 10 years, (62%) the majority of whom are in full or part time employment (54%) and in generally good health (79%).
77. It is to be noted that the TPAS survey although undertaken throughout the Borough, only yielded 53 responses and was intended to be used as an independent litmus test of the Council's telephone survey which was far more extensive and yielded 750 responses and is therefore statistically accurate.
78. More importantly the research results from the Council's research company, NEMS Market Research Ltd, offered broadly similar results and views of tenants and residents to those reported above. However, there were significant differences in three key areas.
79. The NEMS telephone research resident responses were less positive around the following questions:-

| Question  | NEMS Yes | TPAS Yes |
|---|----------|----------|
| Thinking about the future, provided you and other residents were fully consulted, do you think the area or estate where you live could be improved by modernisation or redevelopment?         | 40%      | 76%      |
| Thinking about the future, provided you and other residents were fully consulted, do you think the area or estate where you live could be improved by redesigning some of the existing space? | 47%      | 60%      |
| Thinking about the future, provided you and other residents were fully consulted, do you think there could be a need to build some new homes in the area or estate where you live?            | 35%      | 58%      |

## SECTION 8 - GENERAL FINDINGS

1. Hammersmith & Fulham Council initiated the Strategic Housing Stock Options Appraisal following a change in political administration of the Council in 2014 as a direct result of the incumbent political party's manifesto promise to "work with council housing residents to give them ownership of the land their homes are on".
2. At the time of the creation of the Residents' Commission the Council had also initiated a change in their Residents Involvement strategy. The previous Council had worked with tenants and leaseholders through a formal network of 32 registered Tenants & Resident's



Associations although funding for the Hammersmith & Fulham Federation of Tenants and Resident's Associations (HAFFTRA) via the tenants levy had been withdrawn.

3. The new Council strategy encouraged the formation of more Tenants & Residents Associations and introduced a more robust tenant and leaseholder scrutiny structure and encouraged a philosophy to deliver housing services in partnership with residents.
4. From informal resident feedback to TPAS this change in Council strategy has been universally welcomed by the residents at large, who now feel that Council staff listen to their views and are more responsive to their needs.
5. In the final analysis, from informal feedback to TPAS, tenants and leaseholders broadly welcome the new communication strategy of the Council, support the aims and objectives of the Residents' Commission but remain cautious over the ability of the Council to enter into partnership with private developers which may directly impact of the future of their social housing home.
6. The forming of the Residents' Commission, with the decision to include professional independent members, was a unique approach when compared to the approach and strategies adopted by many other local authorities who have conducted Housing Stock Options Appraisals. This has allowed a more independent and free control of the programme, although, importantly, the principles of good practice as published by Government have been followed.
7. In addition the format of adopting the methodology of the Government's Public Accounts Committee and holding Public Hearings in public venues across the Borough has allowed the work of the Residents' Commission to be carried out and scrutinised in full view of the local public. Each public hearing heard from a range of witnesses, including officers and residents from the Council and other social housing providers, specialist housing advisers and Third Sector Organisations.
8. The Residents' Commission also made the positive decision to videotape all 9 Public Hearings and upload the film of each Hearing to social media and the Residents' Commission website. Each Public Hearing was also transcribed and the text uploaded to the independent Residents' Commission website which offered innovation and transparency again unique in Housing Stock Option Appraisal process. In the final analysis the Residents' Commission's independent website received over 18,000 hits in the duration of the programme.
9. The Residents' Commission has worked with the Council to appoint suitably qualified and experienced advisers to offer detailed reports on the Council communications, and residents' views, a detailed scrutiny of stock condition and impartial reconstruction of the Housing Revenue Account (HRA) business plan all of which were presented clearly to the Residents' Commission to allow informed recommendations to be made.
10. The Residents' Commissions' recommendations has taken account of the Government announcement made through the Chancellor of the Exchequer in July 2015 and the publication of the Housing Bill on 13<sup>th</sup> October 2015, to introduce new Housing legislation which directly affects the income levels and Business Plans of all Registered Providers but has the potential to significantly and negatively affect the London Borough of Hammersmith & Fulham.



