

## **Angell Town Estate Survey Feedback From Residents Date: 8<sup>th</sup> November 2021**

Angell Town estate Resident Management Organisation (RMO) commissioned Open Communities to carry out the survey. The survey period ran from 1<sup>st</sup> October to 31<sup>st</sup> October 2021. Survey forms were sent out to every home on Angell Town estate with a pre-paid envelope to return directly to Open Communities. This included all properties owned by London Borough of Lambeth (managed by Angell Town RMO) as well as properties owned and managed by three housing associations (London & Quadrant, Peabody and Notting Hill Genesis)

In the final week of the survey period, staff from Open Communities provided outreach work, knocking on doors to increase the turnout and ensure residents had every opportunity to complete and return the survey questionnaire. Our report of resident feedback for the above survey is as follows:

### **Angell Town RMO residents feedback**

Total number of surveys sent:	435	
Total number of surveys received:	117	(27%)

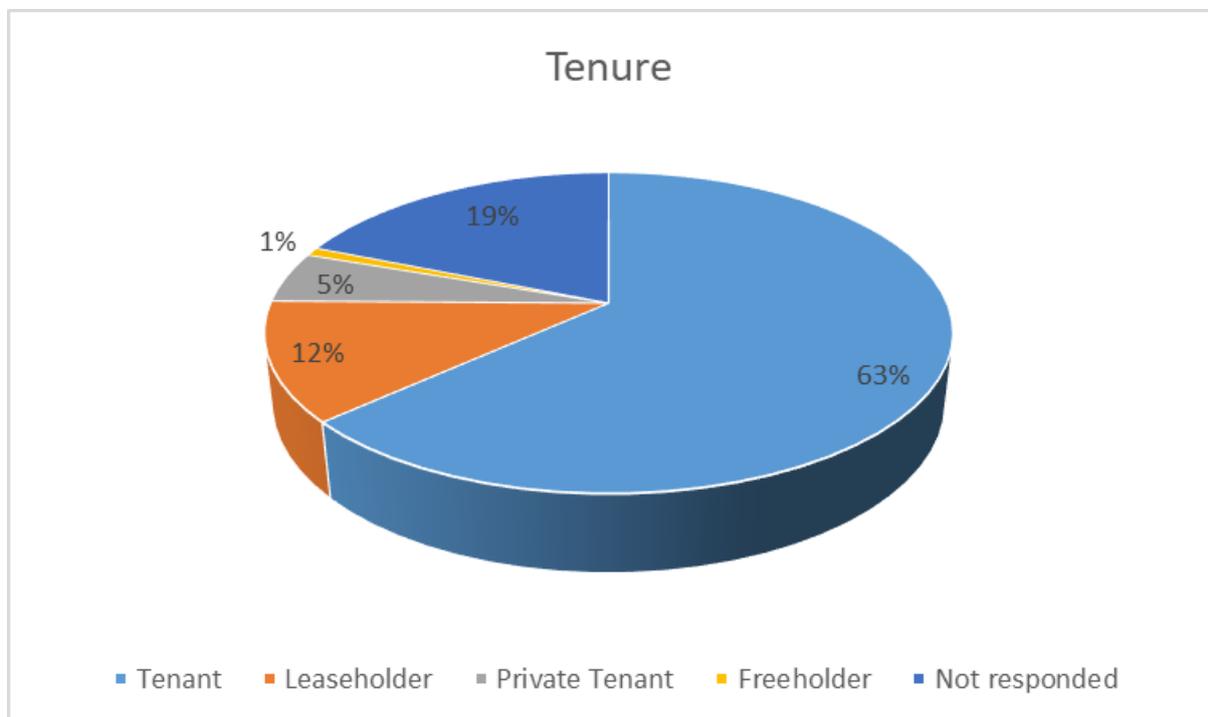
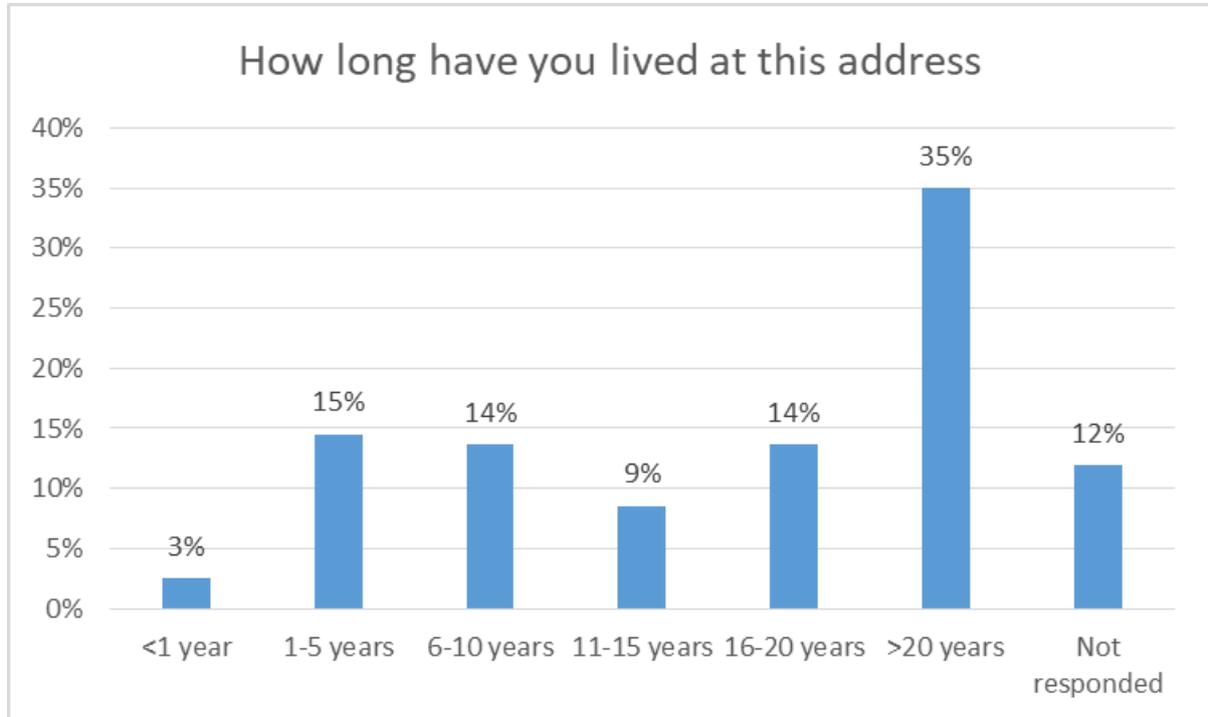
### **Local Housing Association residents feedback**

Total number of surveys sent:	186	
Total number of surveys received:	13	(7%)

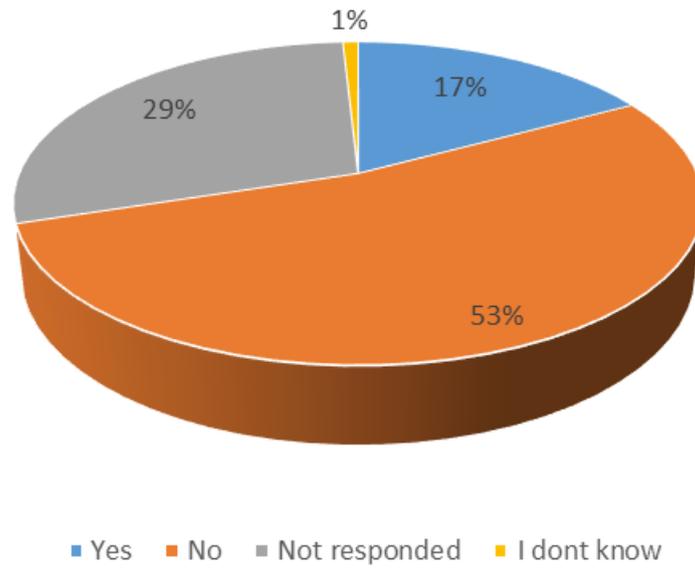
### **Overall feedback**

Total number of surveys sent:	621	
Total number of surveys received:	130	(21%)

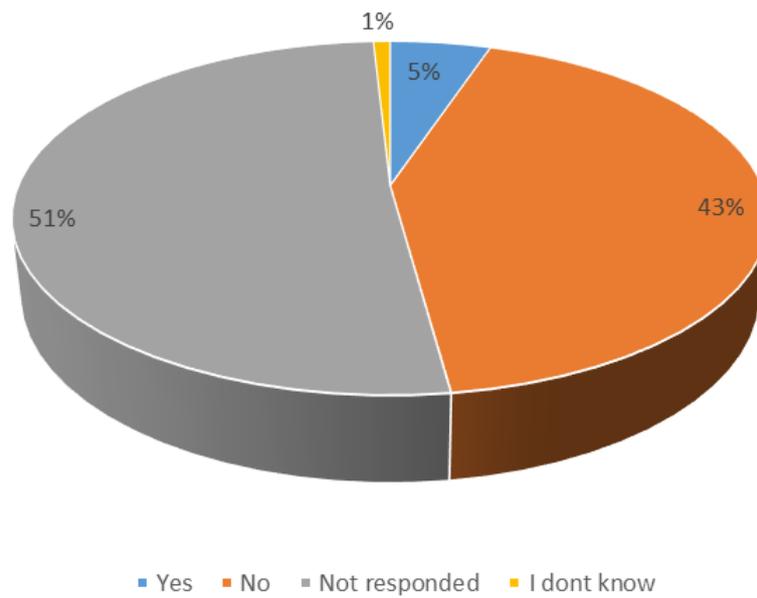
Responses to the RMO survey based on the 117 received were as follows:

