

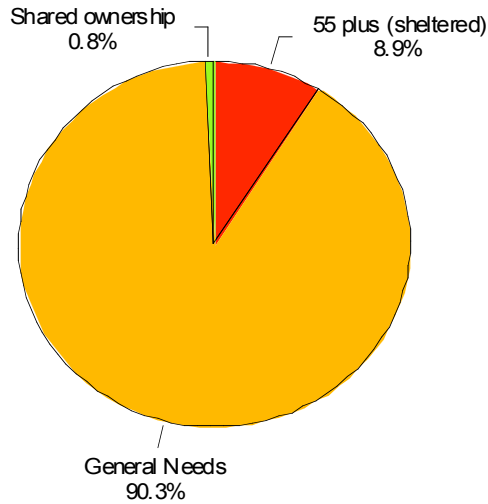
OCHA Partnership survey Results

Summary of results

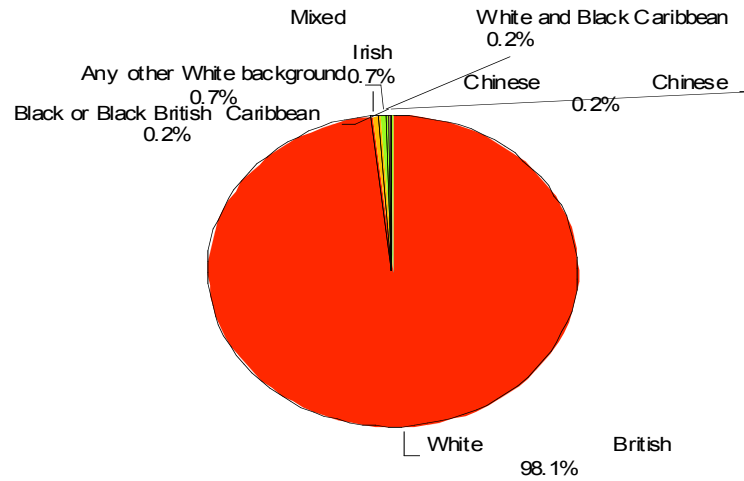
- **Breakdown of tenure**
- **Have our residents heard of the proposed partnership**
- **Summary of questions asked by our tenants regarding proposed partnership**
- **Summary of how savings should be spent according to all residents surveyed**

- **BME figures**

Breakdown of sample surveyed by tenure



Breakdown of sample surveyed by ethnicity



Breakdown of Westlea’s residents

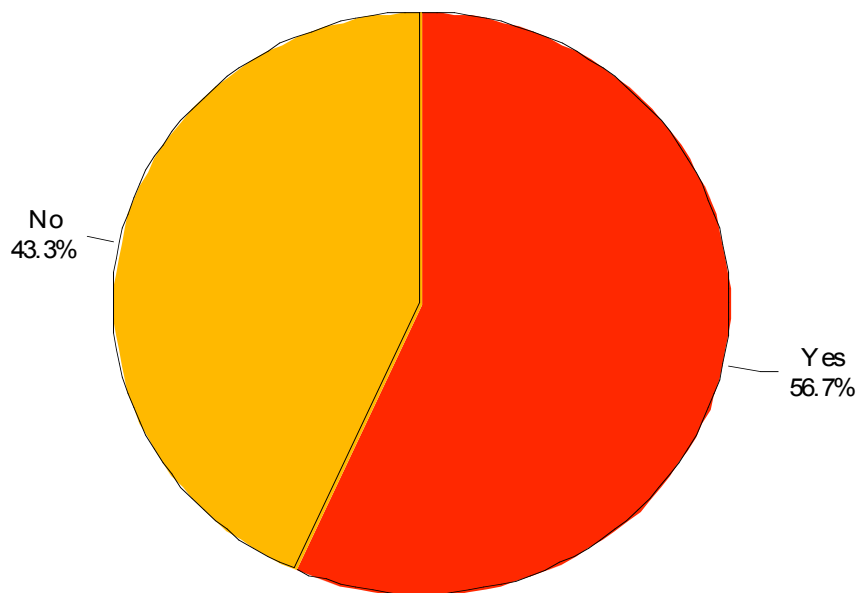
Ethnicity	Percentage of total stock
White British	95%
BME	5%

Tenure	Percentage of total stock
General needs	82.6%
55+	10.9%
Shared ownership	1.1%
Supported	1.3%
Leasehold	4.2%

Question 2 – have you heard about the proposed group partnership with OCHA?

