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Tenant and Leaseholder Perceptions Survey 2023

Wandsworth Borough Council

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Introduction

Background

From 2023, the Regulator of Social Housing requires all Social Housing Providers in England to capture feedback from tenants on a set of Tenant Satisfaction Measures (TSMs), and report on these measures. This year, Wandsworth Council commissioned BMG Research to carry out another of their annual perceptions survey among Council tenants and leaseholders to capture feedback on the TSMs and 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 June 2023.

Methodology

This year data was collected using a face-to-face method of data collection. Respondents were sampled using a random cluster sample, with clusters of addresses randomly sampled across the Borough and targets set by ward, tenure length, age by gender and property type by management area to ensure the resulting sample was representative by these key characteristics. Previously, data was collected using an online and telephone method of data collection. The change in methodology may have an impact on the data and should be taken into consideration when comparing against previous years' findings.

Overall, 1,112 tenants and 500 leaseholders completed the survey. The Regulator of Social Housing requires Wandsworth Council to sample a minimum of 991 responses and to achieve confidence levels below $\pm 3\%$. Once the data has been weighted, the effective sample size for tenants is 1063, meaning the survey reaches the minimum required number of responses. Using the effective sample size, the margin of error for tenants is $\pm 2.82\%$, meaning we're 95% confident that a figure in findings of 50% would fall between 47.18% and 52.82% if all tenants responded to the survey. The margin of error for leaseholders is $\pm 4.23\%$.

Table 1: Response rates by tenure

	Stock size	Completes	Effective sample size	\pm Confidence interval
Tenants	13,945	1,112	1063	$\pm 2.89\%$
Leaseholders	7,260	500	478	$\pm 4.33\%$

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 23.4% of tenants state they are very satisfied and 38.3% of tenants are fairly satisfied, these figures are rounded down to 23% and 38% 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.

Executive summary

Overall perceptions

Overall, 64% of tenants are satisfied with the overall services provided by Wandsworth Council housing services, with 18% very satisfied. A quarter (26%) express dissatisfaction with the services provided overall, with 14% saying they are very dissatisfied. Satisfaction has increased by ten-percentage-points compared to last year, with dissatisfaction falling by eight-percentage-points.

Satisfaction among leaseholders remains equal to that of tenants, with 64% satisfied with the overall services provided by Wandsworth Council's housing services, with 12% saying they are very satisfied. A fifth (21%) of leaseholders are dissatisfied with this measure, with one-in-ten (8%) saying they are very dissatisfied with the overall services provided. Perceptions have increased for leaseholders since 2022, with satisfaction increasing by nineteen-percentage-points and dissatisfaction decreasing by twenty-two-percentage-points.

The main reason for dissatisfaction among both tenants and leaseholders with the service overall are issues with repairs and maintenance (40%), which correlates with what respondents would like the housing service to focus on as a priority. For tenants, this is a responsive repairs service (73%) and home maintenance (70%). Maintenance is also key for leaseholders, with 2 in 3 (67%) ranking keeping communal areas clean and well maintained as the first priority, followed by listening to views and acting upon them (64%).

Looking at what is leading to dissatisfaction among tenants and leaseholders corroborates with the findings from the Key Drivers Analysis. These results show that among both groups, the key drivers of satisfaction are a well-maintained home, the housing provider making a positive contribution to the neighbourhood and then listening to views and acting upon them. As such, this is where Wandsworth Council needs to improve in order to improve satisfaction.

Quality of home and estate services

Three-in-five (59%) of tenants are satisfied that Wandsworth Council has provided them with a home that is well-maintained, with one-in-five (19%) very satisfied. Around a third (30%) of tenants are dissatisfied with the provision of their home, with 16% very dissatisfied. 61% of leaseholders are satisfied with this measure, with 12% very satisfied. 17% report dissatisfaction, with 8% very dissatisfied.

Fewer tenants and leaseholders are satisfied that communal areas are kept clean and well maintained. 56% of tenants and 52% of leaseholders say they are satisfied. 22% of tenants and 18% of leaseholders say they are very satisfied. 33% and 34% of each group say they are dissatisfied. 18% of tenants and 15% of leaseholders are very dissatisfied.

Positive contribution to neighbourhood

Two-in-three (67%) tenants are satisfied with the positive contribution of housing services to their neighbourhood, with 16% very satisfied. Around a fifth (17%) of tenants say they are dissatisfied with the Councils' positive contribution, with 10% very dissatisfied. 69% of leaseholders are satisfied with the contribution to the neighbourhood, with 12% very satisfied. Under a fifth (15%) are dissatisfied with this measure, with 9% very dissatisfied.

Engagement perceptions

51% of tenants are satisfied that their landlord listens to their views and acts upon them; around the same figure for leaseholders at 50%. 66% of tenants are satisfied that Wandsworth Council's housing services keeps them informed about things that matter to them, compared to 62% of leaseholders.

77% of tenants say Council housing services treat them fairly and with respect. Among leaseholders, 76% 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 poor customer service and feeling ignored or not listened to.

Contact and communication

Around three-in-five (59%) tenants said they had contacted the housing services within the last 12 months, compared to 42% of leaseholders. For both tenants and leaseholders, when contacting the housing department, repairs was the most common topic discussed.

Just over half (54%) of tenants said they were satisfied that housing services were easy to deal with when contacting them, with 12% saying they are very satisfied. 29% of tenants are dissatisfied with this measure. Half (52%) of leaseholders said they are satisfied with how easy it is to deal with the Housing Department, with 7% very satisfied. 23% of leaseholders said they were dissatisfied with this measure, with 12% saying they are very dissatisfied.

Rent and service charges

Seven-in-ten (72%) of tenants are satisfied with the value for money of rent, with a quarter (25%) very satisfied. Around a tenth (14%) of tenants stated they were dissatisfied with this measure, with 6% very dissatisfied. Amongst leaseholders, 51% say they are satisfied with the value for money of their services charge, with 18% very satisfied. Around three-in-ten (29%) of leaseholders said they were dissatisfied, with 13% very dissatisfied with the value for money.

Repairs service

36% of tenants have had a repair carried out to their property in the last 12 months. Just over a half (53%) of tenants are satisfied with the overall repairs service they have received, with 21% very satisfied. A third (35%) of tenants say they are dissatisfied with the repairs service, with 20% very dissatisfied. Under half (47%) of leaseholders are satisfied with this measure, with 13% very satisfied. Two-in-five (42%) are dissatisfied with this measure, with 21% very dissatisfied.

There are similar levels of satisfaction on the time taken to complete the most recent repair after reporting it. Half (52%) of tenants are satisfied with this measure, with 21% very satisfied. Over a third (38%) are dissatisfied, with 25% very dissatisfied. 46% of leaseholders are satisfied, with 15% reporting being very satisfied. 43% are dissatisfied, with 26% very dissatisfied.

Safety

Three quarters (76%) of tenants are satisfied that Wandsworth Council housing services has provided them with a home that is safe. A similar proportion of leaseholders (75%) are also satisfied with this measure.

Approach to anti-social behaviour and complaints handling

67% of tenants are satisfied with Wandsworth Council's Housing Department approach to handling anti-social behaviour. This drops to 61% amongst leaseholders. 20% of tenants and 22% of leaseholders are dissatisfied. Conversely, 16% of tenants and 20% of leaseholders are satisfied with the handling of complaints. On the other hand, 71% of tenants and 67% of leaseholders are dissatisfied. Both tenants and leaseholders cite not dealing with complaints and poor customer service as the top two reasons for dissatisfaction.

Overall perceptions

Overall satisfaction with the housing service – tenants

Looking at changes in satisfaction across years, some changes are clear as can be seen in the chart overleaf. Amongst tenants, overall satisfaction has increased (64% cf. 54% in 2022). However, the proportion of those saying they are ‘Very satisfied’ has fallen from 23% to 18%. Proportions of those saying they are neither satisfied nor dissatisfied remain stable (10% cf. 11% in 2022). Dissatisfaction has decreased from 34% in 2022 to 26% - a drop which is made of fewer tenants stating they are ‘Very dissatisfied’ with the service provided (22% cf. 14% in 2023).

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

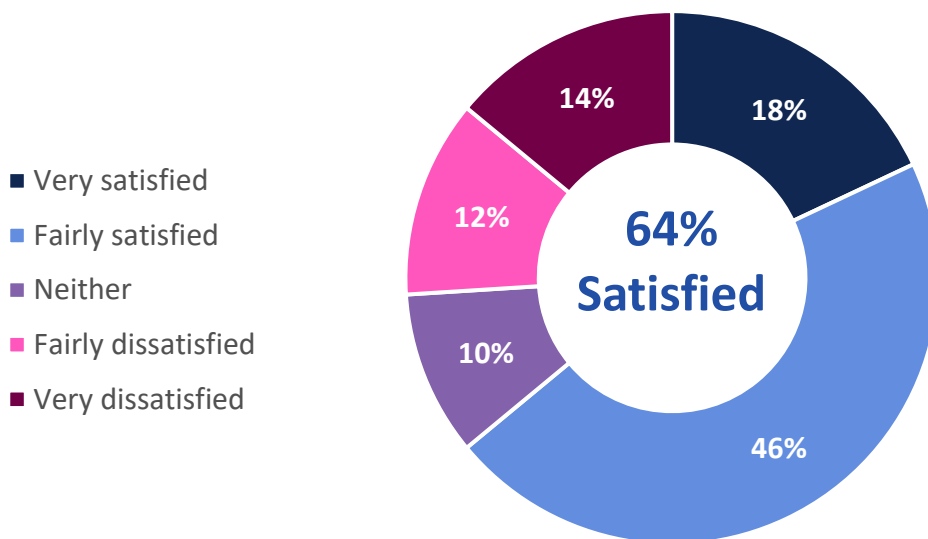
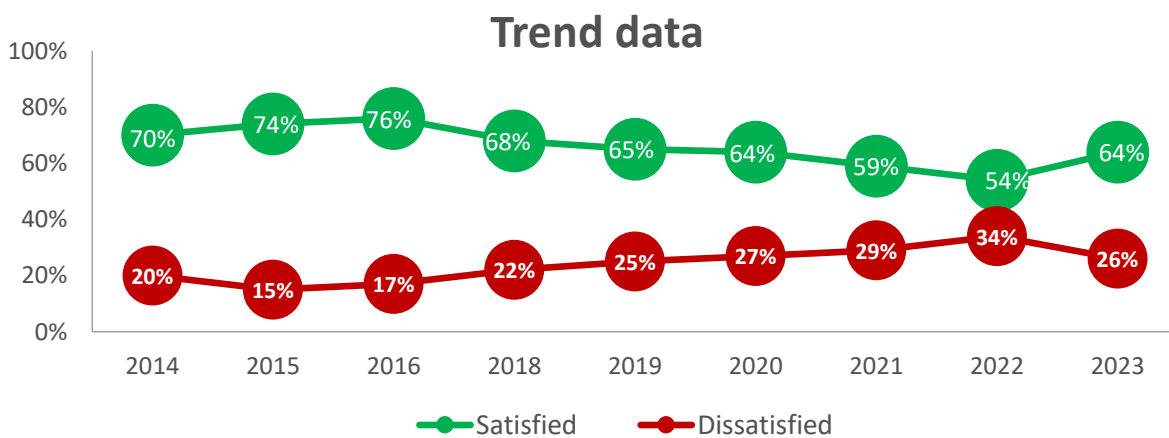


Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the services provided by Wandsworth Borough Council's housing service? – trended data



