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# Tenant and Leaseholder Perceptions Survey 2022

Wandsworth Borough Council

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# Introduction

## Background

In 2022, Wandsworth Council commissioned BMG Research to carry out their annual perceptions survey among Council tenants and leaseholders to help understand how residents feel about the housing services provided by Wandsworth, what standard residents expect of the service, and problems that need addressed by the Council. Fieldwork took place in November 2022.

## Methodology

In keeping with previous iterations of this perceptions survey, questionnaires were sent to a sample of tenants and all available leaseholder contacts. Tenants were randomly sampled stratified by property type, estate type and area to ensure a cross section of tenants across the borough were reached.

All respondents with a mobile number or e-mail available were first given the option to complete the survey online via an SMS invite or email invite. After three days those who did not respond to the initial SMS or email were sent a reminder, three days after this reminder to those who did not respond a final reminder was sent. After 10 days all those who did not complete the online survey were added into the telephone sample to be contacted by BMG call centre staff.

Overall, 1,001 tenants and 530 leaseholders returned completed surveys. For tenants the margin of error in the data is  $\pm 2.99\%$  (HouseMark recommends below  $\pm 3\%$ ), this means that we're 95% confident that a figure in these findings of 50% would fall between 47.01% and 52.99% if all tenants responded to the survey. The margin of error for leaseholders is  $\pm 4.04\%$

Table: Response rates by tenure

	Stock size	Returns	$\pm$ Confidence interval
Tenants	14,154	1,001	$\pm 2.99\%$
Leaseholders	4,491	520	$\pm 4.04\%$

## This report

Figures and tables are used throughout the report to assist explanation and analysis. Although occasional anomalies appear due to 'rounding' differences, these are never more than  $\pm 1\%$ . These occur where, for example, the proportion of respondents who are very satisfied and fairly satisfied are added to produce an overall satisfaction figure. For example, if 25.4% of tenants state they are very satisfied and 30.3% of tenants are fairly satisfied, these figures are rounded down to 25% and 30% respectively. However, the sum of these two responses is 55.7% which is rounded up to 56%, whereas the individual responses suggest this total should be 55%.

Throughout the report the abbreviation 'cf.' is used as shorthand for 'compared to' when examining the data, especially among different sample groupings.

In addition to this written report, data tabulations have also been produced which present the data as a whole.

Throughout this report, the term 'significant' is only used to describe differences within particular groups (e.g. age, property type) that are statistically significant, or changes compared to previous findings that are statistically significant. In some graphics and tables, ticks and crosses will be seen next to some figures. These indicate an increase or decrease with subgroup data compared to the total figure. A tick represents a positive significant difference, a cross represents a negative significant difference.

If a sub-group has an unweighted base of less than 30, these results should be taken as indicative only.

## Key findings

### Key Survey findings

#### Overall perceptions

Overall, 54% of tenants are satisfied with the overall services provided by Wandsworth Council housing services, with 23% very satisfied. Just over a third (34%) express dissatisfaction with the services provided overall, with 22% saying they are very dissatisfied. Satisfaction has decreased by five-percentage-points compared to last year, with dissatisfaction increasing by five-percentage-points.

43% of leaseholders are satisfied with the overall services provided by Wandsworth Council's housing services, with 9% saying they are very satisfied. A further 43% of leaseholders are dissatisfied with this measure, with one-in-five (20%) saying they are very dissatisfied with the overall services provided. Perceptions have decreased for leaseholders since 2021, with satisfaction decreasing by five-percentage-points and dissatisfaction increasing by nine-percentage-points.

The main reason for dissatisfaction with the service overall among tenants is issues with repairs and maintenance (40%), while leaseholders are more likely to cite dissatisfaction with cleaning (31%).

One-in-two (55%) tenants are satisfied with the positive contribution of housing services to their neighbourhood, with 21% very satisfied. Around a quarter (26%) of tenants say they are dissatisfied with the Councils' positive contribution, with 14% very dissatisfied. 34% of leaseholders are satisfied with the contribution to the neighbourhood, with 7% very satisfied. Just under a third (31%) are dissatisfied with this measure, with 17% very dissatisfied.

#### Well-maintained home

Over half (56%) of tenants are satisfied that Wandsworth Council has provided them with a home that is well-maintained, with over one-in-five (22%) very satisfied. Around a third (32%) of tenants are dissatisfied with the provision of their home, with around a fifth (20%) very dissatisfied.

55% of tenants have had a repair carried out to their property in the last 12 months. From that group 57% are satisfied with the service they received, with 27% very satisfied. A third (32%) of tenants who had a repair in the last 12 months are dissatisfied with the service they received. Among tenants who had a repair, 51% are satisfied with the time taken to complete the repair.

#### Neighbourhood

76% of tenants live in a building with communal spaces which the Council is responsible in part for cleaning and maintaining. 57% of those tenants are satisfied that the Council cleans and maintains those spaces well.

91% of leaseholders live in a building with similar communal spaces and just 39% are satisfied that the council cleans and maintains the property.

#### Contact and communication

Around seven in ten (71%) tenants said they had contacted the housing services within the last 12 months, compared to 64% of leaseholders. For both tenants and leaseholders, when contacting the housing department, repairs was the most common topic discussed.

Just over half (55%) of tenants said they were satisfied that housing services were easy to deal with when contacting them, with one-fifth (20%) saying they are very satisfied. 30% of tenants are dissatisfied with this measure. A third (33%) of leaseholders said they are satisfied with how easy it is to deal with the Housing Department, with 6% very satisfied. 36% of leaseholders said they were dissatisfied with this measure, with 19% saying they are very dissatisfied.

## Engagement

42% of tenants are satisfied that their landlord listens to their views and acts upon them; this drops to 25% of leaseholders. 59% of tenants are satisfied that Wandsworth Council's housing services keeps them informed about things that matter to them, compared to 44% of leaseholders.

61% of tenants say Council housing services treat them fairly and with respect. Among leaseholders, 44% say housing services treats them similarly. When customers who did not feel fairly or respectfully treated were asked why, common responses for tenants and leaseholders include housing services not dealing with issues/complaints.

56% of tenants are satisfied with Wandsworth Council's Housing Department approach to handling anti-social behaviour, whilst 47% are satisfied with the handling of complaints. This drops to 46% and 36% amongst leaseholders

## Complaints

36% of tenants have made a complaint to housing services in the last 12 months. 25% of those tenants are satisfied with housing services approach to complaints handling, while 63% are dissatisfied. Again, the most popular reason among dissatisfied tenants is the Council not dealing with the complaints they make. 45% of leaseholders have made a complaint and among them just 19% are satisfied with complaints handling, with 64% dissatisfied and 34% very dissatisfied.

## Anti-social Behaviour

Half (53%) of tenants are satisfied with the housing services approach to handling anti-social behaviour, with 22% very satisfied. 33% of leaseholders are satisfied with the Council's approach with just 7% very satisfied.

## Safety

Three-in-five (61%) tenants are satisfied that Wandsworth Council housing services has provided them with a home that is safe, whilst half (50%) leaseholders are satisfied with this measure.

## Rent and service charges

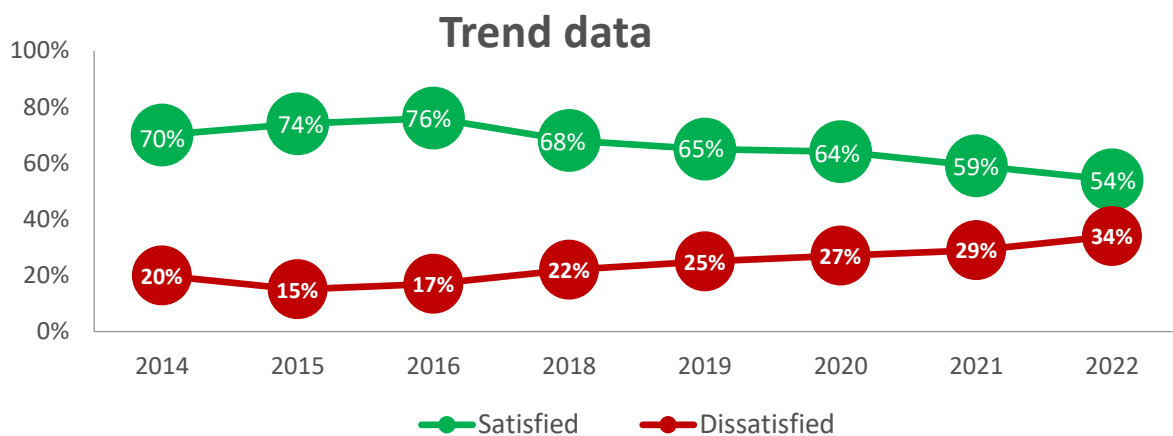
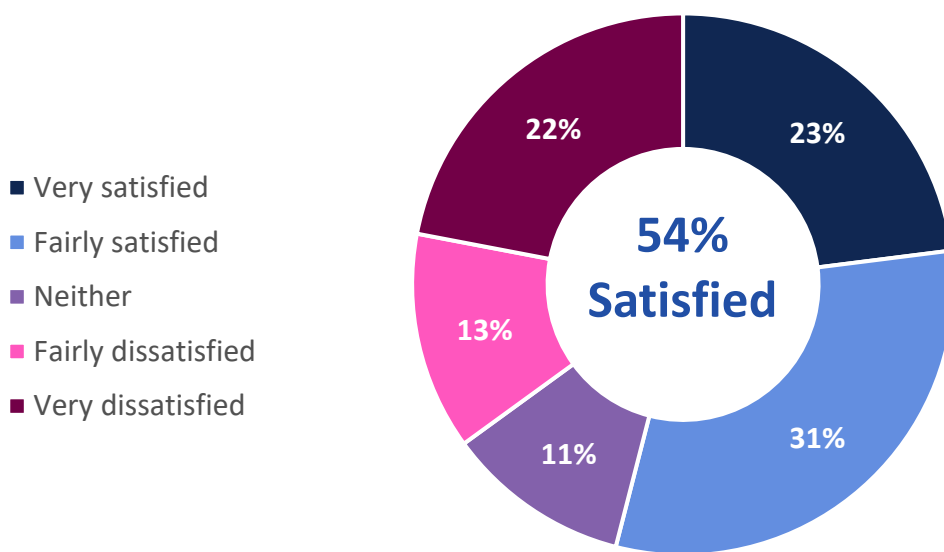
Around two thirds (67%) of tenants are satisfied with the value for money of rent and service charges, with nearly a third (34%) very satisfied. Around a fifth (18%) of tenants stated they were dissatisfied with this measure, with one in ten (9%) very dissatisfied. Amongst leaseholders, 29% say they are satisfied with the value for money of their services charge, with 6% very satisfied. Around half (49%) of leaseholders said they were dissatisfied, with 26% very dissatisfied with the value for money.

## Overall perceptions

### Overall Satisfaction with the Housing Service (Tenants)

Just over half (54%) of tenants say they are satisfied with the overall services provided by Wandsworth Council housing services, with 23% very satisfied. Over a third (34%) of tenants express dissatisfaction with the overall service, with 22% saying they are very dissatisfied. Satisfaction has continued to decline year-on-year and has dropped notably since 2021 (59%) while dissatisfaction has seen a sharp rise. As indicated below, this trend has led to the narrowest gap between levels of satisfaction and dissatisfaction since 2014 (20-percentage-points).

**Figure 1: Taking everything into account, how satisfied or dissatisfied are you with the services provided by Wandsworth Borough Council's housing service?**

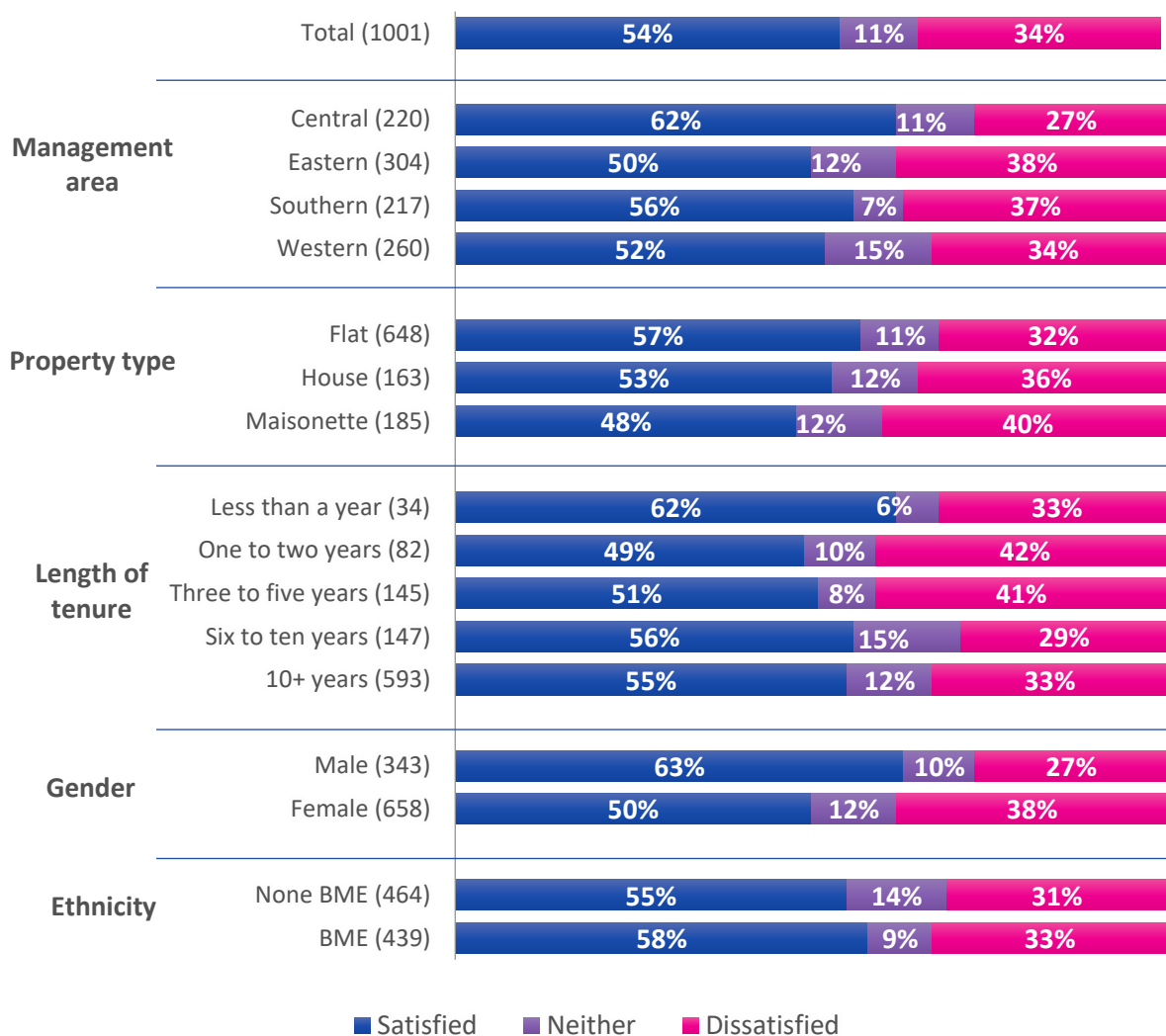


Unweighted sample base: 1,001

## Tenant Subgroup

Analysis by Wandsworth management area shows that tenants in Central are significantly more satisfied than average with the overall service provided by the housing service (62% cf. 54%) and compared to Eastern (52%) and Western (52%). Among the various socio-demographic groups, male tenants are significantly more likely to be satisfied with the overall services provided by the housing services compared to female tenants (63% cf. 50%), a trend noted in 2021.

**Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the services provided by Wandsworth Borough Council's housing service? – Subgroups**



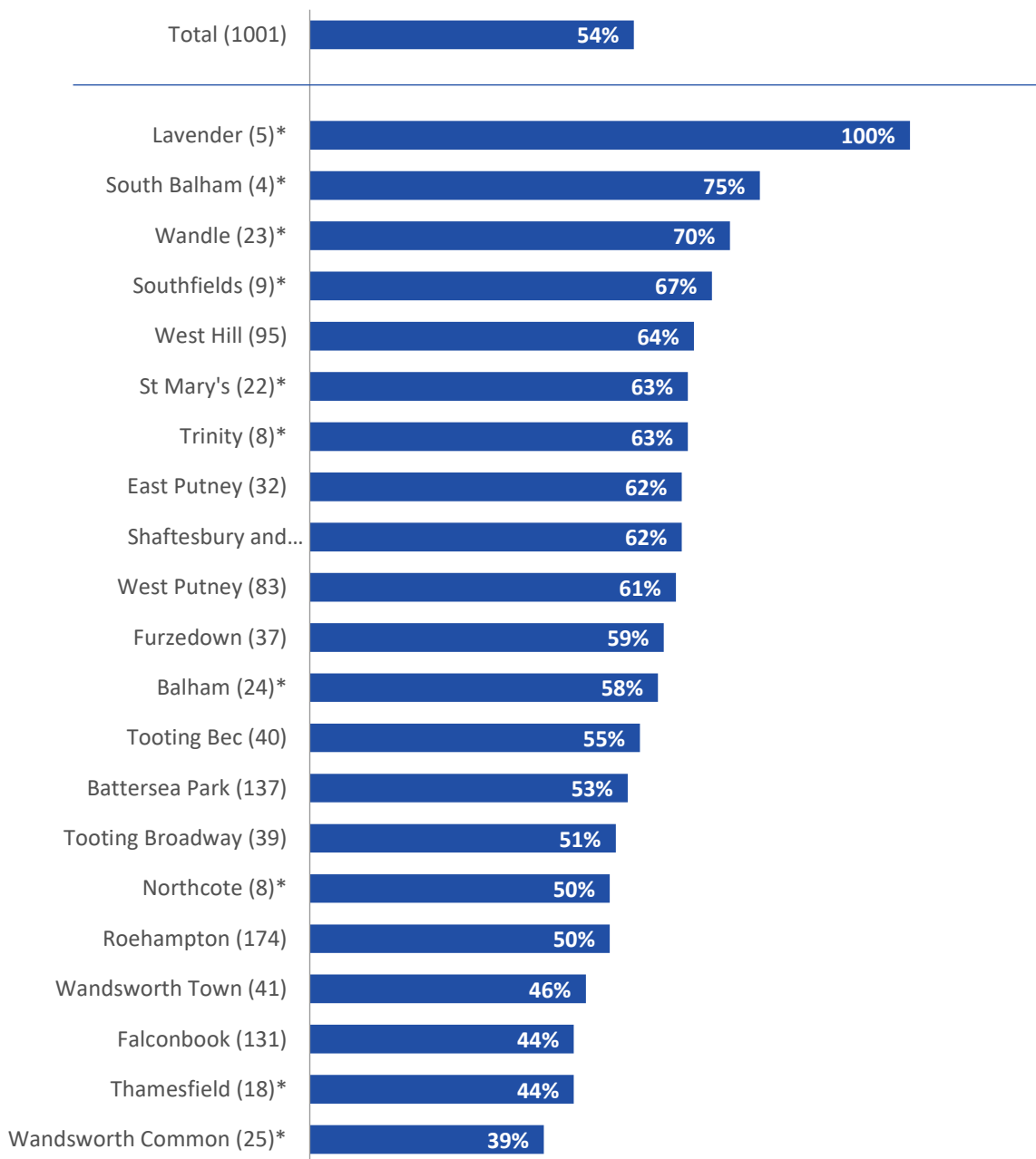
Unweighted base size in parenthesis



### Perceptions of the overall services by ward

By ward, those living in West Hill are markedly more satisfied than average with the service provided (64% cf. 54%) whilst those in Falconbrook are markedly less satisfied than average (44% cf. 54%). Please note findings with wards with a base size of under 30 should be treated as indicative only.

**Figure 3: Taking everything into account, how satisfied or dissatisfied are you with the services provided by Wandsworth Borough Council's housing service? – By ward**



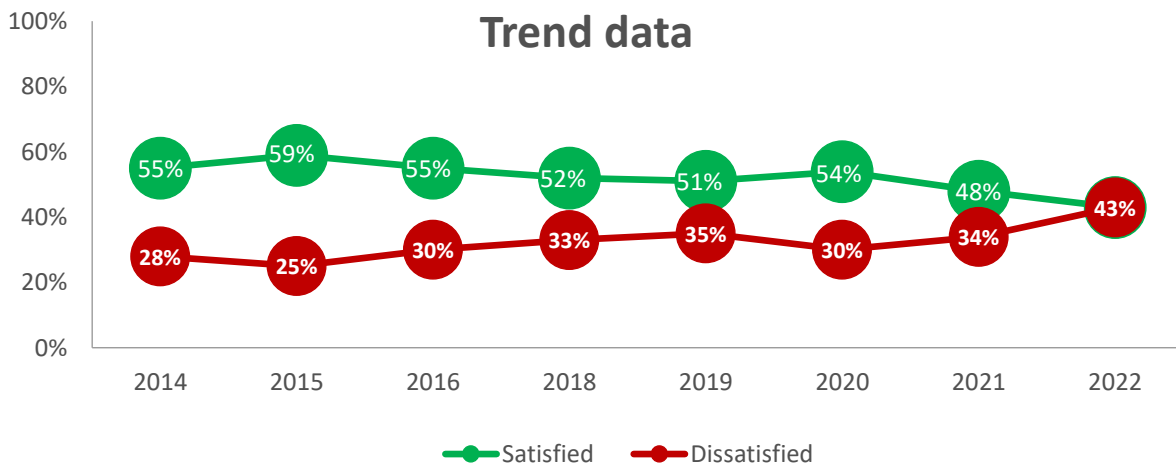
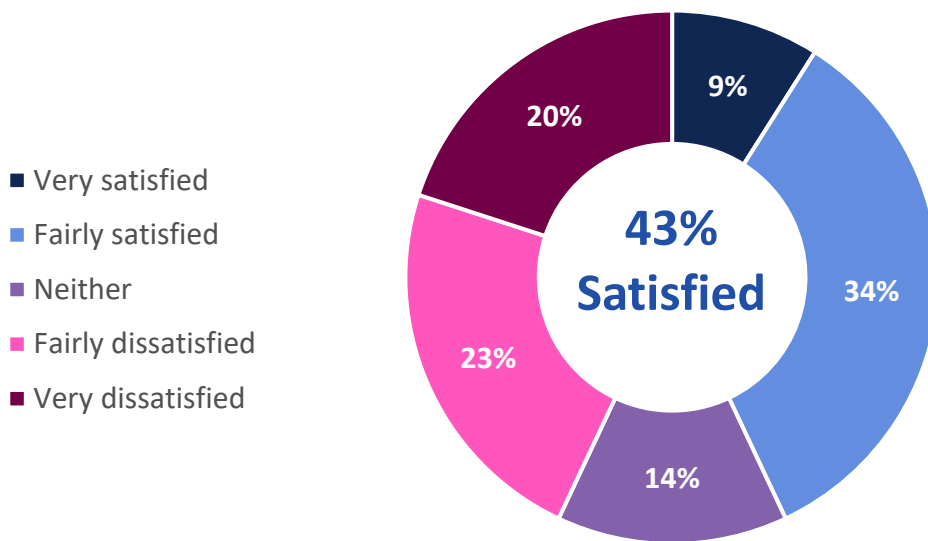
Unweighted sample bases in parentheses

\*Low base finding should be treated as indicative only

### Leaseholder Satisfaction

Just 43% of leaseholders say they are satisfied with the overall services provided by Wandsworth Council' housing team, with only 9% very satisfied. An equal proportion (43%) of leaseholders are dissatisfied with this measure, with one-in-five (20%) saying they are very dissatisfied with the overall services provided. Satisfaction has decreased significantly compared to the previous year by 5-percentage-points, and dissatisfaction has increased by 9-percentage-points compared to 2021, the sharpest year-on-year increase yet recorded.

**Figure 4:** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wandsworth Borough Council's housing service? (Valid responses)



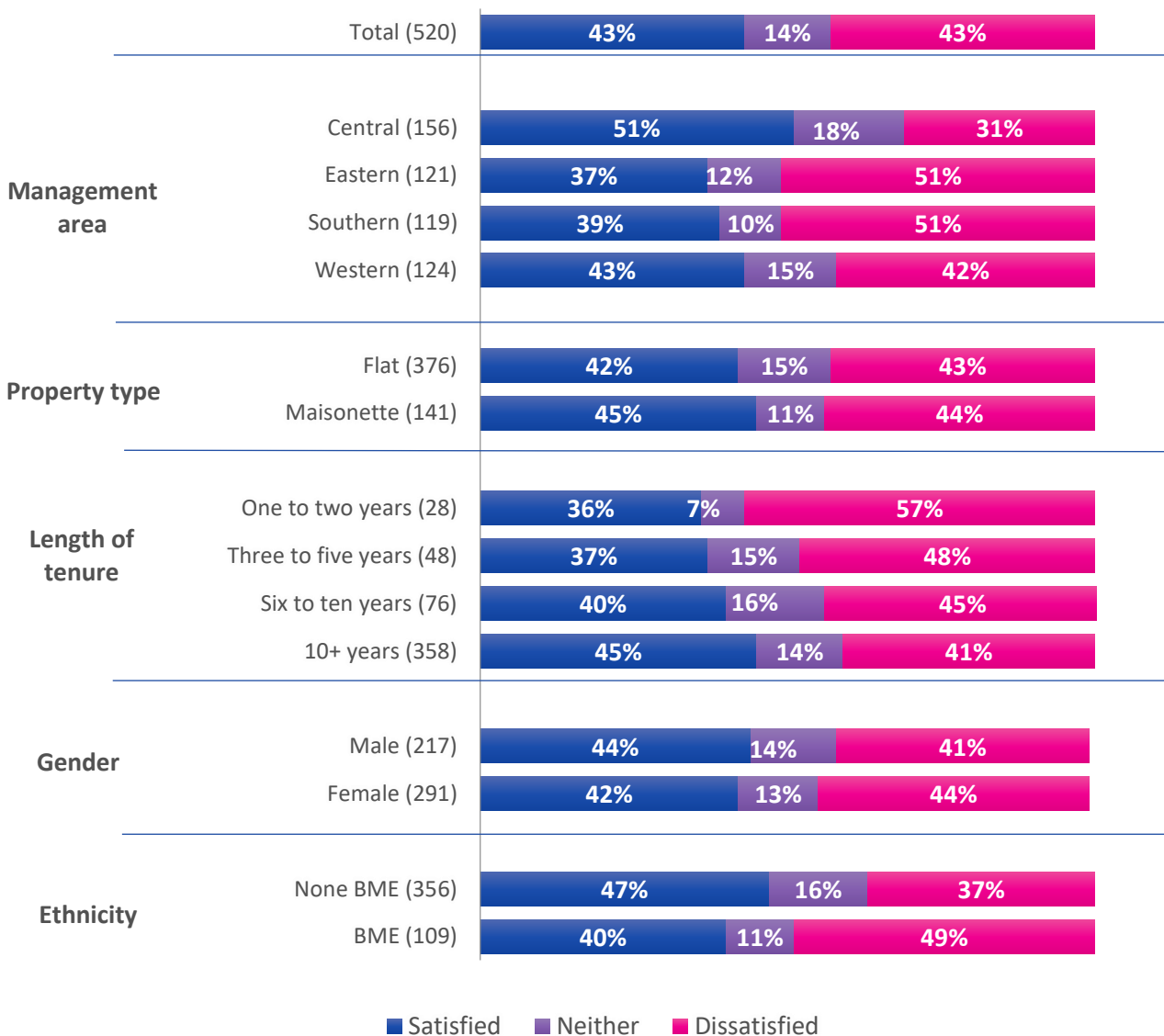
Unweighted sample base: 520

### Leaseholder Subgroup

As with tenants, leaseholders in Central are significantly more satisfied than average with the overall service provided (51% cf. 43%) and compared to Eastern (37%) and Southern (39%).

