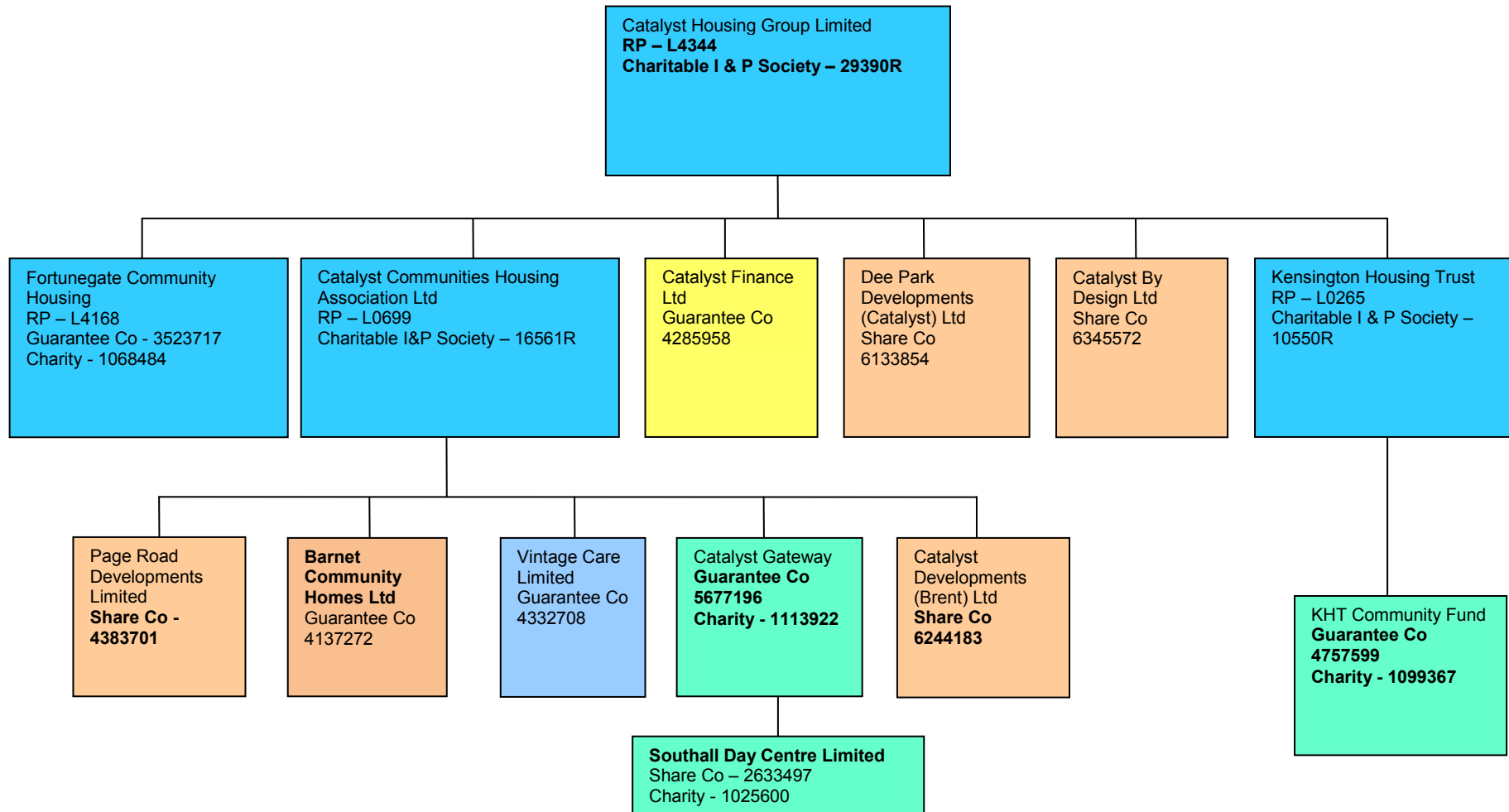