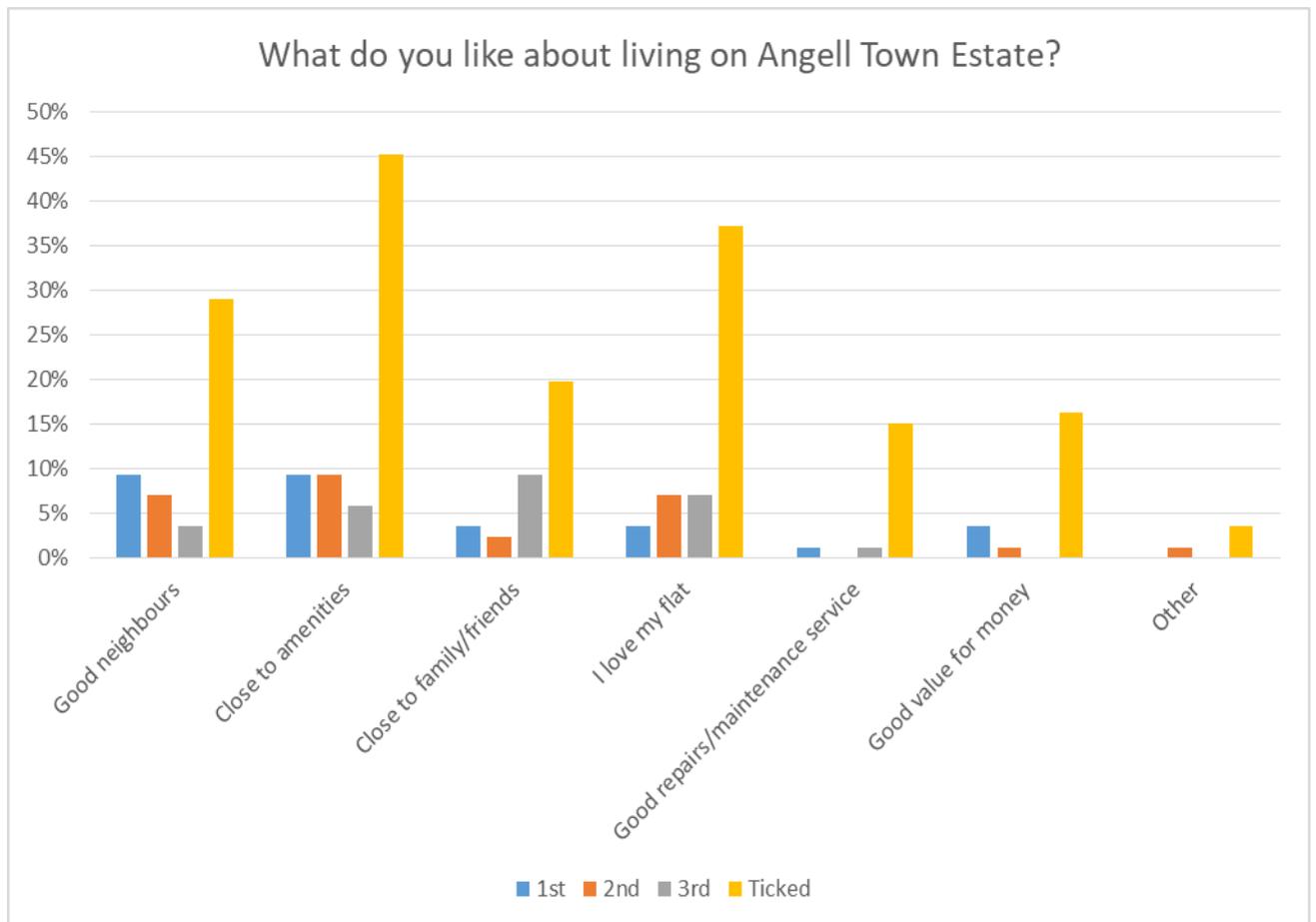


### Are you a member of Angell Town RMO?



### Would you like to become a member?

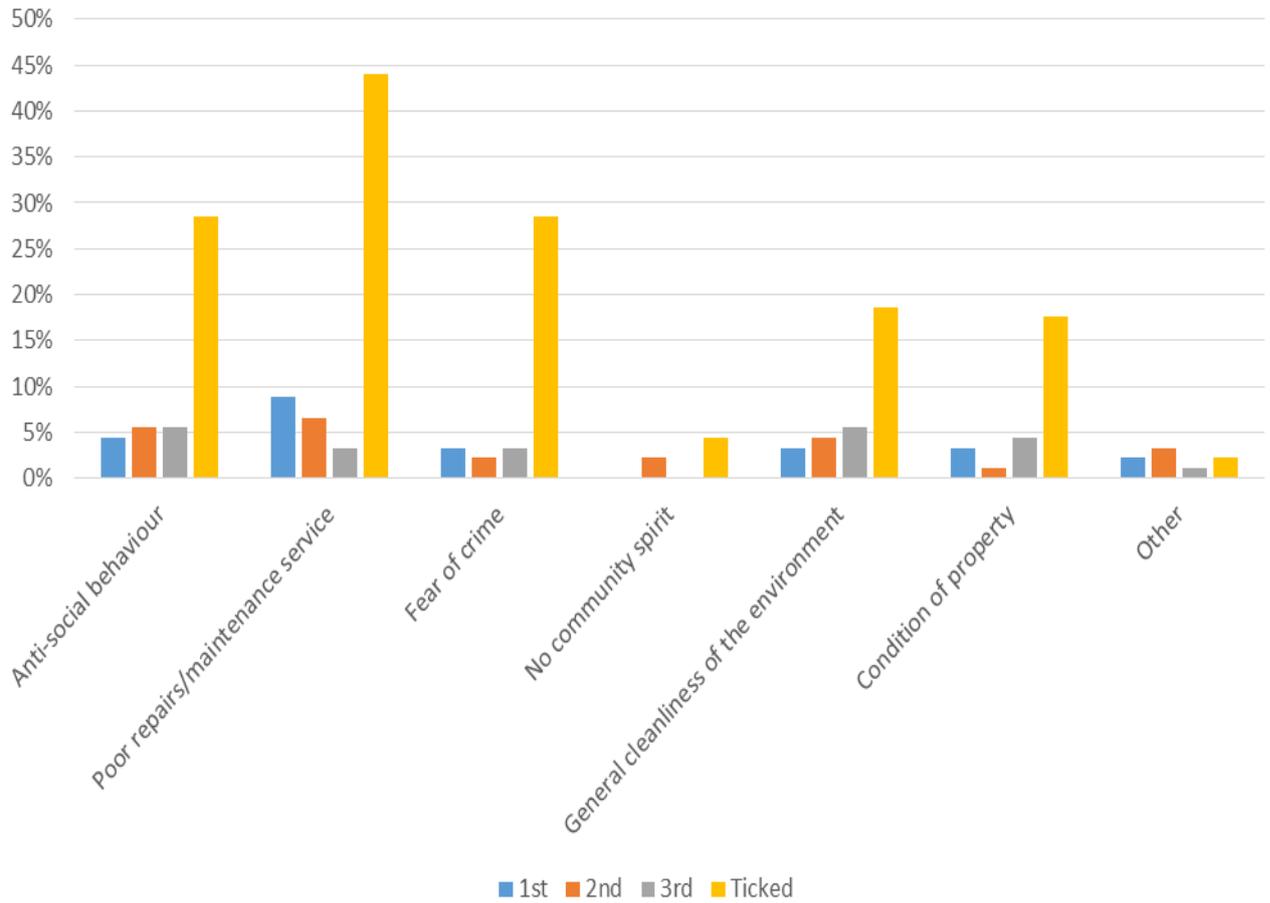


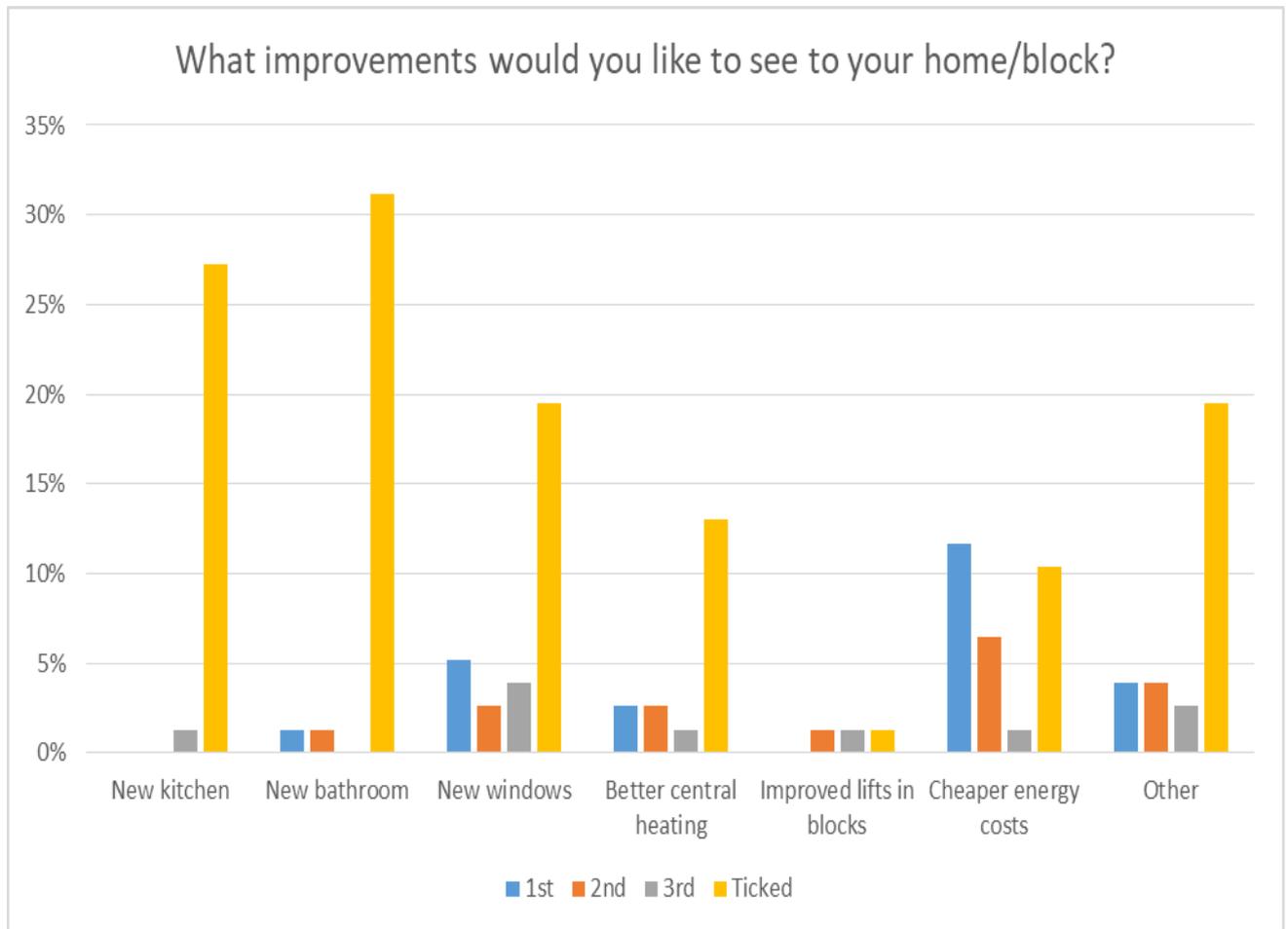


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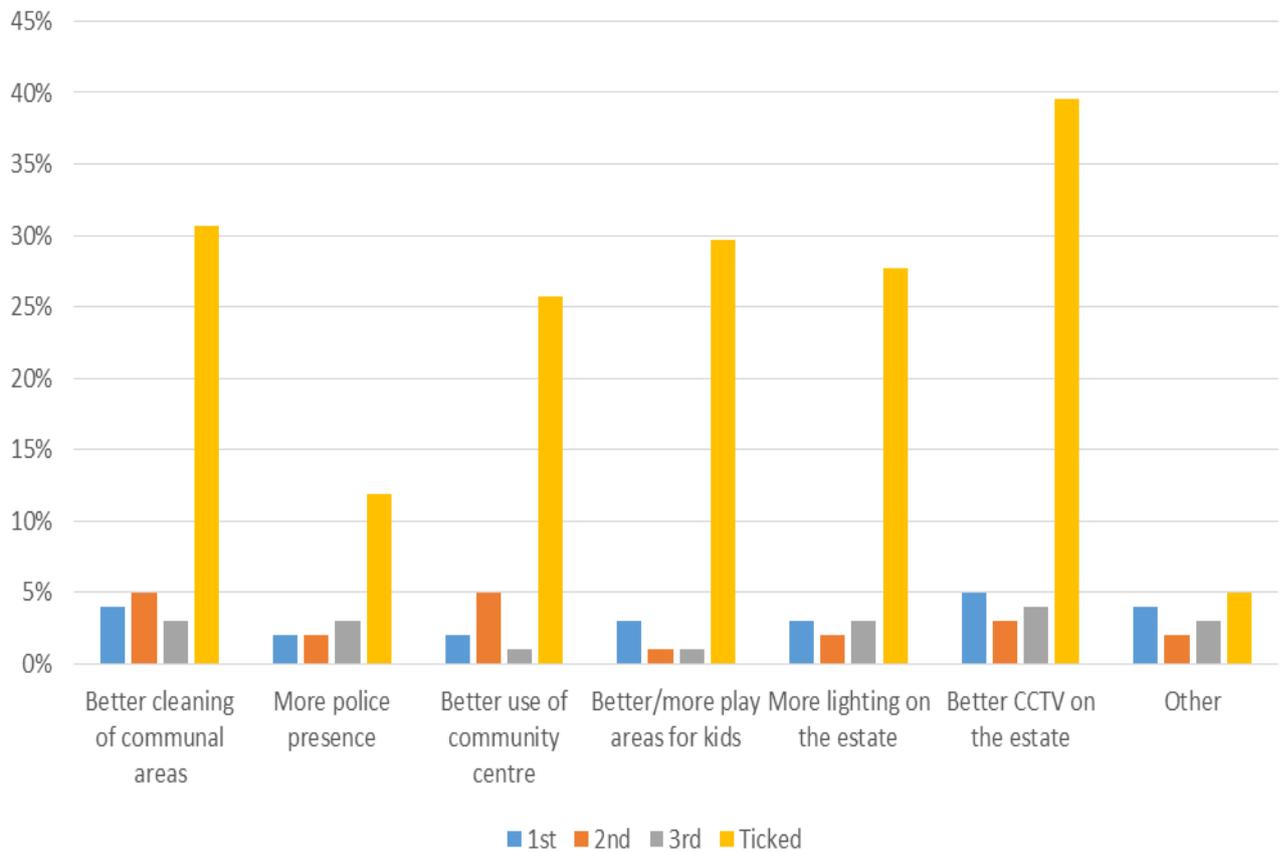
In all graphs the 'Ticked' element is where tenants ticked more than three responses.

### What do you dislike about living on Angell Town Estate?

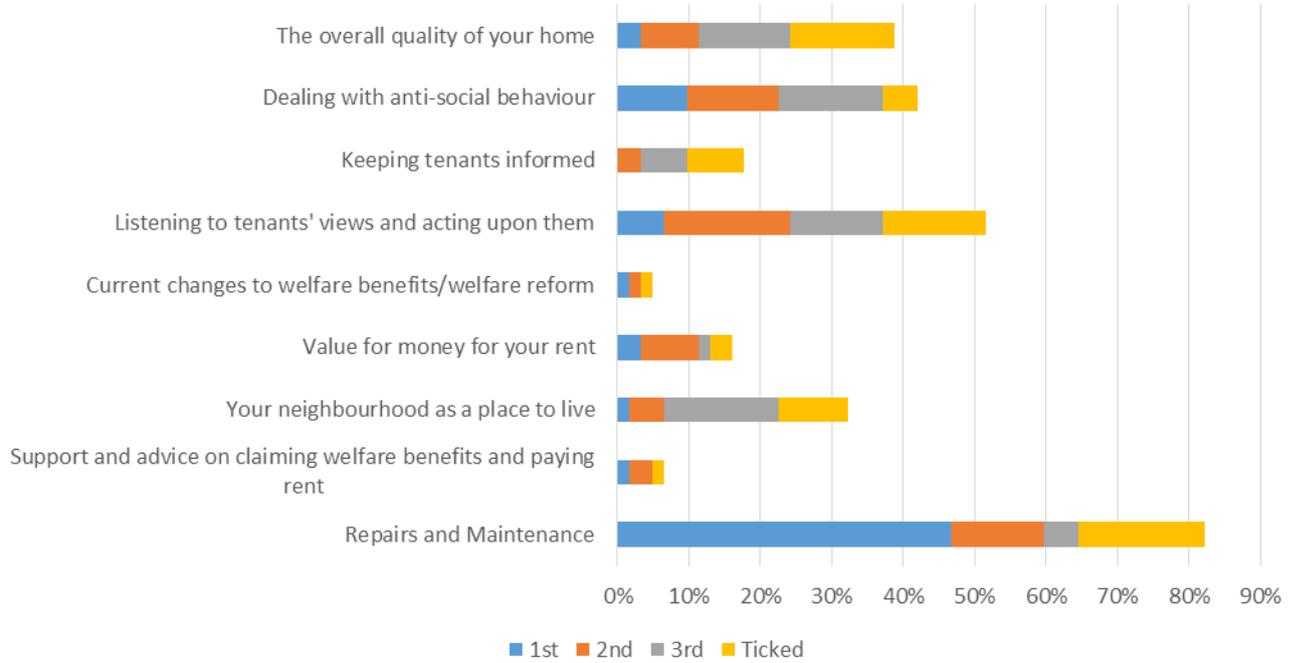




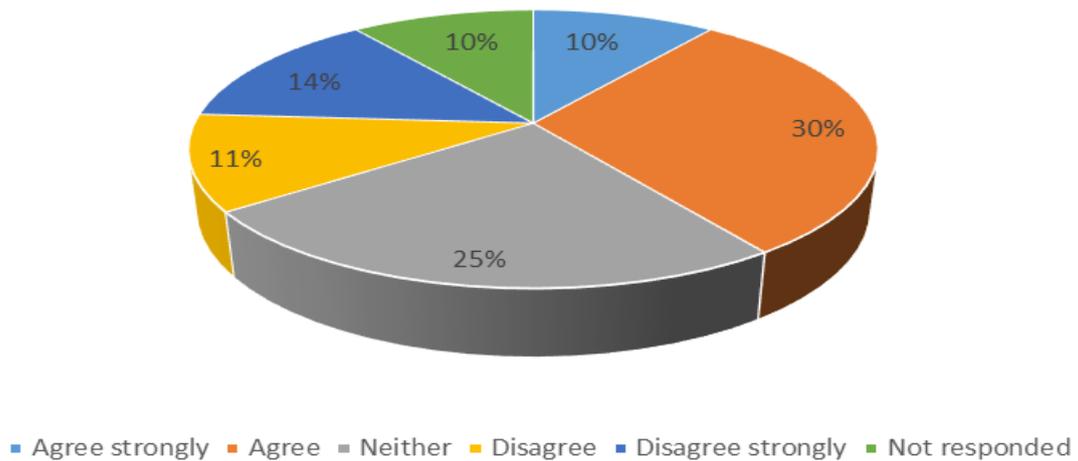
### What improvements would you like to see to the environment?