None BME leaseholders are more likely to be satisfied with the overall services provided compared to BME leaseholders (47% cf. 40%), though there has been a corresponding drop in satisfaction for both BME and none BME leaseholders since 2021.

**Figure 5: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wandsworth Borough Council's housing service? By Subgroup (Valid responses)**



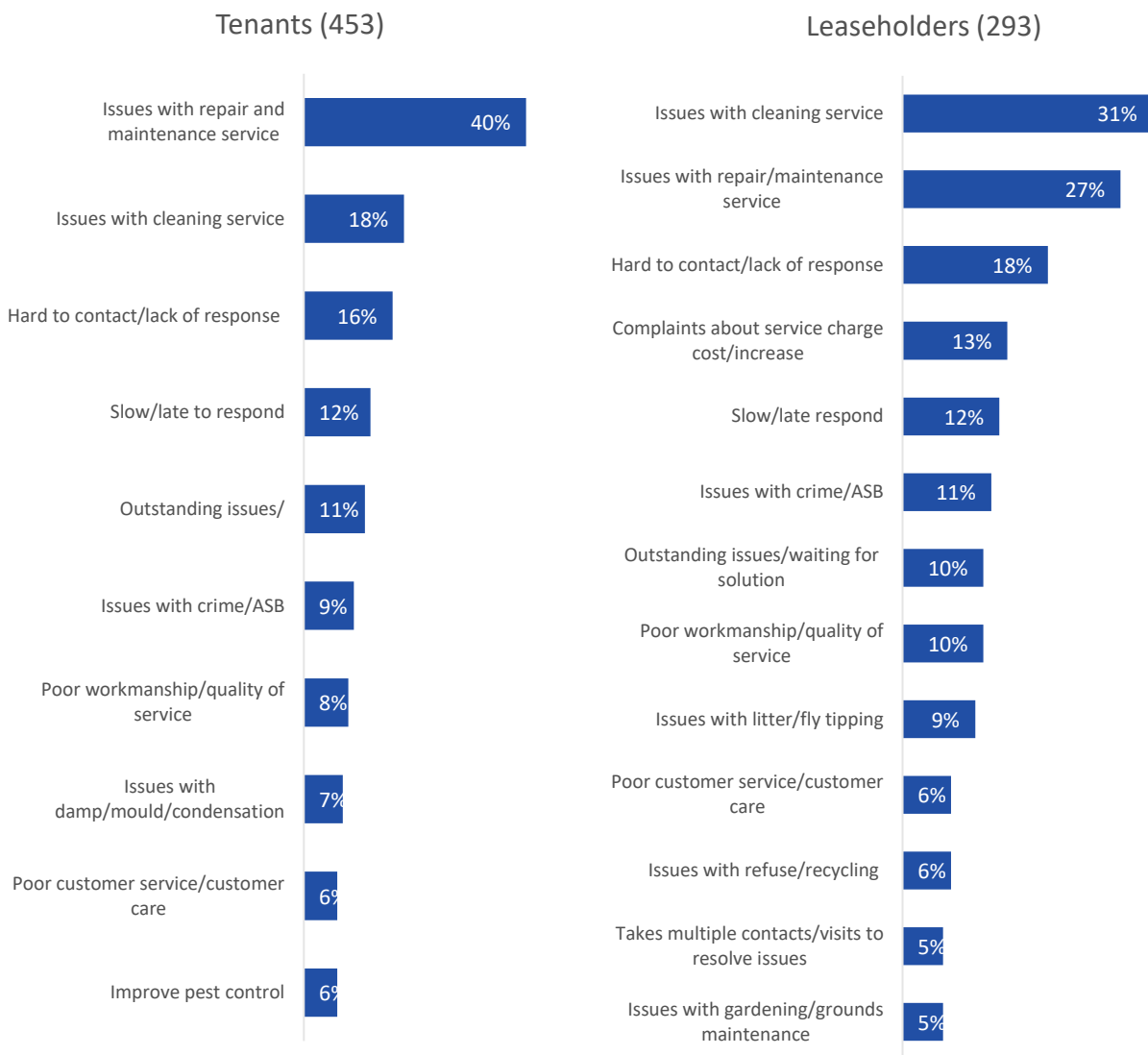
Unweighted base size in parenthesis

## Reasons for dissatisfaction

In a change to the way this survey was delivered in 2022, respondents who were dissatisfied with the overall service provided by Wandsworth Council’s housing service were asked why they felt that way. Comments from respondents have been coded, the results of which are shown below.

For tenants and leaseholders, the key drivers of dissatisfaction are issues relating to the repairs and maintenance service, issues with cleaning, and problems contacting or getting a response from the housing service.

**Figure 6: Why do you feel that way? (Valid responses)**



Unweighted bases in parentheses

Some examples of tenants' and leaseholders' responses are given below:

Issues with repairs and maintenance	Issues with cleaning
<p><i>"Absolutely useless, unapproachable and never sorts residents' issues. We are still waiting for double glazing to be installed and are not kept up to date!" - Tenant</i></p> <p><i>"Repairs never completed after months of chasing it up." - Tenant</i></p> <p><i>"Repeatedly have to report the same repair 2 or 3 times to get it booked in to be fixed." - Tenant</i></p> <p><i>"I have been requesting a repair for the past year and nobody has come to fix it. I have had to fix it myself." – Tenant</i></p> <p><i>"Waiting over a year to fix a window and get an answer from major works required." - Leaseholder</i></p> <p><i>"I don't feel that my block is maintained for the price I pay. Lights are not always on when they should be in the Dark. Replacement lights take a week to happen."- Leaseholder</i></p>	<p><i>"Our block is not cleaned as it used to despite increase in charges." - Tenant</i></p> <p><i>"The company who clean the outside area don't even do a proper job, use dirty water, only clean the floor inside the main door and the stairs up to the first floor, the ground around the property are not maintained properly, once a year they seem to turn up rack the grass at the front and put down grass seeds." - Tenant</i></p> <p><i>"Block isn't cleaned often, not enough bins to cover the amount of residents."- Tenant</i></p> <p><i>"My estate is constantly dirty with overflowing bins, both recycling and general waste. As we do not have a resident rep, I feel like no one care about my estate Tenant." - Tenant</i></p> <p><i>"The block isn't cleaned daily. The floors should be cleaned daily if that is part of the services Wandsworth provide..." - Leaseholder</i></p> <p><i>"People are always dumping their rubbish outside our block and it just sits there for weeks on end even after having complained." - Leaseholder</i></p>

## Wandsworth's contribution to the neighbourhood

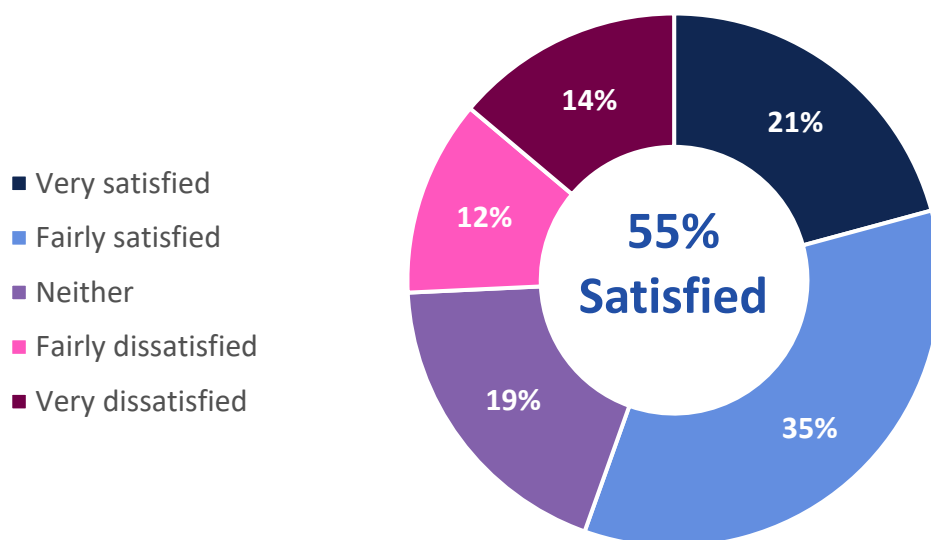
### Tenant Satisfaction

As part of the new Tenant Satisfaction Measures introduced in the 2022 survey, respondents were asked to rate their satisfaction or dissatisfaction that Wandsworth's housing service makes a positive contribution to their neighbourhood.

Just over half (55%) of tenants are satisfied that the housing service makes a positive contribution to the neighbourhood with one-in-five (21%) very satisfied. Around a quarter (26%) of tenants say they are dissatisfied that the housing service makes a positive contribution to the neighbourhood, with 14% very dissatisfied.

There is no variation in satisfaction with the positive contribution of housing services among different subgroups of tenants, except that male tenants are significantly more satisfied than female tenants (67% cf. 49%).

**Figure 7: How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service makes a positive contribution to your neighbourhood? (Valid responses)**



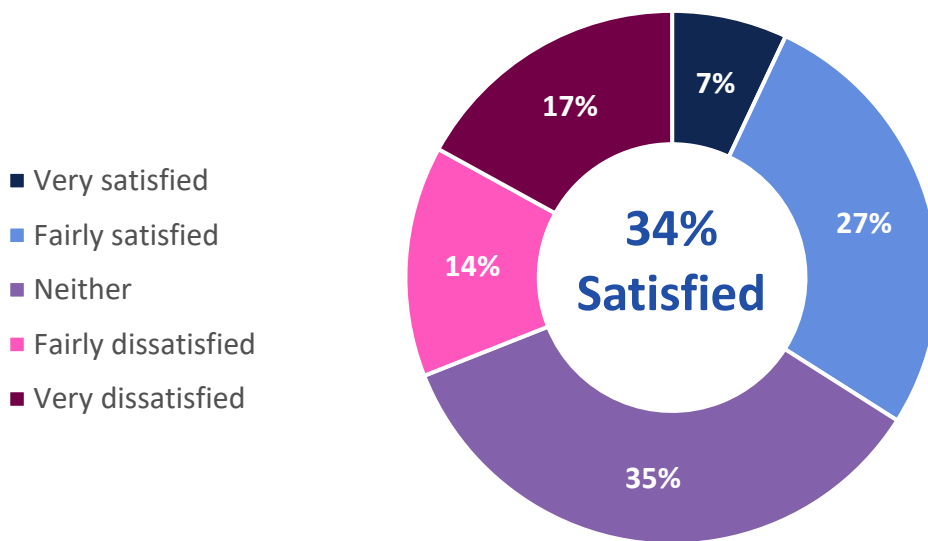
Unweighted sample base: 897 (valid responses)

### Leaseholder satisfaction

Around one third (34%) of leaseholders express satisfaction that Wandsworth Council’s housing service makes a positive contribution to the neighbourhood, with just 7% very satisfied. 31% are dissatisfied with the positive contribution from the housing service of which 17% are very dissatisfied.

There is little variation among leaseholder subgroups, but by estate management area, those living in the Central area are significantly more satisfied than average with the running of the local area compared to the total average (41% cf. 34%).

**Figure 8:** How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service makes a positive contribution to your neighbourhood? (Valid responses)

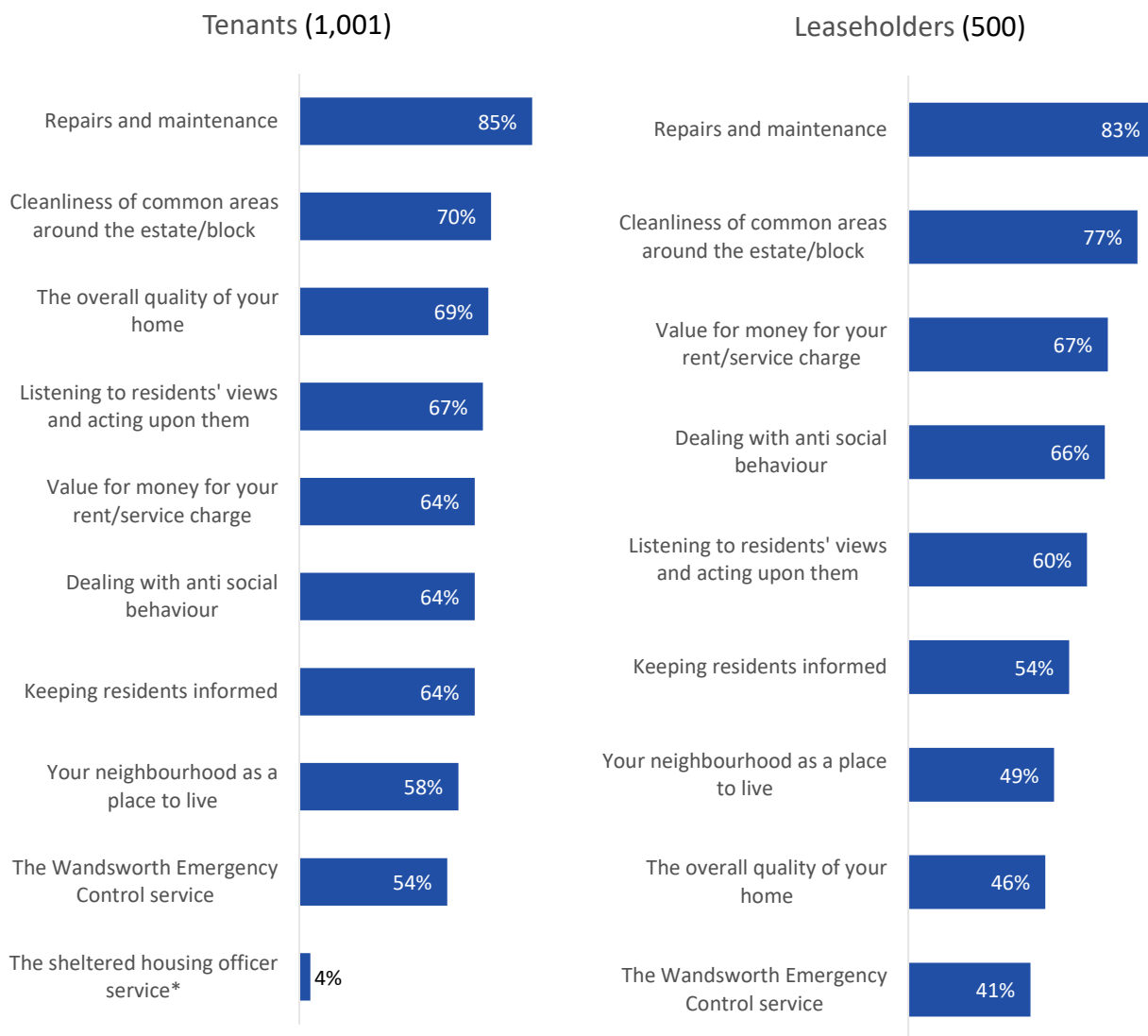


Unweighted sample base: 476

## Priorities

For both tenants (85%) and leaseholders (83%), the most commonly cited priority for the Council is the repairs and maintenance service, followed by cleanliness of common areas around the estates/blocks (70% for tenants, 77% for leaseholders).