11. At the conclusion of the programme evidence suggested that the Residents Involvement structure had been strengthened, and awareness of the aims and objectives of the Residents' Commission has increased steadily over the 6 month period so that 34% of tenants and leaseholders were aware of the Residents' Commission.
12. The Residents' Commission members themselves have learnt an incredible volume of information about their own Council housing stock, and the housing management service, its strengths, weaknesses, opportunities and threats and the viability of different social housing models including the variations of retention and stock transfer models and the views of the wider tenant and leaseholder population throughout Hammersmith & Fulham.
13. The ITLA workstream within the Stock Options Appraisal has been tightly managed and risks have been consistently mitigated and managed throughout the programme which allowed the ITLA work to be delivered on time and within budget.

## SECTION 9 - RESIDENTS' COMMISSION EVALUATION

The Residents' Commission began to form its recommendations in September and reported on those to the Council on 3<sup>rd</sup> November 2015.

1. The Residents' Commission used an agreed framework to provide evidence to support each of the options outlined in the Cabinet report of 1st December 2014.
2. In the final analysis the Residents' Commission, (notwithstanding the decisions taken with regard to the future of the West Kensington and Gibbs Green Estates) viewed that any form of Council retention of all other council housing in the future would not enable them to meet their objective, set by the Council, to give residents ownership of the land their homes are on. Therefore the options of Community Land Trusts, Tenant Management Organisations and a recreation of the Arms Length Management Organisation were rejected. In addition, the Commissioners recognised that the social housing policy announcements of the Chancellor of the Exchequer, made in July 2015 severely restricted the financial ability of the Council to run an effective housing service.
3. Of the stock transfer options, the Residents' Commission recognised that it would be in the best interests of residents to propose that all council property be transferred creating a potential for the largest not-for-profit Private Registered Provider in the Council area, allowing a potential new organisation to be a major strategic partner for the Council in the future. Therefore given the size of the proposed transferring stock of 12,000; Commissioners considered that a stock transfer to an existing Private Registered Provider would not offer the local focus for Hammersmith & Fulham residents, given that the existing large Private Registered Providers spread of stock across a range of London Boroughs.
4. The Residents' Commission therefore concluded that a Large Scale Voluntary Transfer of all remaining council stock (not including West Kensington and Gibbs Green Estates) would have the best option in order to meet their objective of giving residents ownership of the land their homes are on in Hammersmith & Fulham.
5. The Residents' Commission then turned its attention to the governance model of the transfer model. In late October 2015, Commissioners concluded that of the options for the future of council housing to recommend large scale voluntary transfer of all council

housing (with the exception of those homes on the West Kensington and Gibbs Green Estates) to a single, standalone, not-for-profit Private Registered Provider constituted on a community gateway model.

## SECTION 10 - HEADLINE ISSUES

1. The recommendation made to the Council to consider consulting tenants and leaseholders regarding a Large Scale Voluntary Transfer was made with the following issues or risks made clear:-
  - a. The Government does not currently have a Housing Transfer Manual or Transfer Programme after 31<sup>st</sup> March 2016.
  - b. The application to HM Treasury for permission to formally consult tenants on stock transfer will also include an application to write off Public Works Loan Board debt of £208m. The Government will in all likelihood look to the new not for profit Private Registered Provider to generate social and financial benefits of a similar sum.
  - c. Feedback from council tenants and leaseholders confirms that tenants are highly satisfied with where they live, the condition of their home and relatively satisfied with the quality of the housing service, so the strategy to positively engage tenants into supporting the stock transfer proposal will need to be very carefully considered.

## SECTION 11 - CONCLUSIONS

1. In conclusion the housing Stock Option Appraisal has been conducted within Government guidelines and has demonstrated a number of good and best practice initiatives particularly around the high visibility and transparency of the process.
2. The programme has increased resident participation and involvement in the housing service and has demonstrably provided evidence of improved resident empowerment.
3. The Residents' Commission have been impartial and equitable when considering the information presented and their analysis has been clear and focused.
4. Housing staff have been engaged and involved through regular briefings and updates.
5. The Council Housing Department has benefitted from obtaining updated and accurate stock condition data and a finely tuned HRA business plan.
6. The final recommendation made to the Council was to consider consulting tenants and leaseholders with a proposal to transfer all council housing stock to a standalone new locally based not-for-profit Private Registered Provider with a governance structure that follows a community gateway model.

