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# Neighbourhood Management Survey

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Summary of Findings



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## Abstract

This report summarises the findings from a recent survey into neighborhood management processes and the use of technology within social housing organisations.

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## KEY FINDINGS

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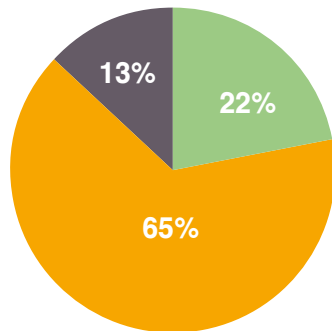
- For 81% of housing associations, having to manually extract information can be a problem.
- 80% think their current reporting needs improvement.
- Only 36% think they provide the right information in the format staff require.
- The majority (58%) sometimes end up with different results for the same kpi.
- Only a small minority (16%) can always plan neighbourhood/assert interventions based on trusted information.
- 54% of housing associations cannot report and track the financial performance of their housing stock at a multi-level view.
- 36% of housing associations can't easily identify and measure their worst performing neighbourhoods/stock groups, and only 16% can easily do this.
- Only 40% of respondents believe they have the right balance between cost of delivery and achieving high levels of customer satisfaction.
- 80% of housing associations agree that there is room for improvement in terms of their key housing management Indicators.
- 50% of respondents don't currently have a data warehouse structure in place.

## REPORTING PROCESSES

How do housing associations access reports and information, how automated is the process and how could they improve this?

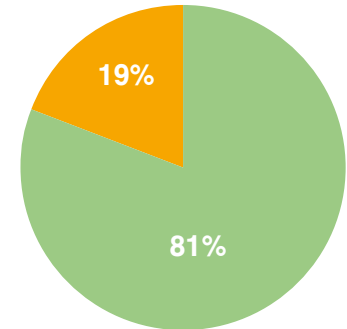
How do staff access information?

- Automated
- Partially automated
- Manual



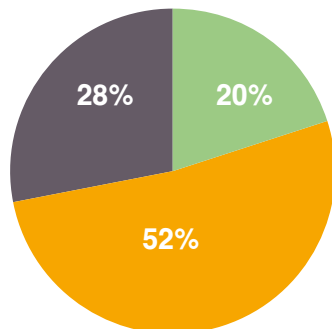
Is it a problem having to manually access information?

- Can be a problem
- Not a problem



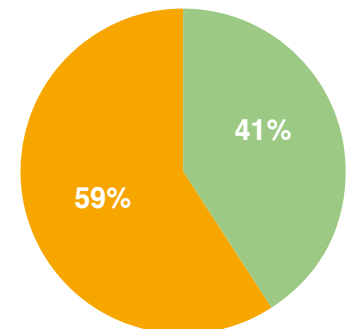
Does your current reporting enable clear communication and action across all processes?

- Yes
- To some degree
- Not enough



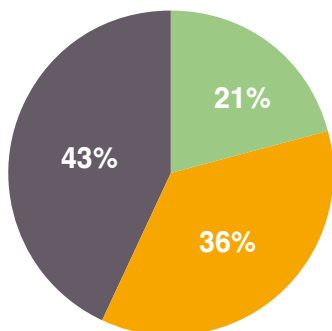
Are your staff able to generate information in time and to an accuracy that enables them to make informed decisions?

- Yes
- Occasionally



Does your current reporting processes mean that you end up with different results for the same KPI?

- Yes
- Occasionally
- Never



Does your reporting enable you to deliver information at a granular level aligned to your staff's role and in a format that suits their requirements?