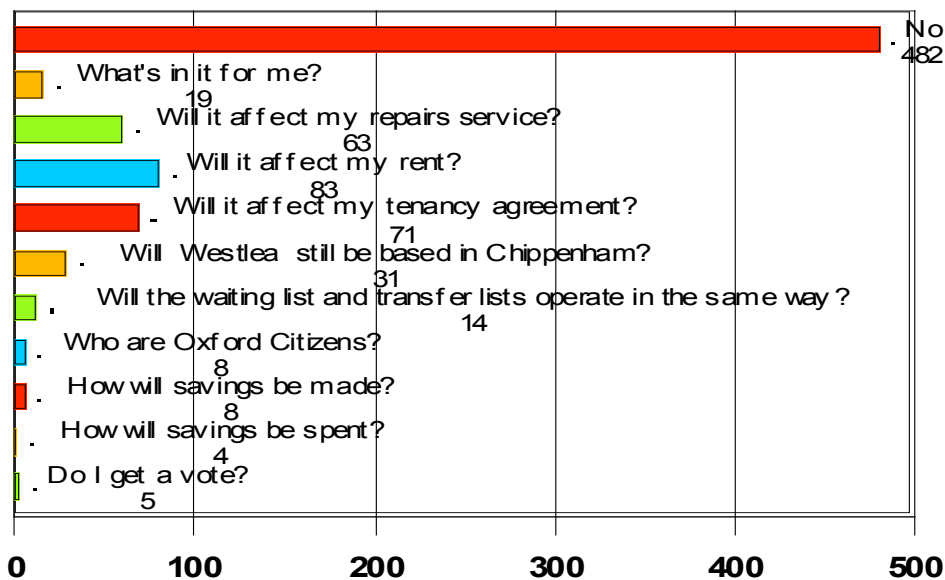
Absolute Respondents		Enter the tenure type				
		55 plus (sheltered)	General Needs	Shared ownership	Supported	Temporary Stock
	595	53	539	5	-	-
Have you heard about the proposed group partnership with ...						
	Yes	338	38	299	1	-
	No	258	15	241	4	-

All residents



Question 3 – Do you have any questions or comments about the proposed partnership?

Do you have any questions or comments about the proposed ...



Absolute Respondents	Enter the tenure type				
	55 plus (sheltered)	General Needs	Shared ownership	Supported	Temporary Stock
	571	49	519	5	-
Do you have any questions or comments about the proposed ...					
No	482	41	438	5	-
What's in it for me?	19	1	18	-	-
Will it affect my repairs service?	63	5	58	-	-
Will it affect my rent?	83	8	75	-	-
Will it affect my tenancy agreement?	71	8	63	-	-
Will Westlea still be based in Chippenham?	31	3	28	-	-
Will the waiting list and transfer lists operate in the same way?	14	2	12	-	-
Who are Oxford Citizens?	8	1	7	-	-
How will savings be made?	8	1	7	-	-
How will savings be spent?	4	-	4	-	-
Do I get a vote?	5	-	5	-	-

Questions 3 - Further comments

- 84.4% of residents surveyed said they did not have any questions or comments about the proposed

Sample of some of the individual comments made by our residents

- It is a good idea
- Should have remained the same
- Do they have wardens there
- Improvements to standard of repairs needed
- Good idea if it will provide more houses
- Probably will be a good thing
- Will it affect the system for shared ownership
- Will Westlea tenants have an option of moving to oxford
- Personally against centralisation - not a believer in big is beautiful
- When will it happen
- Anything that improves the service is a good idea, poor service at the moment
- Will it be easier to transfer to oxford

Question 4 – What are your priorities for how any financial savings should be spent – (each area is scored out of 5, with 5 being an area you would most like savings spent on and 1 being the least)

