



Annual Report

2025/26





Chair's Welcome

The 2025/26 year has been another successful year for RPRMO, with continued improvements in service delivery, community engagement, and organisational development. We are proud to have strengthened our partnership with FareShare, enabling weekly food donations from both Waitrose and Nando's to support local residents. We also completed the installation of a new fence along the Rush Common boundary near Deepdene Lodge, improving safety and enhancing the local environment for our community.

It is, however, with great sadness that we remember our colleague and friend, Dr Joy Miles, our Senior Finance Manager, who sadly passed away during the year. Joy made a valued contribution to RPRMO and was a dedicated member of our team for 17 years of loyal service. Her professionalism, commitment and support for colleagues will be greatly missed. On behalf of the Board, staff and residents of Roupell Park, I would like to extend our deepest condolences to Joy's family, friends and all those who knew and worked with her. We will remember her with great respect and affection.

During the year, we introduced a new Customer Relationship Management (CRM) system, transforming the way we communicate with residents. The new system enables us to provide timely updates through text messaging and email, improving communication, responsiveness, and customer service. We are also preparing to implement a new financial management system in 2026/27, which will further strengthen our efficiency and financial controls. In addition, we successfully negotiated an increase of more than 20% in the management allowance from Lambeth, providing greater resources to invest in services and community priorities. Once again, RPRMO has continued to outperform Lambeth against key performance indicators, demonstrating the benefits of local management and our commitment to delivering excellent services.

Resident engagement has continued to grow throughout the year. Our WhatsApp channel now connects more than 200 residents and community partners, providing an effective platform for sharing information, opportunities, and community news. We have also launched the Resident Portal, giving residents greater transparency over repairs, access to information, and the ability to engage with RPRMO digitally. I encourage all residents to register and take advantage of this important new service.

While we have achieved much this year, significant challenges remain. The cost of resolving disrepair cases continues to place pressure on resources, while rising material, contractor, and labour costs have increased the overall cost of delivering services. Looking ahead, we also face longer-term financial challenges as the management allowance is expected to reduce as more residents exercise their Right to Buy.

These pressures make it even more important that we continue to operate efficiently and secure the resources needed to maintain and improve services for residents.

Next year will be a crucial one for the future of RPRMO. I encourage all residents to vote in support of the continuation of RPRMO so that we can continue delivering services that outperform those provided directly by Lambeth and ensure that funding is reinvested within our community. We have an ambitious business plan that will increase investment in our homes, neighbourhoods, and community projects, helping us build on our successes and create an even stronger future for all residents.

M Simpson – Chair of RPRMO

Our mission statement

To provide top quality housing services and community amenities that address the priorities of the community and that meet the needs of residents.

Our vision

Working together to provide high-quality homes and create a fair, strong and sustainable community.

Our values

Excellence – Learning from our successes and our mistakes and striving to be the best at what we do to deliver an exceptional service to our customers.

Integrity – Being professional, open and honest in all our activities and delivering on our promises.

Fairness – Treating our residents with respect and fairness showing consideration for their needs and celebrating their diversity.

Community – Working together to build a cohesive community where volunteering is valued.

Partnership – Working in collaboration with our community and partners to achieve shared goals.

Innovation – Being ambitious for our community and trailblazing new approaches and new ideas that will deliver added value to our community.

Financial prudence – Being sensible and careful when making judgements and decisions and avoiding unnecessary risk to our finances.

Staff values

Resident-focused support – We strive to fully understand what our residents need and consistently offer help with a supportive attitude.

Trust-based relationships – We build trust by listening carefully and acting with honesty and integrity.

Fairness and respect – We treat residents, partners, and colleagues with fairness, dignity, and respect at all times.

Team unity – We work together as one team, relying on collaboration to achieve the organisation's objectives.

Continuous improvement – We constantly refine our work so we can create a thriving and secure future for our residents.

