



Octavia Resident Consultation

Resident Report



Consultation Response (week of closure)

- From Friday 19 July – Friday 13 September, Octavia residents were asked to comment on proposals for us to join the Abri Group
- The consultation was posted to 5,250 residents and emailed to 4,373
- In total, the consultation received 344 responses which equates to a 6.6% response rate
- Prior to the consultation starting, a target of a 5% response rate was proposed.



Key findings:

- Respondents are mostly positive and optimistic in their opinions on Octavia joining the Abri Group:
 - There is clear optimism for the merger bringing improvements to services, increasing financial stability and helping Octavia to ‘get back to what it once was’
 - Main concerns are around changes to tenancies and rent costs, loss of the Octavia legacy and locality, and scepticism about Abri’s reasoning i.e., ‘what’s in it for them?’. Most of these have been covered in the consultation FAQs which are being updated to incorporate any new question themes from the consultation responses
- Respondents’ top priorities are reducing the time it takes to get an email response or to get through on the phone, getting quicker urgent repairs and more cyclical repairs, having a dedicated housing officer, reducing ASB and improving cleanliness of communal areas
- Additional priorities raised by customers include improving energy efficiency of homes, general improvement of the customer experience, and providing better security systems and processes
- Customers were given the opportunity to ask their own questions and share their priorities regarding the consultation. These are being collated and will feed into further communications with customers.

Customer opinions on the proposals



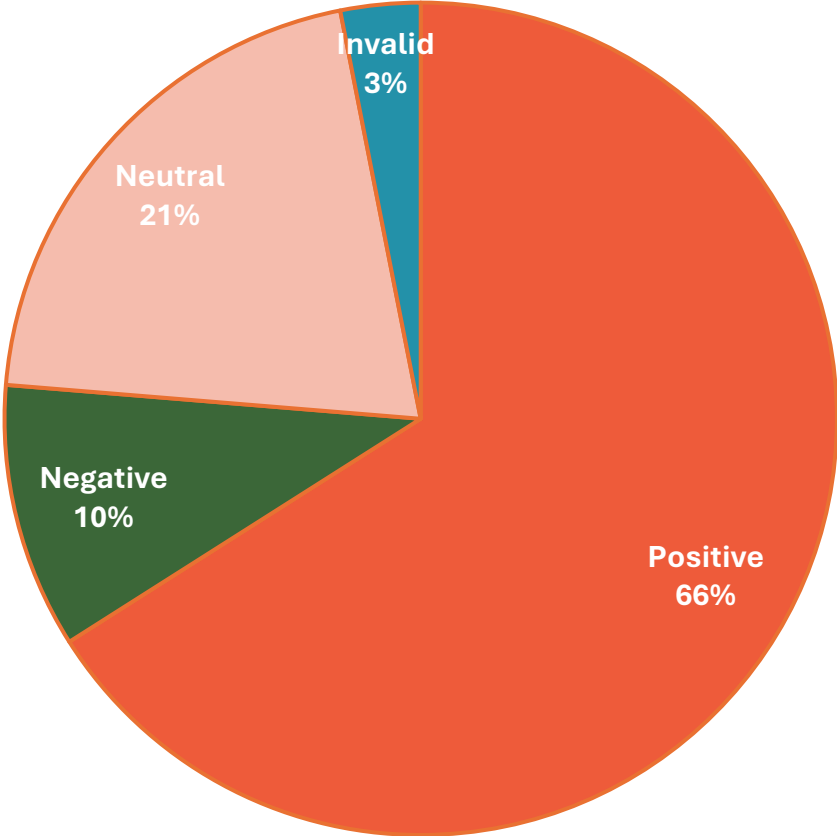
Resident sentiment towards the partnership has a significant *for* majority, with 66% of respondents commenting positively on the proposal.

Only 10.3% of respondents expressed that they were actively *against* the partnership.

20.4% of respondents provided comments that could be classified as neutral (e.g. some residents want more details before they can decide).

3.3% of respondents either didn't provide an answer or used the space to make an unrelated comment.

Sentiment



It is a very good proposal to Octavia and will without any doubt only improve customer service satisfaction for Octavia residents.

If it means higher rents and higher service charges that would make us struggle even more that I would rather not have Octavia join with Abri.



Customer Priorities

Customers were asked to rank the below list of priorities in order from highest priority (1) to lowest priority (5):

1. ***Listening to you and responding more effectively.***
2. ***Repairs and maintaining your home.***
3. ***Improving services and resident satisfaction.***
4. ***Keeping you safe.***
5. ***Helping residents who are struggling and supporting your community.***

Priorities 1 to 4 all ranked highly, with priority 2, ***'repairs and maintaining your home'***, ranking highest by a small margin.

Repairs and home maintenance are the top priority, followed closely by resident safety, then service and resident satisfaction improvement.