Absolute Respondents						
	1	2	3	4	5	
	2262	282	254	423	502	801
Repairs and Maintenance	570	17	20	95	148	290
Community and Estates	561	16	59	161	157	168
Building new homes for people in need	570	18	29	90	136	297
Improved customer service	561	231	146	77	61	46

Priorities for financial savings - All residents

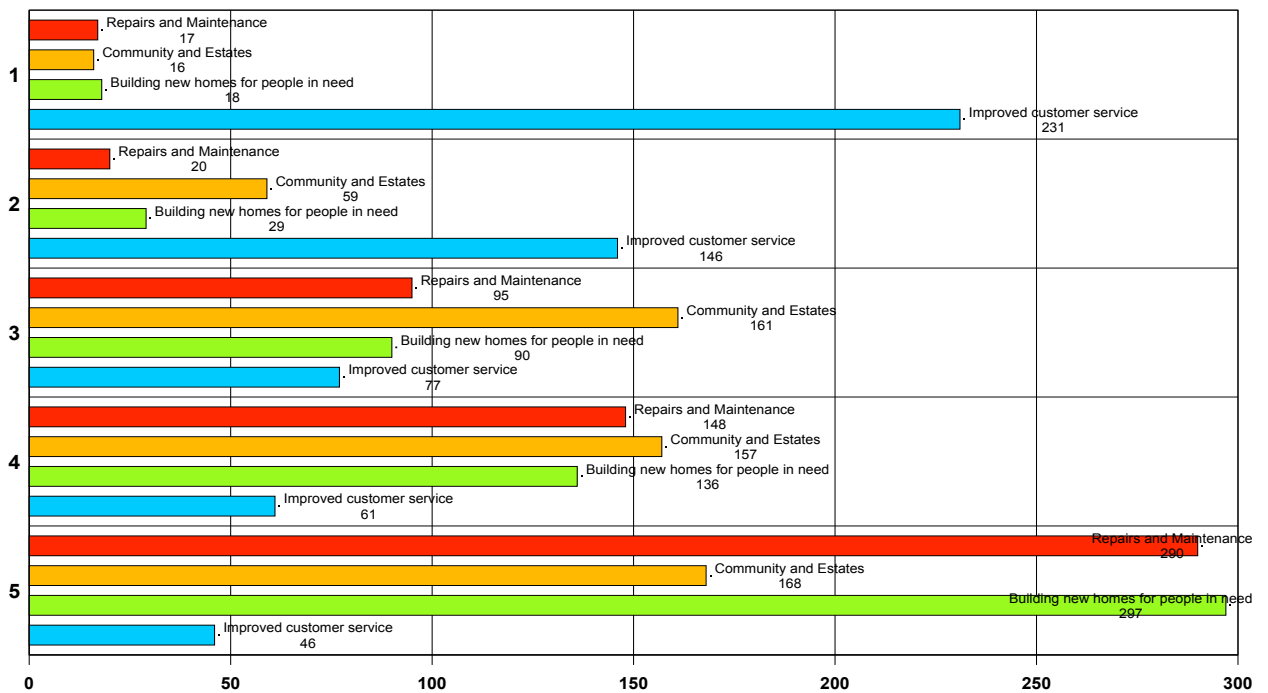
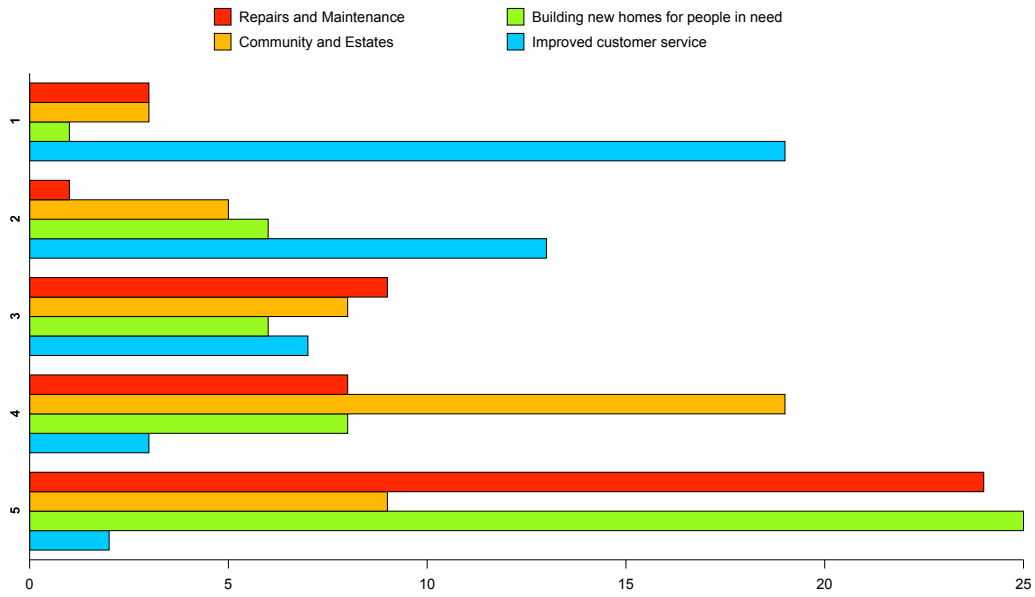