Scan to join our Whatsapp Channel





Staff Team

- **Robert Carroll** – Estate Director
- **Channa McDonald** – Maintenance and Estate Services Manager
- **Marsha Temple** – Finance and Facilities Manager
- **Albert Eze** – Housing Officer
- **Fred Jones** – Community Partnerships Manager
- **Arianna Mclean** – Customer Service Officer
- **Robert Jones** – Team Leader
- **Shane Gordon** – Housing Assistant
- **Milton Thompson** – Direct Labour Operative (DLO)
- **Ibrahim Alchina** – Multi-Trade Operative (DLO)
- **Clement Pottinger** – Estate Caretaker
- **Richard Francis** – Estate Caretaker
- **Steve Fagan** – Estate Caretaker

Board members

- **Mary Simpson** – Chair of the Board / Executive Board Member
- **Oni Idigu** – Treasurer / Executive Board Member
- **Jasper Osei** – Secretary / Executive Board Member
- **Agnes Nyuma** – Resident Board Member
- **Alieu Corneh** – Resident Board Member
- **Edward Andrews** – Resident Board Member
- **Ghislain Ngounou** – Resident Board Member
- **Kayla Reid** – Resident Board Member
- **Nouar Lefdil** – Resident Board Member
- **Ethel Fosu** – Co-opted
- **Simon Senior** – Co-opted



Our Responsibilities

- Effective Governance including ensuring there is an effective and flourishing Board managing the organisation and managing an effective split between strategic and operational responsibilities.
- Ensuring decisions are made in an open and transparent way.
- Increasing wider membership of RPMO.
- Consulting and involving residents through meetings, surveys, newsletters and events to ensure that the services we provide to you meet your needs.
- Managing the RPRMO's finances effectively and reporting to our membership, the Financial Conduct Authority, and Lambeth Council in accordance with the Management Agreement and legislation.
- Providing an estate-based office.
- Maintaining an efficient, effective, motivated staff team.
- Effectively manage contractors employed by RPRMO and continually striving to achieve value for money.
- Ensuring that Lambeth Council .
- Providing monitoring reports to the Council as required.
- Publishing an Annual Report to you on our work and performance across all areas for which we are responsible.
- Working with other agencies and community groups to identify, address the needs of our community.
- Identifying the need for major works and lobbying the Council to programme these works.

REPAIRS

- Providing responsive repairs and maintenance up to £5,000 per repair. In most cases we use our own direct labour organisation but we also employ our own contractors for services we cannot provide ourselves
- Providing annual gas servicing as servicing and repairs
- Repairing and maintaining electrical installations inside tenants' homes
- Carrying out inspections to play areas and carrying out necessary repairs
- Turning around empty tenanted properties where works to do so are less than £5,000
- Delivering estate improvements
- Maintenance of our estate CCTV system
- Providing an emergency service outside office hours via the Councils contact centre
- Providing a cleaning service to the communal areas of your block and the estate
- Maintaining the communal gardens and grounds
- Removing graffiti
- Removing bulk refuse like discarded fridges and sofas
- Managing the parking on your estate
- Pest control

We employ contractors to provide the following services for us:

- Grounds maintenance
- Communal Pest Control
- Parking enforcement
- Gas servicing and repairs
- Electrical repairs
- Specialist work that are not provided by our in-house team
- Repairs to the Communal TV system
- Maintenance to the CCTV system for the estate

HOUSING MANAGEMENT

- Dealing with tenancy management issues including investigation into complaints of anti-social behaviour, unlawful occupancies, breach of tenancy or lease agreement, resident disputes, and taking legal action when appropriate
- Dealing with succession claims
- Processing mutual exchanges
- Giving consents to residents for a range of issues from improvements to keeping pets
- Monitoring tenants' rent payments and taking action when appropriate where tenants are in arrears
- Managing leaseholder service charge arrears and taking legal action if appropriate
- Gaining entry for the eviction of tenants where a court order has been obtained
- Letting empty properties
- Providing an initial meeting with the Estate Manager for all new tenants regarding advising on tenancy rights and responsibilities and RPRMO membership and participation and sign up of the tenancy agreements
- Settling in visits for new tenants
- Tenancy audits



Services Provided by Lambeth

- Communal heating & hot water repairs
- Lift repairs
- Entry phone repairs
- Repairs to communal lighting
- Maintenance of dry risers and lightning conductors
- Asbestos removal
- Maintaining the structure of the buildings
- All repairs over £5,000 including work to empty property
- Carrying out major works in consultation with RPRMO
- Tree maintenance
- Maintaining most roads and pavements on the estate
- Setting the rent
- Setting leaseholder service charges
- Collecting service charges in relation to major works
- Refuse collection