### Top three priorities of the following service areas

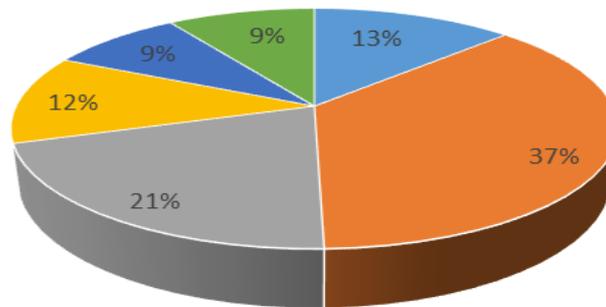


### Angell Town RMO treats its residents fairly



Agree and Agree Strongly accounts for 40% of respondents while Disagree and Disagree Strongly accounts for 25%.

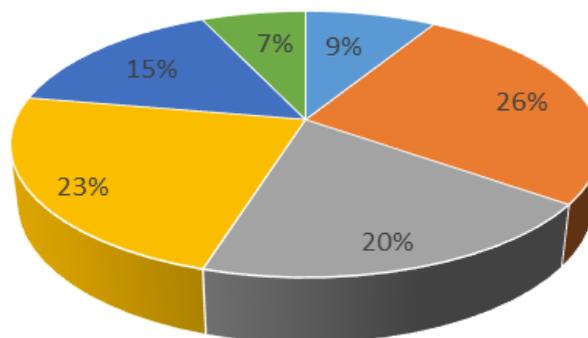
### Angell Town RMO has friendly and approachable staff



■ Agree strongly ■ Agree ■ Neither ■ Disagree ■ Disagree strongly ■ Not responded

Agree and Agree Strongly accounts for 50% of respondents while Disagree and Disagree Strongly accounts for 21% and accounts for over one in five responses which should cause concern in the lead up to your continuation ballot

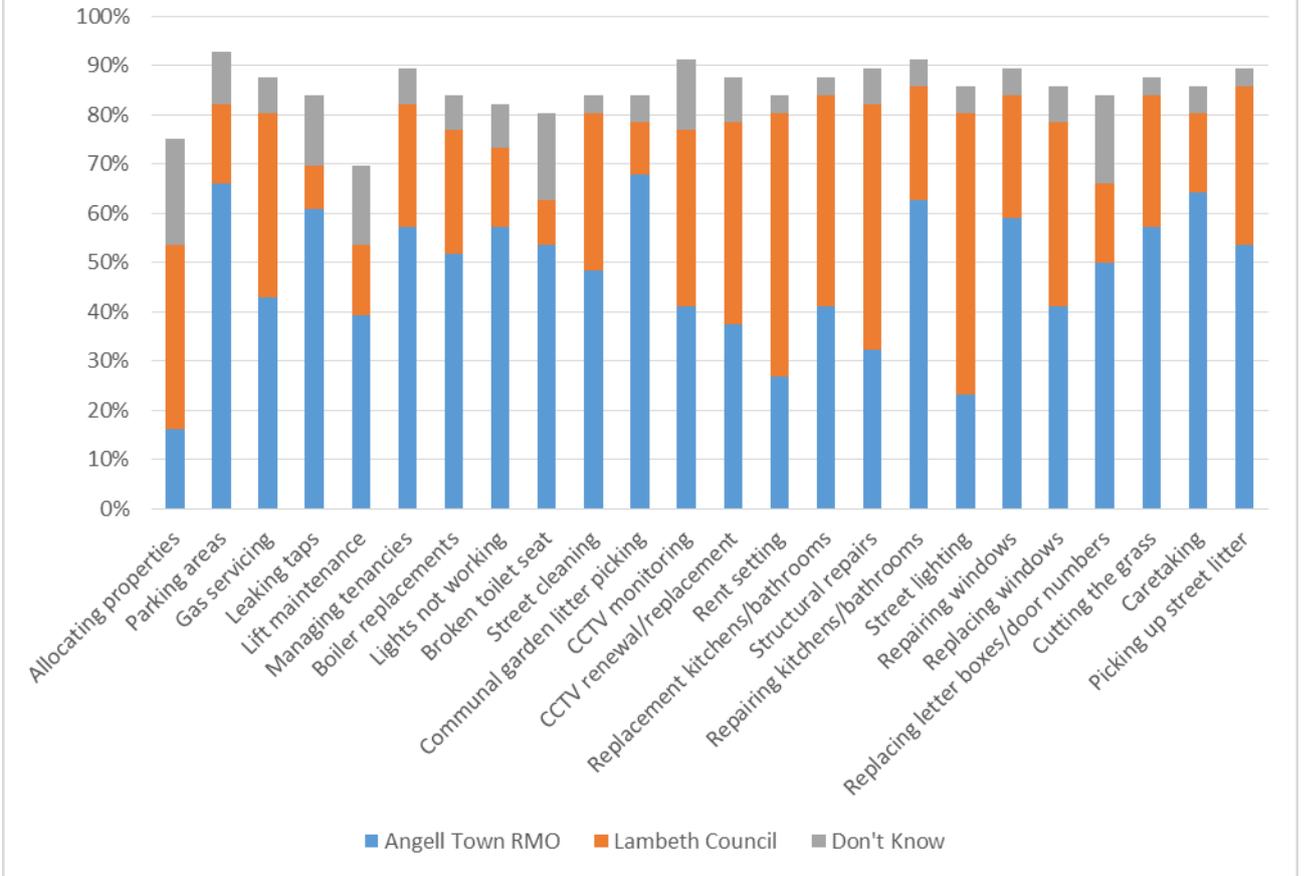
### Angell Town is a well-run and well managed organisation



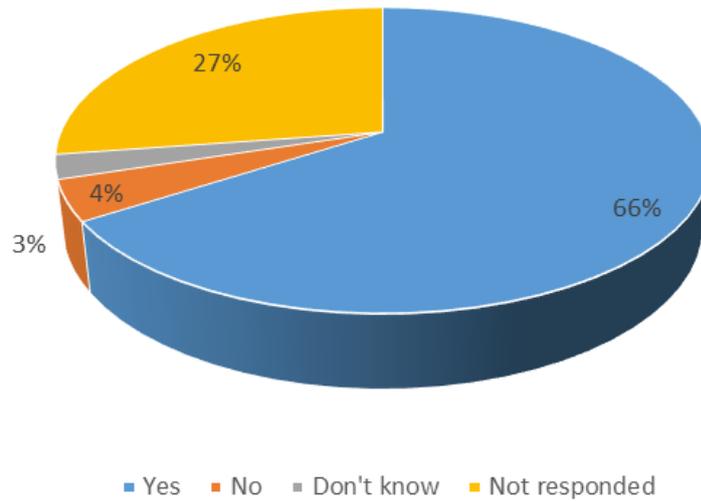
■ Agree strongly ■ Agree ■ Neither ■ Disagree ■ Disagree strongly ■ Not responded

Agree and Agree Strongly accounts for 35% of respondents while Disagree and Disagree Strongly accounts for 38%. Again, this should flag concern pre ballot as the 'disagrees' outnumber the 'agrees'

### Who is responsible for delivering the following services

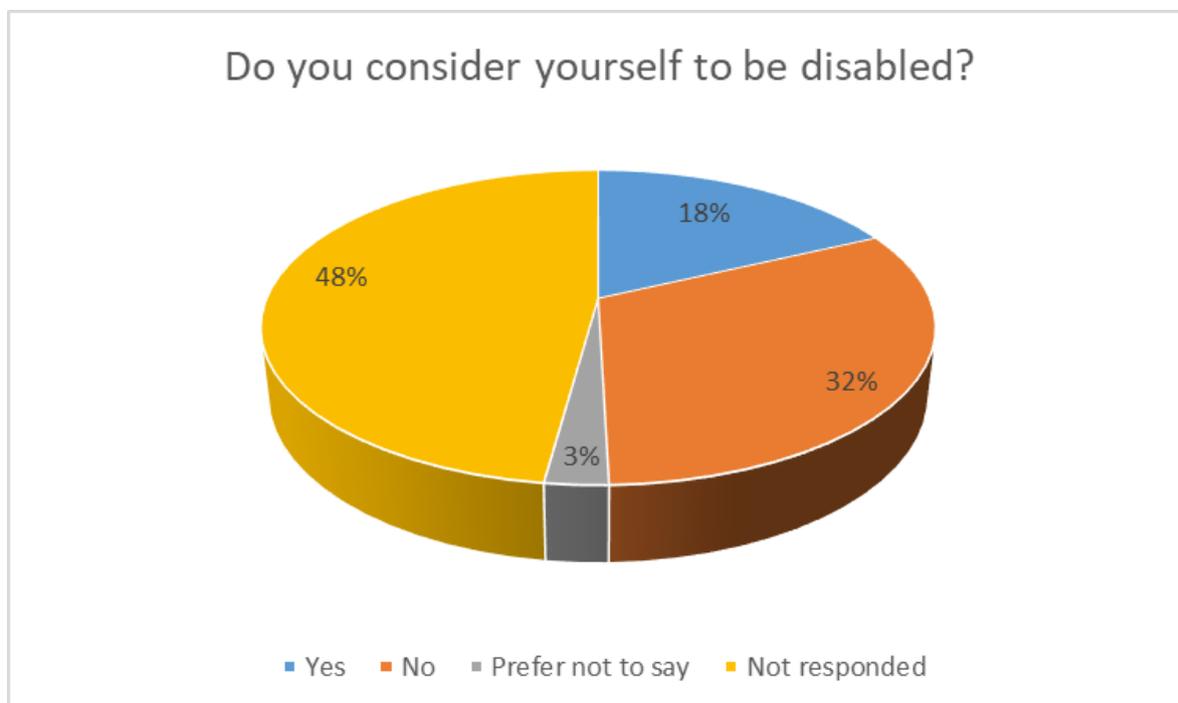
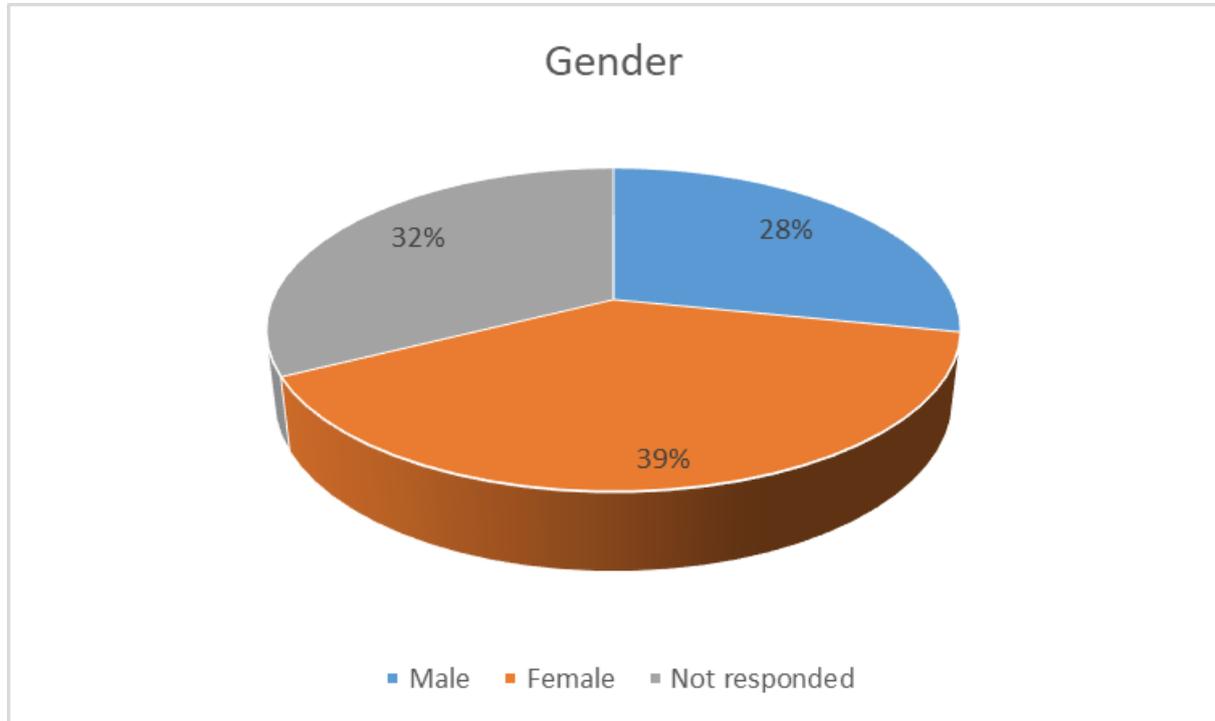