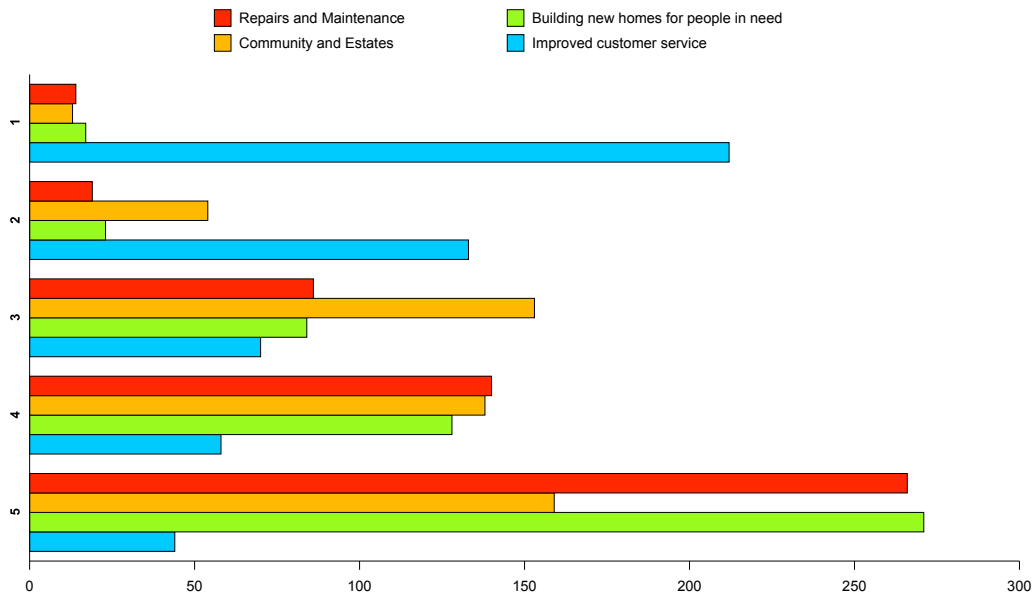
Table to show residents priorities for how any financial savings should be spent

	Priority (with 1 being low and 5 being high)					Total respondants
Priorities for how any financial savings should be spent (in order of resident preference)	1	2	3	4	5	
Building new homes for people in need	18	29	90	136	297	570
Repairs and Maintenance	17	20	95	148	290	570
Community and Estates	16	59	161	157	168	561
Improved customer service	231	146	77	61	46	561
Total respondants	282	254	423	502	801	