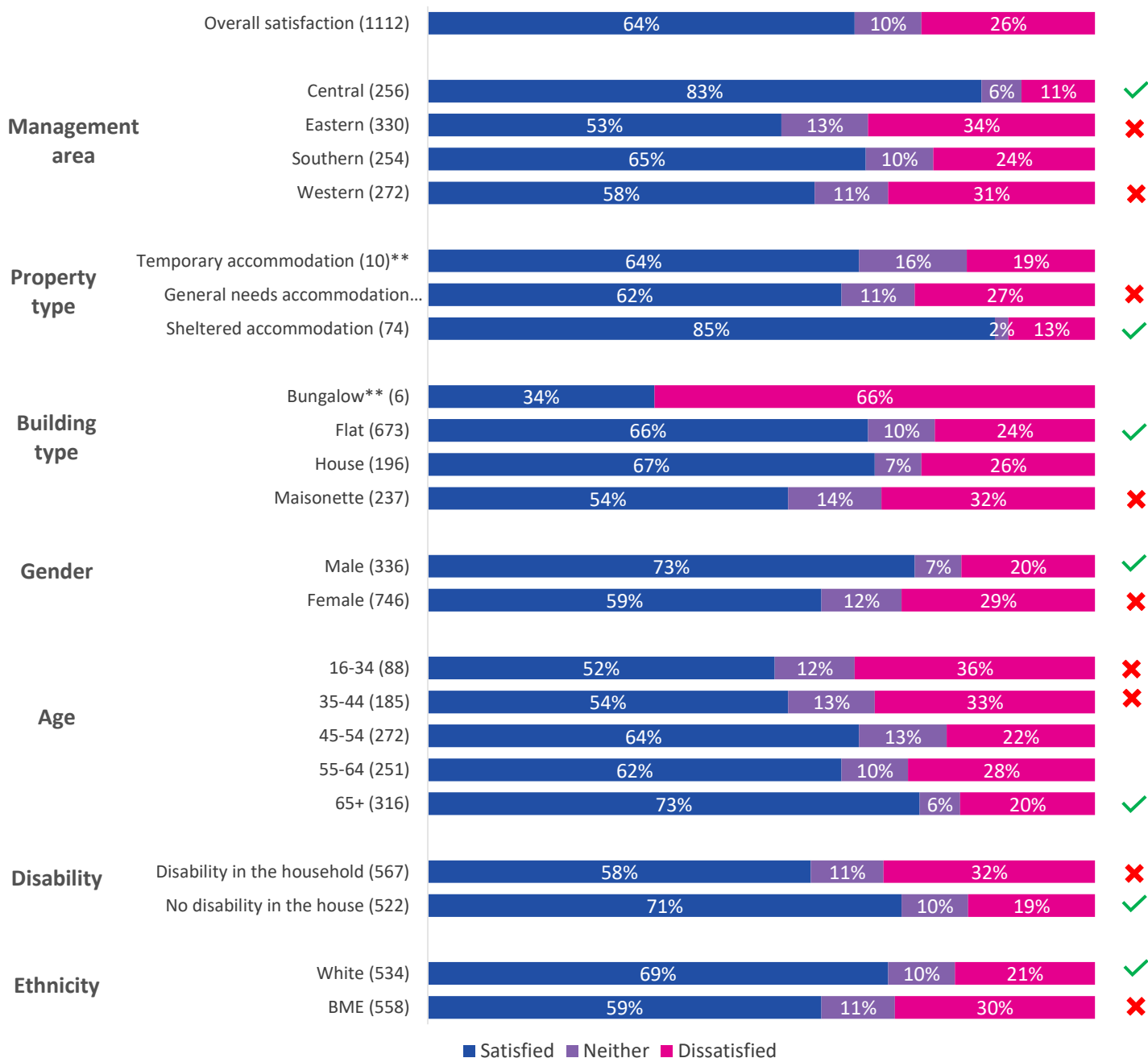
Unweighted sample base: 1,112

Perceptions of overall services by subgroup - tenants

By subgroups, overall satisfaction by tenants varies. By management area, those in the Eastern and Western areas are significantly less likely to be satisfied (53% and 58% cf. 64%). Those in general needs accommodation (62%) and maisonettes (54%) are also less satisfied than the average tenant (64%).

Looking at tenants by demographic measures, females (59%), those aged 16-34 (52%) and 35-44 (54%), BME respondents (59%) and those with a disability in the household (58%) are more likely to be satisfied than the average tenant.

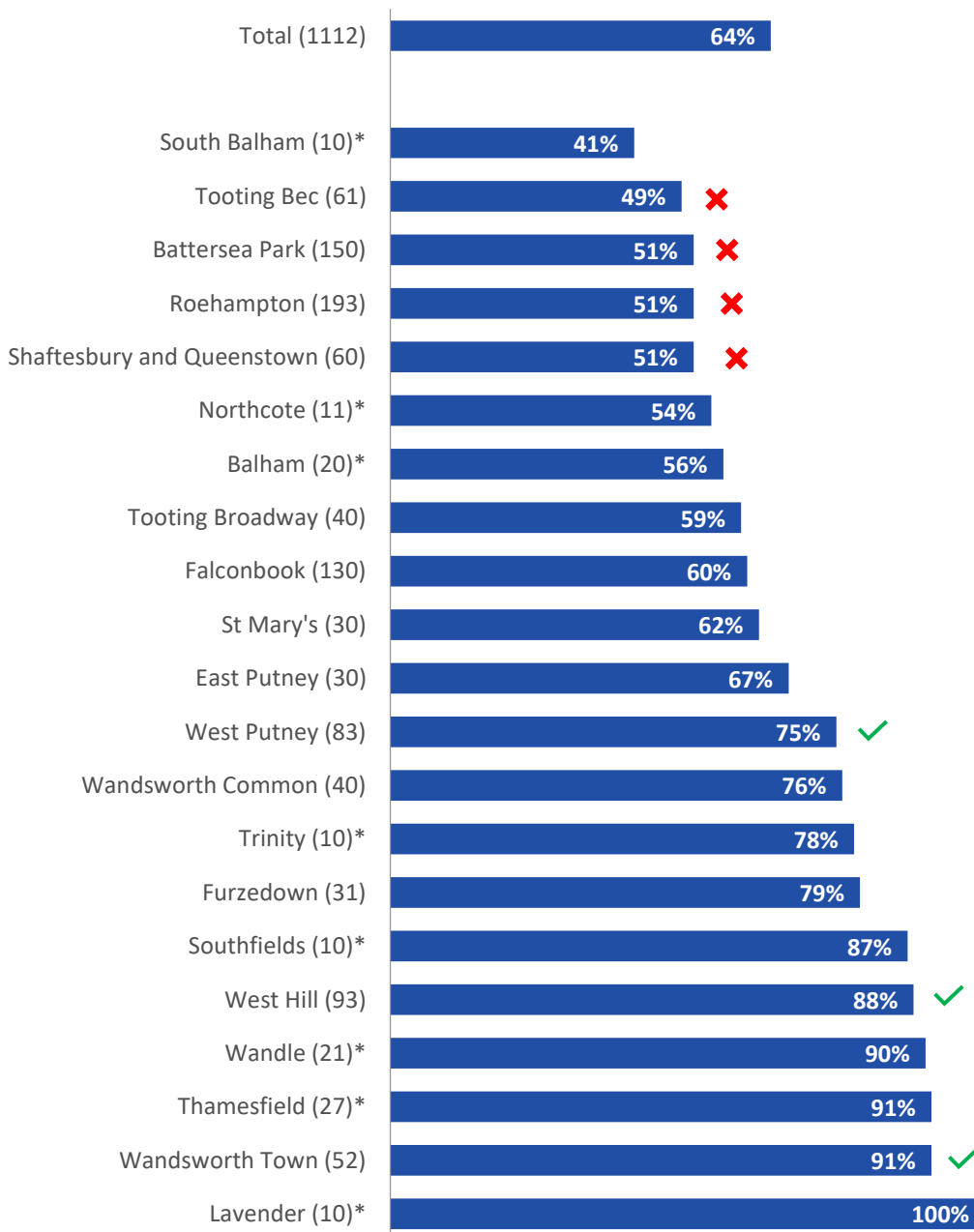
Figure 3: Taking everything into account, how satisfied or dissatisfied are you with the services provided by Wandsworth Borough Council's housing service? – Subgroups



Perceptions of overall services by ward - tenants

By ward, those living in Wandsworth Town, West Hill and West Putney are markedly more satisfied than average with the service provided whilst those in Tooting Bec, Battersea Park, Roehampton and Shaftesbury and Queenstown (49%, 51%, 51%, 51% cf. 64%) are markedly less satisfied than average. Please note findings with wards with a base size of under 30 should be treated as indicative only.

Figure 4: 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

Overall Satisfaction with the Housing Service – leaseholders

Amongst leaseholders, overall satisfaction has increased (64% cf. 43% in 2022). The proportion of leaseholders who say they are 'Fairly satisfied' has increased from 34% in 2022 to 53% in 2023. Proportions of those stating they are 'Neither satisfied or dissatisfied' are similar across years. Dissatisfaction has decreased from 43% in 2022 to 21% - a drop which is made of fewer leaseholders stating they are 'Fairly dissatisfied' and 'Very satisfied' with the service provided.

Figure 5: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wandsworth Borough Council's housing service?

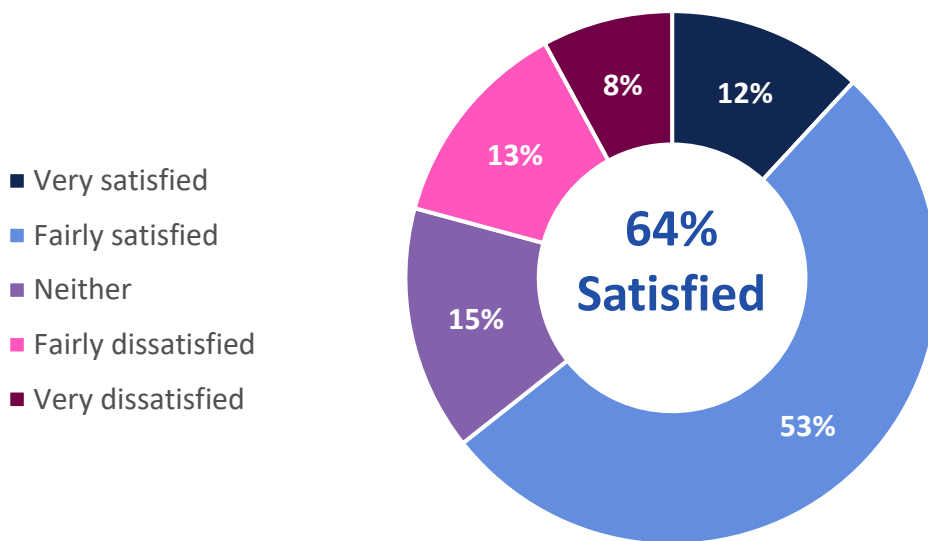
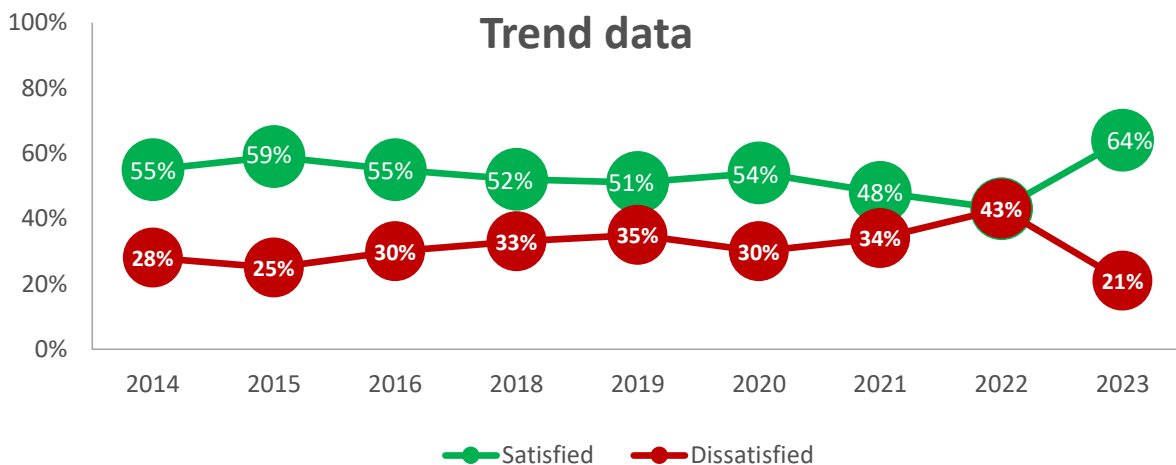


Figure 6: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wandsworth Borough Council's housing service? – trended



