

TMO's COUNCILLOR BRIEFING

Special test of opinion edition

17 March 2014

Kensington & Chelsea TMO received a resounding endorsement last September, when 86% residents who voted in the test of opinion said that they wanted us to carry on managing their homes on behalf of the Council.

There was a record participation eligible in the vote, with 3,420 people taking part i.e. 32% of all residents. This is 122% higher than the last one in 2006, when 1,535 took part.

Residents were also asked about their overall satisfaction with the service we provide. 75% said they were happy with the service; this contrasts with only 66% in the 2008 STATUS survey. It's our highest ever score.

We are required to carry out the test of opinion every five years as part of the Modular Management Agreement which we have with the Council. The poll was managed and supervised on our behalf by UK Engage. We also poll members at each annual general meeting.

*Key facts

- 2,717 non-members said yes to the TMO continuing to manage their homes
- 664 non-member voters were home owners – another record
- the number of TMO members voting was 648% higher than at the 2010 AGM
- membership support for both KCTMO managing their homes, and its overall support, is 12 percentage points higher than for non-members
- 90% of tenants and 69% of home owners said they wanted the TMO to continue managing their homes
- overall satisfaction has increased by 19 percentage points since 2008
- KCTMO has over 5,000 members.

Home and neighbourhood questions

 Yes

 No

Do you want KCTMO to continue managing your home?

86%

14%

Are you satisfied with overall quality of your home?

77%

23%

Are you satisfied with your neighbourhood as a place to live?

86%

14%

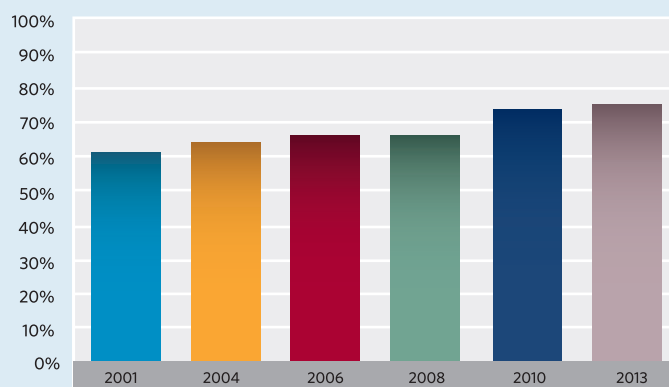
Satisfaction question

Taking everything into account, are you satisfied with the service provided by KCTMO?

75%

25%

Residents' overall satisfaction



Participation levels

- 3,420 residents participated
- 30% turnout
- 122% higher turnout than 2006
- 50% non-member tenant turnout (2,200)
- 24% non-member home owner turnout (517)
- 41% overall non-member turnout.

Overall this is a fantastic result for KCTMO: the vote was the biggest turnout in our history and there are very high levels of satisfaction with our services. It reflects the impact of the changes we have made since 2008 – these have resulted in improved performance and greater engagement plus overall participation. The results reflect the outcome of the five year review carried out by RBKC in 2013. We will be able to use the findings to shape our services in order to address lower satisfaction levels and certain perceptions in some wards.

*Courtfield Ward has been removed from all data to avoid distorting the results – only one voter turned out in that ward of the three residents who were eligible to vote.

To Queen's Gate and Courtfield councillors

The result of the test of opinion survey last autumn was a significant milestone in the ongoing development of our company. This special briefing has been mainly produced for councillors who have TMO-managed stock in their wards. The back page has been tailored to give them each a summary of the test of opinion voting in their ward.

You have received this version because, even though you do not have any TMO-managed stock in your ward (or, in Courtfield's case, just three eligible residents) we believe that the front page information might still be of interest to you.



Fay Edwards
Chair



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