Information tends to be 'one size fits all' in a low functionality format (i.e. one large spreadsheet)

22.2%

Right information, but we struggle to provide it in the format that staff require (i.e. dashboards)

41.7%

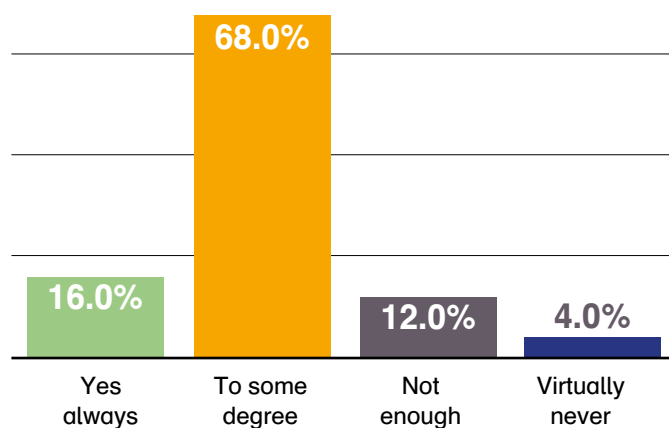
Right information in the format staff require

36.1%

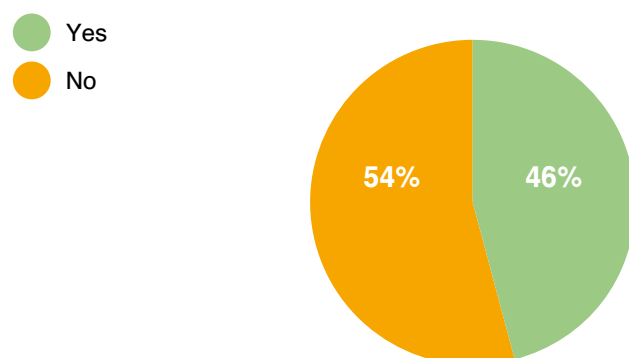
## DRIVERS FOR CHANGE

What factors drive housing associations to redevelop and change their information processes?

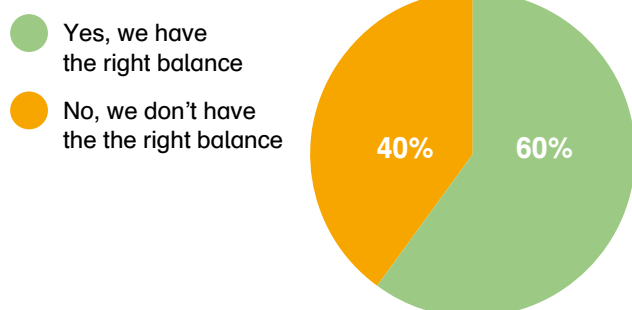
Are you able to plan neighbourhood/asset interventions based on trusted information?



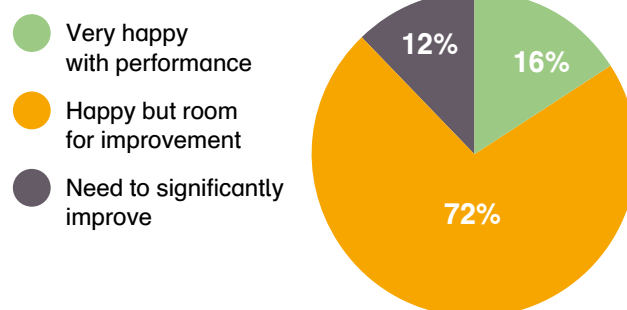
Are you able to report and track the financial performance of your housing stock at a group/region/local authority/neighbourhood/unit level?



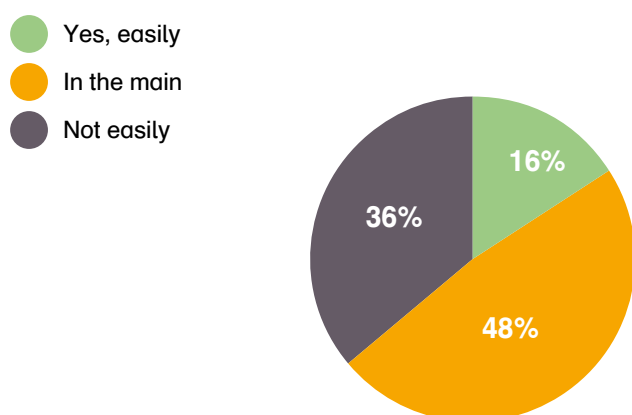
Customer satisfaction is vital to registered providers, however over-servicing the tenant to drive satisfaction can have a highly negative impact on the organisation's sustainability. Do you believe your organisation is striking the right balance?