Figure 9: Which of the following services would you consider to be priorities? (Valid responses)



Unweighted bases in parentheses

\*Only asked to tenants living in sheltered housing

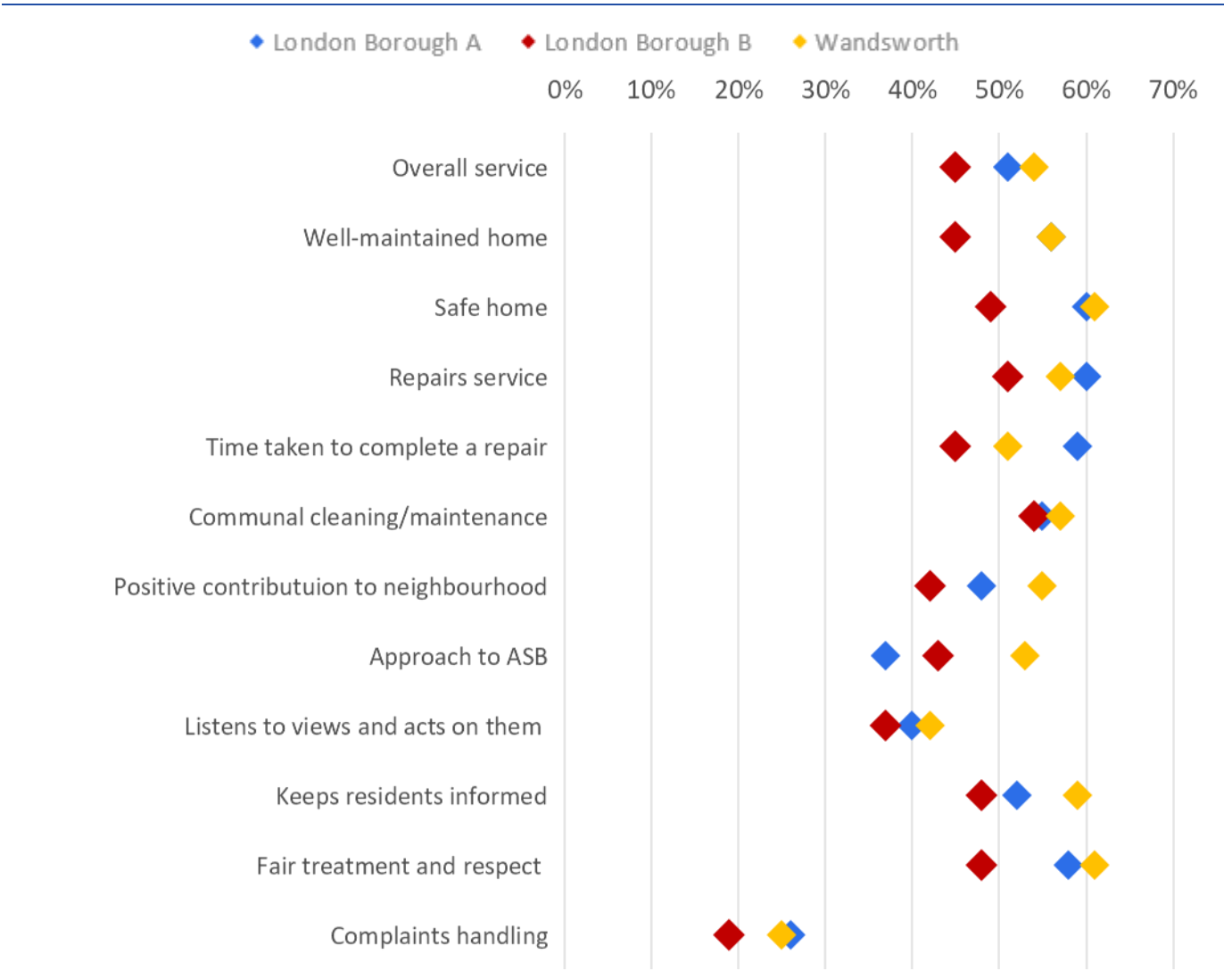


## Benchmarking

### Tenants

Below outlines the level of tenant satisfaction for key metrics asked in the survey compared against other providers in London for whom BMG undertakes surveys. Compared to other organisations, Wandsworth performs well across all metrics, especially when comparing well-maintained and safe homes and their approach to ASB handling. All comparable providers are poor at complaints handling and listening to views of tenants and acting on them.

Figure 10: Benchmarking information tenants



### Leaseholders

Below outlines the level of leaseholder satisfaction for key metrics asked in the survey compared against other providers in London for whom BMG undertakes surveys. Compared to other organisations, perceptions amongst Wandsworth Council leaseholders compare favourably and scores highly for overall service satisfaction.

Figure 11: Benchmarking information leaseholders



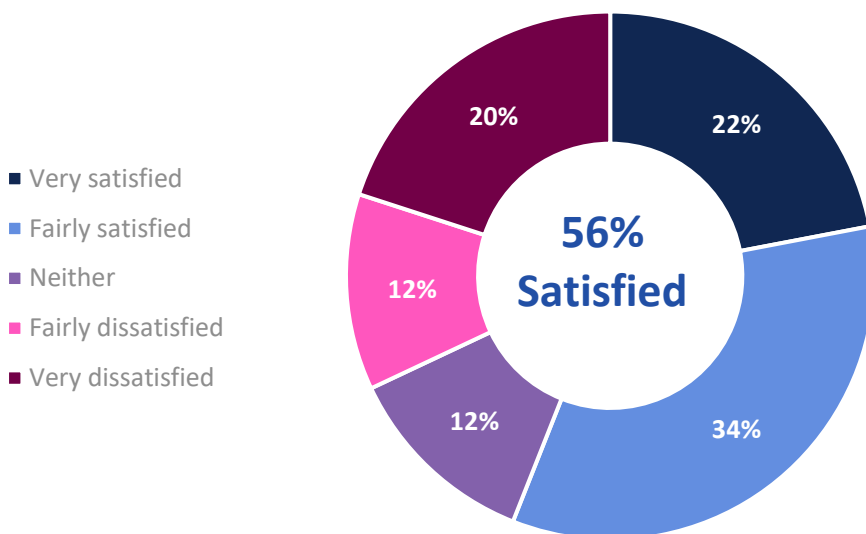
## Quality of home (Tenants only)

In line with the new Tenant Satisfaction Measures requirements, tenants were asked if they are satisfied or dissatisfied that Wandsworth Borough Council's housing service provides a home that is well maintained. In previous iterations of this survey, residents were asked if they were satisfied or dissatisfied with the overall quality of their home. For the purposes of comparing perceptions of the home over time, these two questions are taken to be measures of the same perception. Leaseholders were not asked this question as they are themselves responsible for the maintenance of their home.

Just over half (56%) of tenants are satisfied that Wandsworth provides them with a home that is well-maintained, with 22% very satisfied. A third (32%) of tenants are dissatisfied with the quality of their home, with around a fifth (20%) very dissatisfied. Levels of both satisfaction and dissatisfaction track with results from 2021

In keeping with satisfaction with the overall service, tenants living in Central are more satisfied than average with they're provided with a well-maintained home (67% cf. 56%). Tenants living in houses are significantly less satisfied with the quality of their home compared to the total average (49% cf. 56%).

**Figure 12: How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service provides a home that is well maintained? (Valid responses)**



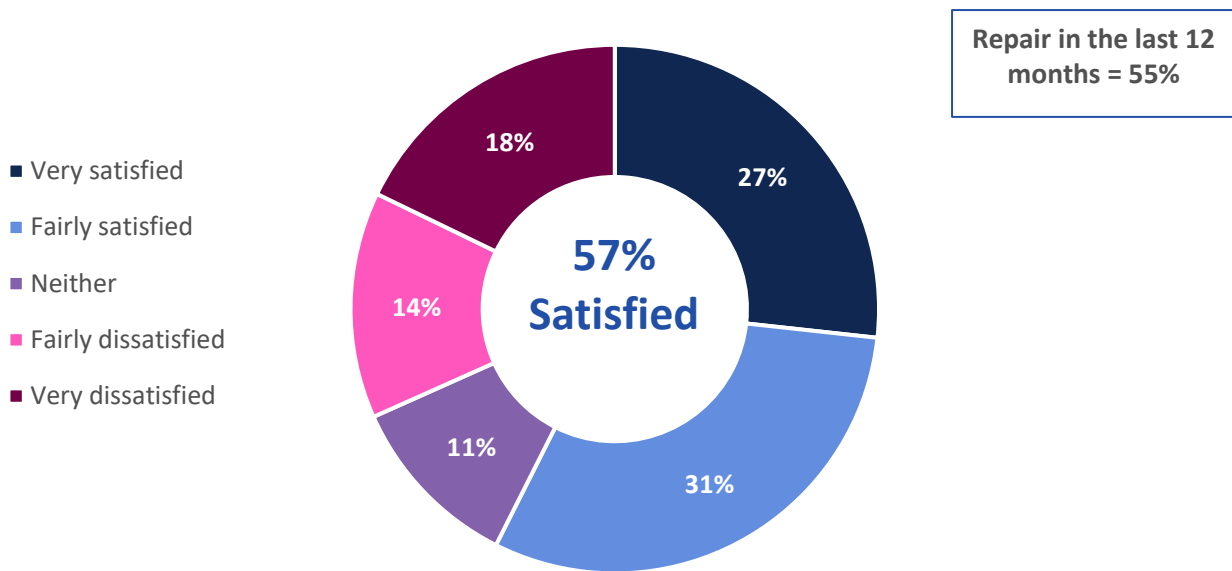
Unweighted sample base: 1,001

## Responsive repairs (Tenants only)

### Overall repairs satisfaction

Just over half of tenants (55%) have had a repair completed in their home in the last 12 months, of whom 57% say they are satisfied with the repairs service they received during that time. Over a quarter (27%) of tenants are very satisfied with the repairs service, a significant drop from 40% who were very satisfied with the service in 2021. This decline in 'very satisfied' responses is the main driver behind the drop in net satisfaction since last year (72% in 2021 cf. 55% in 2022). While there are limited differences found in levels of satisfaction when analysing by sub-groups, tenants living in Central are significantly more satisfied than average with the repairs service (69% cf. 57%) and tenants with a tenure of 10 years or more are also significantly more satisfied than average (62% cf. 57%).

Figure 13: How satisfied or dissatisfied are you with the overall repairs service from Wandsworth Borough Council's housing service over the last 12 months? (Valid responses)



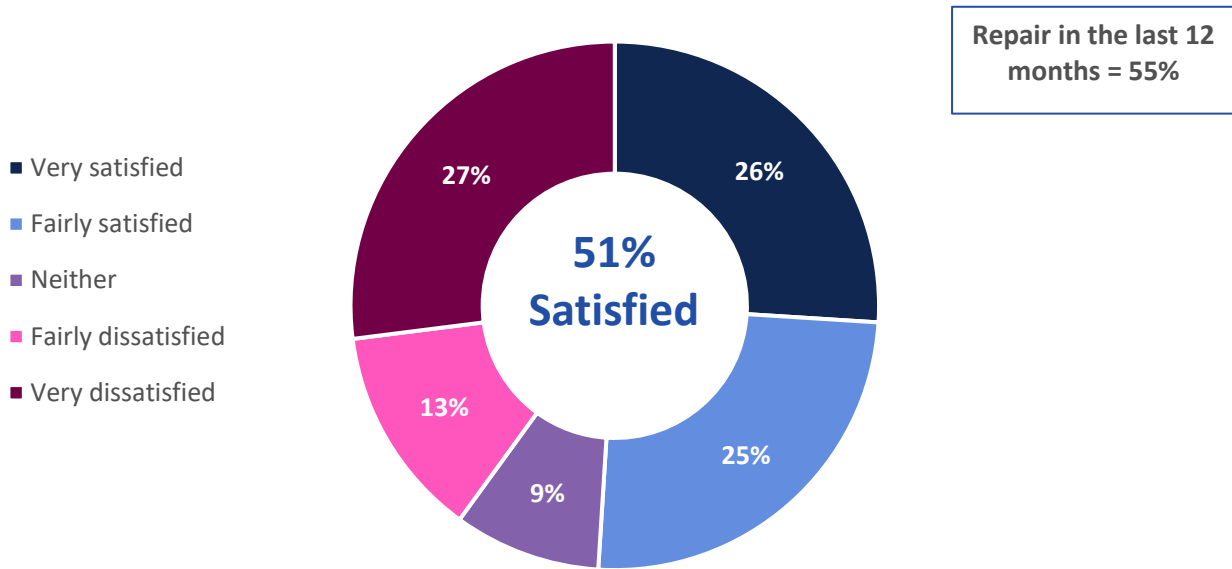
Unweighted sample base: 549

### Time taken to complete repair

Tenants who had a repair carried out in the last 12 months were also asked whether they were satisfied with the time taken by the housing service to complete the repair after they'd reported it. Half (51%) of tenants who had a repair in the last 12 months are satisfied with the time it took to complete their most recent repair, while 40% say they are dissatisfied.