## FOOTNOTE

1. TPAS enjoyed carrying out this ITLA contract, meeting and working with tenants and leaseholders and increasing their knowledge and awareness of this issues and how they affect them. The programme has been interesting and unique, with tenants and leaseholders at the heart of the process. At the busier events, TPAS found contact with local tenants and leaseholders to be interesting and stimulating.
2. During the life of the programme, TPAS has built up considerable knowledge of the geography of the Borough; involvement structures, methods and processes; staff roles and contacts; and built a constructive and productive relationship with some of the most involved tenants and leaseholders in Hammersmith & Fulham.
3. If the Council decides to formally agree to the Residents' Commission's recommendations, TPAS hope the Council will recognise the continuity that TPAS could bring to the ITLA role.
4. TPAS would again like to thank all who took part in our activity for giving their time and their views.
5. If you have any further queries, please do not hesitate to contact:

**Tom Hopkins – Lead ITLA Adviser**

**Mobile: 07594 072108**

**TPAS t: 0161 868 3500 e: [info@tpas.org.uk](mailto:info@tpas.org.uk)**

## APPENDIX

1. List of Third Sector Organisations directly engaged
2. TPAS engagement diary
3. List of contacted Secondary Schools
4. Survey Questionnaire
5. Survey Results

## APPENDIX 1 - THIRD SECTOR ORGANISATIONS DIRECTLY CONTACTED

1. Action on Disability
2. Advice Station
3. Age Concern
4. Asian Healthy Agency
5. Banooda Aid Foundation
6. Baron Court Programme
7. Bishop Ceighton House
8. Brunswick Club for Young People
9. CALM mediation service Hammersmith & Fulham Advice Centre
10. Caring for Carers Association
11. Citizens Advice Bureau
12. Credit Union
13. CaVSA
14. CITAS
15. Deaf Plus
16. Disability Forum
17. East European Advice Centre
18. Family Friends
19. Fulham Black Community Association
20. Fulham Camerata
21. Fulham FC Foundation
22. Fulham Good Neighbour Service
23. Fulham Horticultural
24. Fulham Legal Advice Centre
25. Good Effort For Health and wellbeing
26. Groundwork West London
27. Hammersmith & Fulham Advice Centre
28. HAFFTRA
29. Harrow Old Oak Community Centre
30. Horn of Africa Community Group
31. London Irish Centre
32. Mencap Advocacy Services
33. H&F MIND
34. Older Person Programme
35. Old Oak Communities and Childrens' Centre
36. Open Age
37. Pensioners Forum
38. Resurgo
39. Sands End Associated Programme in Action
40. Senior Citizens Creative Arts and Lunch Club
41. Sobus
42. Sulgrave Club
43. Tendis
44. Third Age Foundation
45. Volunteers Centre