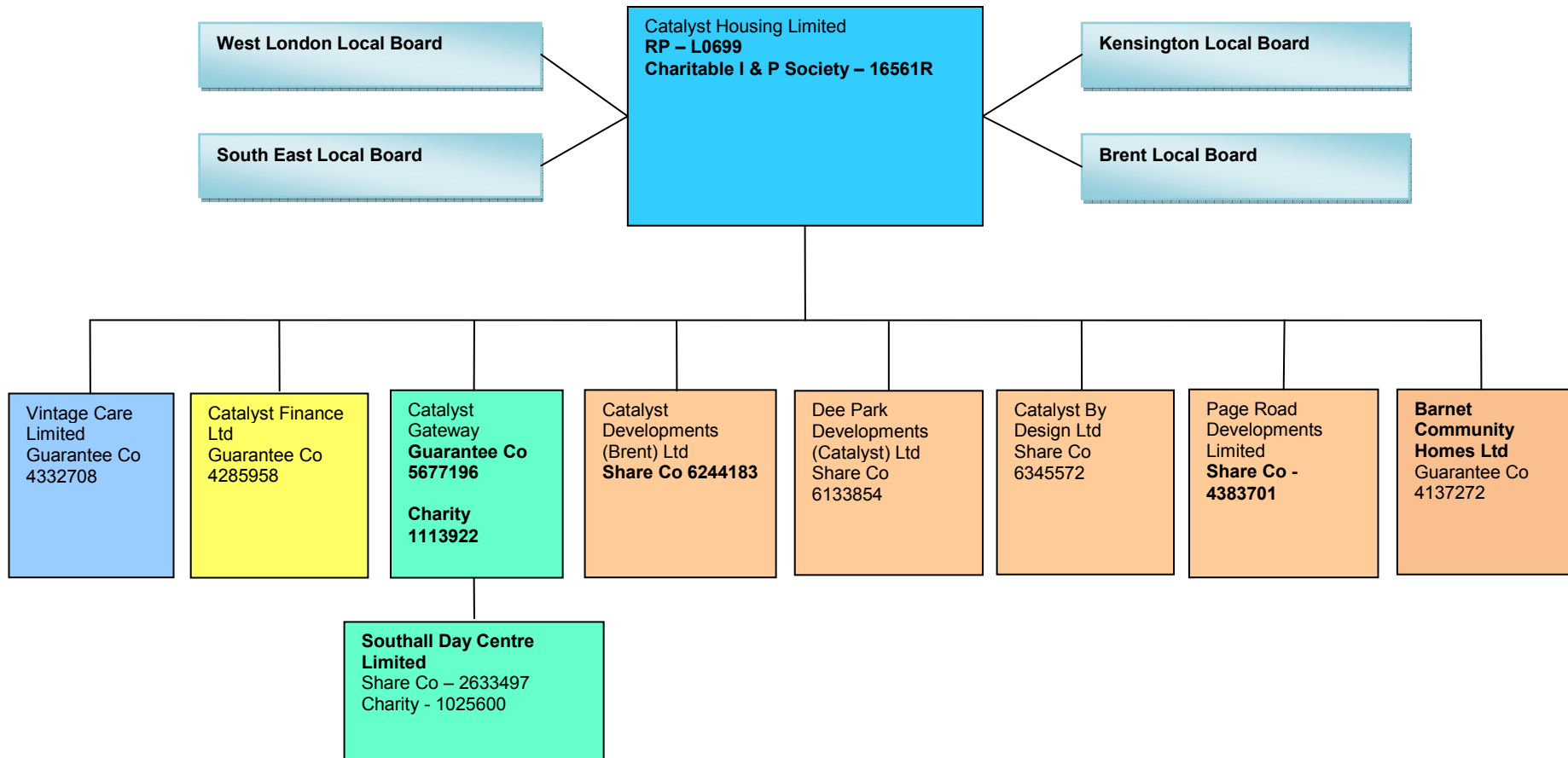