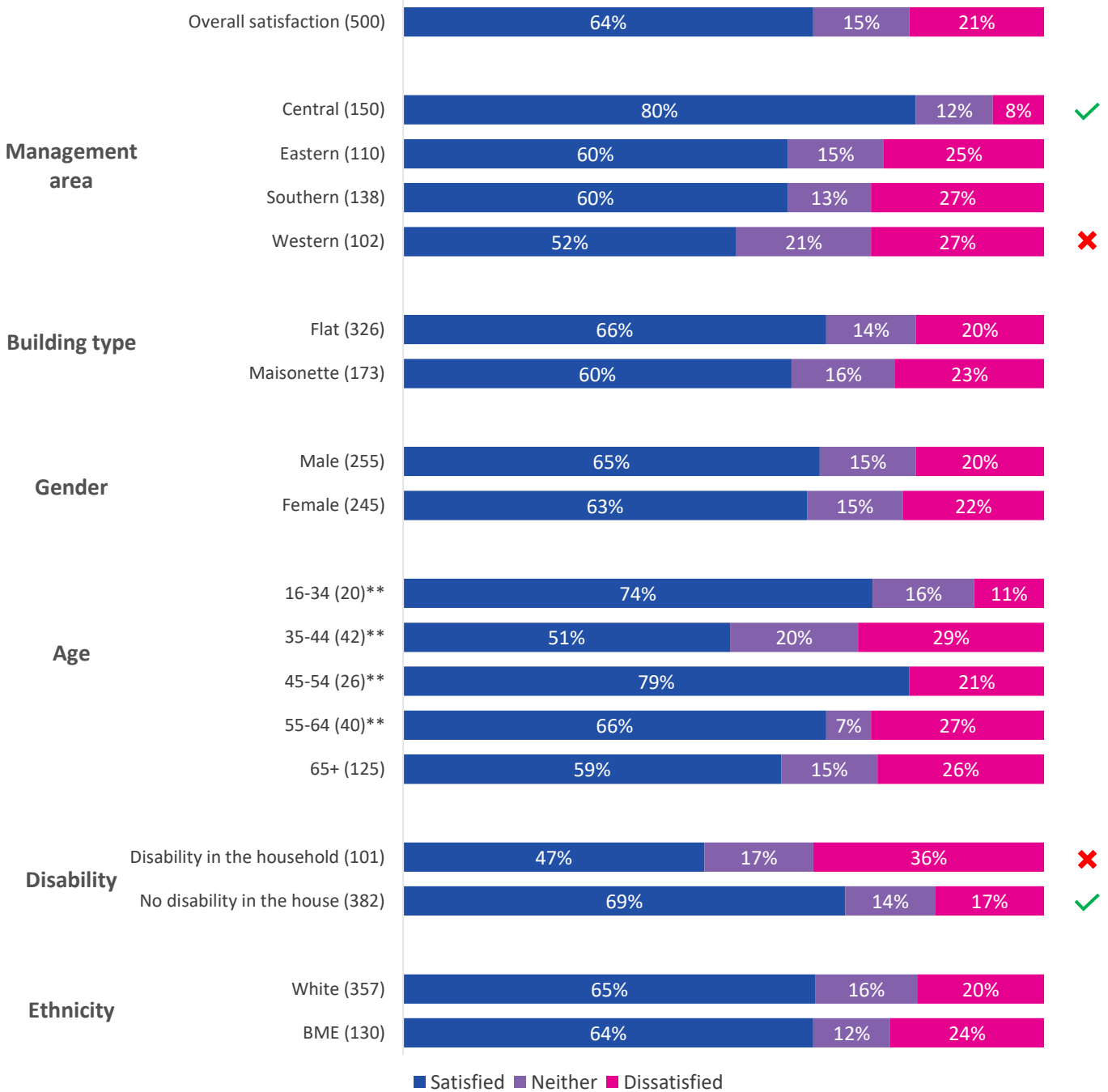
Unweighted sample base: 500

Perceptions of overall services by subgroup – leaseholders

As with tenants, leaseholders in Western management areas are significantly less satisfied than average with the overall service provided (52% cf. 64%).

Those with a disability in the household are also less likely to be satisfied than average (48% cf. 64%), with no other differences by demographics.

Figure 7: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wandsworth Borough Council's housing service? - Subgroups

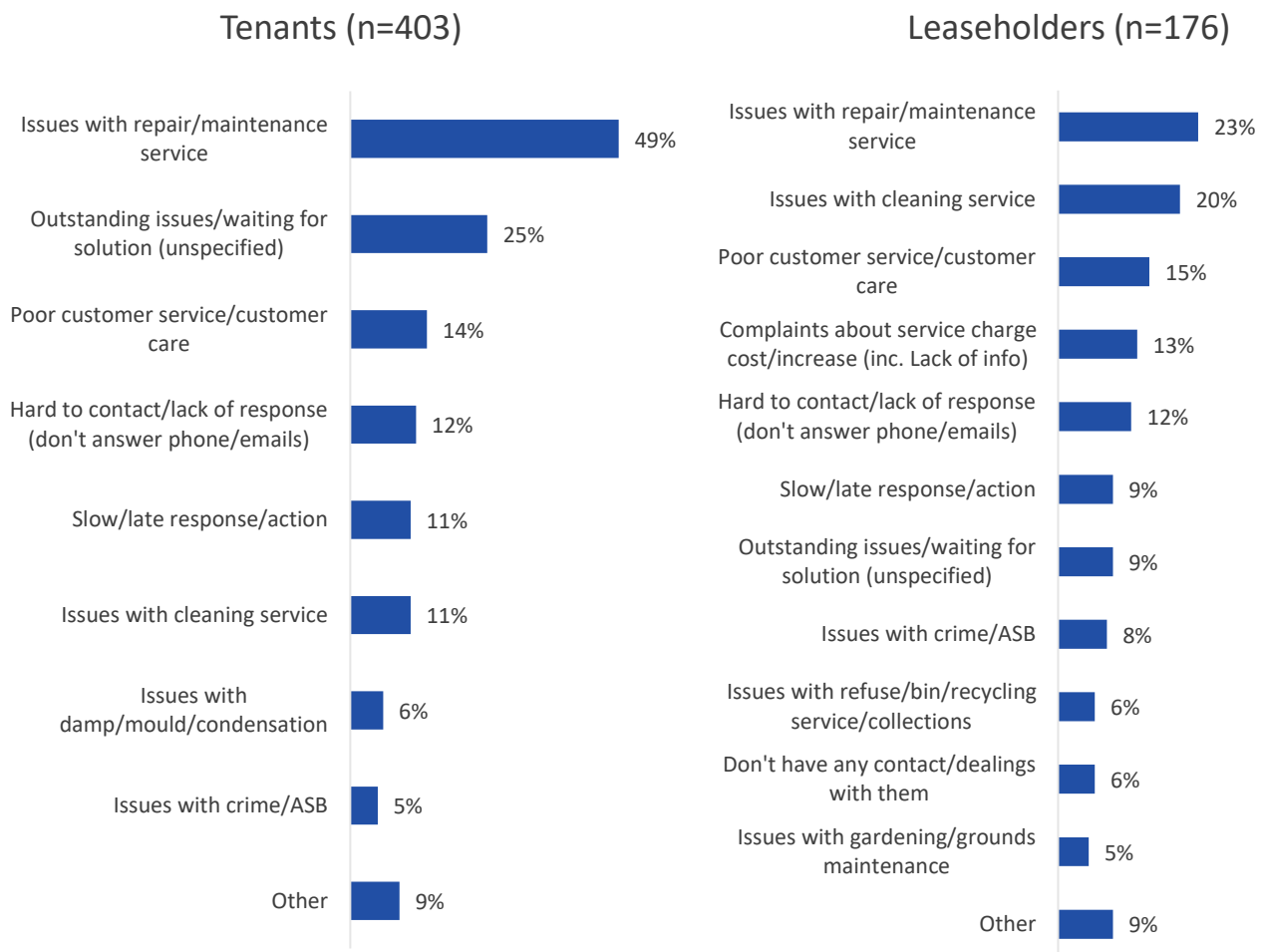


Reasons for dissatisfaction

Respondents who said they were neither satisfied nor dissatisfied, or stated their dissatisfaction were asked why they felt that way. Comments from respondents have been coded, the results of which are shown below.

Amongst both tenants and leaseholders, a key reason for their dissatisfaction with the housing service are issues with repairs and maintenance service. For tenants, outstanding issues and poor customer service are also driving dissatisfaction. For leaseholders, issues with the cleaning service and poor customer service are driving dissatisfaction. The reasons for dissatisfaction remain the same even among the segments of tenants and leaseholders who are overall, least satisfied with the overall service. Figure 8 thus demonstrates the reasons that contribute towards dissatisfaction for tenants and leaseholders and therefore, what the housing service can focus on in order to improve their satisfaction. A better and more responsive repairs and maintenance service, and better customer service would go some way to satisfy the dissatisfaction that around half of dissatisfied tenants and leaseholders currently feel.

Figure 8: Why do you feel that way? (Valid responses)



Unweighted bases in parentheses. Only responses over 5% shown

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

Issues with repairs and maintenance	Issues with cleaning
<p><i>"When you email a repair with photos of the subject they never get sent to the contractors. Most of the time, the information I have given, isn't passed on in enough detail."</i> - Tenant</p> <p><i>"Because nothing gets done repairs sometimes can take 1 year."</i> - Tenant</p> <p><i>"I have lived in the property since 1979, there have been no structural repairs. I have been promised new bathroom and kitchen, which was designed February 2022. I'm still waiting."</i> - Tenant</p> <p><i>"Don't do the repairs and deal with dampness" – Tenant</i></p> <p><i>"Leaseholders pay for everything but only council tenants' benefit" - Leaseholder</i></p> <p><i>"There is major works that need to be carried out. Leaseholders will have to payout. They have taken so long to carry out repairs that, it has become rundown. People are going to find it hard to pay, as we are unable to pay such a big amount. We will be sent threatening letters if we don't pay, as we have signed the lease."</i>- Leaseholder</p>	<p><i>"Communal area need clearing from people leaving things outside."</i> - Tenant</p> <p><i>"Some services need improving cleaning of the block and home maintenance."</i> - Tenant</p> <p><i>"Because the cleaner is not doing what they should be doing."</i>- Tenant</p> <p><i>"We pay a lot in service charge but we don't know what we pay for and communal areas are not consistently clean."</i> - Leaseholder</p> <p><i>"The service charges I pay but I don't get anything done in my block" - Leaseholder</i></p> <p><i>"Cleanliness of the communal area is poor and so is security."</i> - Leaseholder</p>

