

TENANTS' VERDICT ON HOW WELL THE JMB IS DOING

In Autumn 2010 every tenant living on a JMB estate was asked their view about what their estate was like, the service they receive from the JMB and how well their problems are dealt with as part of a Southwark-wide survey. 1 in 4 tenants replied to this. Thank you to everyone who took part. The results have shown us what we are doing well and where we need to improve. Unfortunately the survey wasn't also sent to leaseholders.

The overall picture is that we achieve significantly better satisfaction than Southwark Council. As a tenant managed organisation (TMO) this is very important to us. However satisfaction rates tended to be a little lower than for other Southwark TMOs. They are all smaller than the JMB and we want to think about how we reproduce their human touch. The way we listen to and take your views into account is particularly important to us.

Help us learn more by volunteering for a detailed interview (see back page for details). More detailed results are on the JMB website www.leathermarketjmb.org.uk or contact Berni in the office who can print the report out for you.

7 in 10 tenants satisfied with the JMB

Satisfaction
with JMB



This is better than in Southwark managed estates where only 6 in 10 tenants were satisfied in their equivalent survey in 2008.

Satisfaction
with
Southwark



We want to reduce the number of people who aren't happy with the JMB (16%). Especially at a time of tightening budgets,

the JMB cannot please everyone all the time. We have to say no to residents at times. However directors and staff want to do better than this in the future.

SPECIAL GENERAL MEETING

WEDNESDAY 16TH FEBRUARY

7PM, BERMONDSEY VILLAGE HALL

Agree your new JMB Directors

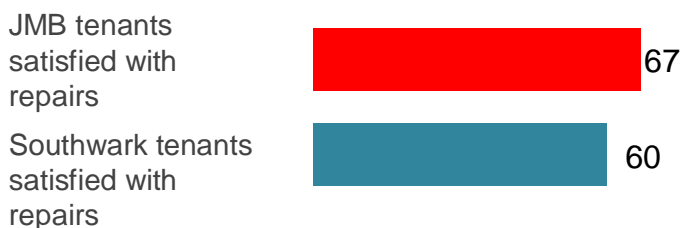
Talk to us about how we can improve our services to residents

Refreshments provided.

Problems with childcare? Tell us in advance and we will see if we can help.

Residents are the reason we are here

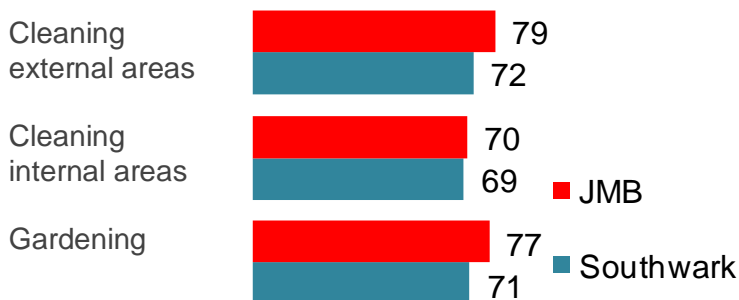
2/3rds to tenants satisfied with repairs



2 in 3 JMB tenants are satisfied with our repairs service. 1 in 5 are dissatisfied.

We need to know whether people are more satisfied with jobs done by our repairs staff or by our contractors.

Satisfaction with JMB cleaning and gardening

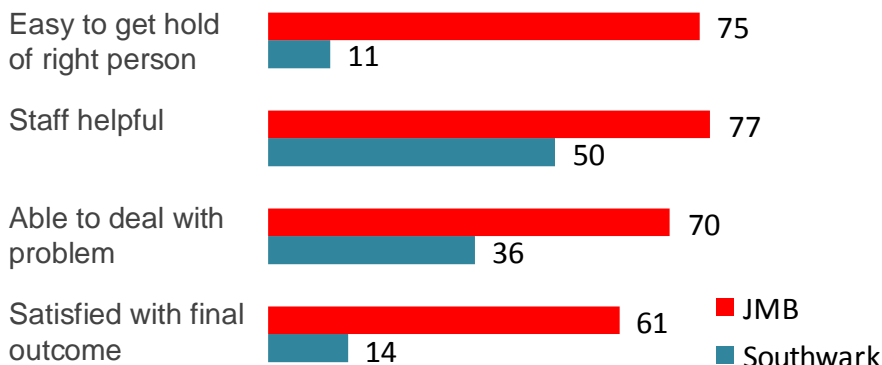


Satisfaction with external cleaning is much higher than for Southwark but our score for internal areas is almost identical.

We need to know what the issue is with internal cleaning. Do we miss areas out? Are there more problems internally?

Tenants are also more satisfied with JMB gardening than Southwark's.

Communication



The JMB does much better than Southwark and better than other TMOs in communicating when tenants contact us.

The JMB is committed to keeping an office near the estates and a phone that goes to our workers not a call centre during office hours.

Tenants' views are taken into account



The most disappointing result for us was that despite the fact that tenants are generally happy with our services, less than half feel we take your views into account. This was the same result that Southwark Council achieved from their tenants. The JMB must work hard to improve on this.