Appendix 2: Current Group structure chart



Appendix 3: Proposed Group structure Chart



Appendix 4: Analysis of responses to quantitative questions

		Good idea	No strong view	Not a good idea	Other	Total
1a. Local boards will make decisions about local service delivery. Up to half the places on these boards will reserved for residents.	CCHA London	331	52	9	6	398
	CCHA SE	62	7	3	2	74
	FCH	60	14		1	75
	KHT	56	9	5	4	74
	Total	509	82	17	13	621
2. A single customer services department will be responsible for all housing services and customer services	CCHA London	286	54	47	11	398
	CCHA SE	48	14	9	3	74
	FCH	56	10	8	1	75
	KHT	43	11	16	4	74
	Total	433	89	80	19	621
3. A designated neighbourhood manager will be responsible for all our residents and homes in a specific area	CCHA London	331	30	24	13	398
	CCHA SE	68	3	2	1	74
	FCH	58	10	6	1	75
	KHT	63	3	5	3	74
	Total	520	46	37	18	621
4. We will improve on how we deal with your queries on the telephone so we are able to answer 80% of your questions straightaway. We will also develop a new approach to customer services ...	CCHA London	369	20	2	7	398
	CCHA SE	69	3		2	74
	FCH	70	2	2	1	75
	KHT	69	2	1	2	74
	Total	577	27	5	12	621
5. We will join our housing associations together and make the four changes above. We expect that these changes will help us improve our services to you, and and free up resources for improving your homes and our services.	CCHA London	341	35	4	18	398
	CCHA SE	54	9	7	4	74
	FCH	58	12	2	3	75
	KHT	64	5	4	1	74
	Total	517	61	17	26	621

		Hybrid	Selection	Election	No strong view	Bad idea	Other	Total
1b. Local residents will elect their local board members from a pool of volunteers who meet the selection criteria for board member roles.	CCHA London	176	136	25	49		12	398
	CCHA SE	37	22	3	9		3	74
	FCH	34	21	5	13		2	75
	KHT	36	20	6	8	1	3	74
	Total	283	199	39	79	1	20	621

Appendix 5: Responses to qualitative questions (Fortunegate residents only)

1a. Local Boards will make decisions about local service development. Up to half the places on these boards will be reserved for residents

I feel that resident representatives should be selected to represent cultural groups and religious groups
It is a good idea for residence to have a real say on the local service delivery
Progress and future challenges
There is need to consider the tenants' ability to contribute meaningfully during Lettings
When you put the Local board, I prefer to be art then on bold letters and chosen colours
Your detailed explanation on what local boards stand for have covered all the important points, consequently I cannot have more points to offer.
Car parking is a nightmare, you should remove half of the green area near the club make it a car park when there is events going on late way and that area in double parking
I believe a mixture is a good idea as residents who live in the area are able to give a personal view
I think you should consider the people that live locally
It is important to consider those who will be able to perform the job effectively
Let us know because I am interested to be in the board
Residents need to be heard and reflect on the services provided. The board need to be able to take all the concerns on board and produce a positive outcome which with address a association & and residents needs
Sounds Fair!
That all standards are maintained or increased
The Board's places reserved for residents must be done in a very transparent way. The residents must cover all areas.
The individuals capability to contribute meaning fully during board meetings - which go to pay he/she must be iterate or meet certain criteria
The service they give in my area Fortunegate is very good and more attention if you have problem in the area and maintenance is more attention. And they give more support
Think about support service for the elderly tenants.
To think more of you community tenant/residents safety in their homes and surrounding area, to improve on community relaxing and support centre within the centre.
Yes, please let me know what will be happening, so I know where I stand.

1b. Local residents will elect their local board members from a pool of volunteers who meet the selection criteria for board member roles

As long as the "pool of volunteers" is a current one and not an existing list of names
Because people will just choose their friends without knowing any backgrounds
I don't know what is important to be recruiting local board members because he has to be relating to all the estate
Integrate the two. There will be a selection process of a group of people. Then to a separate board of residents to elect out of group
My comment is check very well any candidate. If he or she well, honest, be fore putting, in-position.
Since I'm a new resident member in this area, I can't say anything, but it is better for some people who knows each other for long time to choose their boards.
The selection criteria for Board member roles is very essential, in order to get the right set of people to carry out the board member roles. There will not be a case of round peg in a square hole
This is a right way forward - round pegs in round holes.
As long as there is no conflict of interest
Board members should be tenants or leaseholders or at least the majority
Brilliant way to empower residents to get involvement and care about where they live
For the recruitment I think you should choose those that stay close to the local office
Have a board with all ages

