

Landlords survey 2010

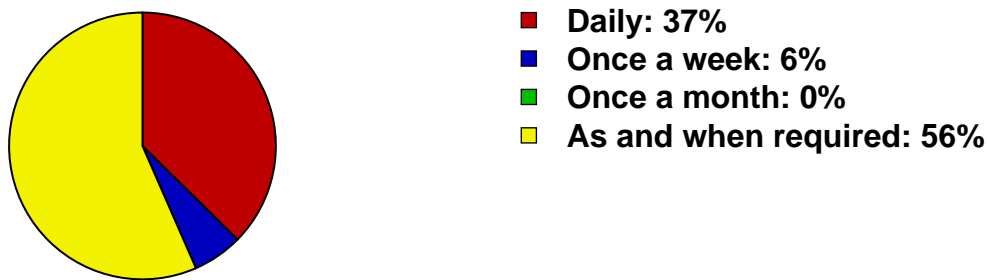
Registered Social Landlord satisfaction survey 2010

Overview

From **05/02/2010** to **01/04/2010**, London Borough of Hammersmith & Fulham ran a consultation entitled '*Landlords survey 2010*'. This report covers the online element of the consultation process, which was run from <http://www.citizenspace.com/local/lbhf/Landlords>

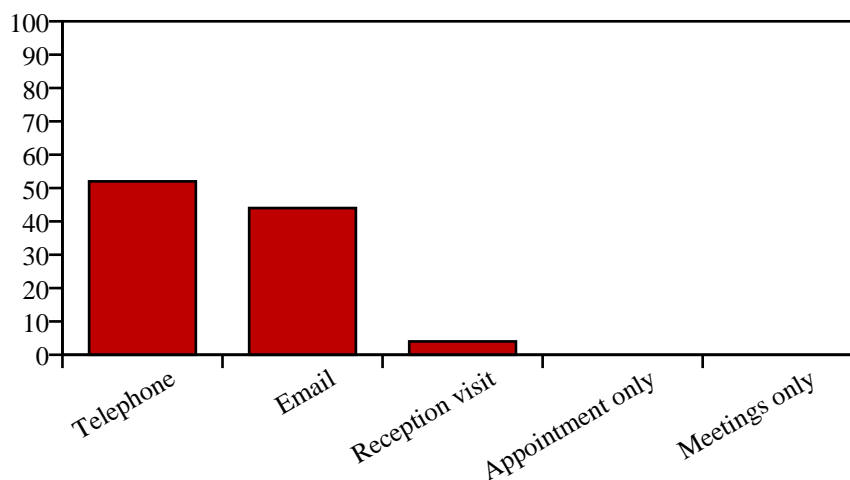
Topic 1: Questionnaire

Q1: How often do you liaise with Benefits Service?



Option	Value	Percentage
Daily	6	37%
Once a week	1	6%
Once a month	0	0%
As and when required	9	56%
Total	16	

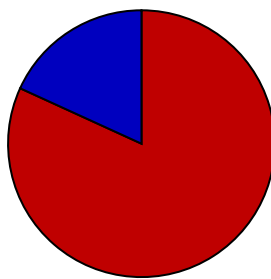
Q2: Which method of communication do you most use?



Option	Value	Percentage
Telephone	13	52%

Email	11	44%
Reception visit	1	4%
Appointment only	0	0%
Meetings only	0	0%
Total	25	

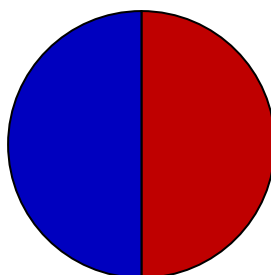
Q3: Do you attend the quarterly Benefit Liaison Group meetings?



■ **Yes: 81%**
■ **No: 18%**

Option	Value	Percentage
Yes	13	81%
No	3	18%
Total	16	

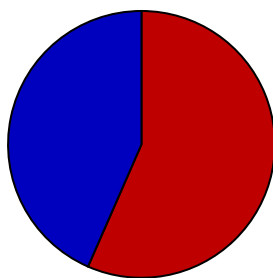
Q4: We would like to consider the issuing of a quarterly newsletter instead of holding quarterly Benefit Liaison Meetings. Would this be a preferred method of communication?



■ **Yes: 50%**
■ **No: 50%**

Option	Value	Percentage
Yes	8	50%
No	8	50%
Total	16	

Q5: Are there other contacts within your organisation who would benefit from being added to our contacts list?



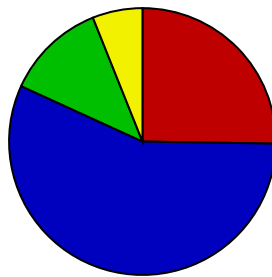
■ **Yes: 56%**
 ■ **No: 43%**

Option	Value	Percentage
Yes	9	56%
No	7	43%
Total	16	

Q6: If the answer to the above question is 'Yes' than please add name, address, telephone number and email address below.