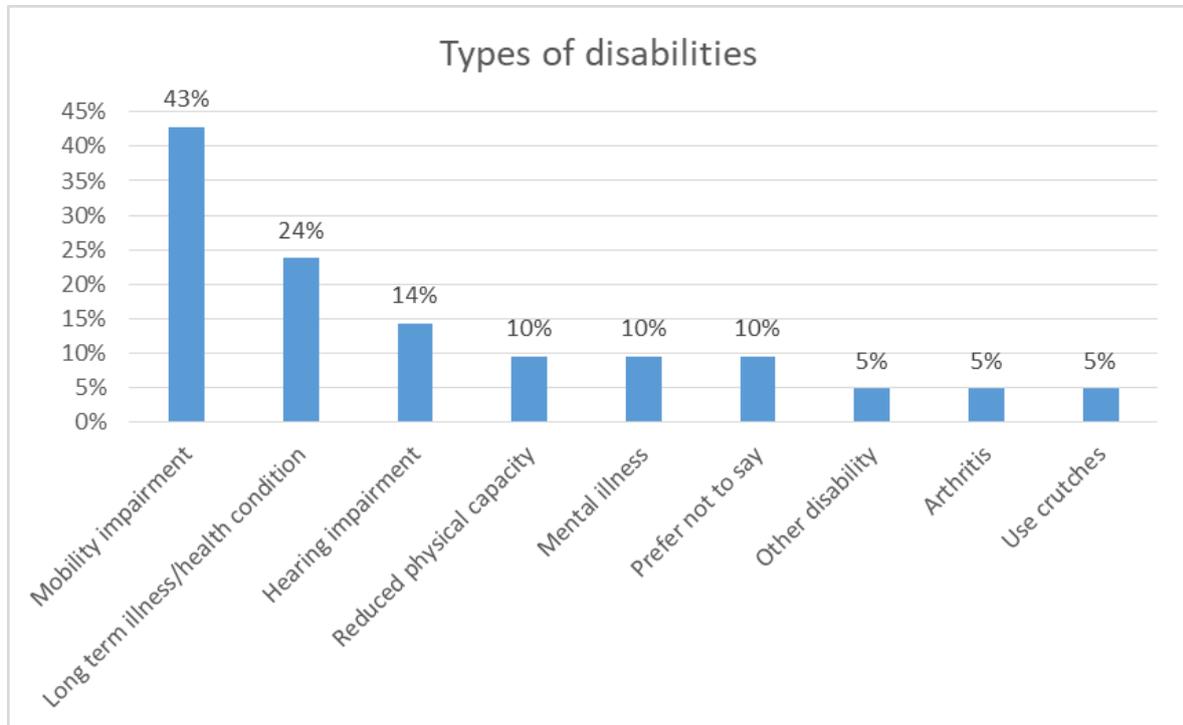
Would the estate benefit from having a community centre for the use of the wider community?

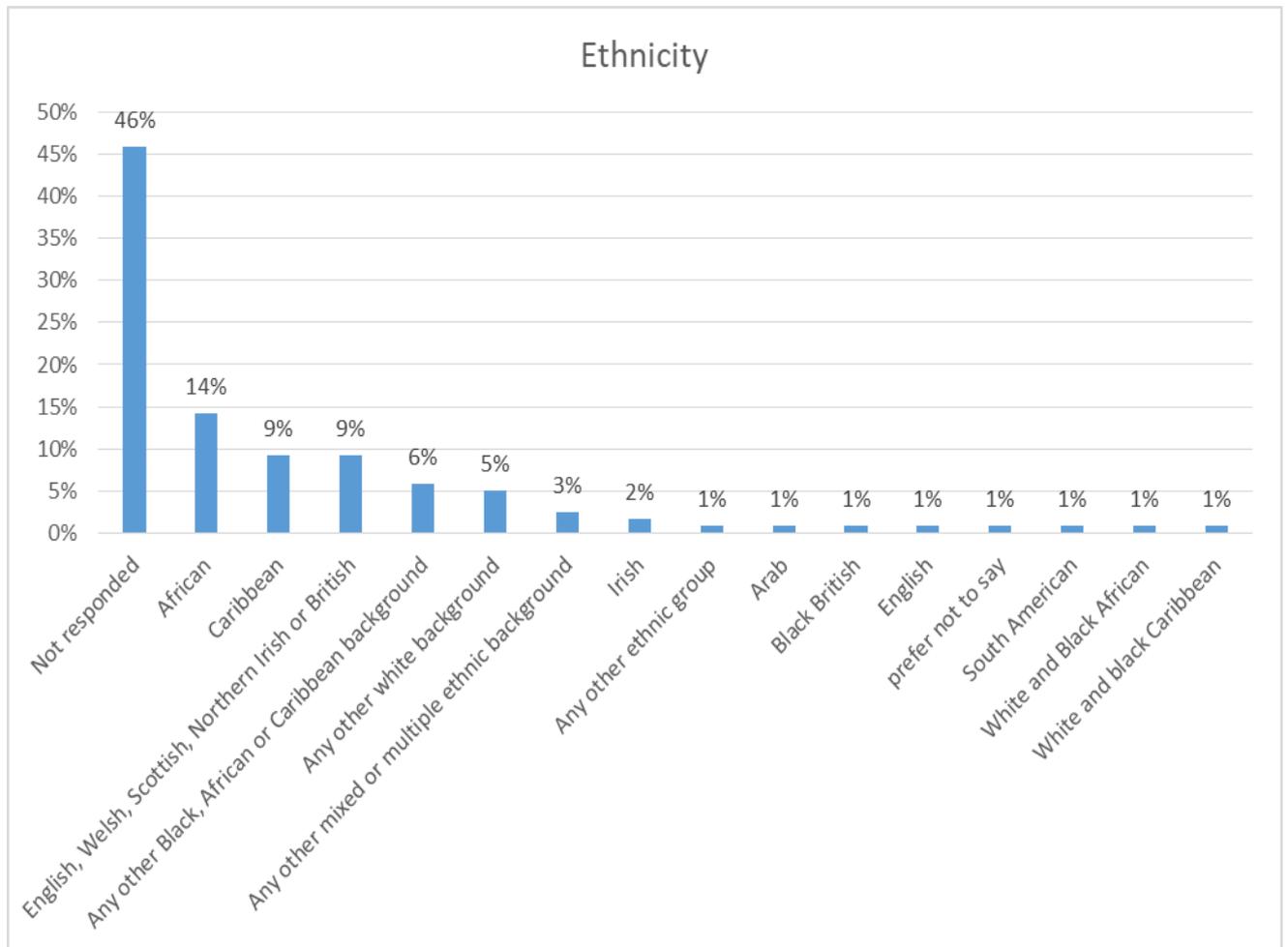


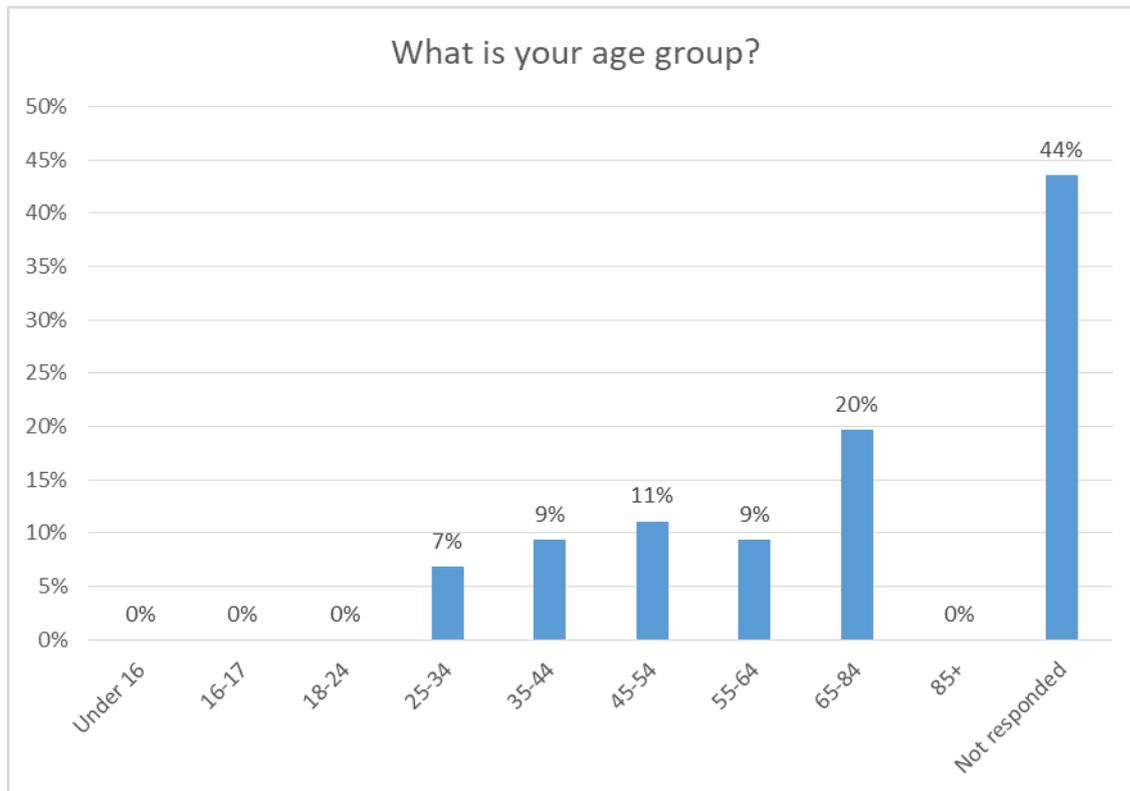
This is a clear message from the community

## Equality & Diversity Monitoring









The message here is a lack of engagement from young people. Is this something social media might help address?

**Comments.**

These are groupings of comments/issues raised by residents on a number of open ended questions. We have highlighted them as the tenants described – so as not to influence the feedback.

**What do you like about living on Angell Town Estate?**

- Clean streets, general cleaners are great
- Greenery, plants, where are they?
- It's becoming more quiet

**What do you dislike about living on Angell Town Estate**

- Communal stairs never cleaned. Wall paint in bad state on the stairs. Trees in front of flats full of pests and never cut, it is becoming like a forest.
- Fly tipping not addressed
- If it rains heavily can only exit one side of block due to flooding at the bottom of the stairs

- Good neighbours
- Neighbours are loud
- Poor parking
- Repairs are very poor
- RMO's handling/management of repairs. Poor value for money/cost management/bad repairs follow-up.
- Rubbish tipping to be stopped
- Service charge massively increased without justification
- Shootings and crime

### What improvements would you like to see to your home/block

- Bathroom ceiling mould/damp
- Better internet
- Better repairs handling and management.  
More concise/cohesive/respectful collaboration, standards and cost management and care
- Ceilings leaking – reported to RMO but no action
- Cleaning of outside of windows
- Cleaning that we pay for never gets done
- Cleanliness
- Communal area repairs are very poor
- Damp/pest control
- Fix and prevent leaks from neighbour (from same flat (16) recurring over years!!). No action.
- Floors as I am disabled
- Improvement on repairs time
- Leys Court - lots of humidity
- More grass/bushes/flowers in Leys Court. It's just mud and dirt at the moment
- New home improvement, old things falling apart! E.g. Outside home window frames
- New roof
- New roof
- New roof
- New water system cut out in winter. Damp
- Nothing has been changed since built
- Re-furbished 2/3 years ago – but much worse than before.
- Repairs to be done promptly and checked
- **Repairs to leakage and drainage in my living room following the rain last week. I have made a report, No response from the RMO. And no one can confirm if the job has been booked. My living room floor, sofa, carpet and furniture are wet and mouldy**
- Shower pressure for cold water
- Solar energy
- Stairs/Hallways cleaned

- The kitchen they replaced is worse than the one before, waste of money. Faulty repairs, wiring of bathroom. Didn't finish installing central heating
- Upper walkway cleaning. Handrail cleaning in stairwell. Push/pull door panels (communal) and glass cleaning.
- When they were doing kitchens mine was left out. Nothing for over 60 years such as social activities
- Windows leaky and not fixed

#### What improvements would you like to see to the environment

- A proper roof
- Better cleaning of floors and walls in communal areas.
- Better, more road markings
- Bins on Marcella Road, get rid of them.
- Bins, promotes pollution. Kids are miserable - promotes violence. Better speed bumps on the road, safer for kids
- Car got broken into, wasn't any film in the CCTV
- **Change in attitude/work ethos of maintenance teams – poor communicators.**
- Clear advice on noise - to local businesses and residents!
- **Community centre would be good. Play area for children, not infants or adults**
- Don't even know if CCTV works. It was admitted that they are dummies when there was a problem with the car
- Provide area for a football pitch
- Gates to be locked because of crime & safety. Bins area to be better cleaned regularly. More plants & landscaping (Good for mental health and pride in environment.
- In the past dodgy contractor for lights, always fixing. CCTV broken, not using trees for CCTV. **Flawed reporting system, passing on responsibility all the time.**
- Indoor play area for children
- Less police harassment more actual input from people with power to help on community issues. We are just ignored
- Lighting for alleyway by 19 Holles
- Litter is very bad – more collections
- More collection of litter
- More input of funding and materials to support us as residents in evolving our community garden (in collaboration with us)
- More working CCTV with access
- Most of the CCTV cameras don't work
- My neighbour cleans the public hallway
- Need facilities, more organisation and more groups for young people. The youth have become isolated and this is where the trouble happens
- No cleaning of communal area for 2/3 years but paying for maintenance. Not sure if CCTV is working
- Paying for CCTV but is it used
- Playground area needs repairing. CCTV not working
- Stephen who is great and really loves the estate, very under valued