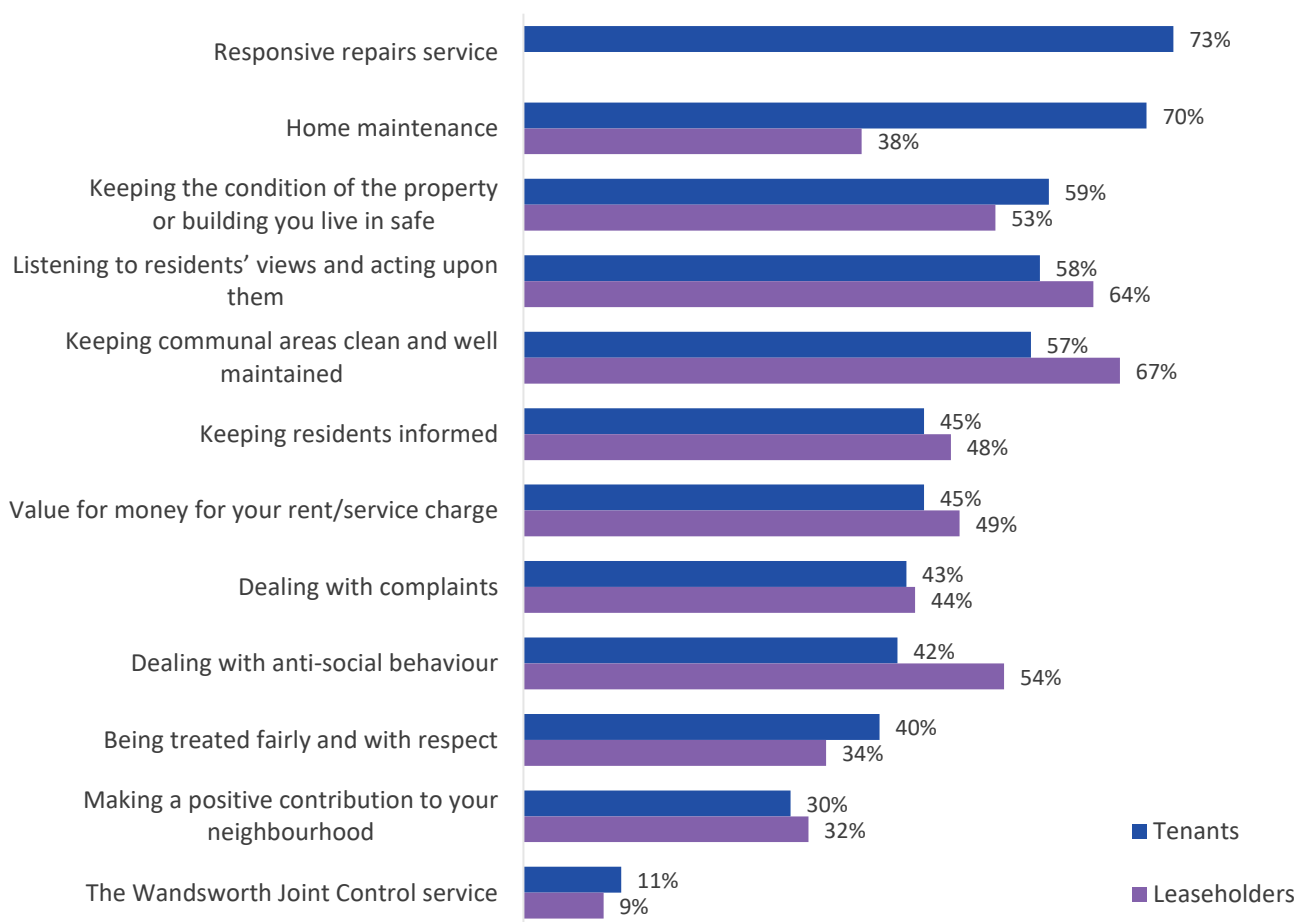
Priorities

Respondents were asked which services they would consider to be priorities; the results show slight differences between both groups. For tenants, the top 2 priorities – with 7 in 10 ranking these – are a responsive repairs service (73%) and home maintenance (70%). This is followed by almost 3 in 5 tenants who say the next priorities are keeping the condition of the home safe (59%), listening to views and acting upon them (58%) and keeping communal areas clean and well maintained (57%). Priorities are different for leaseholders, with 2 in 3 (67%) ranking keeping communal areas clean and well maintained first. This is followed by listening to views and acting upon them (64%) and dealing with anti-social behaviour (54%).

For these tenants, priorities are a responsive repairs service (81%), home maintenance and keeping communal areas clean and well maintained (72% respectively), keeping the condition of the property or building safe (68%) and dealing with complaints (56%). For these respondents then, who are the least satisfied, the state of communal areas and the condition of their homes alongside their complaints being listened to are key to improving their satisfaction with the service they are provided with. For leaseholders who are part of this segmentation, priorities are keeping communal areas clean and well maintained (80%), the value for money they get for their service charge (66%), listening to views and acting upon them (56%), being treated fairly and with respect and keeping the condition of the property or building safe (53%).

Whilst these two groups differ slightly in their prioritisation, particularly among the least satisfied groups, it is clear that maintenance, communication and engagement are key factors for both tenants and leaseholders. This ties in with the Key Drivers Analysis (Figures 9 and 10 further down) which shows these two measures are the top two TSMs that drive satisfaction among these groups – even among those who have had a repair done to their home in the last year. These prioritisations thus give an insight into where the council can improve and increase its satisfaction ratings.

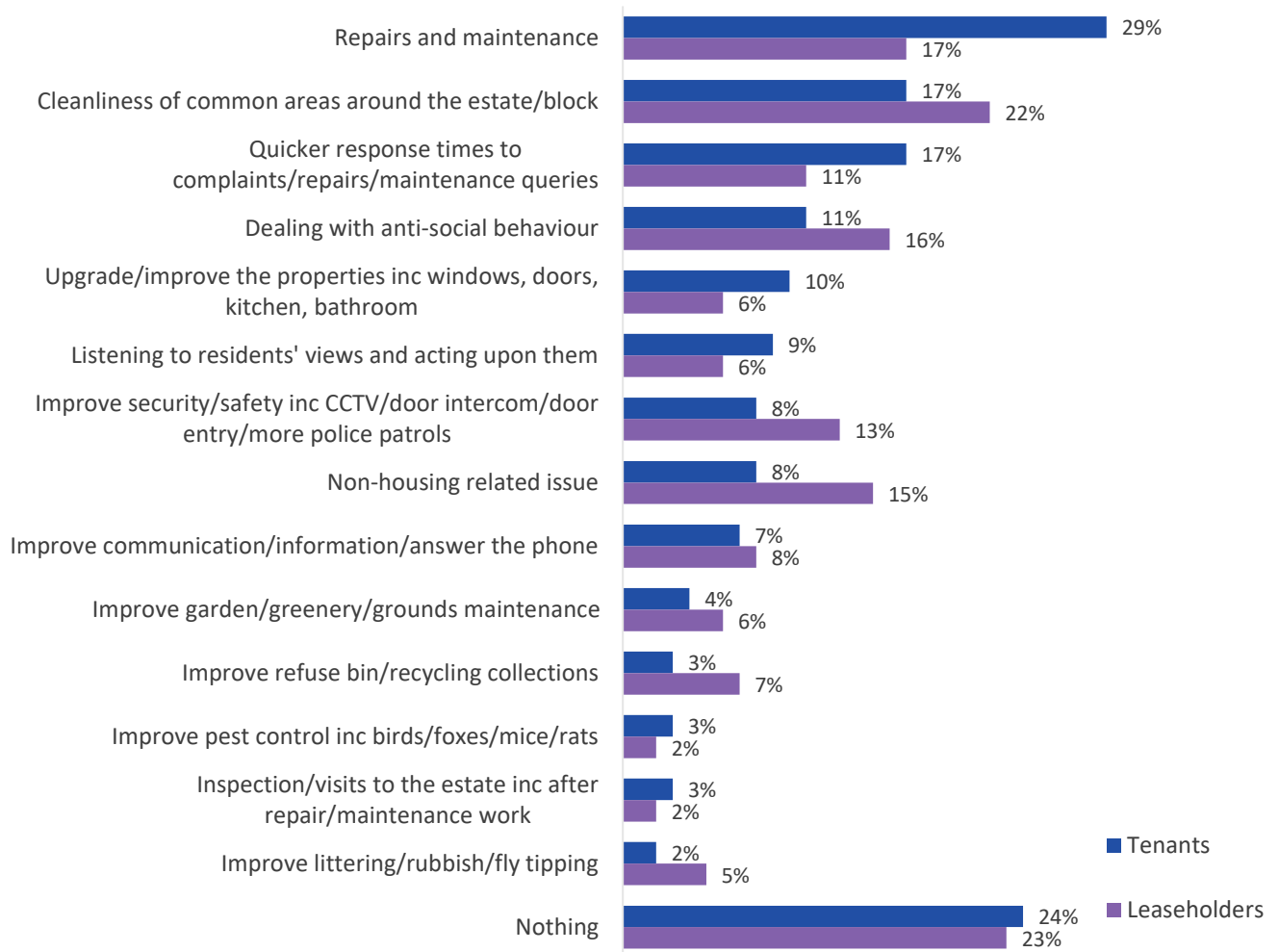
Figure 9: Which of the following services would you consider to be priorities?



Improvements

When asked the three main things Wandsworth Council could do to improve housing services, the results give credence to the prioritisation assigned by respondents in Figure 9 above. Again, maintenance and communication are key points for both tenants and leaseholders. Tenants said repairs and maintenance, cleanliness of communal areas and quicker response times were most important to them as ways in which their housing provider can improve their services. For leaseholders, the three main things they would like to see improved are cleanliness of communal areas, dealing with anti-social behaviour and non-housing related issues. The top 3 issues remain consistent among the least satisfied tenants as shown by segmentation analysis.

Figure 10: Thinking about the services Wandsworth Council provides, what are the three main things they could do to improve the housing services they provide to you?



Only responses over 3% have been shown

Key Drivers Analysis

To determine what factors are most important in driving overall satisfaction with the Housing Service, regression analysis has been carried out. This kind of analysis examines satisfaction levels on closed questions against overall satisfaction with the Housing Service, identifying which factors are most correlated with high overall satisfaction.

It is clear that a well-maintained home, a presence in the neighbourhood and good communications makes a clear difference in satisfaction levels amongst both tenants and leaseholders – this is true even amongst those who have had a repair done to their home in the last 12 months. Tying this in with the key reasons respondents state for their dissatisfaction, it is clear that maintenance is a key issue for tenants and leaseholders, as are communications from Wandsworth Borough.

The key drivers shown below are split out into all of tenants and all who have had a repair in the last 12 months. Amongst all tenants, the significant drivers of satisfaction are noted in Figure 11. A well-maintained home is the most important driver of satisfaction amongst all tenants, followed by making a positive contribution to their neighbourhood and listening to views and acting upon them. Being easy to deal with is also a key driver of satisfaction.

Amongst tenants who have had a repair done to their home in the past year, satisfaction with the repairs service has an important impact on their overall satisfaction with Wandsworth Borough Council. As seen in Figure 11 below, the key drivers of satisfaction for this group are similar to those of all tenants. Being kept informed about things that matter to them and the time taken to complete their most recent repair are also key drivers of satisfaction for this group.

Figure 11: Key drivers of overall service provided by Wandsworth Borough Housing Service – by tenants