## APPENDIX 2 - TPAS ENGAGEMENT DIARY

| Month         | Time        | Venue   |
|---------------|-------------|---|
| <b>MAY</b>    |             |   |
| 16            | 10.00-16.00 | Leaseholders Annual Conference, Hammersmith Town Hall |
| <b>JUNE</b>   |             |   |
| 28            | 15:00-19:00 | Rainville Court                                       |
| 29            | 10.00-11.00 | Banim sheltered scheme                                |
| 29            | 13.00-14.00 | Riverside sheltered scheme                            |
| 29            | 15:00-19:00 | Verulam House   |
| <b>JULY</b>   |             |   |
| 3             | 16:00-19:30 | St Johns' Church, North End Road                      |
| 3             | 18:30-20:00 | Aintree Estate TRA meeting                            |
| 4             | 19:00-20:30 | Tudor Rose Community Centre, Fulham Court TRA         |
| 6             | 10:00-12:00 | Small Hall Hammersmith Town Hall                      |
| 8             | 19:00-21:00 | Borough Forum meeting                                 |
| 9             | 16:00-19:30 | White City Community Centre, India Way                |
| 11            | 11:00-12:00 | Viking Court sheltered scheme                         |
| 11            | 16:00-18:00 | Sulgrave Gardens                                      |
| 12            | 17:00-19:00 | Egypt House, White City, Health & Wellbeing event     |
| 15            | 15:00-19:00 | Charcroft Court/Westwick Gardens                      |
| 16            | 10.00-11.00 | Wentworth Court sheltered scheme                      |
| 18            | 16:00-19:30 | Queen Caroline Estate Residents Hall                  |
| 19            | 15.00-16.00 | Askham Court sheltered scheme                         |
| 22            | 19.00-21.00 | Barclay Close TRA                                     |
| 24            | 19.00-21.00 | Verulam House TRA                                     |
| 25            | 14.00-15.00 | Planetree Ct sheltered scheme drop in                 |
| 25            | 16:00-19:30 | Tudor Rose Community Centre                           |
| 26            | 13.30-14.30 | Michael Stewart House Sheltered Scheme                |
| 26            | 10.30-11.30 | Underwood House sheltered drop in                     |
| 26            | 15.00-16.00 | Stanford Court  |
| 27            | 12:00-18:00 | Philpot Square fun day                                |
| 29            | 11.30-12.30 | Edward Woods sheltered scheme drop in                 |
| 29            | 19.00-21.00 | Borough Forum   |
| 30            | 09:30-10:30 | Swanbank Court sheltered scheme                       |
| 30            | 11:30-12:30 | Cedar Lodge sheltered scheme                          |
| 30            | 11.00-12.00 | Waterhouse sheltered scheme TRA                       |
| <b>AUGUST</b> |             |   |
| 1             | 16:00-19:00 | Emlyn Gardens estate                                  |
| 2             | 17:00-19:00 | Clem Atlee Estate Residents Hall                      |
| 7             | 13:30-15:30 | Sheltered forum Munden Street                         |
| 7             | 17:00-19:00 | Munden Street Residents Hall                          |
| 8             | 15:00-19:00 | Field Road estate                                     |
| 9             | 11.00-12.00 | Rowberry Close Sheltered Scheme                       |

|                  |             |  |
|------------------|-------------|--|
| 9                | 10.00-15.00 | Job Centre Plus event  |
| 9                | 19.00-21.00 | Jepson House TRA   |
| 11               | 10.00-12.00 | Charecroft Estate Community Centre                                 |
| 14               | 10.00-12.00 | Age Concern Older Peoples Forum St Paul's Church Queen Caroline St |
| 14               | 15.00-16.00 | Meadowbank Close sheltered scheme                                  |
| 14               | 17.00-19.00 | Residents Commission Closed Meeting                                |
| 15               | 19.00-21.00 | Aspen Gardens TRA AGM  |
| 16               | 15:00-19:00 | Sullivan Court estate engagement                                   |
| 17               | 11.00-12.00 | Philpot Square sheltered scheme                                    |
| 20               | 15:00-19:00 | Batman Close estate engagement                                     |
| 21               | 11.00-12.00 | Granville House sheltered scheme                                   |
| 21               | 14.00-15.00 | Manor Court sheltered scheme                                       |
| 21               | 15:00-19:00 | Ashcroft Square estate   |
| 22               | 11.00-12.00 | Rosewood Square sheltered scheme                                   |
| 23               | 14.00-15.00 | 23Malvern Court/Landor Walk sheltered scheme                       |
| 25               | 12.00-18.00 | White City Estate Engagement Event                                 |
| 29               | 10.00-10.30 | St Andrews Court sheltered scheme                                  |
| 29               | 10.30-11.00 | Cheesemans Square sheltered scheme                                 |
| 5                | 16:00-18:00 | Aintree estate   |
| 6                | 13.00-17.00 | Clem Atlee estate  |
| 6                | 19.00-21.00 | Queen Caroline Community Centre public meeting                     |
| 8                | 10.00-15.00 | Edward Woods estate  |
| 12               | 15:00-19:00 | Lancaster Court estate   |
| 17               | 15:00-19:00 | Woodmans Mews  |
| 19               | 15:00-19:00 | Bayonne estate   |
| <b>SEPTEMBER</b> |             |  |
| 2                | 19.30-21.00 | HAFFTRA meeting – Aspen Gardens estate Community Centre            |
| 15               | 10.30-12.00 | Housing Representatives Forum                                      |
| 15               | 19.00-21.00 | Housing Representatives Forum                                      |
| 16               | 19.00-20.00 | Maystar TRA meeting  |
| 21               | 19.00-21.00 | Rainville TRA meeting  |
| 28               | 19.30-20.30 | Waterhouse TRA meeting   |
| <b>OCTOBER</b>   |             |  |
| 6                | 14.00-16.00 | Sheltered Housing Forum  |
| 6                | 17.30-19.30 | Leaseholders Forum   |
| 13               | 19.00-21.00 | Borough Forum  |
| 26               | 17.30-19.30 | Leaseholders Forum   |
| 29               | 17.30-19.30 | Leaseholders Forum   |