- Stop loud anti-social music
- CCTV cameras broken
- Two lights outside 89 for 2 weeks. Repairs staff never tell you when they are coming
- Update CCTV
- CCTV that works

#### Views on Angell Town Issues

- The CCTV on the estate is managed by Lambeth but should be managed by RMO as we as tenants pay for CCTV.
- The flower beds could be a lot better. Tenants do not maintain their gardens.
- **Disabled people being given large gardens that they can't maintain.**
- **Leaving rubbish outside doors is a fire hazard.**
- The estate would be better as a closed community as we are dealing with a lot of fly tipping of large items.
- A gated community would stop drivers at fast speed through the estate.
- My kitchen has not been replaced, however my neighbours has. My bathroom was updated, the 'new' bath has a black chip in it. It was filled with filler but looks worse than the one before. I also preferred the old sink and toilet, would have preferred to be asked if I want to keep old ones in. Less work for contractor and I would have been much happier.
- **There has been rodent problem in my flat which in notorious throughout Warwick House. Bait and traps were happily left but RMO said it was something I have to live with. Spent many sleepless nights scared as I heard loud activity and sightings during winter.**
- I have been living there since 1988, have no problems with anyone. Only I would like it cleaned more often.
- RMO needs to cut the trees down, especially in the summer time and they need to make more of an effort of picking up litter
- I think it is necessary to have own Community Centre for the residents.
- Better all-round security
- **More attention in the RMO office**
- A pedestrian lane where I live as there are mostly disabled or older people.
- We need safe and secure bike storage. Charger for electric cars and hybrids
- RMO needs to address damp in homes and poor drainage systems. Also recently, there has been a sewage smell on the estate. Increase of rodents in and around the estate.
- Unfortunately the communal area are hardly cleaned, after several complaints they finally come and clean it. They used to have to sign in when cleaning but this has been removed. Even then the communal parts are cleaned once every few months and this can cause pests in the block of flats and dirty environment.
- **Angell Town RMO - Please when a resident pass away, put it in your information system so that you don't keep writing letters to the current resident addressed to the deceased. Thanks**
- We have a community centre, another one of a slightly different kind to expand good community provision and cater for broader needs would also be good

- It's 'telling' that apart from one small question at the start to confirm which tenure we are that pretty much all of the questions did not have an option to accommodate answers (respectfully) as and from a leaseholder
- **The cleaning of Angell Town is very, very poor. The cleaners are not fit for purpose.** I live at no. 51 and the cleaners never come into my section. I pay service charge as a freeholder. I have to sweep up the leaves and rubbish myself, I also have to buy weed killer to kill the weeds outside the front area which the cleaners should be doing. The estate is always filthy with people dumping rubbish, furniture, garden waste etc. The RMO are absolutely rubbish, time for change.
- **Responses to and actioning complaints for repairs and maintenance needs to be substantially improved.** A sink blockage (owing to a communal issue) took substantial effort and time to address and posed health risks. If possible, the repairs should be contracted to another firm.
- Better support for elderly residents and accessible options for reporting issues.
- We live in a community, trust our neighbours, the community, and the local authority. We trust them all and I believe that they should earn this trust reciprocally! If we have to live here in peace and health they have a duty of care and trust us. This they can do by keeping us 'in the loop'. Their mission is to inform us speedily, accurately and truthfully. Own up to their mistakes and tell us!
- I do not know much about the issues affecting the community, but from my perspective Angell Town has the potential to become a great community if things are put in place for the residents to live comfortably. The maintenance and repair service is very poor, vulnerable people may be left unattended because there is nobody available in the office to speak to when you have problems or emergency maintenance and repairs. **My flat is wet, floor is flooding with water due to leaking pipe/rain water from my balcony. Nobody can help me, I am very disappointed with the service at present. I have photos and videos of the damage caused by the leakage and flooding in my living room. Nobody to help me resolve this matter. I have young children in the home. Two broken radiators in the living room.**
- **I would have loved to become a valued member of the RMO because I have experience in community healthcare and development. With the way I am treated lately, I do not feel motivated to participate at this time.**
- The RMO must endeavour to get out of their offices to make face to face contact with their tenants and leaseholders on more regular basis.
- Tenants and leaseholders must be given a clearer account of the breakdown of charges for estate and block. **At the moment there is a marked distortion of the charges and their distribution**
- We need a board that works with all the tenants, not just board members. You never see them doing anything especially the older people get no help. Don't listen!!
- **When I and my two friends applied to become a member before, we were refused. As three people, 1 Irish, 1 Portuguese, 1 Italian, the chair refused to let us join.**
- The RMO do not listen to tenants in regards of repairs. I have had a leak for 5 years and still waiting for leak to be fixed. Anti-social behaviour is ignored by the RMO even when they know the family/residents doing this. Tenants are not treated with respect. The repairs manager keeps changing. No one is really interested in this estate. It could be a good estate to live on but major changes are needed starting with the RMO. They have no accountability to tenants. Lambeth Council should take charge or implement new RMO of tenants who actually live on the estate
- Communicate via email and text/WhatsApp as opposed to occasional letters. Often I don't know what's going on. Repairs should be handled more efficiently and quickly. I feel I have to chase continuously and for a long time to get anything done.

- Fly tipping is a big issue across Angell Town. The weeds to be cleaned up quickly! And residents weed some where they can take large rubbish as most don't have cars and can't get to the council dump.
- On phoning about a repair it is put through so that it can be done. Not have to go to phone or go to the office to find out the repair has not been put through. You want tenants to look after the homes they live in so why can't we get a repair done and not have to wait weeks.
- Maintenance issues reported via telephone where not logged on system (during COVID, 1st lockdown) still remain outstanding
- I do not believe RMO value its residents. They do not prioritise repairs. None of the issues reported have been actioned despite calls chasing up. **To add salt to the wound, when I actually managed to speak to someone in person (post lockdown) I was informed that nothing has been logged on the system since mid-2020!!!** So my calls meant nothing. Several jobs remain outstanding.
- Leaks from neighbouring properties not being addressed swiftly (e.g. reported in July still not addressed)
- Tenants loud and late noise
- Outdoor lights/CCTV doing nothing
- Tipping and broken bins, area at end of Holle House
- Gas works done without Angell Town knowing
- Fibre broadband applied to building without request/consultation
- Not updating leaseholders when structural work being done to the roof, if it could result in extra cost
- Service charge increasing every year without any clear benefit
  
- Communal areas e.g. Stairs, no one comes to clean but you are paying for this
- Raise things with them and they never get back to you. End up stuck back and forth between Lambeth and RMO - passing of responsibility – major problem
- **Don't even know who makes the decisions - who are the board**
- Call them for a problem and they don't get back. Then someone comes and takes a photo and it isn't followed up. More than three years with a broken gate. Contact them constantly but they don't get back to you
- Better opportunities - shop fronts used
- RMO doesn't feel community based, big shift in democratic involvement.
- Maintenance management has to always deal with Lambeth and ALMO, again comes back to this responsibility thing, complicated politics of the role. **No board members under the age of 30, given the age make-up of the estate lots of people feel they have no voice**
- Dora Boleman - founder member. After she died things got worse. RMO run by people with less knowledge
- Tried to contact about repairs - they answer but don't come.
- Lambeth offer no support or time. Written letters to councillors
- There is nothing for the kids on the estate which leads to all these issues
- Passing of responsibility with issues where people are worried about their family. Poor negotiation between RMO and Lambeth. Poor management of social housing. Class issue on the estate. Police - bad treatment and alienation problem especially with the youth. A lot of the problems are social

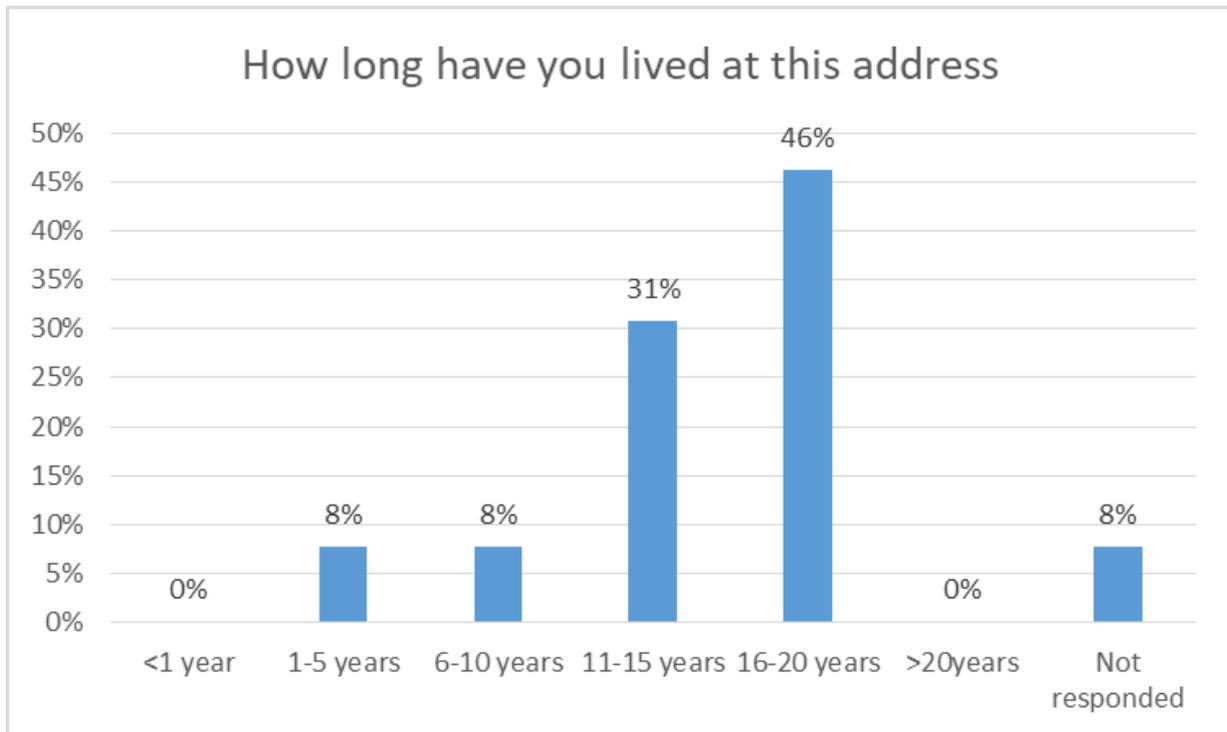
problems not criminal. No initiatives

- Repairs take years, leak reported 2 years ago. Infestation of insects. Kitchen counter never fixed. Leak in bedroom. Tried to complain but had 10 years of inaction
- Weekend free parking for visitors. **Housing office always closed**
- Never come for pests, got solicitor involved and they soon came.
- Complain and it remains the same. No one answers
- 
- **Very poor repairs, gate has been locked since January, serious health and safety issue.**
- Leak coming through from neighbours. Flaking and damp in the bedroom, smells and unhealthy. Bad communication with RMO, slow, no one comes.
- Replaced boiler and took the tiles off two years ago and no one has come to fix. Issues with the lock and the door, still no one has fixed. Contact them regularly and no one has come
- Maintenance is a big concern. Lived here for 16 years getting worse. Repairs is always "funding". We pay maintenance, cleaning, lighting, security. **RMO office is unapproachable. They do not take notes or remember anything.** Damp walls have been left. New bathroom and kitchen promised but never arrived. Issues with drains, blockages in washing machine, bad plumbing, sink gets blocked. Windows badly sealed, leaking from rain.
- Repairs and maintenance, very bad, rude. Cowboy builders. Roof leaking from when moved in 19 years ago. Floorboards that are moving. Elderly and can't bend down to turn the heating on, daughter has to come by every day to do it
- We need a new roof, when the rain falls the bedroom gets wet right over the window in my bedroom. We need a roof repair immediately
- Our flats are leaking, we need our roof repaired
- Repairs and maintenance. Hole in kitchen, broken boiler pipe, damp, RMO office does not respond.
- Lived here long time and fairly happy
- Serious damp issues in bathroom and kitchen. Asked many times but never addressed
- No complaints, happy
- Better lighting on alleyway by Holles
- Three years to fix a leak and damp, bad for health, no compensation. Six months damp again. No records for things, bad administrators and organisation. Fees have gone up, gradually going up each year, paying for services you're not receiving. **Phoned and can't get through, don't answer emails.** However speak very highly of David. Green space, paying for landscaping, **Lambeth versus RMO whose responsibility**
- Boiler leaking for two years
- Damp, top flat had a leak, they never come. Over a year since contacted them and say someone will come but they don't
- Light at the front hasn't worked for 4 years. Trees at the front not cut. Three disabled residents.
- Water coming through window, contacted RMO with lots of phone calls but nothing happened.
- 
- Leak in the bathroom for a year, hard to contact them, ceiling falling in. Disabled tenant
- Main issue is about the rubbish on the estate

- Leaking and damp from the ceiling. Lots of things need fixing, keep asking, come to look around but never fix anything
- Few things supposed to be done but other than that fine. Could do with back gate being locked. Gardens could be nicer
- Contacted them and not heard back
- **Damp affecting people's health. Parking, strange hours, not enough space. Sell the spaces they have to schools and businesses. Money they make doesn't go back to the area**
- Damp, windows all need resealing. Patio has no drainage. Mixing up rent statement, unprofessional. Nothing gets done when you flag issues. Dump, rubbish everywhere. Fobs don't work, when they change the lock it's a cheap key, easily replicated.
- **It would be good to meet and talk about the issues in the area. Litter on the estate is bad**
- Events organised by Mary Over lockdown were great
- **Housing Office shut for a year. Deep rooted problems. No CCTV here, lights not working. Unapproachable when calling about an issue. Aggressive approach with small things.**
- Licence for memorial service, music, won't let people gather to mourn
- Struggle to get parking ticket
- Good at getting boiler done
- Boiler is leaking, poor repair. RMO came and took picture – then nothing. Charging point for electric car
- Repairs and maintenance problem. Come to fix the boiler leak and patched it up in the wrong place
- More activities for the children.