1b. Local residents will elect their local board members from a pool of volunteers who meet the selection criteria for board member roles

It is relevant to consider this or her educational background and possibly involvement in the community activities
It should be fair, and selection of local board members should be based on ability to perform the roles well without any self interest.
Local meaning residents of Fortunegate/Catalyst only!
The selected local board members must be from different resident areas. For example, we should avoid selecting Board members from 'one housing' communities.
There must be a local board member to represent the original council tenants before Catalyst housing took over Church end. Our rights need to be highlighted and implemented into your current and regular changes so that our needs are always met and are never overlooked, and to inform us how we can purchase our home.
To find the right one and one from each community
Yes, it would be important to consider members from each estate, which understands what's going on in their areas.

2. A single customer services department will be responsible for all housing services and customer services

Communications action positivity dedication
For the sake of thoroughness in the operation services department must be sectionalised according to speciality.
I think a single customer service is not a good idea, it should be more for all housing services
It is better things of services to be completed within a single customer service because scattered offices makes customers frustrated
Provided complaints as requests for repairs are handled promptly
A single customer services department will not be able to cope with the work load and decision making process
At present if there is a concern with a department there is no solution except write a letter with no satisfactory conclusion. There needs to be a head office to override and manage the individual departments practises especially the accounts department. The way the department show your rent payments is positively dishonest. Our rent needs to be claimed from your holding account before all statements are sent. If our rent officer is never available there must be an alternative to deal with unforeseen situations promptly
How will we get information on this
I think this would be a good idea as the service and information given will be the same
Somewhat like a call centre? Any queries, tenants or Residents have would be put through the call centre services and then directed to the allocated representatives!
This is encouraged based on the current financial trend of events but has to be well organised to accommodate promptness, effectiveness and satisfaction of tenants demand
Yes for the last 5 years I was single and have 2 kids and where I live more improve and service my place where I live now is very good condition and very clean area now.
you should get one big office where you do all your services and a head of that department

3. A designated neighbourhood manager will be responsible for all our residents and homes in a specific area.

Any time the manager wants to meet us should make pre-meeting contact
As a tenant I would rather deal with one manager than different ones this makes me feel more at ease
I think after rolling out the system you will come up with something more.
It will be consider to only some members of residents
Should be more than one person current neighbourhood manager has large workload + should have another person working alongside
Again this is supported to ensure that clients have some one to channel their demands or complaints to, as and when necessary
I don't think the manager should work at a specific area but he/she should work and be responsible for the residents and homes as a whole.

3. A designated neighbourhood manager will be responsible for all our residents and homes in a specific area.

I think that may be too much responsibility for one person, at least two managers.

If the areas allocated to the neighbourhood manager is a manageable amount of homes and that there are two managers one as a deputy to second all the decisions made by the manager and to confirm what the manager have agreed with the individual tenants in respect of their concerns.

Make sure the right person is chosen for the job

Manager to hold monthly surgeries on the estate

Providing that we as the residents/tenants actually get the help when needed, not to say we didn't before. But to be swift in dealing with help within our house/flat etc.

4. We will improve on how we deal with your queries on the telephone so we are able to answer 80% of your questions straightaway. We will also develop a new approach to customer services which will mean that the customer services department will be open longer, including early mornings, evenings and weekends.

A good idea for those who work different shifts that gives everyone time to solve their problems

Everything is perfect in advance, I have never fail or wait longer for anything I very happy including early morning and weekends, Well done.

It is better to see previous gathered information whenever you take the steps.

Yes it is a good idea

Priority may be given to people that are in full time employment at the proposed opening times.

Provided all calls are dealt with appropriately

Very good idea

What if too many queries at a time happens. It will bring more delay to simple straight matters

An 'online' customer service should be considered. We can have a custom-made 'online' form, which will be very specific.

Customer satisfaction is suppose to be the watch word - and if this development will deal with that squarely, fine again the waiting time on customers must be so limited not hanging on for so long and eventually not getting to anyone

Hope that these improvements are for the right reasons and the tenants and leaseholders will really benefit.