Board Members Responsibilities

- To make sure that RPRMO complies with its rules, standing orders, financial regulation and legislation
- To make sure that we focus on achieving our Vision and Objectives.
- To contribute actively to the board's work in giving firm strategic direction to the organisation, setting overall policy, defining goals and setting targets and evaluating performance against agreed targets.
- To make sure that RPRMO uses its resources exclusively to deliver its purpose and vision and to ensure its financial stability and the proper use of the organisation's funds.
- To safeguard the good name and values of RPRMO.
- To ensure the effective and efficient administration of RPRMO.
- To make sure that the Estate Director is appointed and his/her performance is monitored and appraised.
- To make sure that RPRMO consults and involves its members, residents and other key stakeholders as and when appropriate.
- To put a plan in place to ensure the continuity of the board's in the future.
- To make sure that the TMO complies with the terms of the Management Agreement with Lambeth Council.

Join the RPRMO Board

Knowledge and Experience

- Knowledge of Social Housing and in particular an understanding of tenant management
- Experience of being part of a board of management of a small organisation
- Experience of Tenant Management Organisations
- Experience of Housing Management and Repairs
- Knowledge of accountancy practices and in particular as they relate to small businesses
- Experience and knowledge of resident involvement and participation in the running of their homes
- Experience of developing communities to ensure that residents meet their full potential both and as an individual and as a group
- Experience of people and resources management

Skills

- To have excellent communications skills and to be able to relate to a wide range of stakeholders
- To be able to represent RPRMO at a local and national level to enhance its profile
- To be able to understand performance management information
- To work in partnership with the organisations staff to deliver the organisations objectives
- The ability to understand sometimes complex reports and to contribute to Board discussions and decision making
- The ability to act as part of a diverse team with varying skills and abilities

Other Requirements

- Being able to attend regular Board meetings (6 evenings a year) plus occasional weekend activities
- An understanding of the principles of equalities and diversity and how these will apply to this role

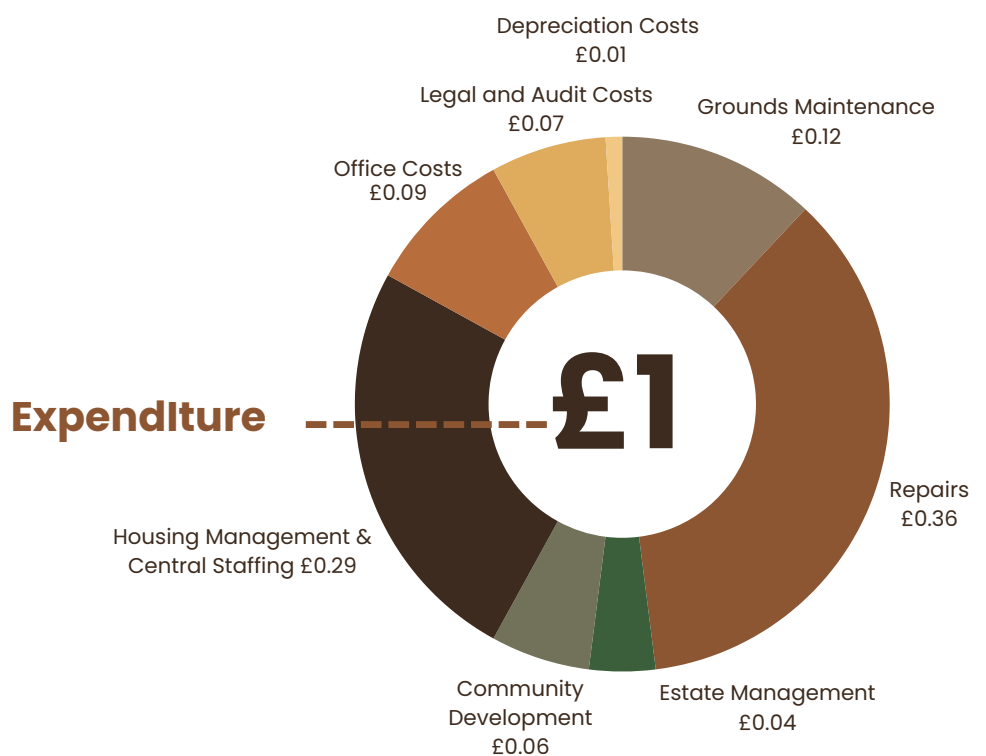
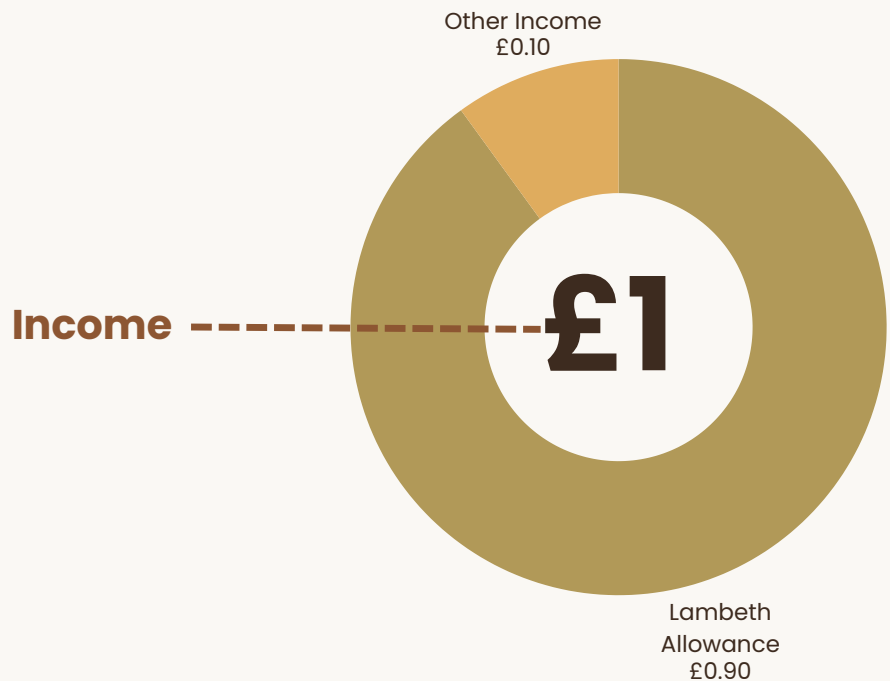
To find out more or express your interest:

