

Moving In – Summary of Tenant Feedback

Welcome Survey Analysis Aug 2022 to February 2024

Welcome surveys were gathered via Mailchimp from August to December 2022 (10 surveys). In December 2022 Seaside started using Survey Monkey (20 surveys as at end of Feb 2024).

Average satisfaction with Seaside property – 8/10

Not all tenants reported that they have been informed about the gas and electricity meters, stopcock and bins.

80% of tenants knew who to call about repairs.

70% of tenants knew who to call for questions about the rent.

A question about the gas and electricity meters was introduced in November 2023. Of the six people who answered a question about it, 5 had been shown the meter and three had experienced issues. One stated they had not been shown the meter.

Tenant comments – areas for improvement:

“When I moved in there was a leak, front door was broken, and electrical wires hanging out of BT box in living room. I've told council about the leak but not the door. I can lock it but it's really hard to get the handle down to open it.”

“It was all quite rushed and a lot of stuff wasn't explained, I didn't know where to get my meter readings or how to turn on the hot water - it's my first time living independently so it would have been good to be shown the basics. I felt rushed and like I didn't have time to read through everything I was signing - I'm still not sure what I was signing.”

“It was quick, only took 30 mins. But I didn't get the key to cupboard the electric meter is in, I didn't get a bin key, and there was no heating or gas when I moved in so I had no hot water until I could get utilities set up.”

“The day of getting keys was a bit muddled but got sorted.”

“The housing officer didn't tell us much but told us to check the welcome pack and we found everything we needed in there. The most helpful bit was the information on where to find 2nd hand furniture.”

“The window was covered with loads of flies, one room is full of clothes-moths and have stinky smell, the gaps between walls and ceilings, the main door has big gap once closed, meaning the flat will be cold in winter season, one room and bathroom has either mould stains or been painted not properly.”

Q5. Were you shown where your meter for gas and electric is located?

“Couldn’t see the meter”

Did you have any issues with your meter or the gas and electric?

“Yes both was in debt.”

“Connection not complete yet but is arranged.”

Annual Satisfaction Survey 2023

“This home wasn't ready to be moved into and we've had nothing but un repaired issues with our property.”

Annual Satisfaction Survey 2024

No applicable comments

Call log 2022 – relevant comments (edited for anonymity)

Call with tenant, he said that when he moved his meter was in £300 debt with EDF. He says he has bad eye sight and misread it as £300 credit.
The tenant rang to say that he moved in on Monday and there are no rubbish bins.
Welcome Call - completed Welcome Survey. He has one broken plug in his bedroom. He is also concerned about the amount of items in the garage as he cannot get to his electricity meter, and he struggles to get to his gas meter due to bicycles and other items.
Tenant is receiving lots of demands from debt collection agencies for electricity and gas for the previous tenant. Has paid what she owes since moving in but doesn't want bailiffs at the property for a debt that isn't hers.
Welcome Call with tenant’s partner. She has some issues on move in: leaking radiator, broken boiler (needed replacement parts), debt on the gas and electric meter, setting up utilities - but she has managed to get them all sorted and fixed. She loves the house.
Tenant does not have white goods, she is hoping to receive funding from the local discretionary fund today for this. She said the window in her bedroom is not closing properly and likely to leak. She has two young children.
Tenant has a 3 month old, she likes the property but found it difficult to find the general waste bins as she wasn't shown this when she moved in.
Tenant has just moved in and is after some help to get white goods. She is aware she can apply for a discretionary payment but doesn't know how to do this

Call log 2023 – relevant comments (edited for anonymity)

Tenant called to ask who gas supplier is. Metre is in locked cupboard in hallway.

Tenant was advised during the viewing that she could have sky. But SKY need a letter from the landlord that it is OK to install
Tenant has been trying to get her gas uncapped since she moved in on Monday - see email below to PH Jones, TAcc, MC
Southern Water have put a card through the door stating that they believe the property to be empty - who is responsible for the water bill?
Tenant called, he has no electricity, hot water or heating - has spoken to British Gas and there is a debt on the meter.
Tenant has just been discharged from hospital having been under section. She has returned home and the gas supply is capped.
Just moved in and garden really overgrown, bags of old rubbish left outside on pathways. plus some kind of beetles in the kitchen and lounge.

Excerpt from minutes of Tenant Panel meeting, October 2023

Move-in process

Niamh opened up the meeting to any other business, and tenants raised issues with the initial move in process with Seaside Homes. Issues included:

- Getting very short notice to move into the Seaside property (often from Emergency Accommodation), often only have between 1 and 3 days after first viewing the property to the tenancy start date. This means people need to arrange packing and moving etc in a very short period of time. Can be impossible to arrange professional movers or van hire in this timeframe. Tenants report that the Council refuse to pay for / reimburse these moving costs or taxi costs, they only offer bus passes which is impractical when moving furniture.
- This lack of time to prepare can also cause issues with sorting out utilities on the move-on day.
- Tenants are not told who is currently providing the utilities and it can be difficult to set up new utilities' contracts or top up utilities key card on the move in day, especially with so much else to arrange and manage.
- Tenants often encounter issues with debt on the meter from the previous tenant / void period when they move in. One tenant explained that when she moved in there was no gas (no heating and no hot water) and there was debt on the meter which she had to pay to clear herself to get the gas working, after which the gas still would not work and she had to keep putting more money on to the meter and she never received a refund for this.
- Tenants emphasised that the very short timeframe between viewing and move in and the difficulty setting up utilities is incredibly stressful and impacting very negatively on people who are already in very stressful situations due to homelessness.

- A tenant suggested that Seaside Homes gift incoming tenants with £15 of gas/electric credit on move-in as this would alleviate so much stress.
- Tenants emphasised that debt must be cleared and gas working on move-in day.
- Tenants reported not being shown where their meters are in the block/home by the Managing Agent.

Action: Seaside to feedback these concerns to the Temporary Accommodation team.

Action: Seaside to run a Tenant Report / Scrutiny Day in March on this issue.

Moving in: utilities survey

SEASIDE: Hi Seaside Tenant, we are looking at ways to improve the experience of moving into a Seaside property. Do you have any handy tips on how to set up utilities when moving in?

“Maybe warn the tenants that the above could happen and give phone numbers to gas/leaky supplier.”

Moving in: furniture and white goods survey

SEASIDE: Hi Seaside Tenant, we are looking at ways to improve the experience of moving into a Seaside property. Do you have any handy tips on how to move and get hold of furniture and white goods?

“Get White Goods from the White Goods shop just down the road on Lewes Road.”