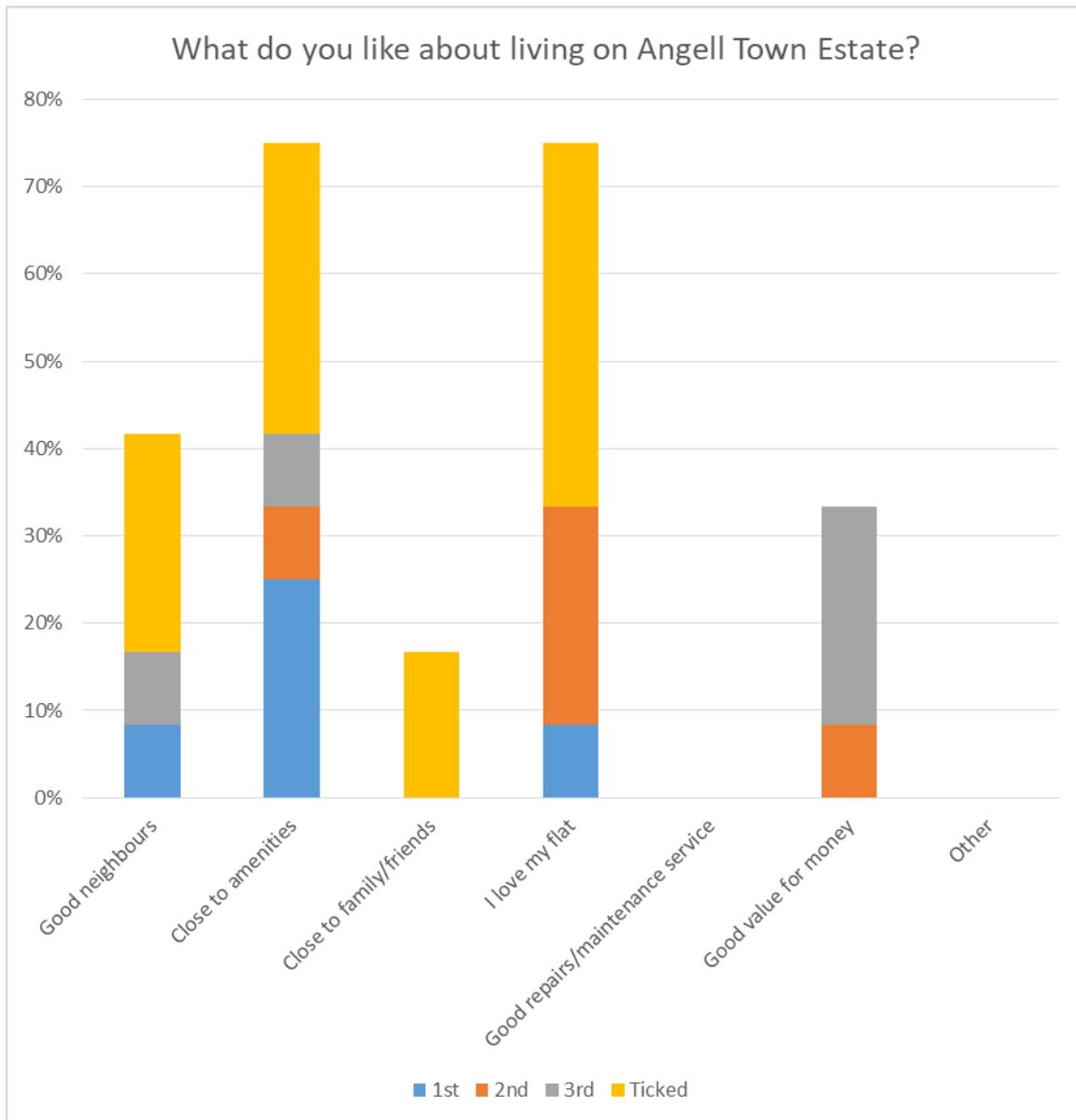
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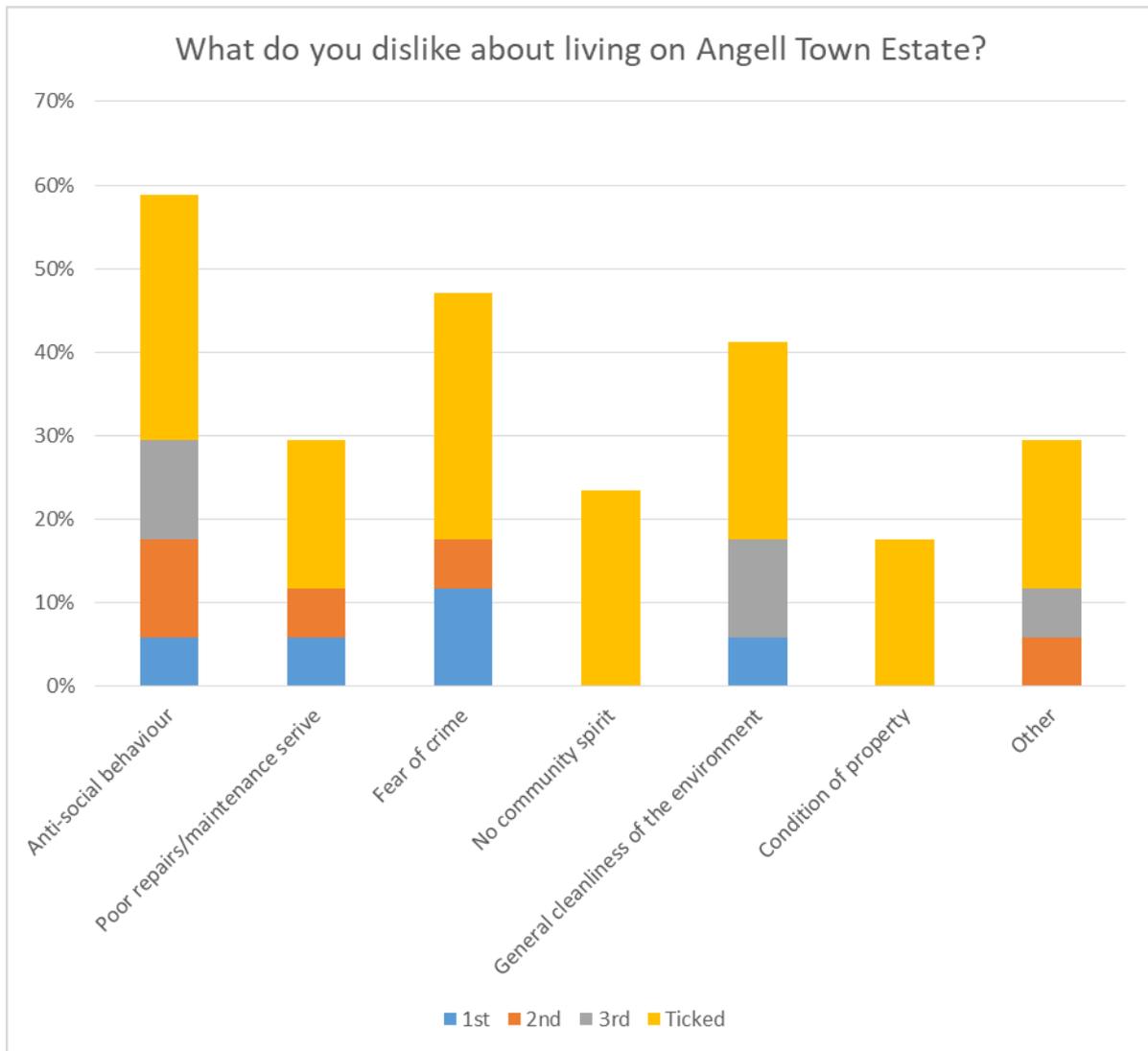
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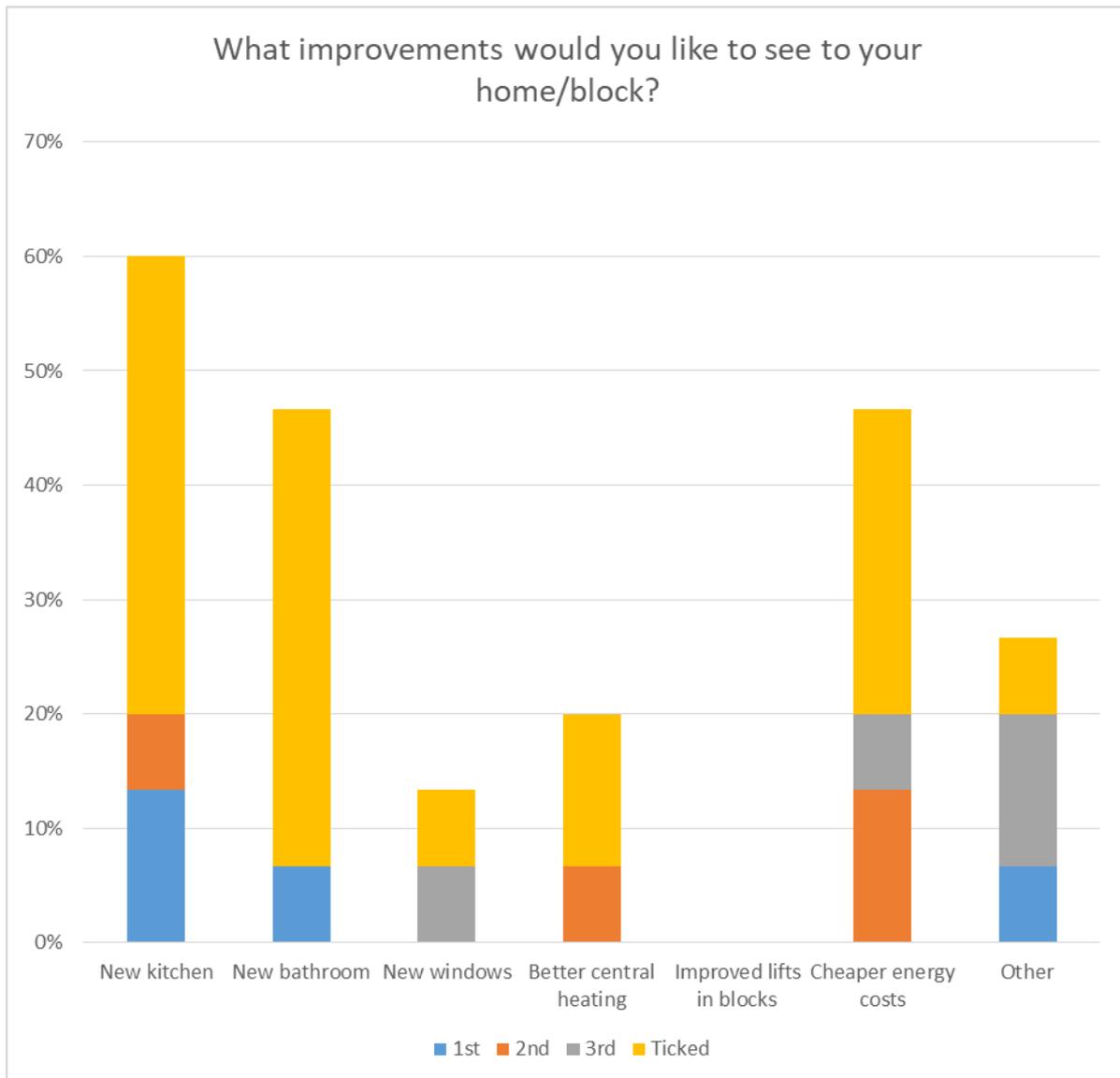