I hope you will open your telephone lines for people who wish to talk to you would be able to talk to you

It is important to ensure that staff are always present to answer telephone calls instead of voicemail

More lines should be open, because it takes to long to get through.

That would be so helpful and considerate to all. A very good idea

This probably will help more due to lot of waiting in the past, though it was never late in appointments.

This was supposed to be up and running already, we're still waiting for this service. 80% is still low as 20% of us will not be dealt with at all. In this case there is only 5 houses here and 1 of us will not be dealt with effectively. There need to be a 90% improvement to qualify as providing a high quality service which matches the organisation that you are/

Yes a great way so working residents who work hours can contact Fortunategate at anytime rather than from work

Yes, dealing with queries on the telephone for us to have an answer straight away without us having to hold on to the line as it costs us a lot in telephone bills, and if the staff aren't able to answer queries straight away, they can call /e-mail the customers back

5. We will join our housing associations together and make the four changes above. We expect that these changes will help us improve our services to you, and free up resources for improving your homes and our services.

Give me a more chance than I can give my ideas

I think these improvements will be so useful for worker and the tenants. Also I think things will be more easier, rather than different departments here and there. I believe in one people one Heart!

5. We will join our housing associations together and make the four changes above. We expect that these changes will help us improve our services to you, and free up resources for improving your homes and our services.

It is good idea if you able to deal all those different places, because we have different councils and every area needs good feedback from you groups, house ever good lucky.

It will be only one side to others and it will be confusion of planning

This is based on the fact that promises are lived up to.

Call a tenant meeting

Dear Sir - Madam, when I join HA for the last 4 or more years I am very happy for your service in Fortunategate Association the service they give me is very very good service.

I don't believe by joining the housing associations you will improve the service

I'm not sure and worried about if the other housing services are not as good as ours how will the effect ours.

In these economic times I think that it makes sense to do this

Merging the above associations in one entity is good idea provided change will not lead to redundancy of staff for the sole industrial point of interest. The human faction and interest of the employees of the merging association should be taken into account.

Please consider how the progress of the joining of the different associations is effecting the tenants i.e.

The housing officers/managers putting aside some contact time to communicate with their tenant, answer their messages and be more proactive in delivering the service you are planning to deliver.

Provided this arrangement realistically satisfies the need of both parties - the customer and service provider, and whichever resources result if their adequately reinvested in to ease the high demand of housing currently facing the country.

Take the Key successful feedback to become the best HA in the UK, Leading and changing the way people live.

The only thin is that more improvements in home furnishing, the basics of carpets, lino, cooker. More funding for furnishing household goods - just the basics.

The proposals are so lengthy and time consuming to read

6. If there is anything else about these proposals that you would like to comment on.

I always believe in changes for the better so please go ahead

I can see the improvements you have made you are on the right track with great success. All the best for the future

I do not have strong view. Thank you for letting me know

I wish all three groups happy join and honest work together.

My suggestion is to get a service delivery coach + deck it out with desks, computers of legal XXX can be used to visit areas that don't have an office also to train staff + residents, hire it out to other companies, it will pay for it self

Nothing more to add

Overall, the proposal is very good but it need deeply knowledge to contribute your ideas. So please give more time to give my ideas. My English is so poor. Please if it is possible I need interpreter.

Again just to reiterate that the services should be maintained or increased

Having more young peoples services and apprenticeships for them to have less time to hang around, maybe having connexions drop in centre

I am very happy about these proposal, but I would like more information how can I buy my property? And If I will be able to buy my home? Please call me on Mon - Tue, 4pm - 5pm. Thank you

I don't want to say anything. Anyway they are doing a very good job + everything. That's all I can say

I would be grateful if you could do a mailing list and send this information by email. Will be less cost and saving for the environment plus more effective.

It is obvious that one thing that remains constant in life is "change" let us all hope that this one will be for the better and the expectation of both parties met/achieved.

6. If there is anything else about these proposals that you would like to comment on.

My experience with Fortunategate HA has been great! They offer me help and support in all my housing needs and even go beyond my expectations. I truly hope this is not lost with the merger but sustains it.