As with other measures of satisfaction in this survey, tenants in Central are significantly more satisfied than average with the time it took for their repairs to be completed (64% cf. 51%) while those in Western were significantly less satisfied (44% cf. 51%).

Figure 14: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (Valid responses)



Unweighted sample base: 549

## Estate services

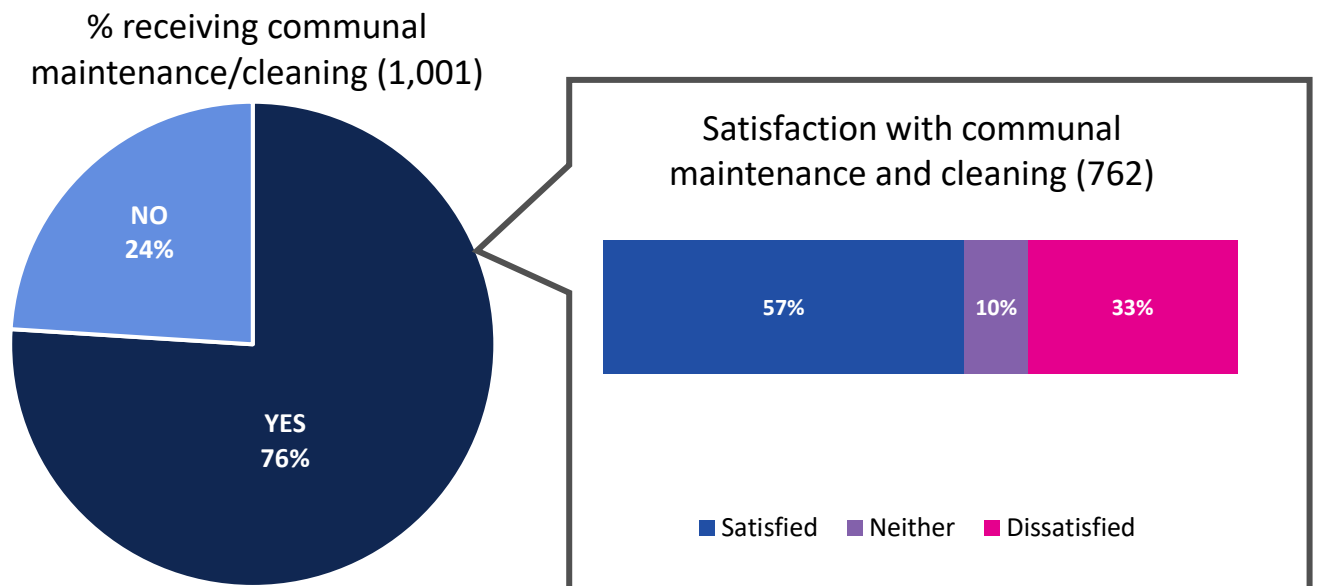
### Satisfaction with estate services – Tenants

In previous versions of this survey, respondents were asked whether they were satisfied or dissatisfied with estates services over three distinct metrics – external communal cleaning, internal communal cleaning and external communal maintenance. The new tenant satisfaction measure used in 2022 combines these measures into a single new question: *How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service keeps these communal areas clean and well maintained?* Additionally, this question is asked only to residents who live in a building with communal areas, either inside or outside, that Wandsworth Borough Council's housing service is responsible for maintaining. To that end, a comparison with the different measures used in previous surveys is not advised due to change in metric and sample sizes.

From the 1,001 tenants surveyed, 76% live in a building that the Council's housing service is in some part responsible for maintaining or cleaning. As may be expected, tenants in flats are more likely than average to live in a building with communal spaces (89% cf. 76%).

Over half (57%) of those tenants are satisfied that the Council's housing service keeps their communal areas clean and well maintained. A third (33%) are dissatisfied, of which 16% are very dissatisfied. There is little variation in satisfaction among tenant sub-groups, though Central area tenants are significantly more satisfied than average (64% cf. 57%), and compared to Eastern area tenants (52%). It should be noted as well that 82% of tenants in the Central area live in a building with communal areas compared to 84% in the Eastern area.

Figure 15: How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service keeps these communal areas clean and well maintained? (Valid responses)



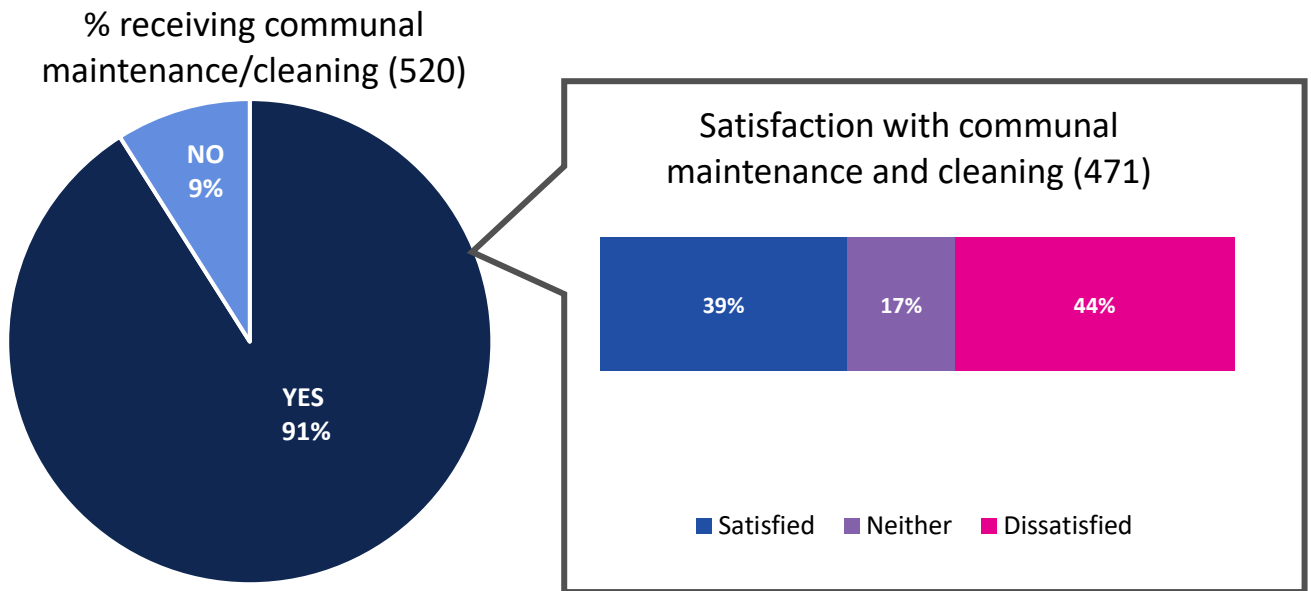
Unweighted bases in parentheses

### Satisfaction with estate services – Leaseholders

Among leaseholders, the proportion of respondents living in a building with communal areas, either inside or outside, that Wandsworth Borough Council's housing service is responsible for maintaining is higher compared to tenants. Almost all leaseholders surveyed (91%) live in such a building, and fewer than two-in-five (39%) are satisfied with the maintenance and cleaning of these communal areas. More leaseholders are dissatisfied (44%) than satisfied and one-in-five (19%) is very dissatisfied.

Satisfaction with communal cleaning and maintenance is significantly higher in the Central management area compared to the average (47% cf. 39%) and non-BME leaseholders are significantly more satisfied than average (44% cf. 39%).

Figure 16: How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service keeps these communal areas clean and well maintained? (Valid responses)



Unweighted bases in parentheses

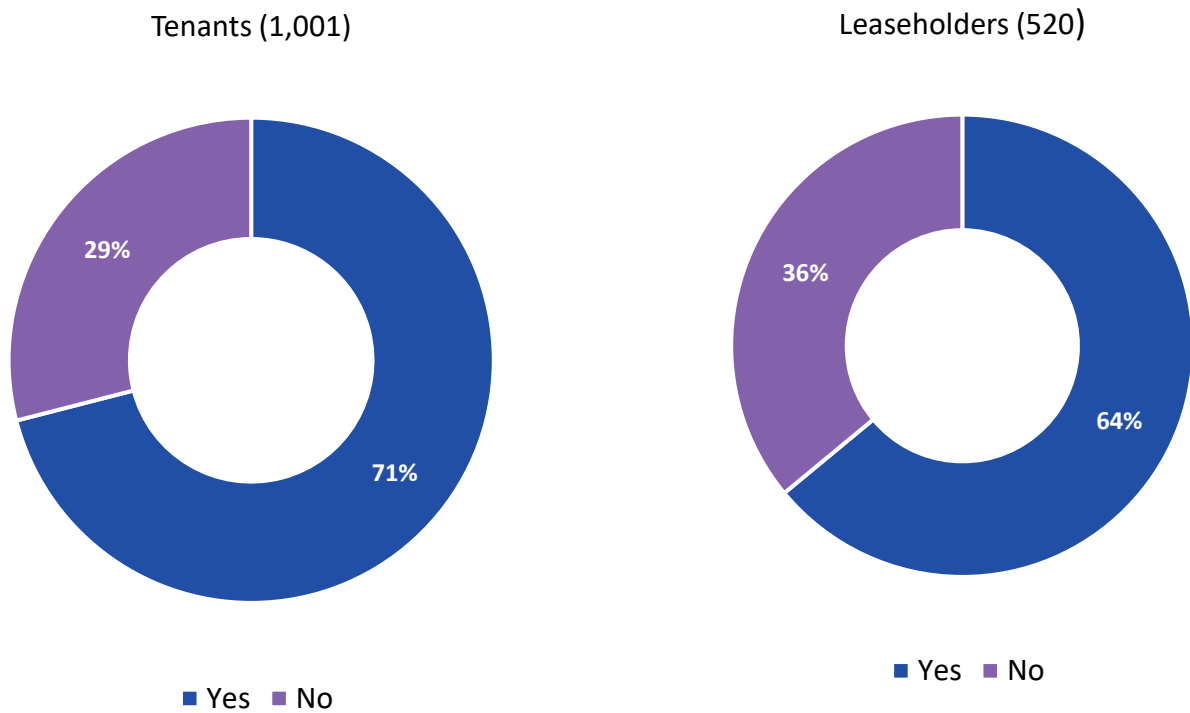
## Contact and Communication

### Contact with Wandsworth Council's housing services

All respondents were asked whether they had contacted Wandsworth Council's housing service in the last 12 months. Around three in five (71%) tenants said they had contacted the Housing Department, a similar proportion who made contact in 2021. Female tenants were significantly more likely than male tenants to have contacted the department (76% cf. 62%).

Amongst leaseholders, 64% say they made contact in the last 12 months, a decrease from 71% who contacted the housing department in 2021. Leaseholders in Western area are less likely to have made contact compared to the average (56% cf. 64%).

Figure 17: Have you contacted Wandsworth Borough Council's housing service in the last 12 months? (All respondents)



Unweighted bases in parentheses

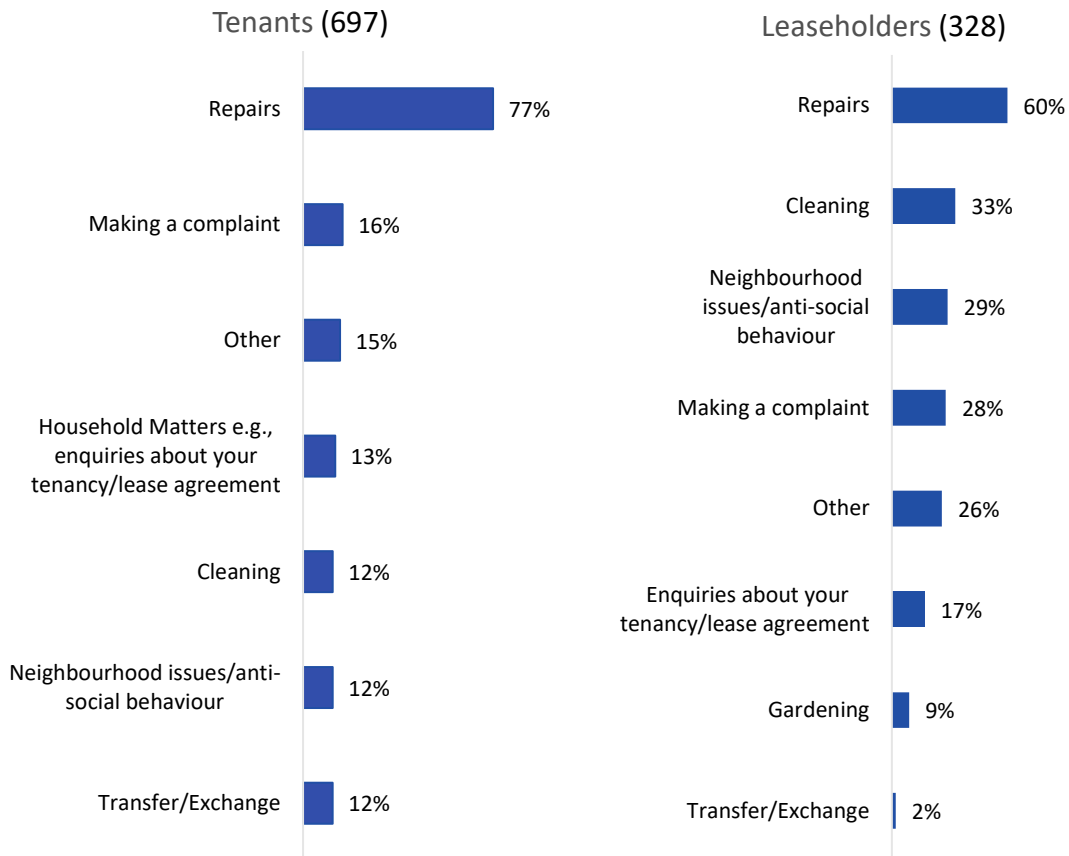


## Reasons for contacting Wandsworth Council’s housing service

Repairs was the most common reason for both tenants and leaseholders to contact housing services (77% for tenants and 60% for leaseholders).