## **APPENDIX 3 – A LIST OF SECONDARY SCHOOLS CONTACTED IN THE BOROUGH**

- Lady Margaret
- Hurlingham & Chelsea
- Sacred Heart
- London Oratory
- Burlington Danes
- Hammersmith Academy
- Phoenix High

## **APPENDIX 4 – A COPY OF THE RESIDENTS SURVEY**

## APPENDIX 5 - THE RESIDENTS OPINION SURVEY RESULTS

### Q1 In overall terms how satisfied/dissatisfied are you with where you live?

|                                   |    |     |
|-----------------------------------|----|-----|
| Very Satisfied                    | 18 | 35% |
| Satisfied                         | 22 | 43% |
| Neither satisfied or dissatisfied | 8  | 16% |
| Dissatisfied                      | 1  | 2%  |
| Very Dissatisfied                 | 2  | 4%  |

### Q2 How satisfied/dissatisfied are you with the quality of your home both inside and outside?

|                                   |    |     |
|-----------------------------------|----|-----|
| Very Satisfied                    | 5  | 10% |
| Satisfied                         | 25 | 48% |
| Neither satisfied or dissatisfied | 4  | 8%  |
| Dissatisfied                      | 14 | 27% |
| Very Dissatisfied                 | 4  | 8%  |

### Q3 How satisfied/dissatisfied are you with the quality of the shared spaces in the area or estate where you live?

|                                   |    |     |
|-----------------------------------|----|-----|
| Very Satisfied                    | 5  | 10% |
| Satisfied                         | 19 | 38% |
| Neither satisfied or dissatisfied | 7  | 14% |
| Dissatisfied                      | 18 | 36% |
| Very Dissatisfied                 | 1  | 2%  |

### Q4 Please say how satisfied/dissatisfied you are overall with the quality of the housing services

|                                   |    |     |
|-----------------------------------|----|-----|
| Very Satisfied                    | 8  | 16% |
| Satisfied                         | 18 | 35% |
| Neither satisfied or dissatisfied | 6  | 12% |
| Dissatisfied                      | 10 | 20% |
| Very Dissatisfied                 | 9  | 18% |

### Q5 Are you aware of the Residents' Commission on Council Housing?

|     |    |     |
|-----|----|-----|
| Yes | 18 | 34% |
| No  | 35 | 66% |



**Q6 How important to you is it to have more control or influence over the future of your housing and the services you receive?**

|                                  |    |     |
|----------------------------------|----|-----|
| Very Important                   | 26 | 51% |
| Quite important                  | 14 | 27% |
| Neither important or unimportant | 6  | 12% |
| Not very important               | 4  | 8%  |
| Not at all important             | 1  | 2%  |

**Q6a Would you be interested in any some or all of the following?**

**1. Deciding how money gets spent on your housing and the area or estate where you live?**

|     |    |     |
|-----|----|-----|
| Yes | 28 | 55% |
| No  | 23 | 45% |

**2. Being involved in planning the future of your housing and the area or estate where you live?**

|     |    |     |
|-----|----|-----|
| Yes | 25 | 48% |
| No  | 27 | 52% |

**3. Being involved in residents having more say the management of their housing?**

|     |    |     |
|-----|----|-----|
| Yes | 25 | 48% |
| No  | 27 | 52% |

**4. Being involved in residents having a vote on all major decisions about the future of their housing?**

|     |    |     |
|-----|----|-----|
| Yes | 31 | 61% |
| No  | 20 | 39% |

**5. Being on the board of the organisation that owns and runs your housing and being responsible for policy and how housing is run?**