Call **0207 926 0214** or email **roupellpark@lambeth.gov.uk**

Why not become a RPRMO shareholder?

£1 not only provides a lifelong share to the RMO but also voting rights at general meetings. For details on purchasing a share, please contact the RMO office.

Income & Expenditures



Financial Performance

Managing the estate's finances carefully is one of our most important responsibilities. Each year, we set out how much income we receive, how it is spent, and what reserves we hold to protect services.

This year has continued to be challenging, with rising costs for labour, materials, and services. Despite this, we have worked hard to keep RPRMO financially stable while continuing to invest in services that matter to residents. We received our allowance (turnover) of £1,107,868 from Lambeth, which represents a 2.9% increase on the previous year (£1,076,677 in 2024/25).

In addition, we generated £113,867 in other operating income, a significant increase compared with the £80,259 achieved in 2024/25. Including bank interest of £4,167, total income for the year amounted to just over £1.22 million, compared with £1.17 million in 2024/25.

Summary of Accounts

In summary, the 2025/26 accounts show:

- A loss for the financial year of £90,217, compared with a loss of £65,449 in 2024/25.
- Total reserves of £456,565 (£546,782 in 2024/25).
- Profit and loss reserves of £179,008 (£277,023 in 2024/25).
- Designated reserves of £276,967 (£269,169 in 2024/25).

Audit Feedback

Our auditors, Sumer Auditco Limited, provided their report and confirmed that the accounts present a true and fair view of the organisation's finances.

Their findings recognise that Roupell Park RMO maintains sound financial controls and effective governance arrangements, which underpin our ability to manage through challenging times.

Looking Ahead

The financial year ahead will present further challenges. The rising cost of living, higher material and labour costs, more homes being sold through Right To Buy and potential changes in our Modular Management Agreement allowance from Lambeth mean that the environment remains difficult.

Our priorities will be to:

- Mitigate financial risks through prudent budgeting and close monitoring of performance against targets.
- Explore opportunities for efficiency savings without compromising service quality.
- Continue diversifying income streams, including pursuing grant funding and external partnerships where possible.
- Maintain robust reserves, ensuring we retain sufficient capacity to manage unforeseen risks and protect service delivery.

Although we must be realistic that some difficult decisions may lie ahead, we remain optimistic that with the support of residents, staff, and the Board, RPRMO will continue to deliver services effectively.