There are 16 responses to this question. Please see Appendix A for the text of these responses.

Q7: How would you rate the current service?



- **Excellent: 25%**
- **Good: 56%**
- **Fair: 12%**
- **Poor: 6%**

Option	Value	Percentage
Excellent	4	25%
Good	9	56%
Fair	2	12%
Poor	1	6%
Total	16	

Q8: Are there any comments you would like to make about the current service we provide?

There are 16 responses to this question. Please see Appendix A for the text of these responses.

Q9: Is there anything the Benefits Service could do to help your organisation?

There are 16 responses to this question. Please see Appendix A for the text of these responses.

Q10: Is there anything you could do to help the Benefits Service?

There are 16 responses to this question. Please see Appendix A for the text of these responses.

Q11: Would your organisation be prepared to do any of the following to help us promote the take up of benefits and process claims quicker?

Your staff check forms before they are sent		
Rating	Value	Percentage
Please select	0	0%
Yes definitely	6	37%
Not at all	1	6%

Would consider	0	0%
Already doing this	9	56%

Forms are completed on tenancy sign up		
Rating	Value	Percentage
Please select	0	0%
Yes definitely	6	37%
Not at all	1	6%
Would consider	1	6%
Already doing this	8	50%

Review forms are checked by your staff		
Rating	Value	Percentage
Please select	1	6%
Yes definitely	8	50%
Not at all	2	12%
Would consider	2	12%
Already doing this	3	18%

Would your staff be able to do home visits to your tenants claiming benefits to collect information for us		
Rating	Value	Percentage
Please select	0	0%
Yes definitely	4	25%
Not at all	2	12%
Would consider	5	31%
Already doing this	5	31%

You would display general information leaflets on benefits		
Rating	Value	Percentage
Please select	0	0%
Yes definitely	10	62%
Not at all	1	6%
Would consider	0	0%
Already doing this	5	31%

We hold information surgeries for your tenants at your premises		
Rating	Value	Percentage
Please select	1	6%
Yes definitely	8	50%

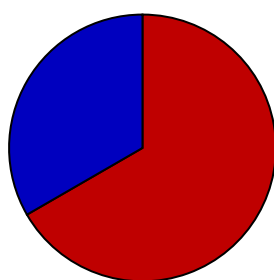
Not at all	3	18%
Would consider	4	25%
Already doing this	0	0%

Supply us with up to date rent details on a quarterly basis for all your properties so we can pay claims faster		
Rating	Value	Percentage
Please select	0	0%
Yes definitely	10	62%
Not at all	2	12%
Would consider	3	18%
Already doing this	1	6%

Q12: A number of organisations have requested Verification training for their officers, if you are interested in nominating an officer for VF training please add their contact details below.

There are 15 responses to this question. Please see Appendix A for the text of these responses.

Q13: If you require training or would like to set up a meeting, would you be able to provide a suitable venue for the meetings and training sessions?



■ **Yes: 66%**
 ■ **No: 33%**

Option	Value	Percentage
Yes	10	66%
No	5	33%
Total	15	

Q14: How would you rate the service provided at present in terms of:?

How enquiries are dealt with		
Rating	Value	Percentage
Please select	1	6%
Very satisfied	7	43%
Fairly satisfied	5	31%
Neither satisfied nor dissatisfied	2	12%
Fairly dissatisfied	0	0%
Very dissatisfied	1	6%

Helpfulness of staff		
Rating	Value	Percentage
Please select	1	6%
Very satisfied	9	56%
Fairly satisfied	3	18%
Neither satisfied nor dissatisfied	2	12%
Fairly dissatisfied	0	0%
Very dissatisfied	1	6%

Accuracy in determining claims		
Rating	Value	Percentage
Please select	1	6%
Very satisfied	4	25%
Fairly satisfied	8	50%
Neither satisfied nor dissatisfied	1	6%
Fairly dissatisfied	1	6%
Very dissatisfied	1	6%

Overall how satisfied are you with the service we provide		
Rating	Value	Percentage
Please select	1	6%
Very satisfied	7	43%
Fairly satisfied	6	37%
Neither satisfied nor dissatisfied	1	6%
Fairly dissatisfied	0	0%
Very dissatisfied	1	6%

Q15: Do you have any other comments to make?

There are 16 responses to this question. Please see Appendix A for the text of these responses.

Appendix A

If the answer to the above question is 'Yes' than please add name, address, telephone number and email address below.

1.
2. 1.Stephen Woodman, Welfare Benefit Adviser, Peabody, 45 Westminster Bridge Road, London, SE1 7JB 0207 021 4707 2.Danny Latham Same address as above
3. Lorna Morris 227 Wood Lane W12 0EX 020 8749 7112
lorna.morris@womenspioneer.co.uk Rachel Forrest same address and phone no rachel.forrest@womenspioneer.co.uk
4. Richard Bampton-Richard.bampton@a2dominin.co.uk Roy Alexander-Roy.alexander@a2dominion.co.uk Christine Morrison-christine.morrison@a2dominion.co.uk
5. Bee Hirani Stadium Housing Association Arrears Manager
Bee.Hirani@stadiumha.org.uk
6. .
7. All officers that liaise with Benefit Service
8. Brenda Slater 108 Shepherds Bush Rd W6 7 PD
9. No

Are there any comments you would like to make about the current service we provide?