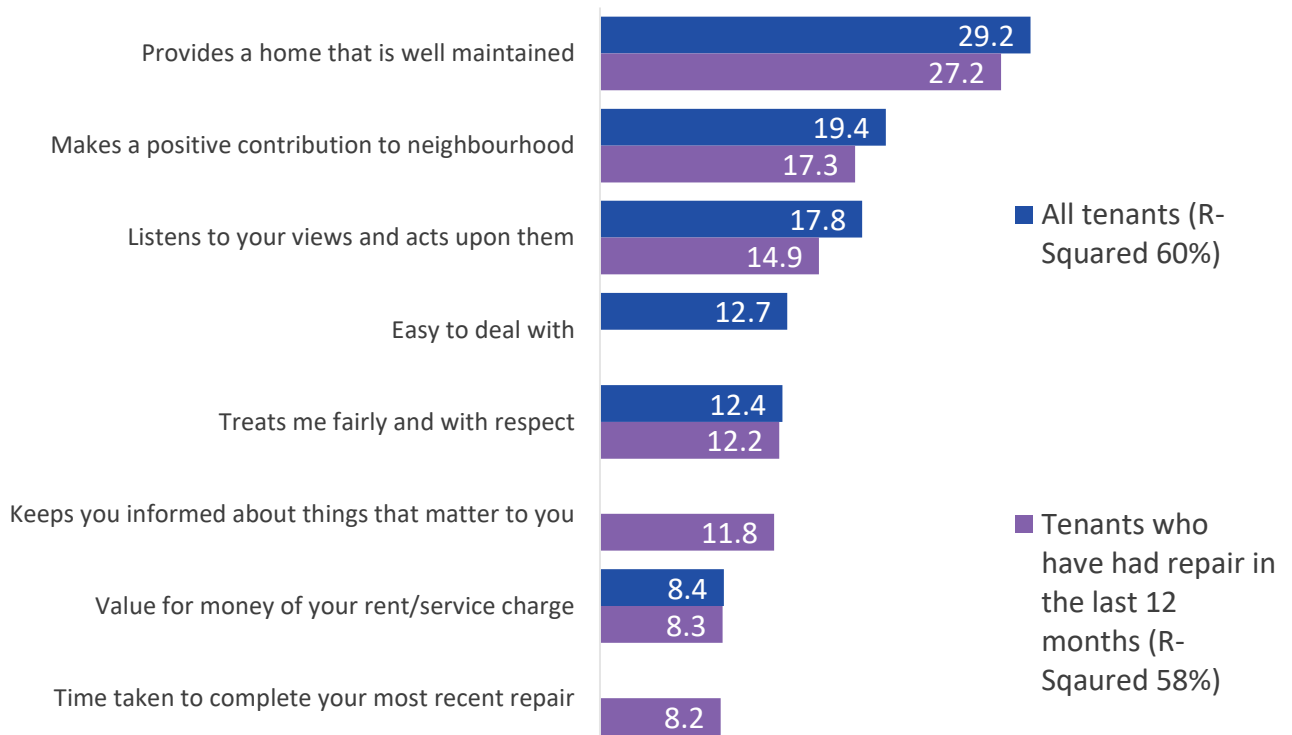
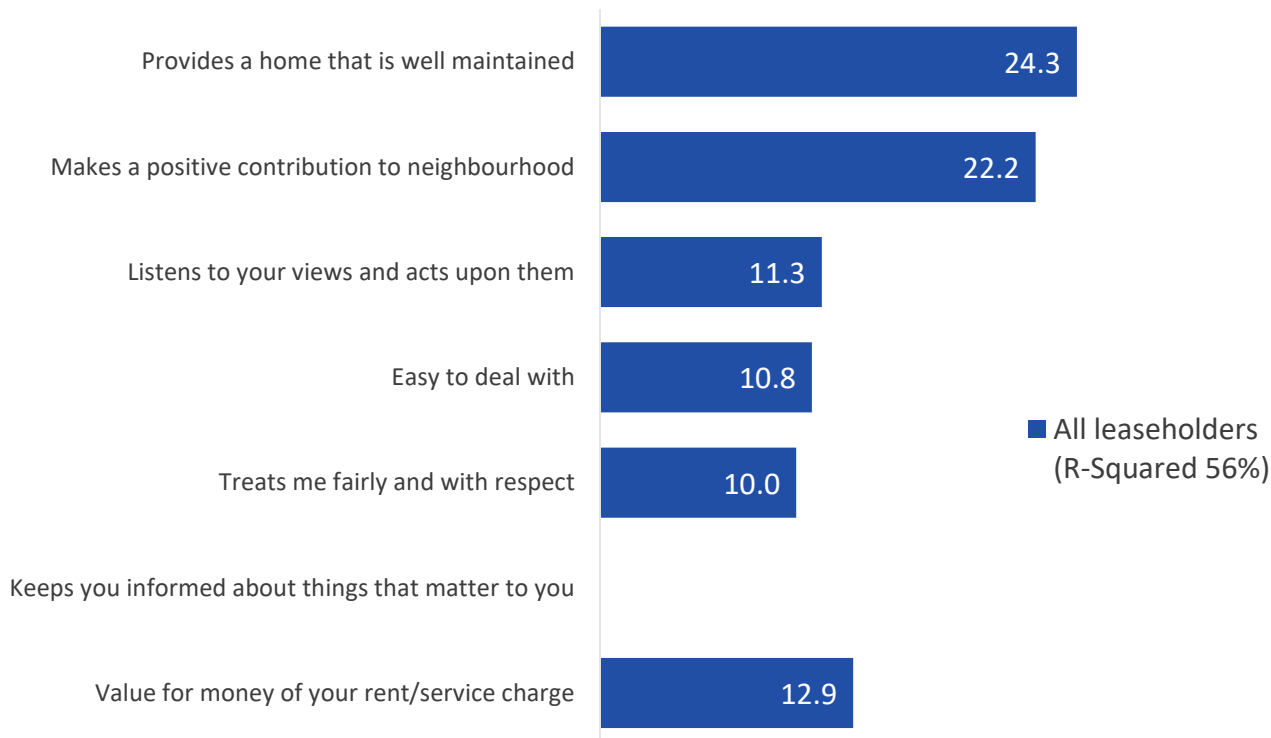


Figure 12 below demonstrates key drivers of satisfaction amongst all leaseholders. Within this group, the key drivers of satisfaction are a well-maintained home, making a positive contribution to the neighbourhood and

listening to views and acting upon them. Being easy to deal with, being treated fairly and respectfully and having value for money are also significant drivers.

Figure : Key drivers of overall service provided by Wandsworth Borough Housing Service – by leaseholders



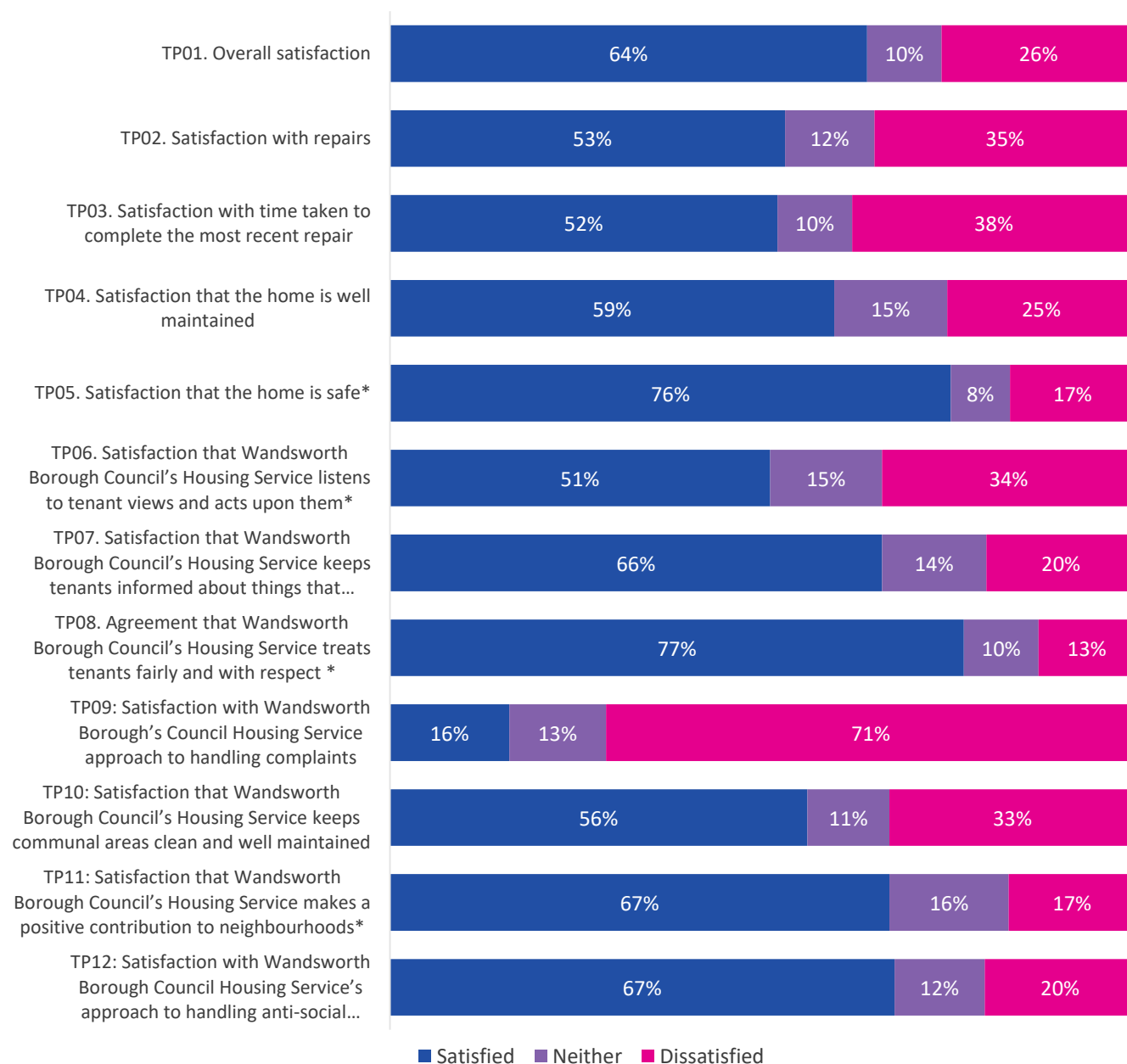
Tenant Satisfaction Measures

Below outlines levels of satisfaction for the new Tenant Satisfaction Measures that will be required to be submitted to the Regulator of Social Housing at the end of this financial year.

Tenant Satisfaction Measures by tenants

Currently for tenants of Wandsworth Borough Council, performance is strongest around metrics relating to tenant empowerment, including being treated fairly and with respect, a safe home, the handling of anti-social behaviour and making positive contributions to their neighbourhood. Performance is weakest around the handling of complaints, that Wandsworth Borough listens to views and acts upon them, and the repairs service and time taken to complete them.

Figure 12: Tenant Satisfaction Measures by tenants



Sub-group analysis

As highlighted in 'Appendix: Sub-group analysis for Tenant Satisfaction Measures' when exploring differences by key socio-demographic groups we find:

- **Ward:** Tenants living in Battersea Park are significantly less satisfied with the overall service provided (51% satisfied), how well communal areas are kept clean and well maintained (45% satisfied), that Wandsworth Borough listens to views and acts upon them (40% satisfied), that tenants are kept informed (56% satisfied), that they get value for their money (64% satisfied) and Wandsworth Council's handling of anti-social behaviour (53% satisfied). Conversely, those living in West Hill are markedly more satisfied with the overall service (88%), as well as most other metrics including that Wandsworth Borough makes a positive contribution to the neighbourhood (83% satisfied) and how ASB is handled (86% satisfied).
- **Gender:** Female tenants are significantly less satisfied across all tenant satisfaction measures, except the overall repairs service (51% satisfied), the time taken to complete the most recent repair (48% satisfied) and the housing service's approach to complaints handling (16% satisfied) where their results are in line with the average tenant.
- **Age:** Those aged between 35 and 44 are markedly less satisfied overall (54% satisfied), that their views are listened to (38% satisfied), that they are provided with a safe home (66% satisfied), that the housing service makes a positive contribution to their neighbourhood (61% satisfied), with the repairs service (39% satisfied with repairs in the last 12 months and 39% satisfied with the time taken to complete a repair), that the home is well maintained (49% satisfied), that communal areas are kept clean and well maintained (46% satisfied) and handling anti-social behaviour (59% satisfied). Those aged 65+ or over are markedly more satisfied with the majority of metrics. This age group also correlates with significant satisfaction among tenants in sheltered accommodation, which tends to consist of older cohorts.
- **Disability:** Those tenants who indicate having someone within the household with a disability or longstanding illness are significantly less satisfied overall (58% satisfied). They are significantly less satisfied across most measures.

Segmentation analysis was carried out on the data, in order to discover the segments of tenants who are more likely to be more and less satisfied with the overall satisfaction. This segmentation allows for a deeper insight into which tenants are significantly less satisfied, and to isolate them within analysis. Isolating their responses allows us to pinpoint their grievances, and thus where the housing service can improve its offering – increasing overall satisfaction. The table below outlines the groups of tenants who have been noted during segmentation analysis. Table 2 overleaf demonstrates which groups are more satisfied, with the green highlighting and those which are less satisfied, with the red highlighting.