Community Development

The 2025/2026 reporting year has been a highly productive and transformative period for the RMO, marked by new partnerships, expanded services and the successful delivery of multiple community programmes. Throughout the year, we maintained a consistent staff presence on the estate, which has had a noticeably positive impact. Residents have expressed strong appreciation for the increased visibility and accessibility of staff, noting that it has created a clear focal point where they can share ideas, ask questions in a relaxed setting and provide feedback on services. This strengthened daytoday engagement has further reinforced the relationship between residents and the RMO, helping to build trust, improve communication and ensure that our work remains firmly rooted in community priorities.

We listened closely to what residents told us they wanted, and their feedback centred on five key areas of focus:

- 1. Health and wellbeing**
- 2. Youth engagement and development**
- 3. Employment and skills**
- 4. Senior resident support**
- 5. Estate safety and crime prevention**
- 6. Youth programs and activities**

During the reporting period, we responded proactively to resident feedback and expanded our youth provision through two key partnership initiatives.

Skills Hub Programme

We established a formal partnership with Lively Sprouts CIC to deliver a dedicated Skills Hub for young residents aged 7–13. The programme focuses on developing essential life skills through engaging, active learning sessions. The Skills Hub has been highly successful, with all available places filled and a growing waiting list of young people eager to participate. This demonstrates both strong demand and positive reception within the community.

Looking Forward

Sports and Community Engagement

We also strengthened our collaboration with Bridge The Gap Studios, who already facilitate the Saturday morning football sessions. Building on this foundation, they introduced Tournament Tuesdays, a new initiative that quickly became popular among young residents and attracted participation from neighbouring areas. This expanded offer has enhanced community engagement, increased weekly activity levels, and provided additional structured opportunities for young people to develop teamwork and confidence.

Skills hub: Thursday 6pm–7pm

BTG Saturday Football sessions: 12noon

Stay 'n' Play – 1 O'clock Club

In response to resident feedback, we recently launched the Stay 'n' Play 1 O'clock Club, a weekly early years session designed for our youngest residents and their parents. The session is facilitated by a resident volunteer and aims to provide a safe, engaging environment for early childhood development and social interaction. Although still in its early stages, participation is steadily increasing, and we anticipate further growth as awareness builds within the community.

Stay 'n' Play Schedule:

Monday, 1pm – 2pm

Free Hair Service – Back to School Initiative

We have also established a partnership with 5* Unisex Saloon to support families as part of the Roupell Park RMO Back to School initiative. The saloon provides free (subsidised by the RMO) haircuts and styling for young people aged 18 and under, including cuts, wash & blowdry services, and cornrows. To ensure accessibility and encourage participation, residents use the Roupell Park Coin as the form of currency within the saloon, strengthening community identity and engagement.

These initiatives collectively enhance our early years offer, reduce financial barriers for families, and contribute to a supportive, community centred environment across the estate.

18 & under: half term and school holidays only

60+: all year round



7. Community safety and crime prevention

The RMO remains committed to ensuring the safety and wellbeing of all residents and continues to take proactive steps to reduce crime and anti-social behaviour across the estate. While our long-term aspiration is to achieve zero crime, we have implemented several targeted measures to address current risks and strengthen estate security.

We had contractors inspect, assess and update the estate's CCTV Wi-Fi. This work ensures that our surveillance systems remain fit for purpose, provide clearer coverage, and support both deterrence and incident response. The upgraded Wi-Fi system enhances our ability to monitor high-risk locations and contributes to a more secure environment for all residents.

8. Mental health and wellbeing support

On 14 May 2026, the RMO worked in partnership with SDA to deliver a comprehensive Health and Wellness Expo in the MUGA. The event was designed to improve access to health information and preventative care for residents across the estate.

Residents were able to meet directly with doctors, nurses and other health professionals, receiving onsite checks including blood pressure, blood sugar levels, BMI assessments and additional wellbeing screenings. The opportunity for residents to have a holistic health conversation discussing their overall wellbeing rather than a single issue—proved particularly popular and contributed to strong attendance throughout the day.

Resident Impact and Future Plans

Feedback from participants highlighted the value of accessible, community based health support and the convenience of engaging with professionals in a familiar environment. The success of the event has informed our ongoing health and wellbeing strategy, and we are now planning a second Expo for spring 2027 to build on this momentum.

9. Job training and employment assistance

To strengthen employment opportunities for residents, the RMO established a weekly employment dropin service focused on job search support, CV guidance, and access to local labour market information. This provision offers residents a welcoming space to receive tailored advice and practical assistance as they work towards securing sustainable employment.