|     |    |     |
|-----|----|-----|
| Yes | 14 | 27% |
| No  | 38 | 73% |

**6. Taking part in local focus groups and consultation events?**

|     |    |     |
|-----|----|-----|
| Yes | 24 | 48% |
| No  | 26 | 52% |

**Q7a Thinking about the future, provided you and other residents were fully consulted do you think the area or estate where you live could be improved by modernisation or redevelopment?**

|     |    |     |
|-----|----|-----|
| Yes | 32 | 76% |
| No  | 10 | 24% |

**Q7b Thinking about the future, provided you and other residents were fully consulted do you think the area or estate where you live could be improved by redesigning some of the existing spaces?**

|     |    |     |
|-----|----|-----|
| Yes | 25 | 60% |
| No  | 17 | 40% |

**Q7c Thinking about the future, provided you and the other residents were fully consulted do you think there could be a need to build some new homes in the area or estate where you live?**

|     |    |     |
|-----|----|-----|
| Yes | 29 | 58% |
| No  | 21 | 42% |

**Q7d Thinking about the area or estate where you live do you think there is a need for programmes or activities that would create new local job opportunities?**

|     |    |     |
|-----|----|-----|
| Yes | 30 | 73% |
| No  | 11 | 27% |

## Numbers

**Q8 Which of the following best describes the type of property you live in?**

|                     |    |     |
|---------------------|----|-----|
| Flat in high rise   | 28 | 55% |
| Flat in medium rise | 21 | 41% |
| house or bungalow   | 1  | 2%  |
| Other               | 1  | 2%  |

**Q8a is the property you live in**

|  |    |     |
|--|----|-----|
| part of an estate                            | 46 | 90% |
| an individual street property or part of one | 2  | 4%  |
| in a sheltered scheme                        | 3  | 6%  |
| Other  | 0  | 0%  |

**Q8b How many bedrooms does your property have?**

|        |    |     |
|--------|----|-----|
| Bedsit | 3  | 6%  |
| 1      | 11 | 22% |
| 2      | 19 | 37% |
| 3      | 18 | 35% |

|    |   |    |
|----|---|----|
| 4  | 0 | 0% |
| 4+ | 0 | 0% |

**Q9 How long have you lived in the property?**

|                    |    |     |
|--------------------|----|-----|
| under 1 year       | 2  | 4%  |
| Between 1-5 years  | 9  | 17% |
| Between 6-10 years | 9  | 17% |
| 10+                | 33 | 62% |

**Q10 Which of the following describes you?**

|                       |    |     |
|-----------------------|----|-----|
| Tenant of the council | 50 | 96% |
| Leaseholder           | 2  | 4%  |
| Other                 |    |     |

**Q11 How many people live in your household?**

|                       |    |     |
|-----------------------|----|-----|
| Under 16 years of age | 30 | 24% |
| Between 16-21         | 6  | 5%  |
| Between 21-64         | 74 | 60% |
| 65 years or over      | 14 | 11% |

**Q12 Please say how many members of your household are:**

|  |    |     |
|--|----|-----|
| in school                                | 25 | 45% |
| in higher or further education           | 9  | 16% |
| in vocational training                   | 0  | 0%  |
| in another type of education or training | 2  | 4%  |
| not in education or training             | 19 | 35% |

**Q13 Please say how many members of your household are**

|                                 |    |     |
|---------------------------------|----|-----|
| working in full time employment | 32 | 41% |
| working in part time employment | 10 | 13% |
| working in self employment      | 5  | 6%  |
| not working                     | 20 | 25% |
| Retired                         | 12 | 15% |

**Q14 Please say how many members of your household are:**

|  |    |     |
|--|----|-----|
| chronically sick or suffering a long term limiting illness | 9  | 10% |
| in generally poor health with a disability                 | 2  | 2%  |
| in generally poor health without a disability              | 4  | 4%  |
| in generally good health but with a disability             | 4  | 4%  |
| in generally good health                                   | 72 | 79% |

## Q15 How do you receive your local news?

|                     |   |     |
|---------------------|---|-----|
| Local free paper    | 3 | 20% |
| Council information | 5 | 33% |
| On line             | 3 | 20% |
| Meetings            | 2 | 13% |
| Neighbours          | 2 | 13% |