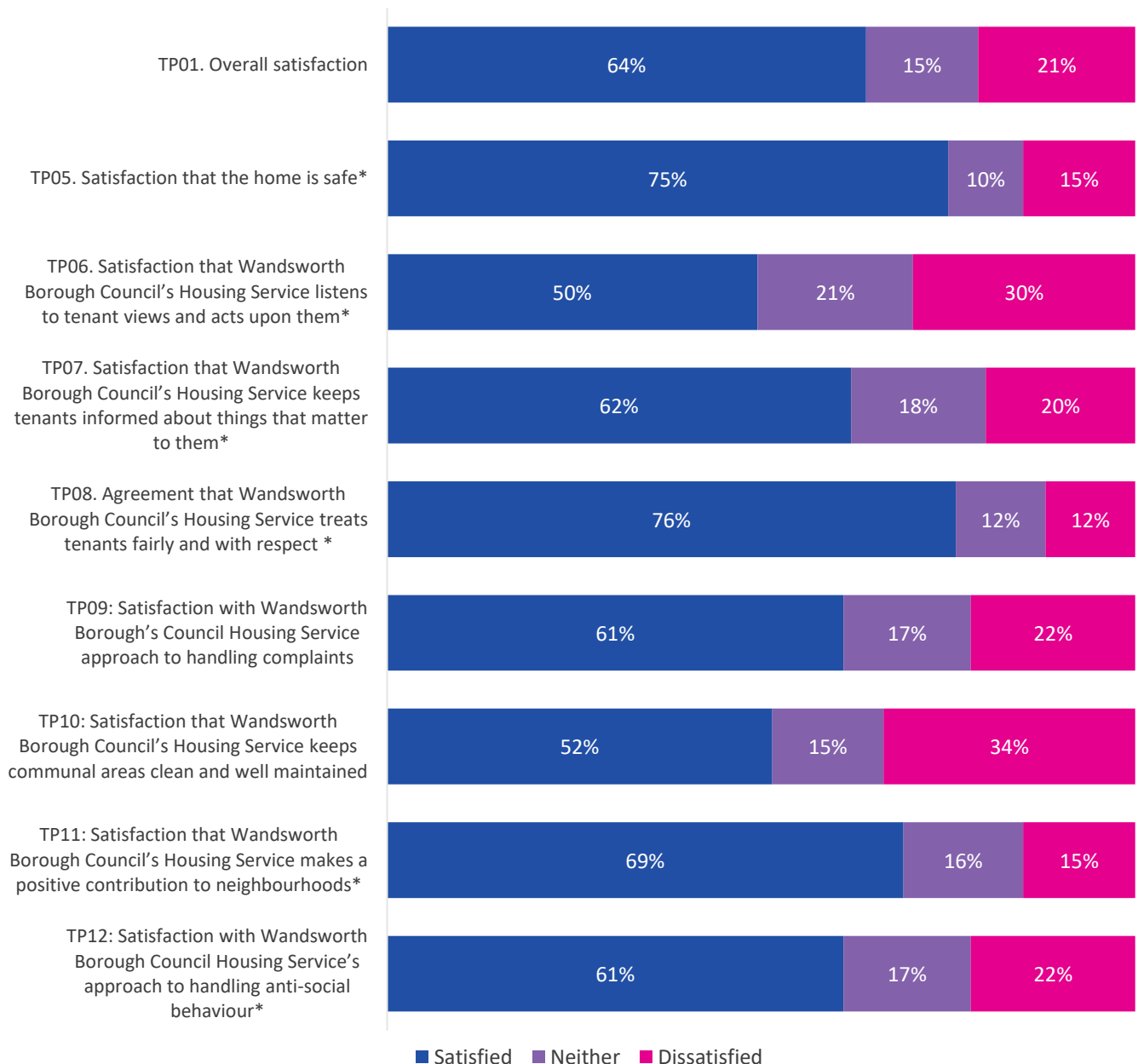
Table 2: Overall satisfaction by segmentation analysis

	Unweighted base size	TP01. Overall satisfaction rating	TP01. Overall dissatisfaction rating
TP01. Overall satisfaction	1112	64%	26%
Central management area	256	83%	11%
St Mary's or East Putney wards	60	64%	22%
West Hill or West Putney or Falconbook or Wandsworth Town or Lavender wards	368	76%	16%
Asian, White or other minorities in West Hill or West Putney or Falconbook or Wandsworth Town or Lavender wards	228	82%	11%
Black or mixed ethnicity tenants in West Hill or West Putney or Falconbook or Wandsworth Town or Lavender wards	132	64%	26%
South management area	254	65%	24%
Furzedown or Wandle or Southfields or Wandsworth Common or Trinity wards	112	80%	12%
Tooting Bec or Tooting Broadway or Balham or South Balham or Northcote wards	142	53%	34%
West or East management areas	602	55%	33%
Female tenants in West or East management areas	407	50%	37%
Male tenants in West or East management areas	195	67%	23%
Female tenants with any disability in their household in West or East management areas	234	44%	43%
Female tenants with no disability in their household in West or East management areas	167	57%	30%

Tenant Satisfaction Measures by leaseholders

Currently for leaseholders of Wandsworth Borough Council, performance is strongest around metrics relating to tenant empowerment, including being treated fairly and with respect, a safe home and making positive contributions to their neighbourhood. Performance is weakest around being listened to and having communal areas clean and well maintained.

Figure 13: Tenant Satisfaction Measures by leaseholders



Quality of home and estate services

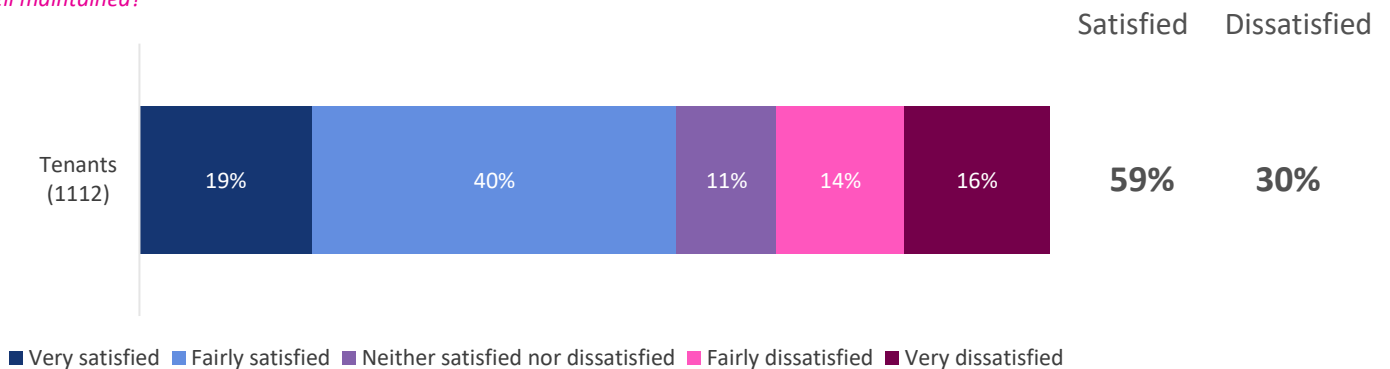
Satisfaction with home maintenance

Around 3 in 5 tenants (59%) are satisfied that the housing service provides them with a home that is well maintained. 1 in 5 (19%) are 'Very satisfied', however, almost a third (30%) of tenants report dissatisfaction. In the 2022 survey, results were similar to this year's survey despite methodological changes. 56% reported satisfaction, 32% reported dissatisfaction.

Tenants in maisonettes are significantly less likely to be satisfied that they have a well-maintained home (50%), as are those who have been in their homes between one to two years (53%) and general needs accommodation (57%). Tenants in Western and Eastern management areas are less satisfied (51%), particularly women with a disability in their household in these areas are also less satisfied (40%).

A well-maintained home is the most important driver of satisfaction and is key for increasing overall satisfaction. The groups outlined above who are least satisfied presently, present an opportunity for improvement for the Council. With tenants noting poor customer care, it being hard to contact the housing service and outstanding repair issues as driving their dissatisfaction – improvements in these areas could increase satisfaction in this measure and consequently, overall satisfaction.

Figure 14: How satisfied or dissatisfied are you that your landlord/ Wandsworth Borough Council's housing service provides a home that is well maintained?



Unweighted bases in parenthesis

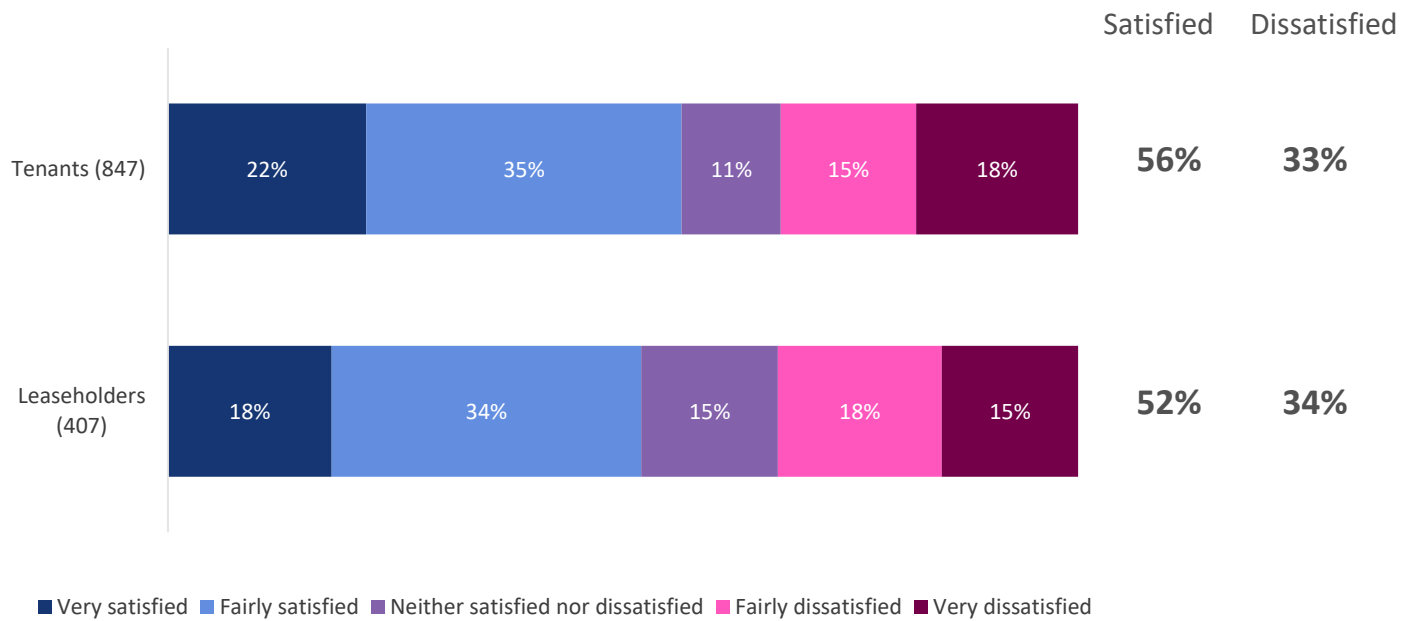
Satisfaction with estate services

Around 4 in 5 tenants and leaseholders (78% and 82% respectively) report living in a building with communal areas, either inside or outside, that the housing service is responsible for maintaining. Respondents who do live in a building with communal areas were asked how satisfied they were that communal areas were kept clean and well maintained.

Around half of tenants (56%) and leaseholders (52%) are satisfied that the housing service keeps communal areas clean and well maintained. 1 in 5 (22% of tenants and 18% of leaseholders) report being 'Very satisfied'. However, a third of tenants (33%) and leaseholders (34%) report dissatisfaction with this.

Keeping communal areas clean and well maintained are one of three measures where tenants last year rated this TSM higher than this year. In 2022, 57% of tenants said they were satisfied and 33% dissatisfied. 39% of leaseholders were satisfied and 44% dissatisfied.