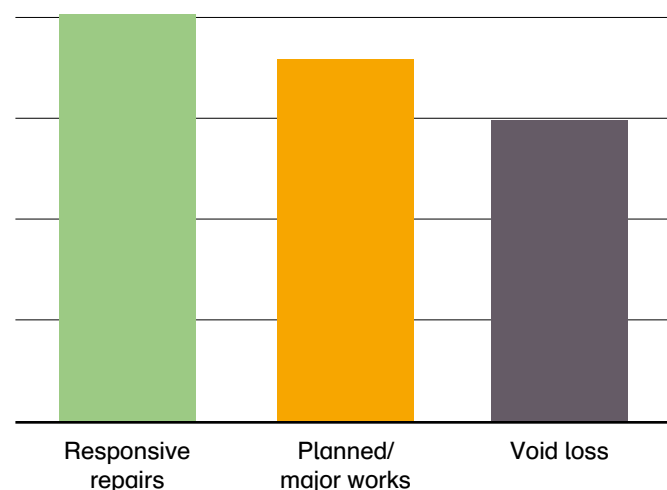
Neighbourhub has enabled Places for People to dramatically improve their financial and operational performance. How well do you feel your organisation performs in terms of key housing management indicators?



Are you able to identify and measure your worst performing stock/neighbourhoods?



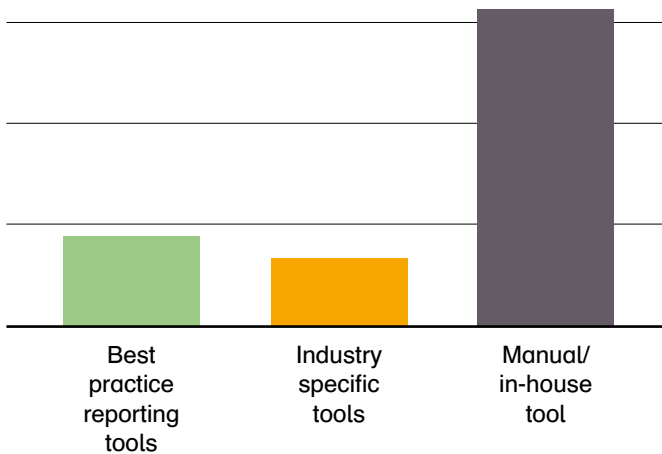
What are the three key business areas that require significant improvement?



## TECHNOLOGY

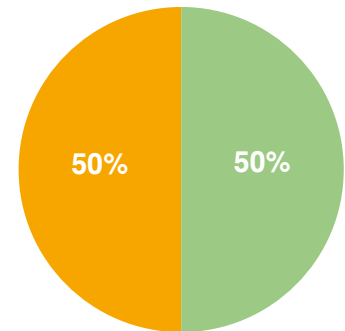
How do housing associations utilise technology to drive positive information reporting?

What reporting tools do you have for analysing information?



Do you have a data warehouse to bring information together from multiple sources? (i.e. housing management system, finance, asset management etc).

● Yes  
● No



## ABOUT NEIGHBOURHUB

Neighbourhub has been developed by Places for People and Visualmetrics.

Neighbourhub is an innovative product that gives housing providers the tools, the technology and the knowledge to improve housing management performance, increase profitability and ensures that the neighbourhoods they manage are sustainable in the long term.

Neighbourhub has been developed by Places for People, one of the largest property management and regeneration companies in the UK, and visualmetrics, a sector-leading performance management and data warehousing solutions provider.

### NEIGHBOURHUB



places  
for people visualmetrics

**PLACES FOR PEOPLE** is one of the largest property management, development and regeneration companies in the UK.

**VISUALMETRICS** is a performance management and data warehousing solutions provider.

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### About this survey

This survey was designed and carried out by Neighbourhub to find out more about the problems being faced by social housing organisations following recent government reforms in the sector.

Using the information provided from the survey, we're able to analyse the responses, trends and problems, and to consider the best way to approach these issues together, with a view to lessening the effect recent government reform will have on the internal management of social housing organisations.

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