Partnership with Orange Bow

We expanded this offer through a formal partnership with Orange Bow, who delivered a range of employment training courses with direct job opportunities linked to completion. These courses provide structured pathways into work, combining skills development with guaranteed interviews or placements.

Resident Participation and Outcomes

A significant number of residents have enrolled in Orange Bow's programmes, with several successfully completing their training and progressing into employment. These outcomes demonstrate the value of accessible, community based support and highlight the impact of our employment and skills strategy in improving life chances across the estate.

10. Support and social activities for elderly residents

The RMO continues to prioritise the wellbeing of senior residents, many of whom have been longstanding members of our community. A range of activities and targeted support services have been developed to promote social connection, physical activity and overall quality of life.

Social and Wellbeing Activities

Our weekly coffee mornings, lunch club, and keep fit sessions remain popular, consistently attracting senior residents who value the opportunity to stay active and socially connected. These activities form a core part of our senior wellbeing offer and help reduce isolation among older members of the estate.

Greening the Estate – Partnership with Social Landscapes

We renewed our partnership with Social Landscapes to deliver the new Greening the Estate project. This initiative has successfully engaged more elderly residents, particularly those with an interest in gardening and outdoor activities. Participation has strengthened community bonds and supported nature based wellbeing across the estate.

Free Hair Services for 60+ Residents

To further support senior residents, we partnered with 5* Unisex Hair Salon to provide free hair services for all residents aged 60 and over. This service operates year round and contributes to improved wellbeing, dignity and confidence among older residents. The initiative forms part of our broader senior support strategy, ensuring essential services remain accessible regardless of income.



The 2025/2026 period reflects a year of meaningful progress, strengthened community relationships and resident led development across the estate.

Through new partnerships, expanded programmes and a consistent staff presence, the RMO has deepened engagement, improved service accessibility and created a more connected environment for all residents.

By listening closely to community feedback, we focused our work on five core priorities health and wellbeing, youth development, employment and skills, senior support and estate safety ensuring that every initiative delivered this year directly responded to what residents told us mattered most.

Collectively, these efforts have strengthened trust, increased participation and laid a solid foundation for continued growth and improvement in the year ahead.

Make Your Voice Count

YOUR ESTATE, YOUR SAY!

RESIDENT VOICE FORUM

Join us for an evening where residents can voice their concerns, wishes and hopes for our estate.

Together we can create a **cleaner, safer, stronger community** for everyone.

WE WILL BE DISCUSSING:

ESTATE IMPROVEMENTS
Cleaning, repairs, safety and more

SERVICES YOU WANT TO SEE
Youth, health, food, employment and more

BETTER ENGAGEMENT WITH THE RMO
Improving communication, listening and working together

QUARTERLY

6:30PM – 8:00PM

COMMUNITY CENTRE (HYPERION HOUSE)

WHAT TO EXPECT:

- Small group discussions
- Open and respectful conversation
- Vote on the top priorities
- Clear next steps on what happens after

EXTRAS:

- Light refreshments provided
- Opportunity to stay involved and shape future projects
- All residents welcome! Everyone's voice matters.

WHY ATTEND?

Your voice will directly help shape decisions and future plans for the estate.

GET INVOLVED. BE HEARD. HELP IMPROVE YOUR COMMUNITY.

HAVE YOUR SAY. SHAPE OUR FUTURE. SEE REAL CHANGE.

YOUR IDEAS. YOUR PRIORITIES. OUR ESTATE.

FOR MORE INFORMATION:

CALL: 07542503821

EMAIL: Fjones4@lambeth.gov.uk

KPI Description	Lambeth Results	2025/26 Target	TMO Result	TMO Target Met?	Outperformed Lambeth?
Rent Collected in year	98.25%	99.00%	98.67%	NO	YES
Service charges collected	113.80%	105%	415%	YES	YES
Average relet Void time in Days	30.01 Days	30 Days	37.5 Days	YES	YES*
Gas services completed on time	99.62%	100%	100%	YES	YES
Repairs completed on time	90.90%	90%	93.60%	YES	YES

*The void KPI is measured in a way that takes the whole void cycle and not the specific areas RPRMO are responsible for. This means if Lambeth allocations team do not send enough nominations or a short list this time is taken into account on the cycle of the void. However, this is completely the responsibility of Lambeth. RPRMO had completed its areas of responsibility of the void process within the target time and delays were on Lambeth's responsibility of the void process which allowed the void relet time to exceed the target. Therefore, RPRMO have decided to report on the time the void cycle is within RPRMO control to represent the performance of RPRMO in relation to the void cycle.