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

Wandsworth’s contribution to the neighbourhood

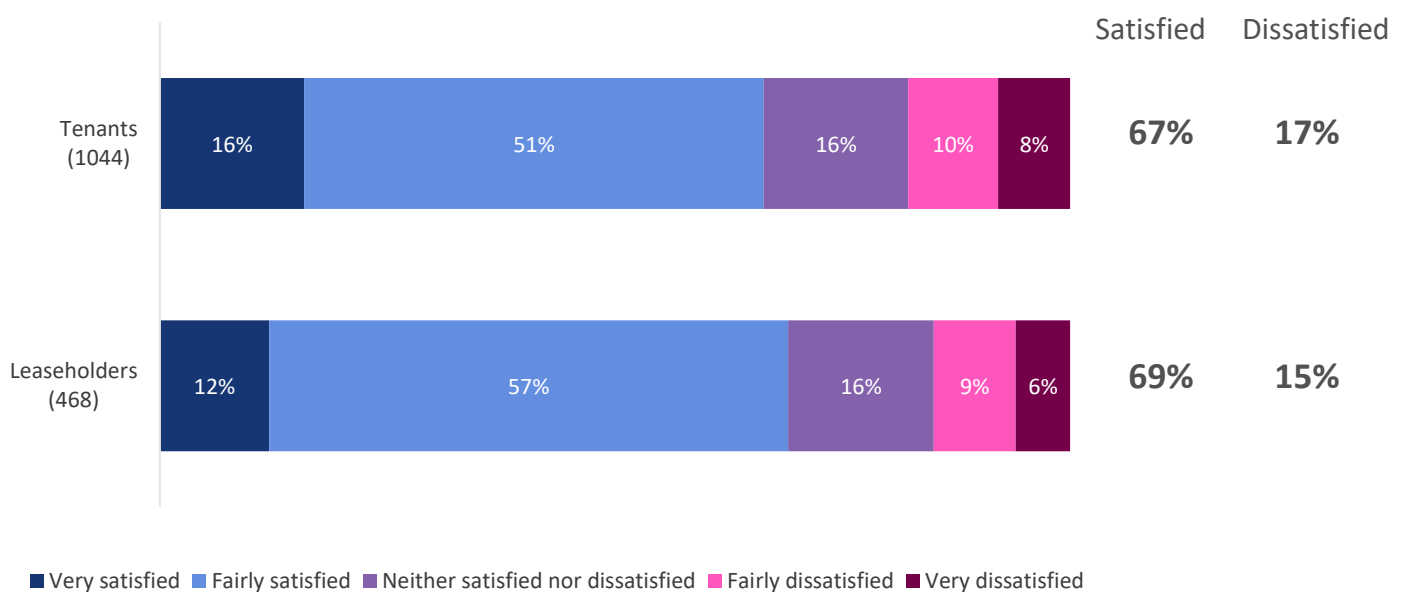
Two thirds of tenants and leaseholders are satisfied that Wandsworth Borough Council’s Housing Service makes a positive contribution to their neighbourhood (67% and 69% respectively). The majority of the satisfaction results are made up of ‘Fairly satisfied’ responses – 51% of tenants and 57% of leaseholders are ‘Fairly satisfied’. Over 1 in 10 among both groups are dissatisfied (17% and 15%).

In the last iteration of this survey, 34% of tenants and 60% of leaseholders were satisfied that the housing service makes a positive contribution to their neighbourhood. 31% of tenants and 40% of leaseholders were dissatisfied.

Interestingly, analysis of the data shows that making a positive contribution to the neighbourhood is the second most important driver of satisfaction among both tenants and leaseholders. Among tenants, women (64%), those aged 35-44 (61%) and those with any disability in the household (62%) are among respondents who are least satisfied with this measure currently. For leaseholders, those with any disability in the household (51%) are also least satisfied with this measure. Segmentation analysis demonstrates that tenants in Western and Eastern management areas are least likely to agree (63%) and further segmentation shows that women and those with a disability in the household in these areas are even less likely to agree (54%). This same group is also less satisfied among leaseholders (Western/Eastern management areas, 62% and females with any disability in the household in these areas, 42%).

Given how key this measure is for driving overall satisfaction towards Wandsworth Borough Council’s housing service, it is important for the Council to focus on improving its contributions towards the borough particularly in Western and Eastern management areas. This is especially true of its female tenants and those with a disability in their household (either personal or another household members). Looking at what tenants and leaseholders want the council to improve upon, as noted in Figure 10, better engagement from the Council and keeping communal areas clean and well maintained will contribute positively towards this measure.

Figure 16: How satisfied or dissatisfied are you that your landlord/ Wandsworth Borough Council’s housing service makes a positive contribution to your neighbourhood? (Valid responses)



Unweighted bases in parenthesis

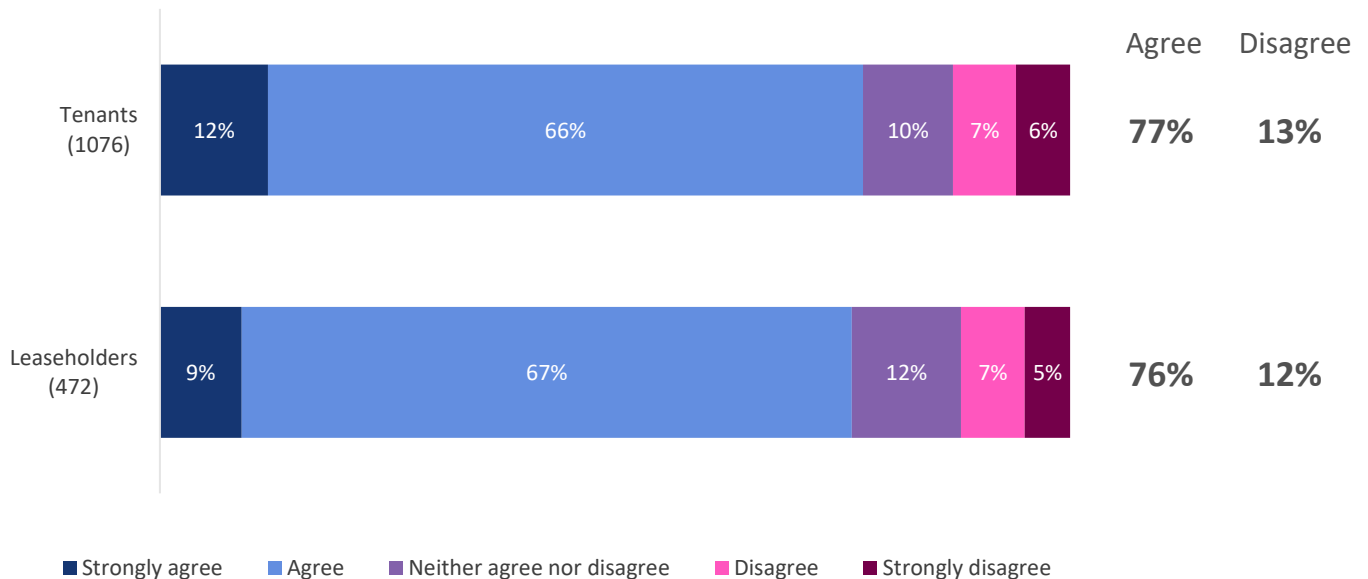
Engagement perceptions

Treated fairly and with respect

The highest rated Tenant Satisfaction Measure in the 2023 survey, among both tenants and leaseholders, is that Wandsworth Borough Council treat them fairly and with respect. 3 in 4 of both tenants (77%) and leaseholders (76%) agree that this is the case, with no significant differences between them. The majority of these satisfaction responses, 2 in 3, consist of tenants and leaseholders who reported being 'Fairly satisfied' (66% tenants cf. 67% leaseholders). 1 in 10 are dissatisfied (13% tenants cf. 12% leaseholders).

In the 2022 survey, tenants reported a satisfaction level of 61% and 21% dissatisfaction. Leaseholders were 44% satisfied and 25% dissatisfied.

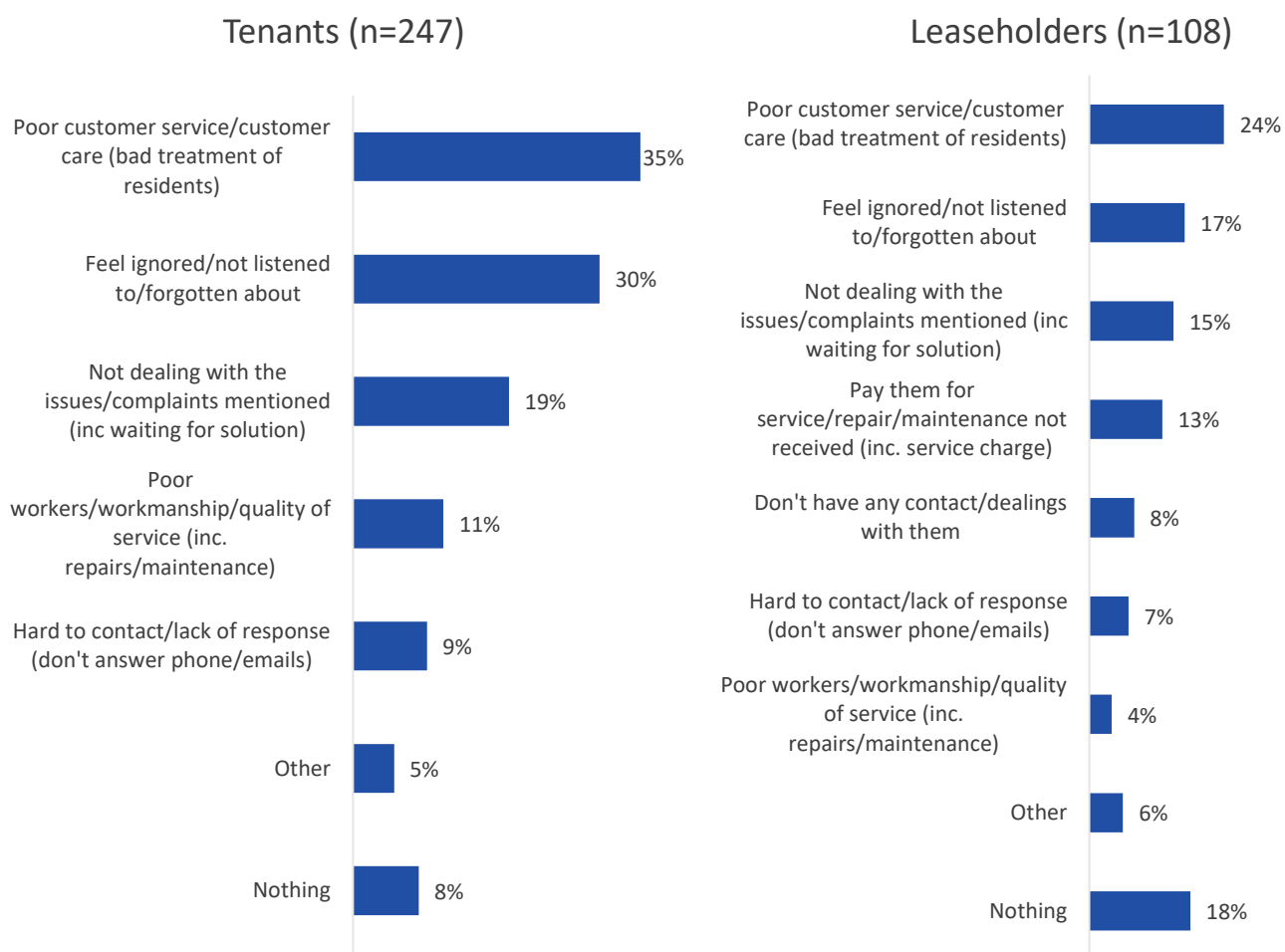
Figure 17: To what extent do you agree or disagree with the following Wandsworth Borough Council's housing service treats me fairly and with respect? (Valid responses)



Unweighted bases in parenthesis

Tenants and leaseholders who stated they neither agreed nor disagreed, or disagreed that they were treated fairly and with respect were asked why they felt this way. Among both groups, as seen overleaf, the three primary reasons given for their dissatisfaction included poor customer service, feeling ignored and forgotten and not dealing with the issues or complaints mentioned or still waiting for a solution.