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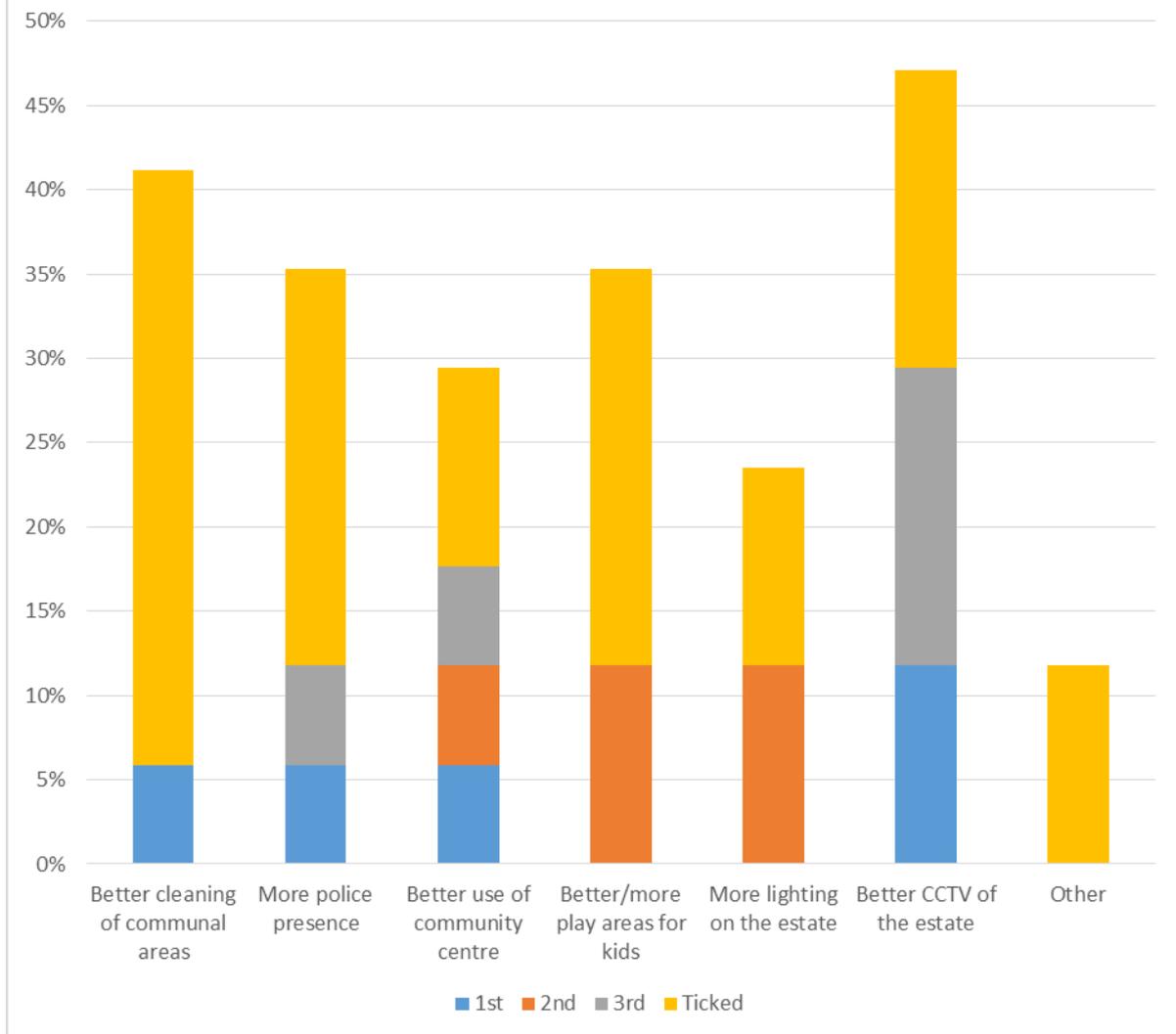
We have to bear in mind the low response rate from this cohort – see opening highlights.



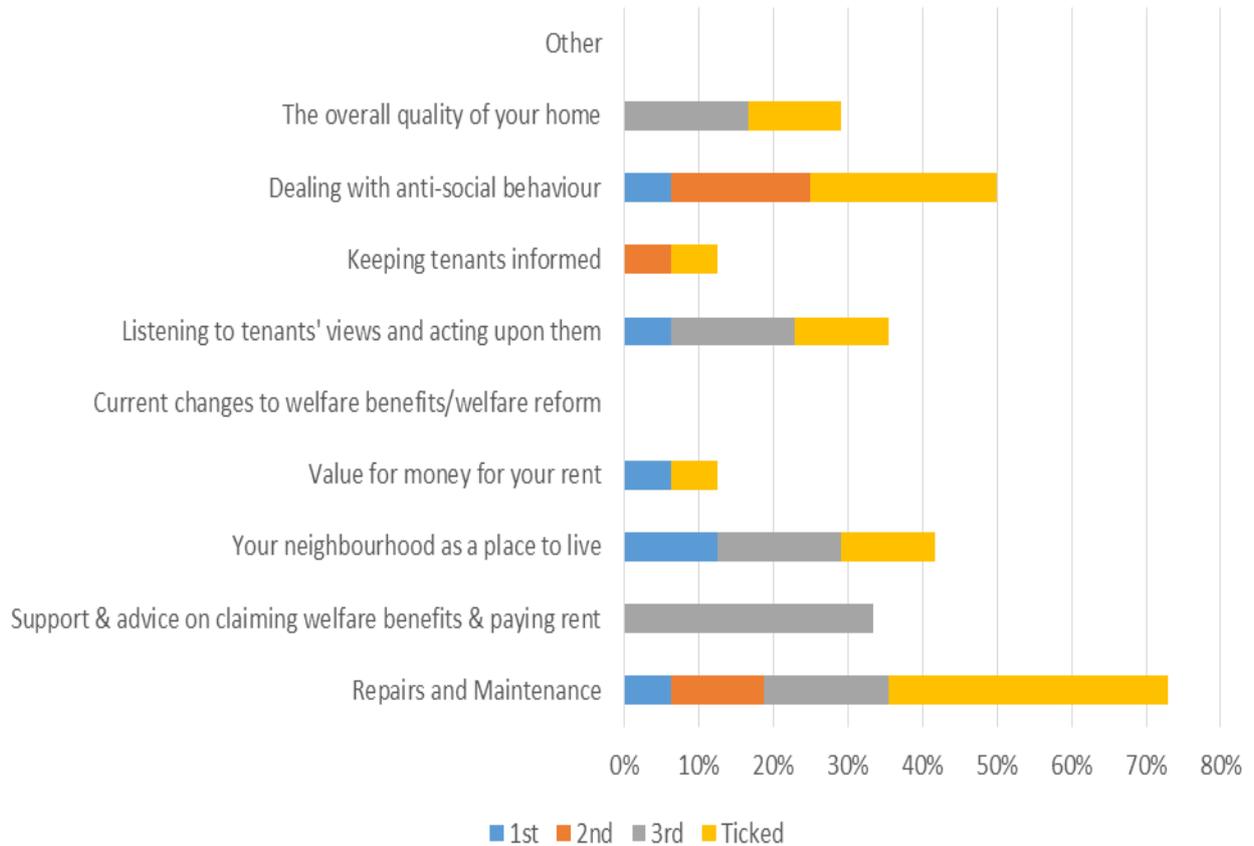




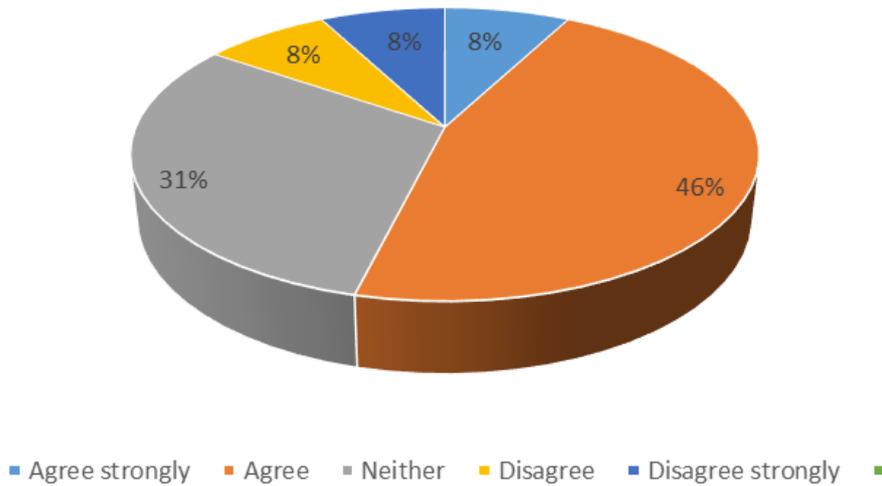
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### Top three priorities of the following service areas

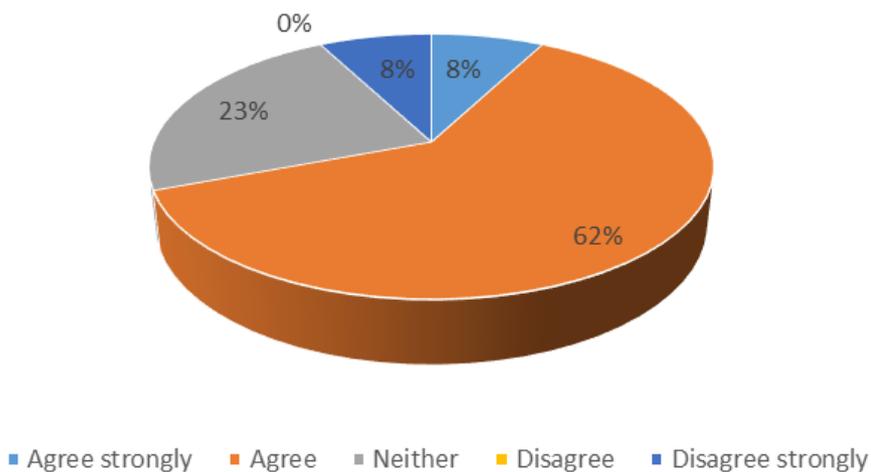


### Angell Town RMO treats its residents fairly



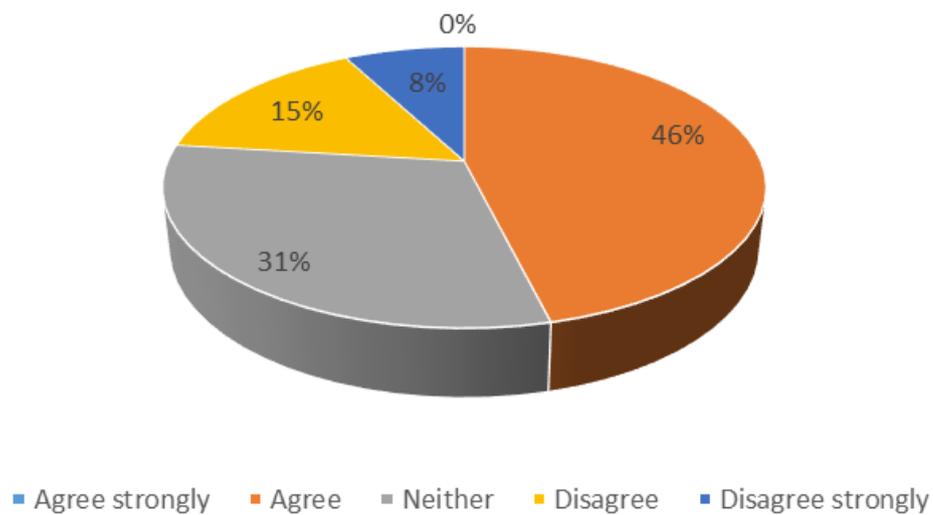
Agree and Agree Strongly accounts for 54% of respondents while Disagree and Disagree Strongly accounts for 16%

### Angell Town RMO has friendly and approachable staff



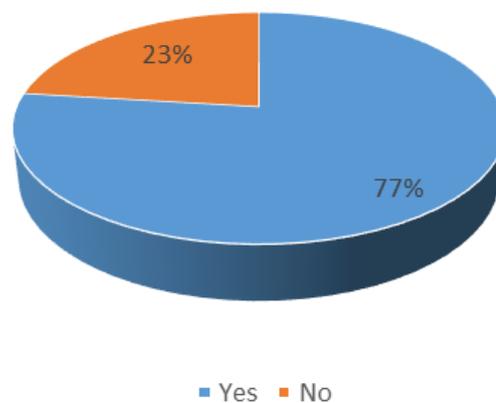
Agree and Agree Strongly accounts for 70% of respondents while Disagree and Disagree Strongly accounts for 8%