**931 REPAIR JOBS
COMPLETED**

↑ Up 15.08% on last year



Complaints

RPRMO is committed to providing high-quality services and views complaints as an important source of feedback to help drive continuous improvement. During 2025/26, a total of 32 cases were received across Stage 1 and Stage 2 complaints, Members' Enquiries, and Housing Ombudsman referrals. This included 17 Stage 1 complaints, 2 Stage 2 complaints, 12 Members' Enquiries, and 1 Housing Ombudsman case. 93.75% of the responses were within the timescales.

Of the 17 Stage 1 complaints, 4 related to areas that fall under Lambeth's responsibility and were therefore referred to Lambeth for a response. There were 2 Stage 2 complaints during the year. In accordance with the complaints process, all Stage 2 complaints are responded to by Lambeth, and both cases related to services that were also Lambeth's responsibility. Similarly, of the 12 Members' Enquiries, 3 required a direct response from Lambeth, while the single Housing Ombudsman case received during the year was also responded to by Lambeth as the responsible organisation.

The majority of complaints and enquiries were responded to within the required timescales. However, two complaints were not responded to within the target timeframe, primarily as a result of staff sickness and reduced capacity during the period. Whilst this level of compliance remains high, we recognise the importance of timely responses, and the impact delays can have on residents.

To help address this, RPRMO introduced a new Customer Relationship Management (CRM) system during the year. The system improves the tracking and monitoring of complaints, enquiries, emails, and text communications, providing greater oversight of response deadlines and helping to ensure that residents receive timely updates. We expect this investment to significantly reduce the risk of future delays and further improve the customer experience.

Alongside complaints, we were pleased to receive 24 compliments from residents and stakeholders during the year. These positive comments covered a wide range of services, including the quality of communal cleaning, the overall condition of the estate, the responsiveness of staff in resolving enquiries, and the professionalism and helpfulness demonstrated when handling telephone calls. This feedback is a testament to the dedication of our staff team and contractors, who work hard every day to deliver services that meet the needs and expectations of residents.

RPRMO remains committed to learning from both complaints and compliments, using resident feedback to identify areas for improvement while recognising and building upon the services that residents value most. Through this approach, we will continue to strengthen service delivery and ensure that residents remain at the heart of everything we do.

Survey Questions	Excellent	Good	Fair	Poor	Very Poor
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Roupell Park Resident Management Organisation (RPRMO)?	33.30%	33.30%	16.70%	13.30%	3.30%
Has RPRMO carried out a repair to your home in the last 12 months?	Yes 50%	No 50%			
If yes, how satisfied, or dissatisfied are you with the overall repairs service given by RPRMO over the last 12 months?	33.30%	33.30%	20%	13.30%	0%
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	26.70%	40%	20%	13%	0%
How satisfied or dissatisfied are you that your landlord provides a home that is well-maintained?	23.30%	53.30%	16.70%	6.70%	0%
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?	26.70%	46.70%	20%	6.70%	0%
How satisfied or dissatisfied are you that RPRMO listens to your views and acts upon them?	20%	40%	26.70%	13.30%	0%
How satisfied or dissatisfied are you that RPRMO keeps you informed about things that matter to you?	26.70%	40%	26.70%	6.70%	0%
To what extent do you agree or disagree with the following? "RPRMO treats me fairly and with respect." Please score 1 to 5 where 1 is very much and 5 not at all	33.30%	40%	20%	6.70%	0%
Have you made a complaint to RPRMO in the last 12 months?	Yes 40%	No 60%			
If yes, how satisfied, or dissatisfied are you with RPRMO's approach to complaints handling?	20%	33.30%	33.30%	13.30%	0%
Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?	Yes 60%	No 40%			
If yes, how satisfied, or dissatisfied are you that RPRMO keeps these communal areas clean and well-maintained?	33.30%	40%	20%	6.70%	0%
How satisfied or dissatisfied are you that RPRMO makes a positive contribution to your neighbourhood?	33.30%	33.30%	26.70%	6.70%	0%
How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?	26.70%	33%	20%	20%	0%



ROUPELL PARK
RESIDENT MANAGEMENT ORGANISATION

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