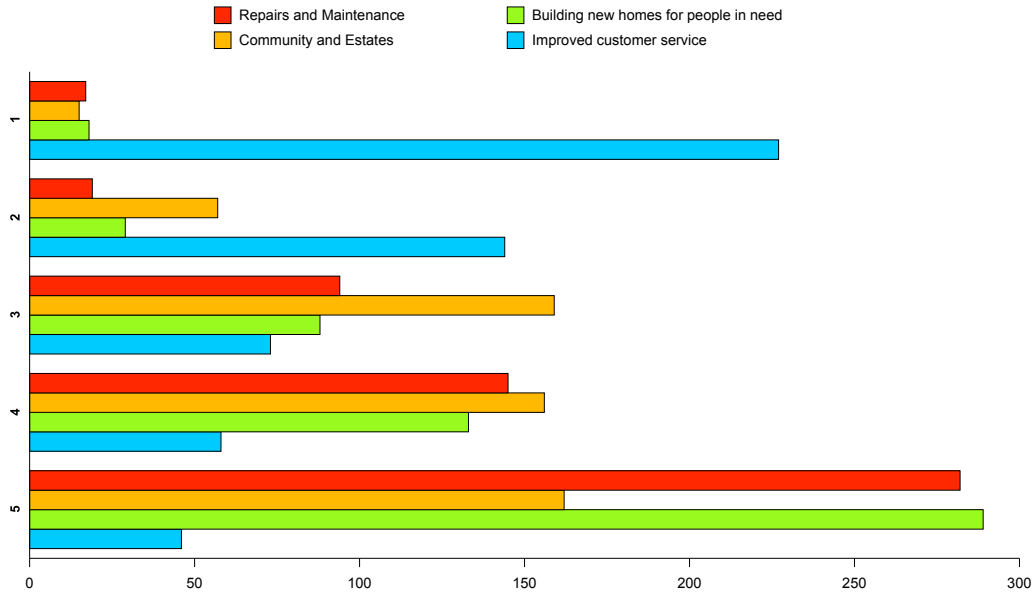
55+ (sheltered)