Leaseholders living in Southern area are significantly more likely to have contacted housing services about a repair compared to those in the Eastern Area (72% cf. 47%).

Figure 18: What was this contact about? (Valid responses)



Unweighted bases in parentheses

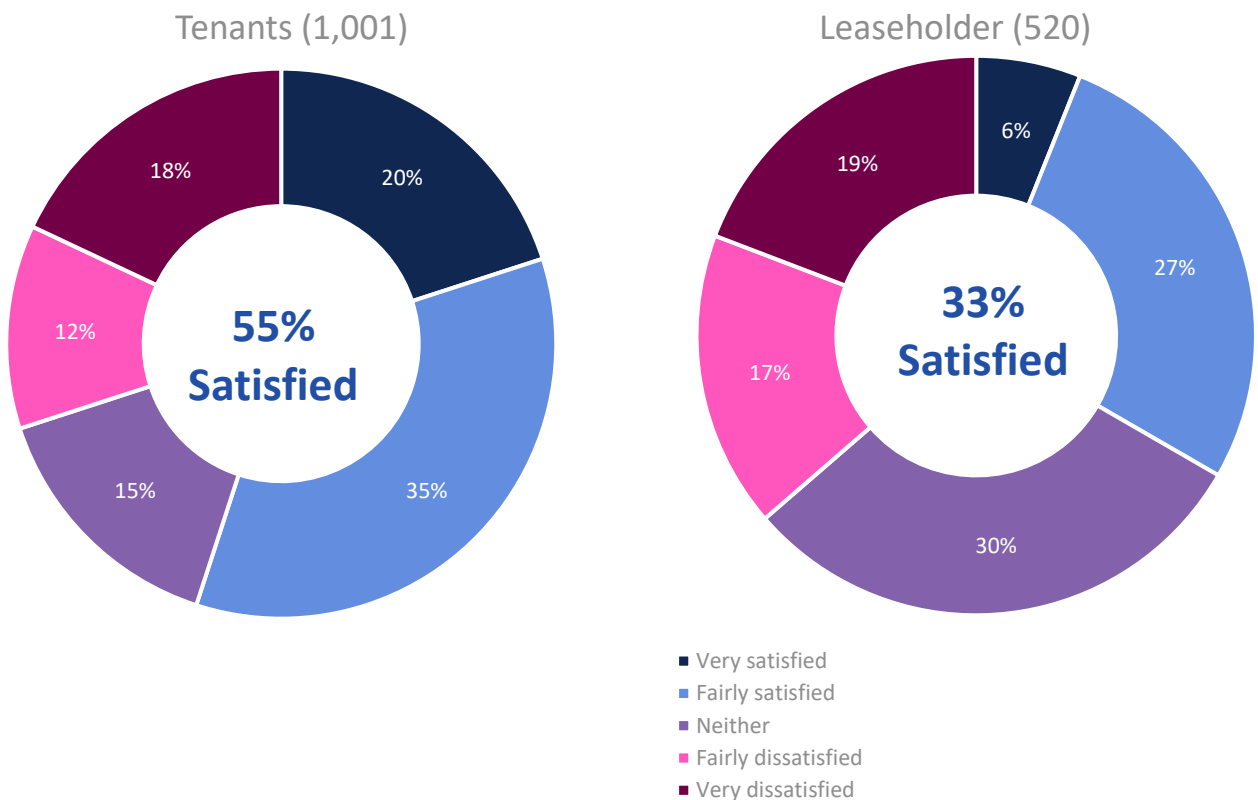
## Wandsworth Council Housing Department easy to deal with

In addition to asking respondents about the reason for contacting housing services, respondents were also asked whether the housing department is easy to deal with. Just over half (55%) of tenants said they were satisfied with this measure, with one in five (20%) saying they are very satisfied. Just under a third (30%) of tenants are dissatisfied with the ease of dealing with housing services, with 18% very dissatisfied. Satisfaction with ease of dealing with housing services among tenants tracks almost identically with 2021 (55% satisfied and 31% dissatisfied). As may be expected in light of other metrics, Central tenants are more satisfied when dealing with housing services (64% cf. 55% average).

Satisfaction with ease of dealing with housing services is lower among leaseholders (33%) and has dropped 11-percentage points since 2021 (44%). Of the satisfied leaseholder who are satisfied, just 6% are very satisfied while very dissatisfied leaseholders number nearly one in five (19%, 36% dissatisfied in total).

Dissatisfaction is significantly higher among leaseholders in the Southern management area (47% cf. 36% average) and for leaseholders living in flats (39%).

Figure 19: Overall, how satisfied or dissatisfied were you that the housing department is easy to deal with? (Valid responses)



Unweighted base in parenthesis

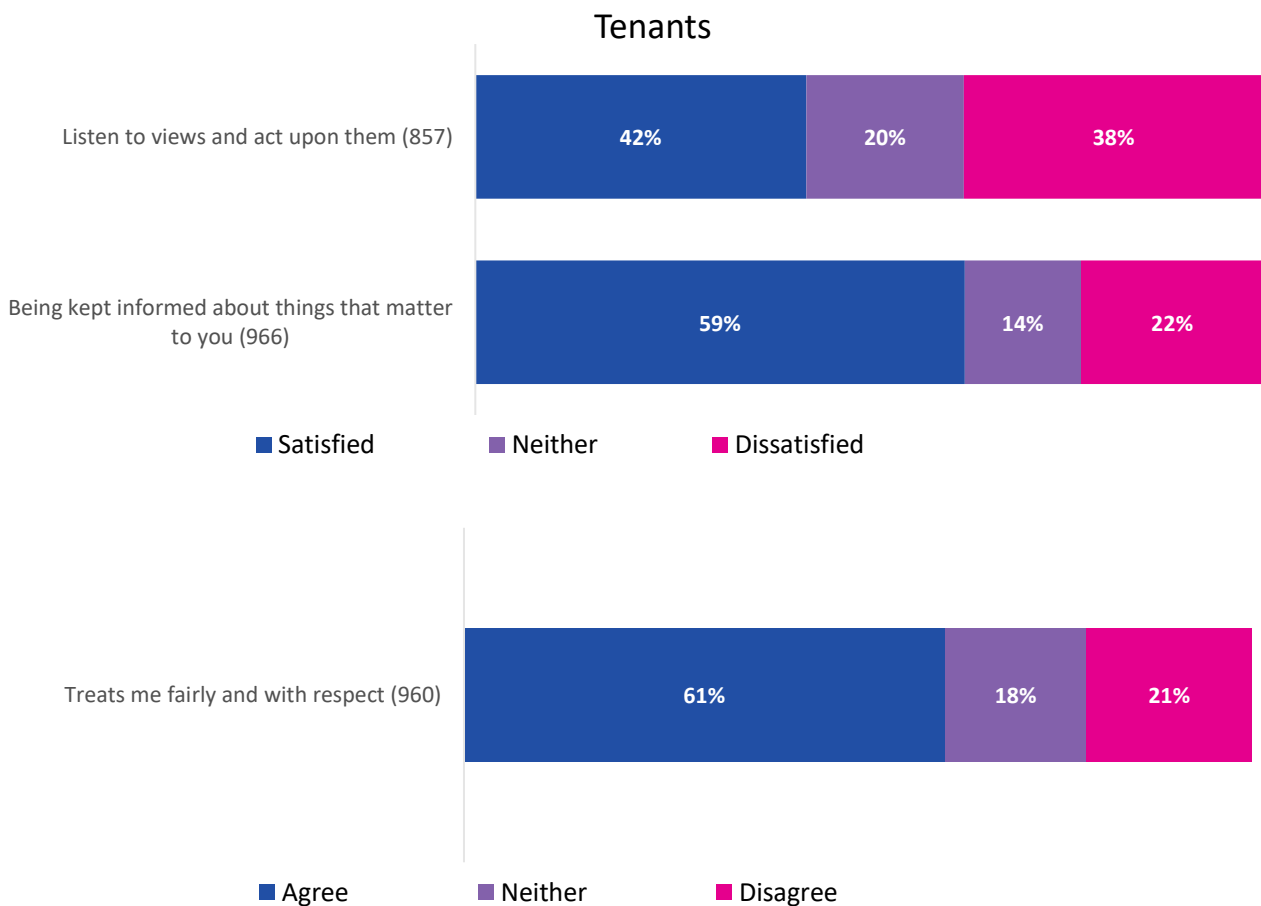
## Engagement perceptions

### Tenants

There is notable variation in perceptions of the ways in which housing services engages with tenants. While 61% are satisfied that they are treated fairly and with respect by housing services, and a similar proportion (59%) say they're kept informed about things that matter to them, just 42% of tenants are satisfied that Wandsworth Council's housing service listens to their views and acts upon them.

Tenants in the Central management area are significantly more satisfied than average that housing services listens and acts on their views (51%) and agree that they are treated fairly and with respect (70%). Male tenants are also more satisfied that their views are listened to (49%), they're kept informed (67%) and that they're treated fairly and with respect (71%).

Figure 20: How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service listens to your views and acts upon them? How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service keeps you informed about things that matter to you? To what extent do you agree or disagree with the following Wandsworth Borough Council's housing service treats me fairly and with respect? (Valid responses)



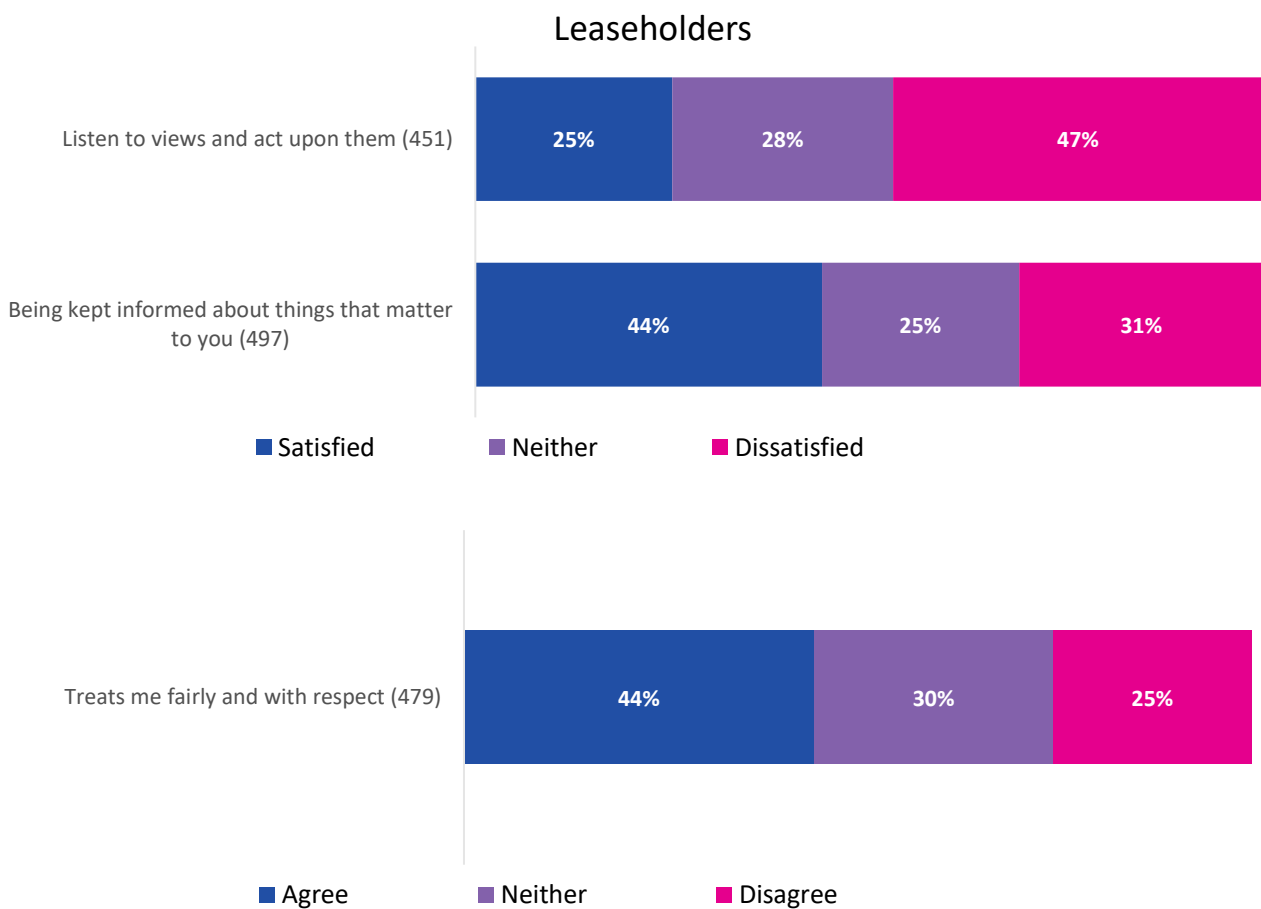
Unweighted bases in parenthesis

## Leaseholders

Among leaseholders, the difference in engagement perceptions is starker: 44% of leaseholders agree they're treated fairly and with respect by housing services while an identical proportion are satisfied that they're well informed about things that matter to them. But just a quarter (25%) of leaseholders are satisfied that housing services listens to their views and acts upon them, while 47% are dissatisfied with this measure.