1. ...
2. Front-line staff needs to be more helpful and provide correct information when required.
3. Staff are very helpful when contacted with queries about claims. There have been a couple of instances recently, where we were not notified of a claim being suspended and were unable to deal with this as promptly as we would like to have. Payments schedules are very clear and easy to read and invariably arrive on time.
4. Believe the service continues to improve
5. No
6. No.
7. I find LBHF Benefits are a very good team. We have an excellent Liasion Officer who is always helpful .There are still though a couple of your team who are very difficult to liaise with but I usually dont speak to them and wait for someone else to pick up. I am still awaiting verification traiing for our organisation which would help both us and you. I think your meetings shoud also be held more regular as they are very informative.
8. .
9. Needs to be more targeted and to consider recovery timetable when planning resources
10. Having a named person's e-mail address has been very good.The person in team 5 I communicate with always replies to e-mails and deals very efficiently with any problems.

11. Dedicated phone line for RSL queries (esp. Court / Eviction queries), as calls not being answered quickly.
12. I have a good contact with a staff member in team 5, and we email each other regularly. Other people within that team and many others are not at all helpful and emphasise that they are not bothered to help you. I've had people answer the phone and then tell me they cannot deal with my query as they are going home.... New HB claims are severely delayed and when contacted HB tell us and our residents they have a backlog.
13. Most staff are very polite and try and help you out

Is there anything the Benefits Service could do to help your organisation?

1. ...
2. Ensure we are notified of suspended claims. Advise us of the reasons for overpayments.
3. Advise of any deductions that are being made when sending the award letter as currently we sometimes receive misleading information as to how much benefit we will actually be receiving. Advise of reasons for overpayments/deductions
4. No
5. Have an allocated worker for helping with our PRS service in the borough
6. Yes. Allowing is via the intranet to see clients payments.
7. .
8. Process the claims within an agreed time scale
9. A named person in other teams as well (for projects in different parts of the Borough) I am not sure if I am just lucky or if it is deliberate?
10. Updating the new legislation changes, new benefit rates, fraud + verification training, refresher on the fraud + VF training etc. Welfare benefit training.
11. I think the staff need more training especially people's skills so they know how they should communicate with people and remain professional at all times. Our organisation has put in a number of complaints over the years which have not been resolved. If there is a huge backlog as we keep getting told then more staff should be employed as we should not have to suffer loss due to this. Claims should be assessed in the right timescales. LHA claims must be suspended at 8 weeks if people are not paying and we have notified HB. Apply annual rent increases on time. Inform us when people change their payment direct to their own bank.
12. Let us know quicker when claims have been suspended by email

Is there anything you could do to help the Benefits Service?

1. ...
2. We will update with tenant's changing circumstances if known as and when required.
3. Inform HB of changes to claimants circumstances when I am aware of changes.
4. To advise promptly of any change of circumstances we learn of. To inform you immediately if we receive more than we expect in benefit to cut down on possible overpayments
5. Verifying documents for housing benefit claims

6. No
7. No
8. .
9. Make sure all the information comes to you at the earliest opportunity
10. Ensure that forms are submitted on time and that the required evidence is handed in (this is sometimes difficult, especially with ID)
11. Ensuring that all HB forms, Change of Circs + HB overpayments is completed quickly and appropriately
12. I liaise with them on a regular basis and do not feel there is much else we can do to help as we have already attended a meeting with the different team managers. I always contact HB when someone leaves or has a change in circumstances.
13. I always inform H/B a.s.a.p whenever there is a mistake in their claim

A number of organisations have requested Verification training for their officers, if you are interested in nominating an officer for VF training please add their contact details below.

1. .
2. 1. Stephen Woodman 2. Rita Akinosi
3. Mary Burns Direct Line: 0208 354 5634 Email: mary.burns@octaviahousing.org.uk
4. n/a
5. Charles Ntamark
6. No
7. No
8. No
9. Yes as I have been requesting this for 2 years.
10. .
11. Yes please as previous officers have left
12. N/A
13. No currently already VF compliant for H&F
14. yes- Tahira Akram, tahira.akram@irishcauseway.org.uk
15. no

Do you have any other comments to make?

1. .
2. Ensure that we are notified when claims are suspended. This is particularly important where vulnerable claimants are concerned.
3. no
4. No
5. NO
6. .
7. Not bad Niki
8. Service provided by team 5 is excellent!
9. Currently new claims are not being assessed quickly.
10. We are not informed that residents have changed the payments into their banks than leaving us in debt as they refuse to pay, we should be informed by email the day they change this.