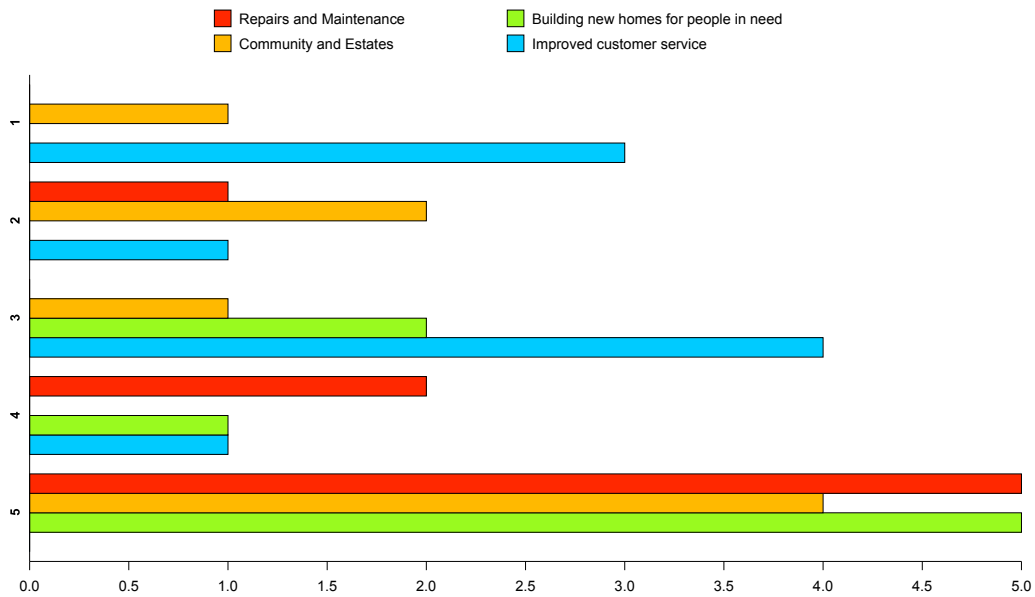
General needs



White British



Black and Ethnic Minority



Question 4 – All individual comments regarding areas to spend savings on

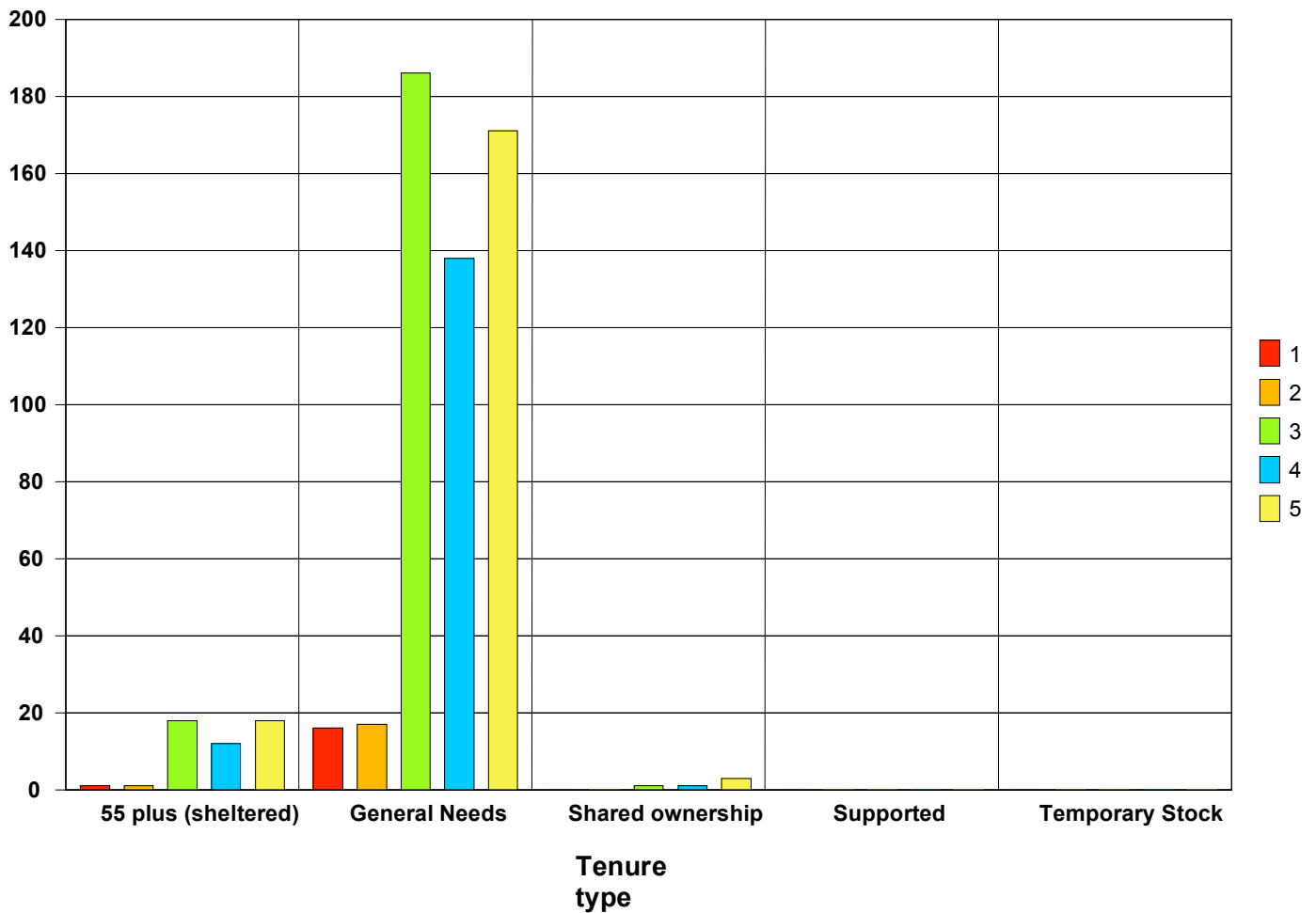
- Bi-annual visits checking maintenance
- More control over tenancy - tenants should be made to look after houses better, so regular checks
- Pick up grass after cutting
- General maintenance of the joining pathways and paths through to garages etc.
- More street lighting
- Nicer old folks places provided, to encourage folks to give up nice family homes
- Dream homes for the future, specifically environmentally aware
- Help with internal decorating, including electricians and plumbers
- Money spent on disability services