There is no variation among sub-groups of leaseholders on these metrics.

**Figure 21: How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service listens to your views and acts upon them? How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service keeps you informed about things that matter to you? To what extent do you agree or disagree with the following Wandsworth Borough Council's housing service treats me fairly and with respect? (Valid responses)**



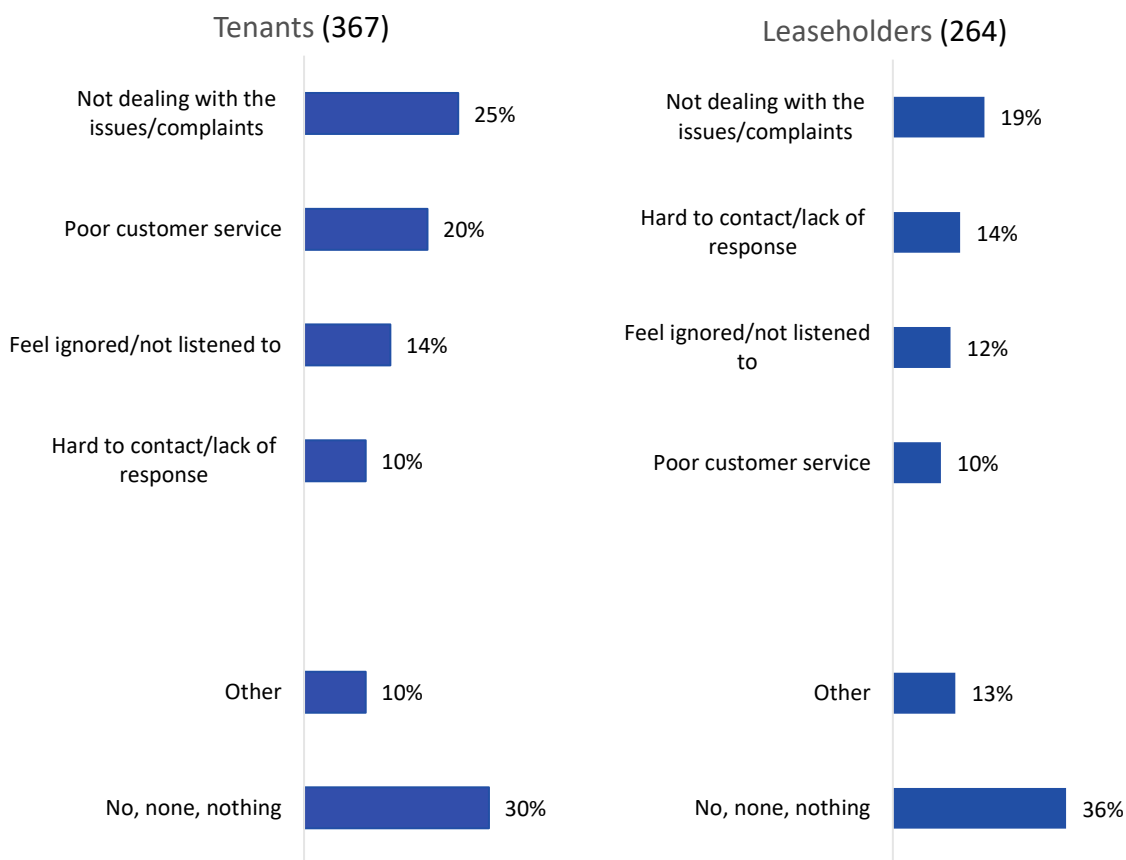
Unweighted bases in parenthesis

## Fair treatment and respect – comments

To understand better why respondents may feel the Council housing services does not treat them fairly and with respect, those who were dissatisfied with this measure were asked why they felt that way.

For both tenants and leaseholders, the perception that housing service does not deal with issues and complaints made by residents is a key driver of their feeling that the Council does not treat them fairly or with respect. In addition to which, important contact related responses e.g. poor customer service, difficulty contacting the housing service and feeling ignored underpin dissatisfaction among these residents.

Figure 22: D03. Why do you feel that way? (Valid responses – where 5%>)



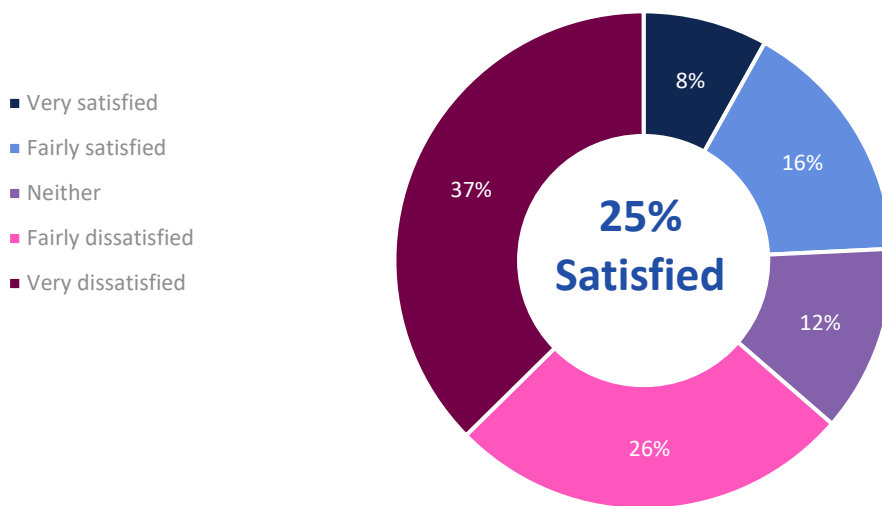
Unweighted bases in parentheses

## Complaints

### Tenants

Over a third (36%) of tenants have made a complaint to the housing service in the last 12 months. Of those who reported making a complaint, a quarter (25%) are satisfied with the way in which their complaint was handled by housing services, with just 8% very satisfied. Over three-in-five (63%) are dissatisfied with the way in which they complaint was handled, the majority of whom (37%) are very dissatisfied. There is no variation in satisfaction among different sub-groups of tenants, and while satisfaction with complaints has dropped since 2021 (47%), it should be borne in mind that the 2021 survey asked this question to all tenants whereas only tenants who made a complaint were asked for their view in 2022.

Figure 23: How satisfied or dissatisfied are you with Wandsworth Borough Council's housing service's approach to complaints handling? (Valid responses)

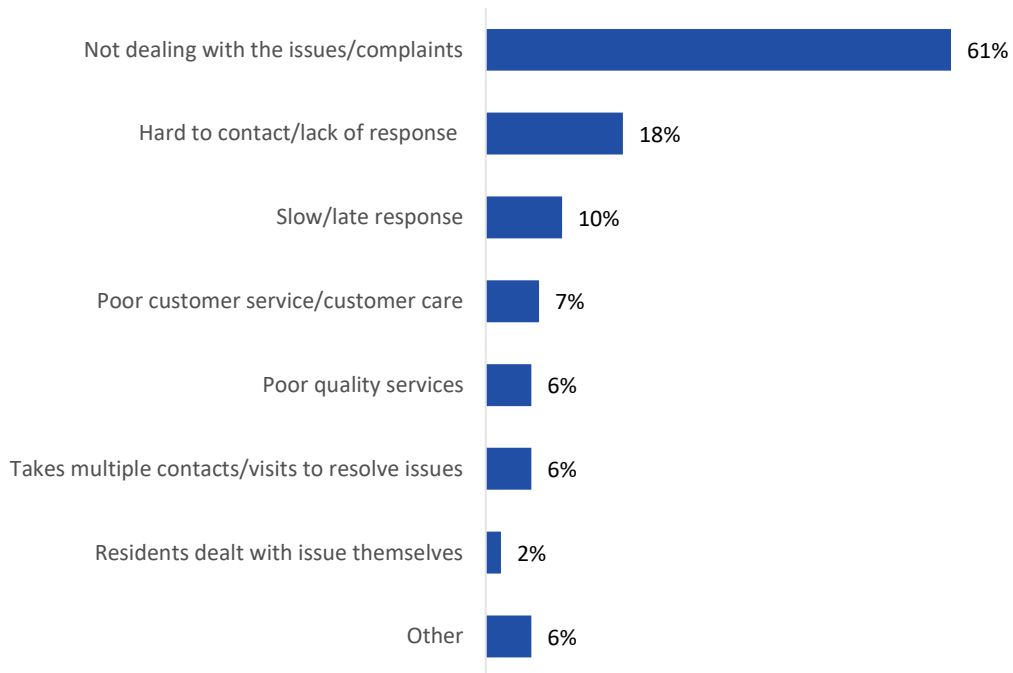


Unweighted base: 335

To better understand the reasons behind poor satisfaction scores with complaints handling, respondents who said they were dissatisfied with the complaints process were asked why they felt that way. The comments provided by tenants were then coded and grouped into themes indicated in the table below. A perceived failure on the part of housing services to address the issue/complaint mentioned by tenants is the most common reason for dissatisfaction (61%) followed by difficulty contacting the housing team or a lack of response (17%).

Figure 24: Why do you feel that way? (Valid responses)

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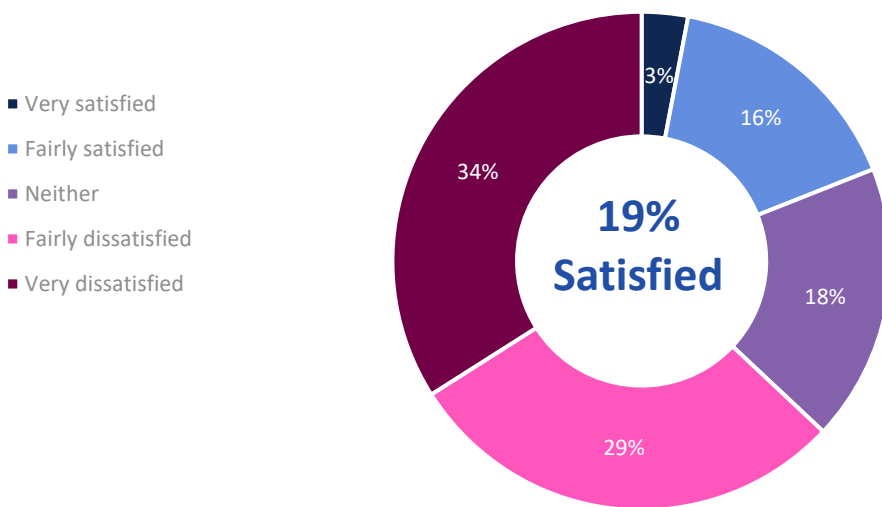
Unweighted base: 266

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### Leaseholders

45% of leaseholders surveyed said they'd made a complaint to the housing services team in the last 12 months. While this is proportionally higher than the number of tenants who made a complaint, the level of satisfaction with complaints handling sits at 19%. The majority of leaseholders (64%) are dissatisfied with this measure and over one third (34%) are very dissatisfied.

Figure 25: How satisfied or dissatisfied are you with Wandsworth Borough Council's housing service's approach to complaints handling? (Valid responses)



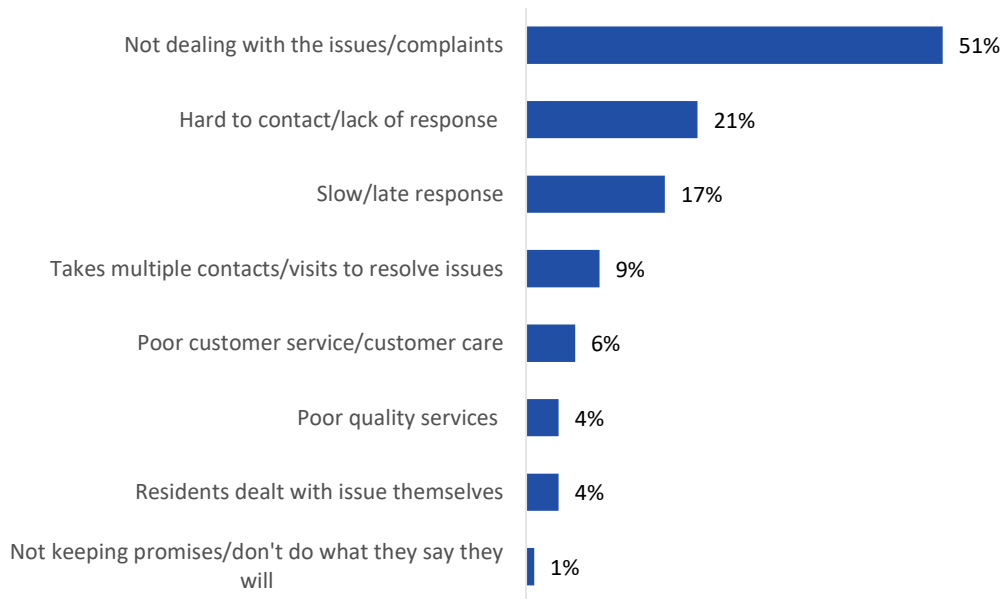
Unweighted base: 234

As with tenants, leaseholders who were dissatisfied with the complaints handling process from the Council housing services team were asked why they felt that way. Just as with tenants, the perception that the issue is not dealt with by housing services (51%), difficulty contacting the team (21%) and slow responses to issues raised (17%) are the main reasons for dissatisfaction with complaints handling among leaseholders.