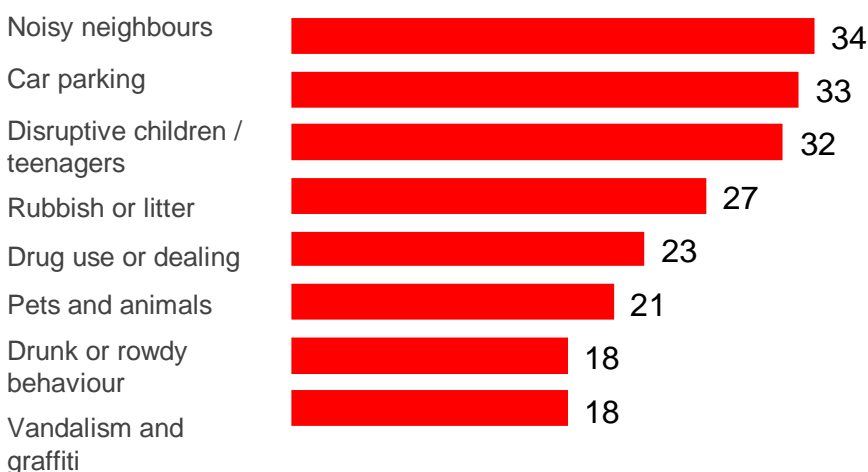
Traditionally the JMB listens to residents at Tenants & Residents Association meetings and when people contact us. We need to look again to make sure we give the widest number of residents the opportunity to tell us your views and influence how we move forwards.

Keeping tenants informed



Just under three quarters of tenants feel the JMB is good at keeping them informed. We are working harder to make sure posters are put up and letters go to particular blocks when issues arise. We are now committing to be more regular with newsletters to all residents.

Main problems in neighbourhood



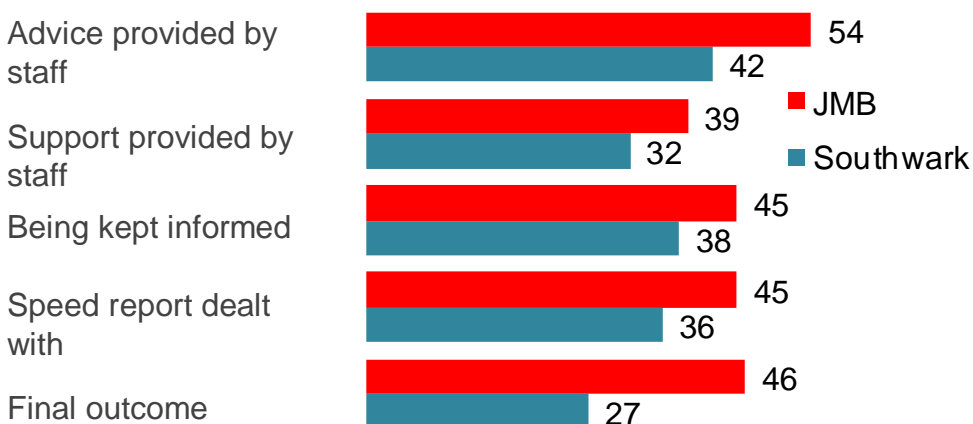
The three biggest issues residents have in this area are with noisy neighbours, car parking and disruptive children / teenagers.

The JMB has a Customer Services Team who deal with neighbourhood issues. They try to resolve problems informally, bringing in other teams and organisations where necessary. If this fails they will go down the legal route. To be successful takes time which can be frustrating to

residents facing the problems.

Please do not suffer in silence and telephone or visit the Customer Services Team to discuss options. We can treat your information anonymously if you are worried about how your neighbour will react.

How the JMB deals with antisocial behaviour



Satisfaction with how antisocial behaviour is dealt with is lower than other services for all housing providers. One reason for this is the person who is committing antisocial behaviour is unlikely to be happy that we are tackling the issue. Antisocial behaviour is also difficult to deal with.

Serious cases can require complex legal action that is not quick to deliver.

The JMB is currently reviewing how we deal with antisocial behaviour, looking at how we support residents and keep them informed throughout the process.

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SE1 3HN

Phone: 020 7525 1600

E-mail:
enquiries@leathermarketjmb.org.uk

Website:
www.leathermarketjmb.org.uk

Emergency calls

If the office is closed please call 020 7525 1600 if you have an emergency repair or there are health and safety concerns that need cleaning up at weekends. However please wait until normal office hours if it is not an emergency to ensure people in real need can get through easily.

Local police

With budget cuts coming, the police want to know what local people think about their safer neighbourhood team. They have an online questionnaire at www.keysurvey.co.uk/survey/339166/19e4/ If you don't have a computer we have one you can use in our reception.

Football coaching

Behind Symington House,
Deverell Street
Saturdays 1.30 - 3.30pm
For 5-13 year old girls and boys.

Coaches are FA accredited and fully CRB checked
£2 per session

What else we need to know

The STATUS survey has given us some great information about what tenants think about Leathermarket JMB. We want to work more closely with interested residents to help us shape how we develop and improve in the future.

We need to know more about issues including:

- What leaseholders think. The STATUS survey was only for tenants;
- What the 16% of tenants who are not satisfied with the JMB think we should do to improve;
- Whether residents are more satisfied with our repairs staff or our contractors;
- Why satisfaction with internal cleaning is lower than with external cleaning;
- Why more tenants said they suffered from antisocial behaviour than reported it to our Customer Services Team

What next?

Stop, look, listen, act

This survey gives the JMB the opportunity to stop and look at what we are doing well and how we can improve our services. We need to find better ways of listening to what residents think about how we can improve. We then need to act quickly and visibly so that you see the difference.

1. **Come** to our special general meeting on Wednesday 16th February at 7pm in the Bermondsey Village Hall. We will listen to your ideas about how we can improve.
2. **Tell us** more about how you find the JMB and where we could do better. Arrange a time to talk to us so we can learn from your experience. Ring Berni on 020 7525 1600 or email enquiries@leathermarketjmb.org.uk to arrange a suitable time
3. **Tell us** if you think we have done something over and above what you expected or if you think we could have done better.

Thank you



Thanks to Charlotte who volunteered with us for four months in the Autumn. She was a friendly face to residents and staff in reception and also provided office support.