The proposal seems fair for now. If the future that matters. The need for attention within the community is very high even though it seem unnoticed.

There have been a few proposals and even if many disagree with any of them I always still go through. Even though we can survive through all your changes, we are powerless to really object.

These proposals should ensure that the right of tenants to buy their houses should be supported

Appendix 6:

Summary of Open Meetings with residents

Venue	Date	No. of attendees	GSR Forms Completed	General views on proposals:		
				One company	Selection/Election	Single Customer Services Dept
Windmill Park	12/01/2011	23	0	Agree	No clear preference	
Friary Park	13/01/2011	11	2	Agree	Selection	Agree
Melody Court *	17/01/2011	16	16	Agree	Selection	Agree
FCH - Unity Centre	17/01/2011	22	3	Agree	No clear preference	Agree but don't want service diluted
FCH - Unity Centre	17/01/2011	9	2	Agree	No clear preference	Agree but don't want service diluted
Auriol Drive	19/01/2011	10	8	Agree	Selection	Agree
Mabel Evetts Court	19/01/2011	23	18	Agree	Selection	No preference
Bensington Court	20/01/2011	11	9	Agree	Selection	Agree
KHT	20/01/2011	8	7	Agree	Selection	Agree
Young Adults	25/01/2011	18	16	Agree	Selection	Agree
Wood Court	26/01/2011	22	16	No clear preference		
KHT	26/01/2011	0	0	N/A	N/A	N/A
The Clockhouse	26/01/2011	18	12	Agree	No clear preference	Agree
Peter Lyell Court	27/01/2011	23	15	Agree	Selection	Uncertain
Global Cafe, Reading	27/01/2011	15	10	Agree	No clear preference	Agree

Total 196 100

Notes:

* This was a scheme meeting to which Katerina (RI Officer) was invited to give info about setting up a new Residents' Association. Katerina also took the opportunity to brief residents about the GSR and 16 of them stayed behind after the meeting to complete the forms

Most of the residents at the focus groups were in favour of selection on the proviso that residents were allowed to be part of the selection process and that residents were given full information/ training on what is expected of them (e.g. a role description) as a Board member.

Appendix 7:

Questions raised at Fortunategate's meetings

QUESTIONS @ 1.30pm meeting	COMMENTS
With the proposal of less staff and less offices, how will this impact on the quality of services provided to the residents?	A better and more efficient & cost effective service is proposed
How do you plan to go about selecting the Local Board members following the merger?	Residents are required to register their interest
Does the change mean that only one department will manage the Customer Services needs of all the current companies within the group?	Yes
We are concerned that after the merger the staff answering the phones when we call will not know the residents by name, address and their personal circumstances.	Adequate training will be provided to provide an overall better service
We are concerned that if the changes are taking place for reasons such as extending the phone service to 8pm that very few tenants really want an extended phone service to 8pm.	We will work hard to meet all resident needs and requirements
If FCH are recognised as the best in the Group for customer service, why would we want to merge with KHT, for example, that does not have a good reputation for customer service.	An overall better & more efficient service is proposed across the Group
There is still an underlying issue, albeit historic, relating to Asset Management and consultation/resident involvement relating to proposed changes and reciprocal maintenance.	Lessons have been learnt from these historic issues and plan to better going forward
How does FCH propose more younger people in the community will be encouraged to get involved in the Local Boards and being elected	All residents will be encouraged to be involved
Is there a program to replace the trees that have been cut down over the last 30 years in order to redevelop the area?	All requests and concerns will be noted
QUESTIONS @ 6.30pm meeting	Comments
How are we going to get the person who answers the phones after the merger to know the individual patches? Will new IT systems be installed to cope with the changes?	Training will be given to all CS staff in order to provide an efficient service
Is this meeting in aid hearing our views and will this change anything we have been told to date?	Yes
What is the percentage of views heard in the meetings that will be taken on Board? e.g for voting purposes!	This is not a voting panel but a consultation to hear all views raised
ASB continues to be a main concern for all residents. There are many causes and effects so how is FCH continuing to deal with these problems?	Dealing with ASB is a high priority for the Group
What is the length of the term for residents serving on the Local Boards	3 years