Figure 26: Why do you feel that way? (Valid responses)

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Unweighted base: 189

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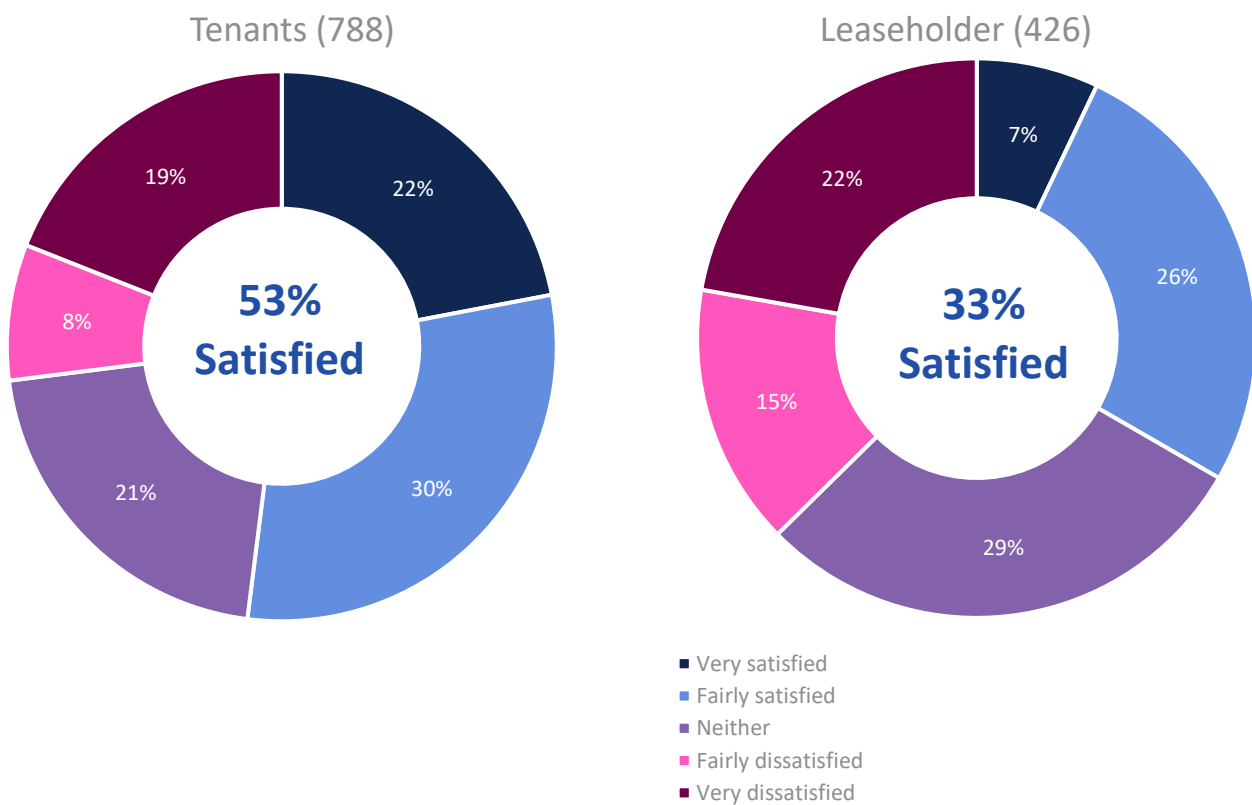
## Anti-social behaviour

Satisfaction with the way in which housing services handles anti-social behaviour (ASB) is muted among both tenants and leaseholders. All respondents were asked for their views of ASB-handling, with the results shown below (valid responses only).

For tenants, around half (53%) are satisfied of whom 22% are very satisfied. Over a quarter (27%) are dissatisfied with thw way in which ASB is handled. Less than half (47%) of tenants in the Eastern management area are satisfied with ASB handling, while 35% are dissatisfied.

Leaseholders are notably less satisfied with ASB handling compared to tenants. A third (33%) are satisfied with housing services approach to ASB, while a higher proportion (37%) are dissatisfied. As with tenants, dissatisfaction is higher among leaseholders in the Eastern management area (49% cf. 37% average).

Figure 27: How satisfied or dissatisfied are you with Wandsworth Borough Council's housing service's approach to handling anti-social behaviour? (Valid responses)

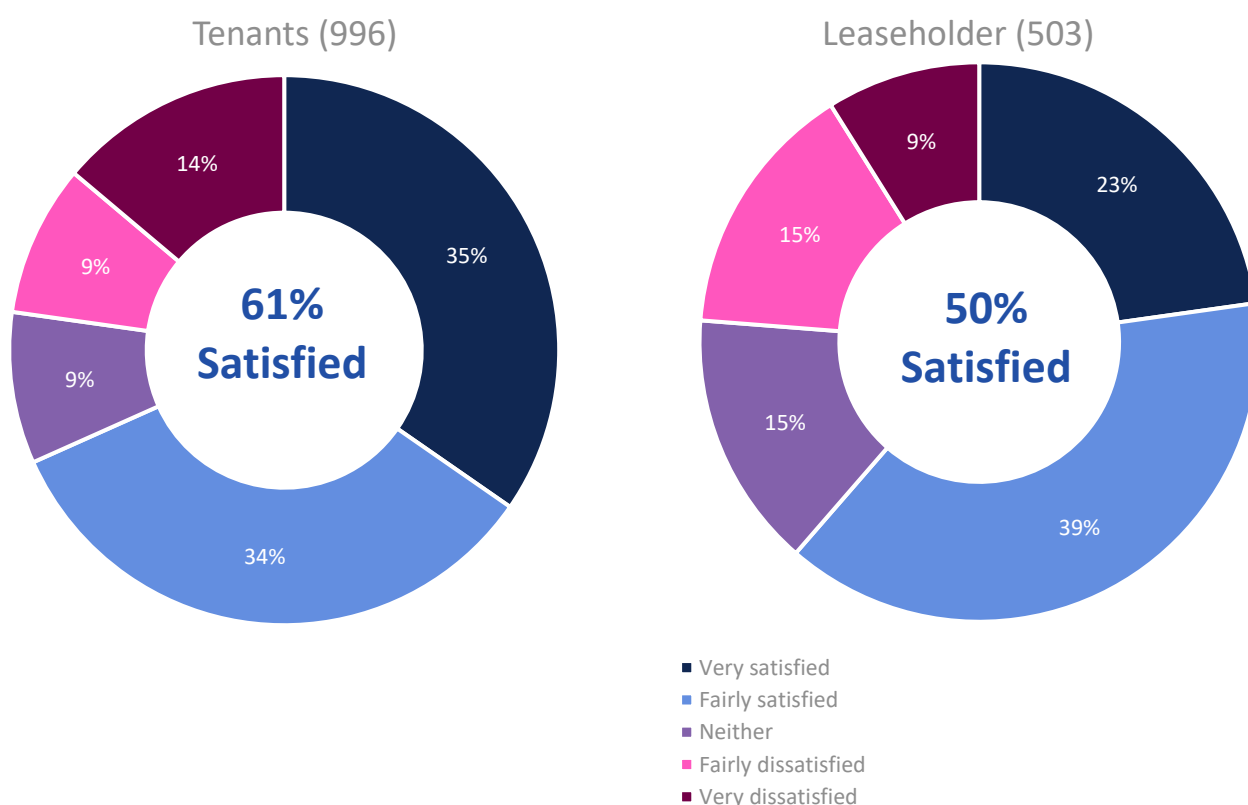


## Safety of home

As part of the changes made to this perception survey for 2022, the question which measures perceptions of home safety has been re-worded to 'Thinking specifically about the condition of the property or building you live in, how satisfied or dissatisfied are you that Wandsworth Borough Council's housing service provides a home that is safe?'. Six in ten (61%) tenants indicate that they are satisfied that Wandsworth Council Housing Department provides a home that is safe, with Central tenants significantly more satisfied than average (69%) and Eastern tenants significantly less satisfied (53%). Satisfaction among tenants has dropped 8-percentage-points since 2021.

Half (50%) of leaseholders are satisfied that their home is safe, while 32% are dissatisfied. Among satisfied leaseholders, those living in Central are significantly more satisfied than average (58% cf. 50%), as are non BME leaseholders compared to BMG (55% cf. 43%). Compared to 2021, satisfaction has dropped 12-percentage-points.

Figure 28: Thinking specifically about the condition of the property or building you live in, how satisfied or dissatisfied are you that Wandsworth Borough Council's housing service provides a home that is safe? (Valid responses)



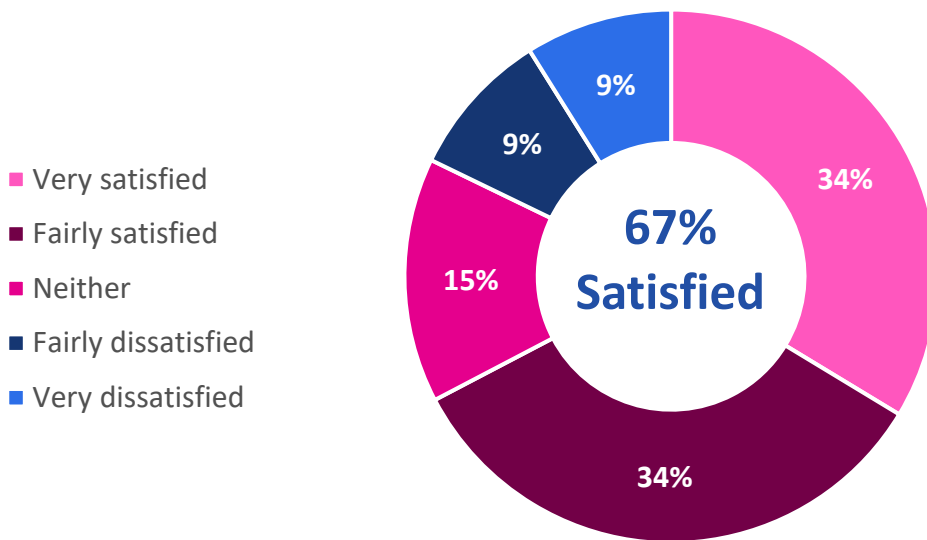
## Rents and Service Charges

### Value for money - tenants

Just over two thirds (67%) of tenants are satisfied with the value for money of rent and service charges, with fairly satisfied and very satisfied tenants split evenly at 34%. Just under a fifth (18%) of tenants are dissatisfied with this measure, with one in ten (9%) very dissatisfied. The proportions of satisfied and dissatisfied customers track identically with the results from 2021.

There is limited variation among tenant subgroups for this perception, though as with most other metrics, Central tenants are significantly more satisfied than average (74% cf. 67%) and those living in flats are significantly more satisfied, especially when compared to tenants in maisonettes (70% cf. 61%)

Figure 29 How satisfied or dissatisfied are you with the value for money of your rent/service charge? (Valid responses)



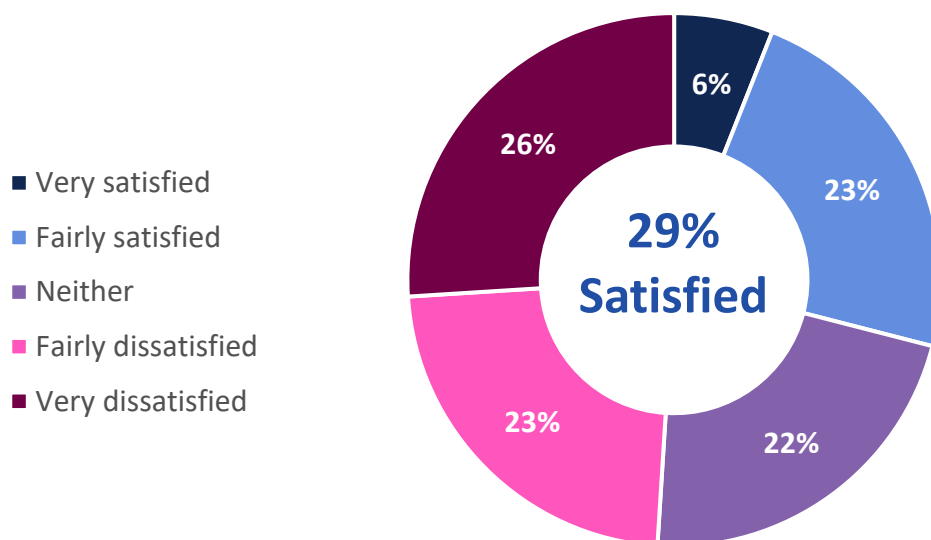
Unweighted base: 1,001

### Value for money – Leaseholders

Amongst leaseholders, under a third (29%) are satisfied that their service charge represents good value for money, of whom just 6% are very satisfied. Around a half (49%) of leaseholders are dissatisfied, with a quarter (26%) of all leaseholders surveyed very dissatisfied. When compared to previous findings, satisfaction among leaseholders on this metric has dropped a substantial 12-percentage-points from 41% satisfied in 2021, while dissatisfaction rose 10-percentage-points from 39%.

As with tenants, leaseholders living in Central are significantly more satisfied with the value for money of their service charge compared to the total average (35% cf. 29%). But in an inversion to the findings among tenants, leaseholders who live in maisonettes are significantly more satisfied with their service charge value compared to those leaseholders in flats (35% cf. 27%).

Figure 30: How satisfied or dissatisfied are you with the value for money of your rent/service charge? (Valid responses)



Unweighted base: 520





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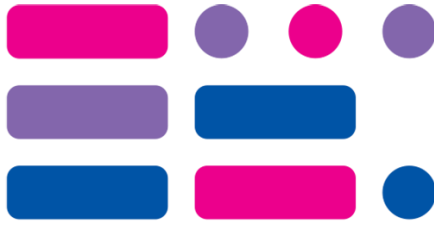
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