- Home improvements inside e.g. showers fitted, cupboards lowered, little jobs of maintenance
- Providing allotments
- More help for people with disabilities e.g. dropped kerbs on pavement, garden maintenance
- Ploughed into sorting out anti social behaviour and tenants responsible for this
- Better communication for new builds, especially repairs and maintenance service
- Parking is a problem, but also vandalism to cars, so off-road parking would be useful
- More facilities for children on the estates, weekly thing such as youth club, scouts for example
- More help for elderly people for their needs e.g. benefits and social functions
- Improved service for tidying areas such as car parks and communal areas need sweeping
- Get rid of open plan and put fences up
- Tenants associations set up. improvements to life line system
- More money for owner/occupier schemes
- Lower rent
- Putting in new services such as sewerage, electric, before new houses are built
- Check back gardens on walkabout
- Improved security -old/disabled folk can't get to door quick enough with buzzer system
- Showers fitted instead of baths
- Monitor car parking to ensure residents are parking sensibly
- Street lighting
- More communal areas for pre-school children, more fencing against dogs, better grass cutting service
- Give people the chance to extend the houses that they live now, rather than move to larger property
- Improvements to heating, change storage heating to central heating
- More money spent on gardens belonging to people who can't look after them themselves
- Spend more on communal gardens
- More bungalows for elderly people, particularly 2 bed roomed and a shower
- More help with decorating for people with disabilities.
- More money spent on windows and inside doors, more bigger properties i.e. 4 bedrooms
- Money spent on modernising indoors, e.g. energy saving ideas introduced in older properties

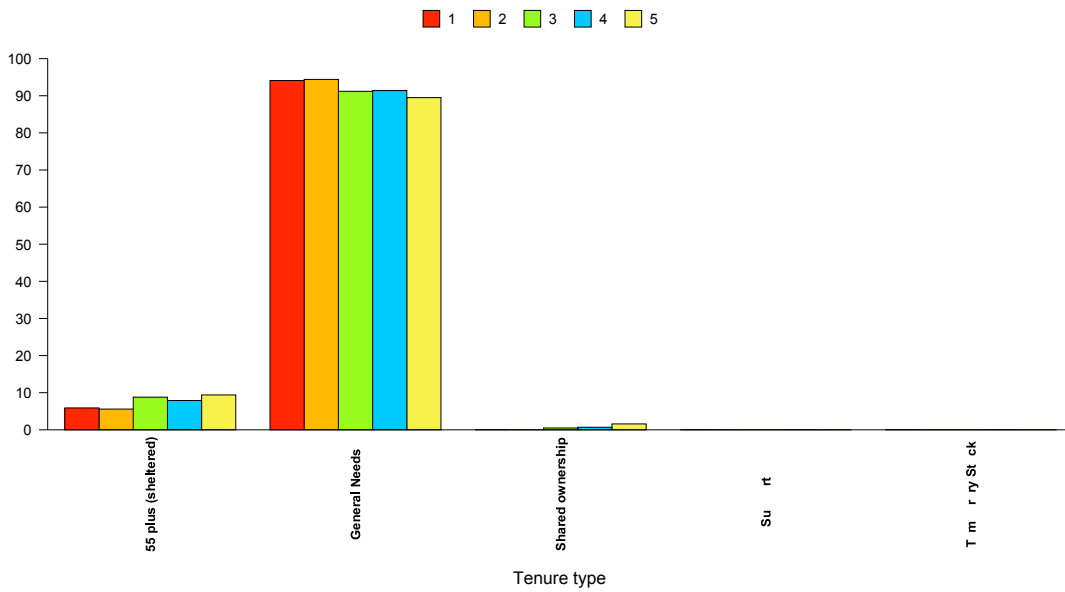
Question 5 – How positive do you feel about this proposal on a scale of 1 to 5 with 5 being the most positive and 1 being the least

Absolute Respondents	Enter the tenure type					
	55 plus (sheltered)	General Needs	Shared ownership	Supported	Temporary Stock	
	581	50	528	5	-	-
Select one box						
1	17	1	16	-	-	-
2	18	1	17	-	-	-
3	204	18	186	1	-	-
4	151	12	138	1	-	-
5	191	18	171	3	-	-

All tenures - Positivity



Percentage of total possible score by tenure type



- **94% of all residents surveyed scored 3 or above for this question**
- **26% scored 4**
- **32.9% scored 5**
- **6% of all residents surveyed scored 2 or less for this question**