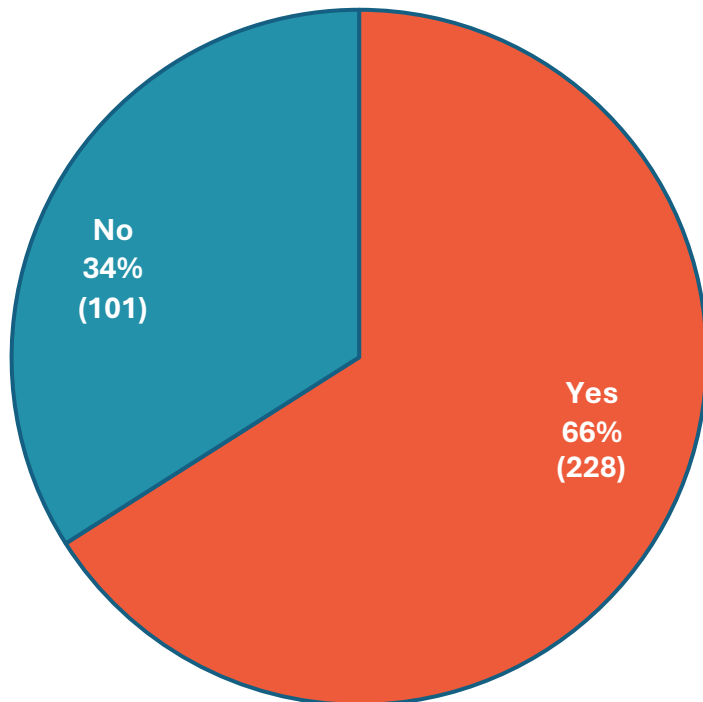
Interestingly, ***'helping residents who are struggling and supporting your community'*** scored lowest by a significant amount.

Additional Priorities

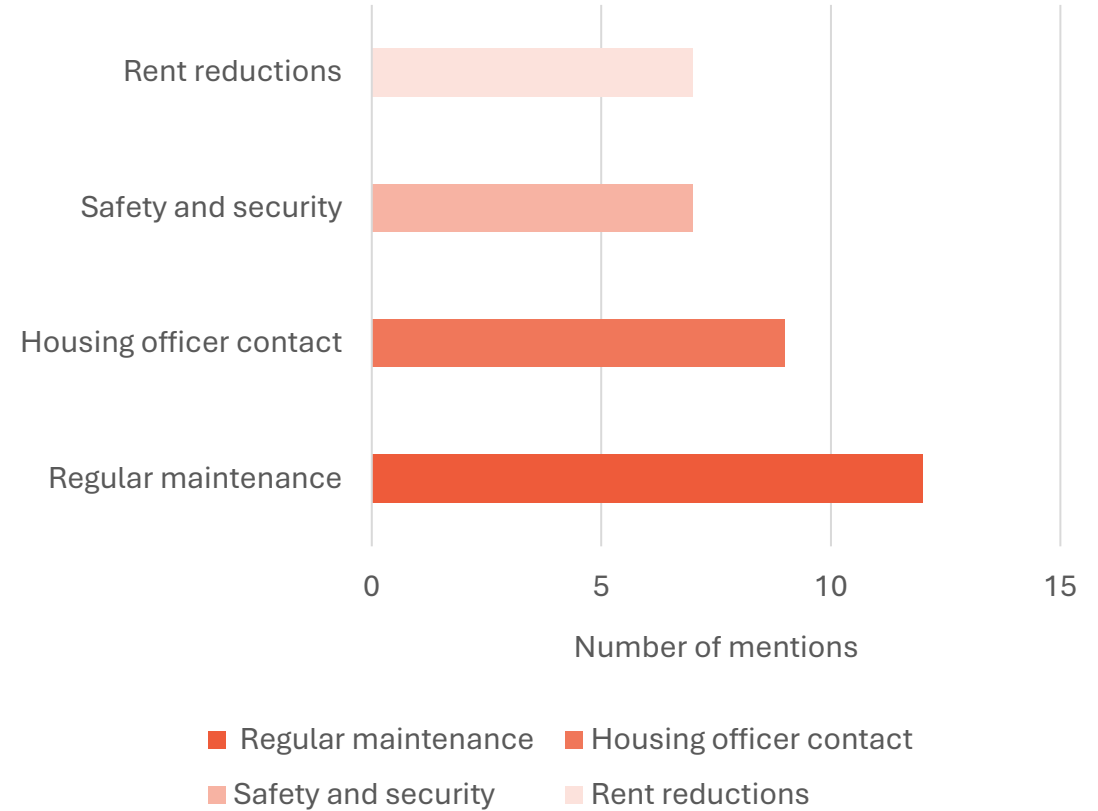


228 customers listed additional priorities which they would like the combined organisation to focus on:

Did customers provide additional priorities?



Additional Priorities



Repairs are currently taking 6 months - communal door fob keys don't work! our safety has been compromised as doors are broken. Fobs changed don't work.

If we have a housing officer, to meet the residents and introduce themselves. They should listen to and hold meetings with their residents along with other members of staff if need be.

Maintenance of housing stock seems to be non-existent. Octavia appear to not realise that the longer issues are left then the cost of repair will escalate.

Questions raised by customers

Customers were given the opportunity to raise any questions which they have about the proposals. 130 (39%) customers asked questions, which can be grouped into the following:

How do I find out more about Abri? What is in it for them?

How will the Octavia legacy be protected?

Is my tenancy secure for the future?

How regularly will I be updated if the partnership goes ahead?

How will the partnership affect rent and service costs?

How long will it take to see any changes/improvements?

Some of these questions are already answered in the consultation FAQs. Any additional questions will be answered in an updated version of the FAQs that will be shared with residents shortly after the consultation closure.