### Angell Town RMO is a well-run and well managed organisation

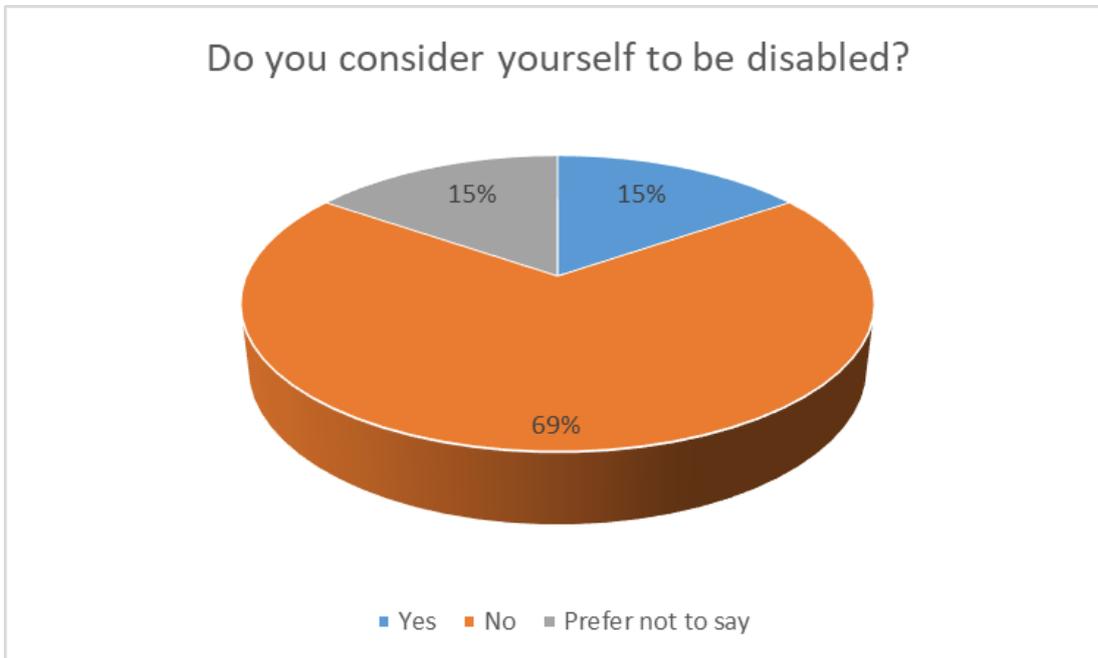
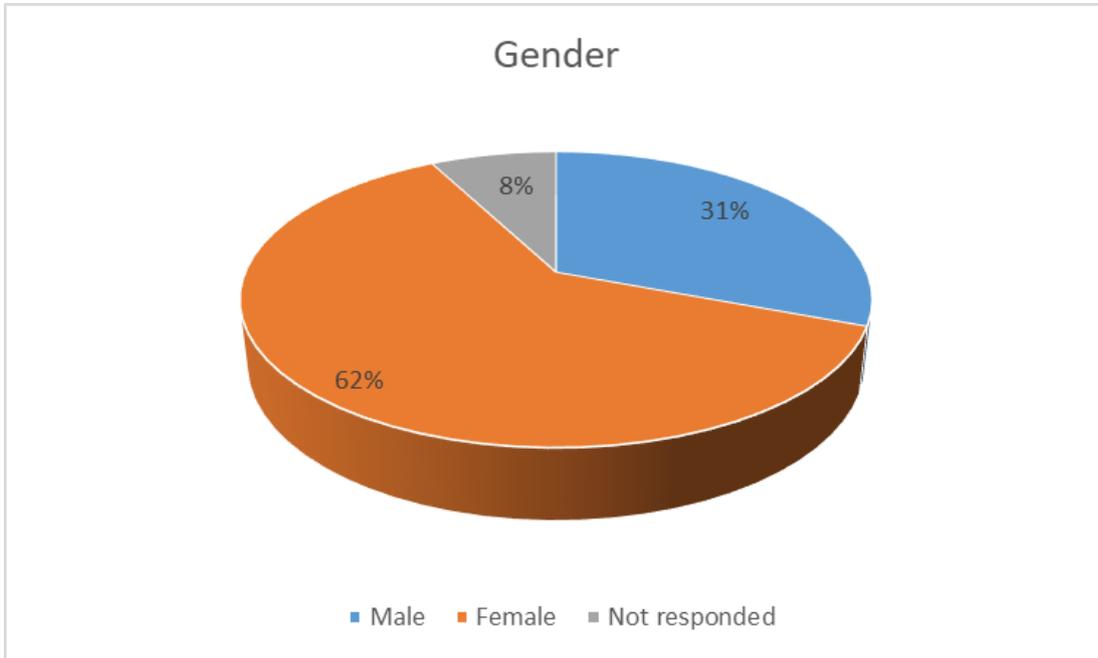


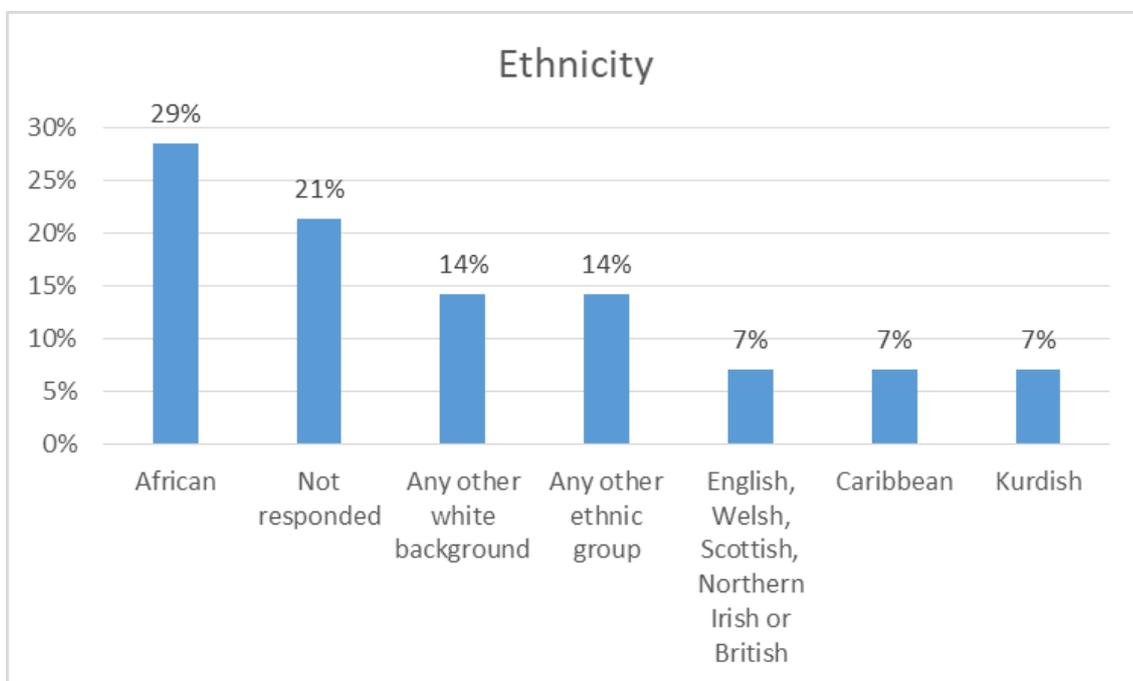
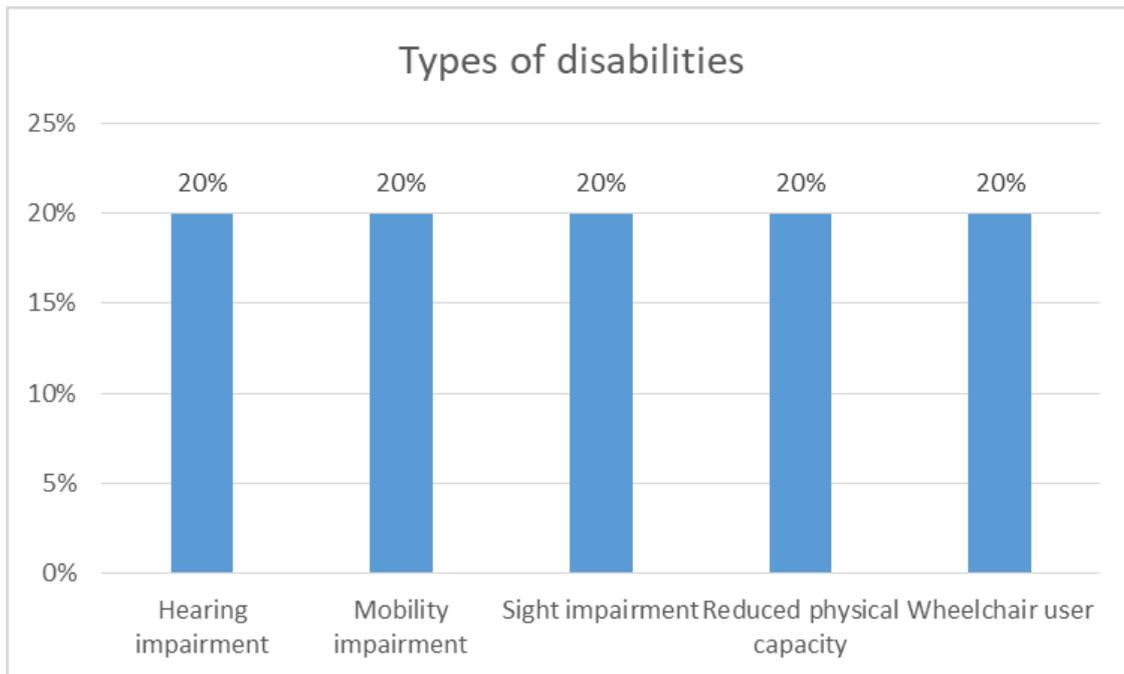
Agree and Agree Strongly accounts for 46% of respondents while Disagree and Disagree Strongly accounts for 23%

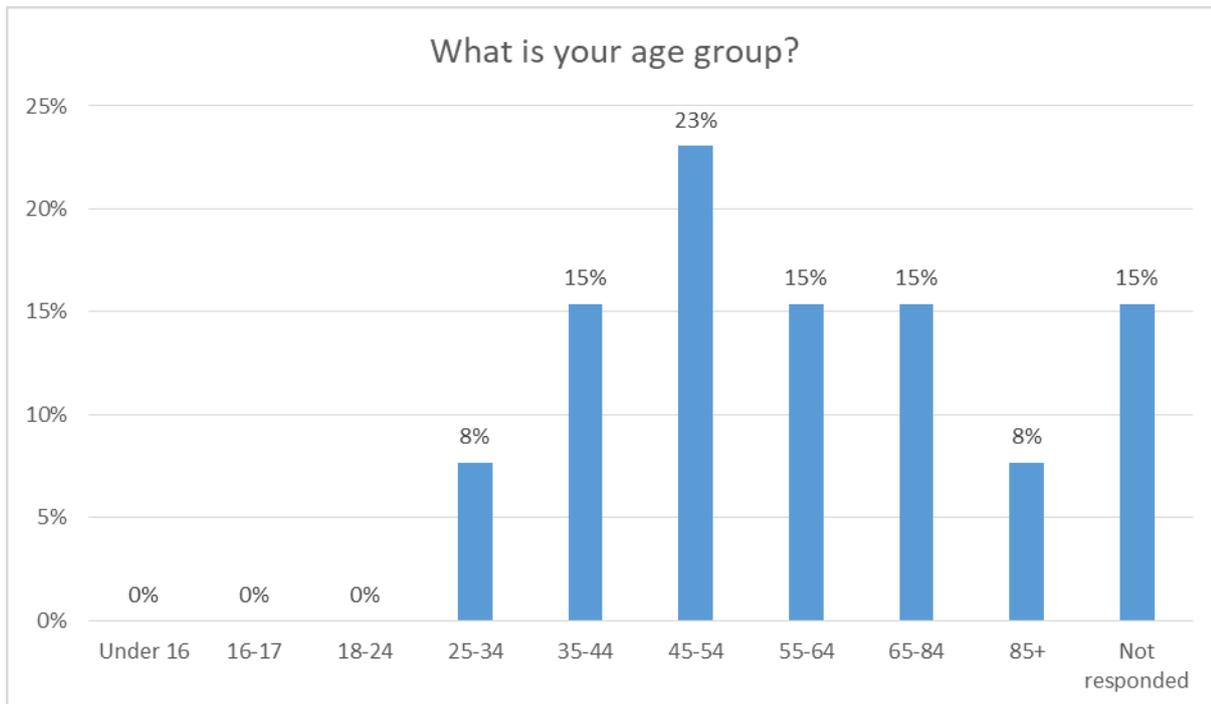
### Would the estate benefit from having a community centre for the use of the wider community



## Equality & Diversity Monitoring







**Comments.**

These are groupings of comments/issues raised by residents on a number of open ended questions.

**What do you dislike about living on Angell Town Estate?**

- Authorities do not deal with BAME issues correctly
- Blocked flood drains. Uneven pavement. Filthy estate
- Fly tipping and waste management
- I like everything here
- Parking problem

**What improvements would you like to see to your home/block**

- Allocated parking for one car per household
- Better bird deterrent
- Better repairs
- Sort block flood drains. Sort uneven pavements. Improved cleaning of communal areas and around bins

**What improvements would you like to see to your environment**

- Better/new estate management
- Jet wash the bins. Sort out the loud music at night

## Views on Angell Town issues

- Since before I had moved in there has been an issue with birds pooping all over the building, this is partly down to the pigeon spikes falling down and because some of the lower floor neighbours throw food out of them.
- The bins are incredibly messy and smelly which mean I get a lot of flies in my flat, potentially covering them somehow might be better
- Please, please, please change all staff and management immediately! This will solve any list that we all will list here
- **As a housing association tenant we're often overlooked or not informed of things happening**, nor are our communal areas kept clean. Windows aren't cleaned and fly tipping is rife
- I am 90 and live alone. I would really welcome better lighting outside my home. My daughter has called the landlord (L&Q) a few times but it hasn't improved. I also have a neighbour who makes quite a lot of noise so it's hard to sleep at times. The driveway by my flat is also used as a walkway very often so the area becomes quite dirty and littered, which is not cleaned up very often. My daughter often has to call to ask them to clean it.
- I am happy with Angell Town RMO, no issues
- There are uneven pavements all over the estate. Also blocked drains which means members of the public trip over those when it rains heavily. I have to get my shoes wet to get to my car. I have mentioned both issues to the maintenance team at Angell Town for months now still waiting for it to be sorted. Filthy bin and recycling areas frequently unkempt. The communal cleaning team do a bad job of cleaning the stairs within the blocks and around the estate. Angell Town is generally unkempt. Can we jet wash the bins please? Ask the council to cooperate when CCTV footage is requested following criminal or anti-social behaviour
- I am surprised what I always observe on Marcella Road. How many times crime happened, death, stabbing, cars colliding etc. Most of the time cameras are out of order, police patrolling at quiet times never when something happens or they arrive after an hour. Where is the action, what happens with all reported crimes. Why is a diverse police force not patrolling in a diverse community?
- **Landlords do not seem to talk to each other.** NHHG produce regular newsletters but with no info relating to rest of estate. We are happy with the cleansing but have not been able to find a solution to management of waste at Fir Grove Road/Shore Way despite involving Veolia

**Open Communities would strongly recommend that a newsletter is produced and delivered to thank the community for taking part in the survey and proposing a way forward in dealing with residents' news. Not doing so will only lessen the likelihood of resident offering their views in future surveys.**

Open Communities will keep this information for a period of 6 months after which it will be securely disposed of.

Yours Sincerely



**R Coyle - Managing Director**