
From: David Collins <david@future-conversations.com>
Sent: 13 April 2016 21:40
To: jmblakeman
Cc: Edward Daffarn; William Thompson; Marcio Gomes; hanan wahabi; Turufat; anton
Subject: Re: Residents' Survey Nov 2015
Attachments: Compact.Resident Survey Summary.rtf

Dear Judith,

I like the idea to summarise the information; there is no need to share all the detail.

I notice you used the lower figures (42 households responding, 62% forced and 57% had to fight TMO). I would recommend using the alternative figures (50 households responding, 68% forced, 64% fight). This is because we came up with the idea of a petition at one of our residents meetings. I would say everyone at that meeting was in agreement with the petition, and would have signed it there and then. There were a group of these people from the meeting (who had fought TMO through the year to get the solution they were originally promised), but who we never managed to get at home once we actually had the petition to sign, even though we know most by name, etc. If it had been available on the evening they would have signed it, and we know they fall in to the camp of people who had to fight to get the solution they were originally promised. For that reason I am very comfortable to increase the population of households by 8, and also the number who felt they had to fight, that they were pressured or lied to, etc. These people would have wanted their opinion to be counted.

Whichever way you report it, around two thirds (two out of every three residents) felt forced, pressured or lied to by representatives of the TMO or Rydon. And again, two thirds feel they had to fight to get a satisfactory solution. Added to this, another 20% said they want the solution they have moved.

The file I send back to you has the information in it to include these eight residents / homes. I also included a couple of extra %'s in brackets. I thought it illustrative that only 20% of people said they are happy with the standard of work in their home), 20% experienced damage to their home, and only 8% are satisfied with the manner in which the TMO carried out the project.

The reason there were 60 signatures on the petition, and only 50 households here being used in the statistics. This is because more than one person signed the petition in some households.

Hope that makes sense and is acceptable to you.

David

From: jmblakeman [REDACTED]
Date: Wednesday, 13 April 2016 at 16:54
To: David Collins <david@future-conversations.com>
Subject: RE: Residents' Survey Nov 2015

David, I have done the attached summary of the survey. Are you OK with me sending this instead? I have not included the one comment that could possibly identify the respondent.

Judith

From: David Collins [<mailto:david@future-conversations.com>]
Sent: 13 April 2016 09:36
To: jmblakeman
Subject: Re: Residents' Survey Nov 2015

I will need to ask the other lead reps and get back to you

Sent from my iPhone

On 13 Apr 2016, at 08:54, jmblakeman [REDACTED] wrote:

Dear David

Many thanks. Would it be acceptable, now that you have removed the flat numbers and randomised the columns, for me to send this to the TMO Board Member – Paula Fance – who chaired the Review Group? It does substantiate a lot of what I am going to say to her.

Kind regards.

Judith

From: David Collins [<mailto:david@future-conversations.com>]
Sent: 12 April 2016 19:55
To: jmblakeman
Subject: Re: Residents' Survey Nov 2015

Dear Judith,

Please find attached a spreadsheet which contains the information we gleaned from the door knocking exercise. I have removed the flat numbers, and randomised the columns so that the data is not in the order of flat number.

Please let me know if you need anything else.

Best wishes,

David

From: jmblakeman [REDACTED]
Date: Tuesday, 12 April 2016 at 08:41
To: David Collins <david@future-conversations.com>
Subject: RE: Residents' Survey Nov 2015

Many thanks. Either you or I can remove the flat numbers from the sheet. I just really want to see what everyone said when contacted by someone sympathetic rather than a TMO employee.

Am halfway through my response to the report and I think I probably can share it with you when it is finished.

Judith

From: David Collins [<mailto:david@future-conversations.com>]
Sent: 12 April 2016 00:06
To: jmblakeman
Subject: Re: Residents' Survey Nov 2015

Dear Judith,

I do have a copy of the results in an excel spreadsheet. So long as you treat it in confidence, and do not disclose who said what, then I cannot see a problem with sharing it with you.

I will also check with the Lead Reps of the Compact tomorrow night.

David

From: jmblakeman [REDACTED]
Date: Monday, 11 April 2016 at 17:19
To: David Collins <david@future-conversations.com>
Subject: Residents' Survey Nov 2015

Dear David

I don't know if you have an excel sheet with the full results of the November survey but if you do, it would be really helpful for my response to the TMO review to have a copy. At the moment I only have the results of my part of the survey.

Kind regards.

Judith