Figure 18: Why do you feel that way? (Valid responses)



The following verbatims are examples of comments from tenants and leaseholders expressing their dissatisfaction:

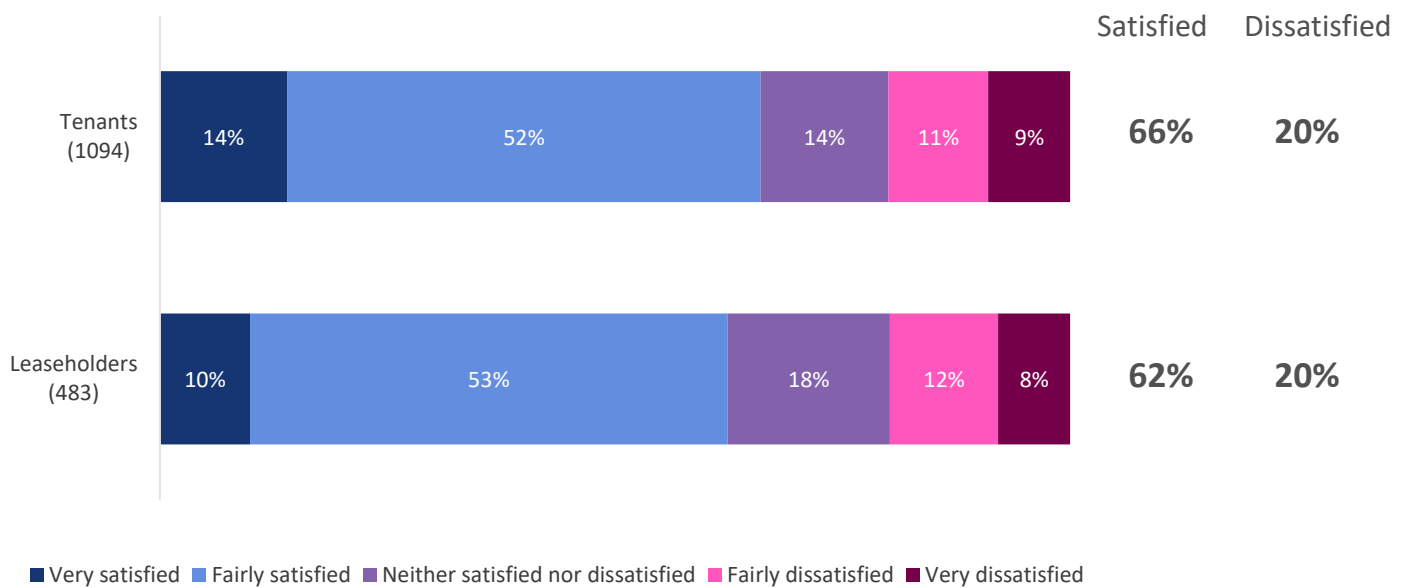
Poor customer service	Feeling ignored
<i>"Interaction has been confrontational regarding safety." - Leaseholder</i>	<i>"Because they never contacted me back regarding my complaint." - Tenant</i>
<i>"Because sometimes staff members lie to me." - Tenant</i>	<i>"Because there is never a resolution and I feel I'm being ignored" - Tenant</i>
<i>"The estate manager does not listen to you she talks over you" - Tenant</i>	<i>"Lack of listening to the tenant. Lack of not believing in the tenant." - Tenant</i>
<i>"They have not done what I asked for the estate manager was meant to meet me two months ago but never turned up" - Leaseholder</i>	<i>"They don't treat us fairly at all don't tell us anything." - Leaseholder</i>

Keeps you informed about things that matter to you

Ranking second amongst the engagement metrics of the tenant satisfaction measures, is that Wandsworth Borough Council keeps them informed about things that matter to you. 2 in 3 (66%) of tenants and 2 in 5 (62%) leaseholders agree that this is the case, with no significant differences between them. 1 in 5 (20%) of both tenants and leaseholders are dissatisfied.

In 2022, 59% of tenants were satisfied with this TSM and 22% dissatisfied. Leaseholders were 44% satisfied and 31% dissatisfied.

Figure 19: How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service keeps you informed about things that matter to you? (Valid responses)



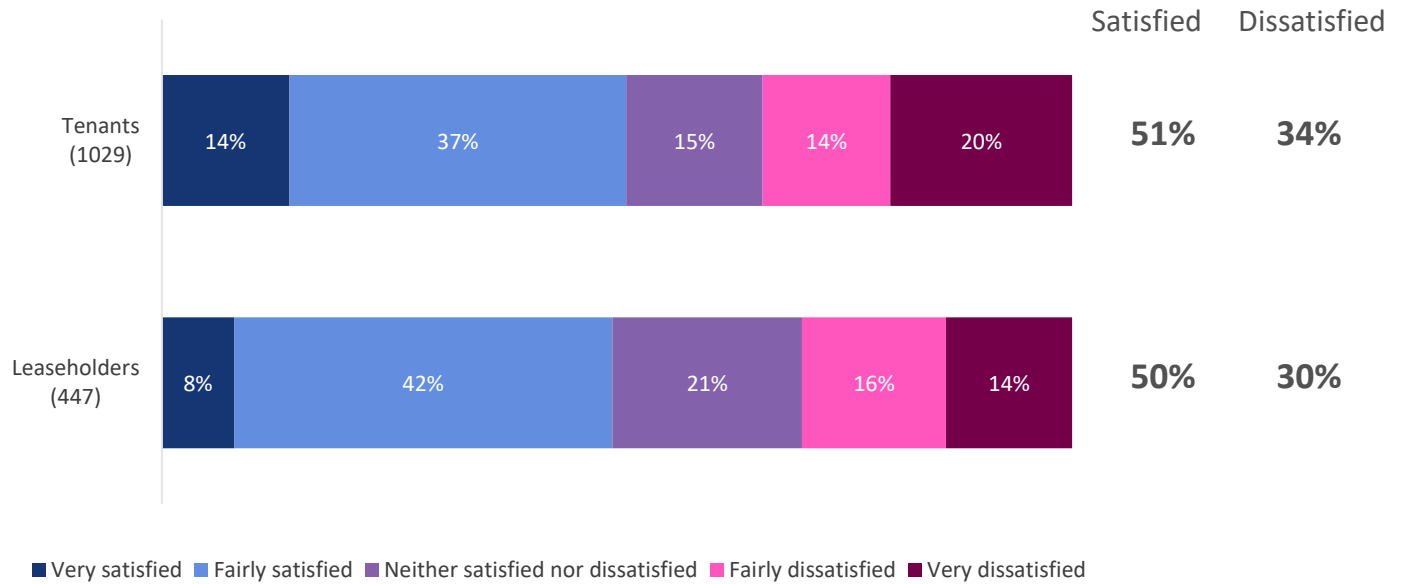
Unweighted bases in parenthesis

Listens to tenants views and acts upon them

Rating among the lowest of the TSMs, among both tenants and leaseholders, is that Wandsworth Borough Council listens to their views and acts upon them. Only half of tenants and leaseholders are satisfied they are listened to (51% and 50% respectively). The majority of this satisfaction score consists of 'Fairly satisfied' responses (37% and 42% respectively). A third of tenants (34%) and almost a third (30%) of leaseholders are dissatisfied with Wandsworth Borough on this measure.

In 2022, 42% of tenants and 25% of leaseholders reported satisfaction on this TSM. Alternatively, 38% of tenants and 47% of leaseholders said they were dissatisfied.

Figure 20: How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service listens to your views and acts upon them? (Valid responses)



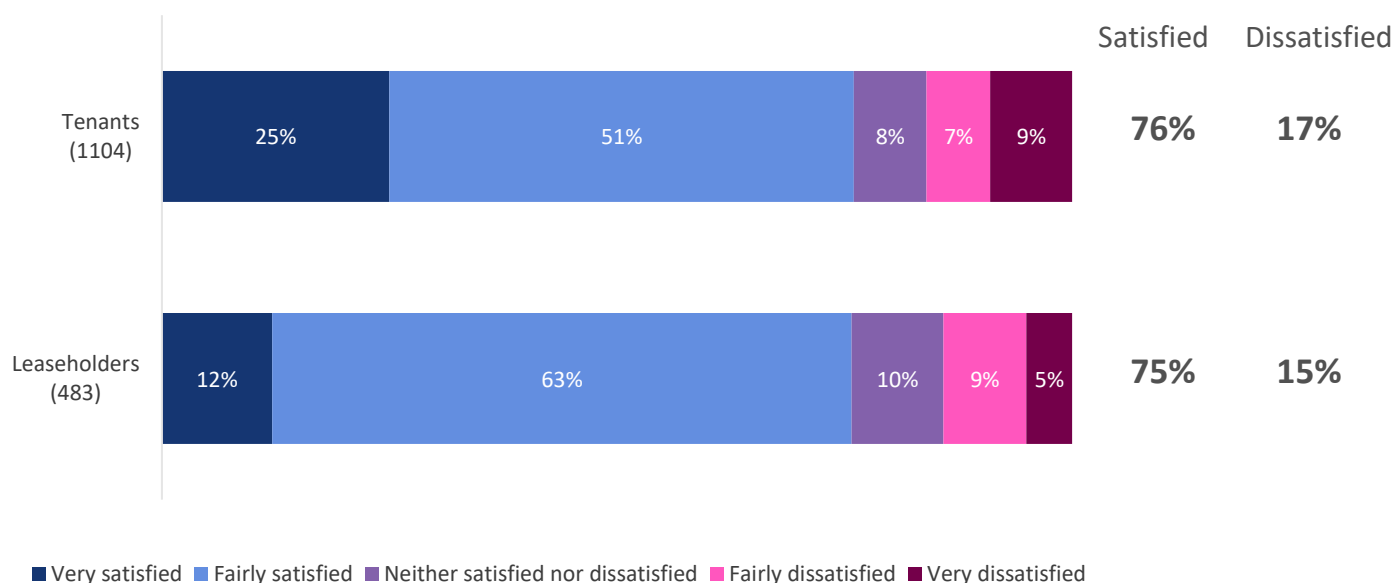
Unweighted bases in parenthesis

Safety of home

Three in four tenants and leaseholders are satisfied that they are provided with a home that is safe (76% and 75% respectively). Whilst the majority of the satisfaction results are made up of 'Fairly satisfied' responses, among tenants, 1 in 4 are 'Very satisfied' that they are provided with a safe home (25%). Over 1 in 10 among both groups are dissatisfied (17% and 15%).

Satisfaction was lower in 2022, with 61% of tenants and 50% of leaseholders satisfied that the housing service provided a safe home. 30% of tenants and 32% of leaseholders disagreed.

Figure 21: Thinking specifically about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord: Wandsworth Borough Council's housing service provides a home that is safe? (Valid responses)



Unweighted bases in parenthesis

Responsive repairs

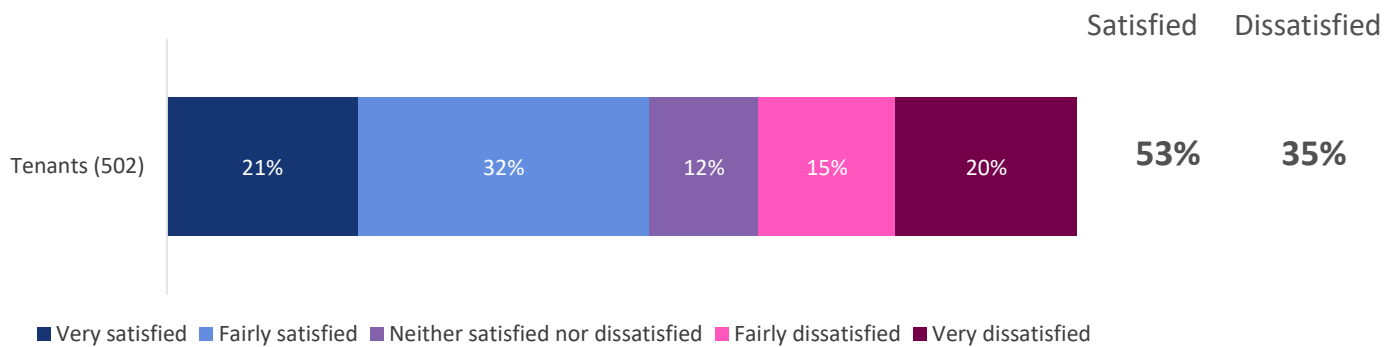
45% of tenants have had a repair carried out to their home in the last year by Wandsworth Borough Council’s housing service. These respondents were asked a series of questions regarding the repairs service provided by the housing service.

Overall repairs satisfaction

Around half of tenants (53%) are satisfied with the overall repairs service they have received over the past year. Conversely, a third of tenants (35%) are dissatisfied. In the last survey, where 57% reported satisfaction and 32% reported dissatisfaction. This is one of three measures which has fallen since 2022, despite methodological changes.

There are few variations in significant differences. Tenants aged 55-64 (62%) and 65 and over (64%) are statistically more satisfied, as are those not in work due to ill health or disability (63%). Those aged 16-34 and 35-44 are less likely to be satisfied (32% and 39% respectively) alongside those in Eastern management areas (46%) and those in general needs accommodation (51%).

Figure 22: 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)



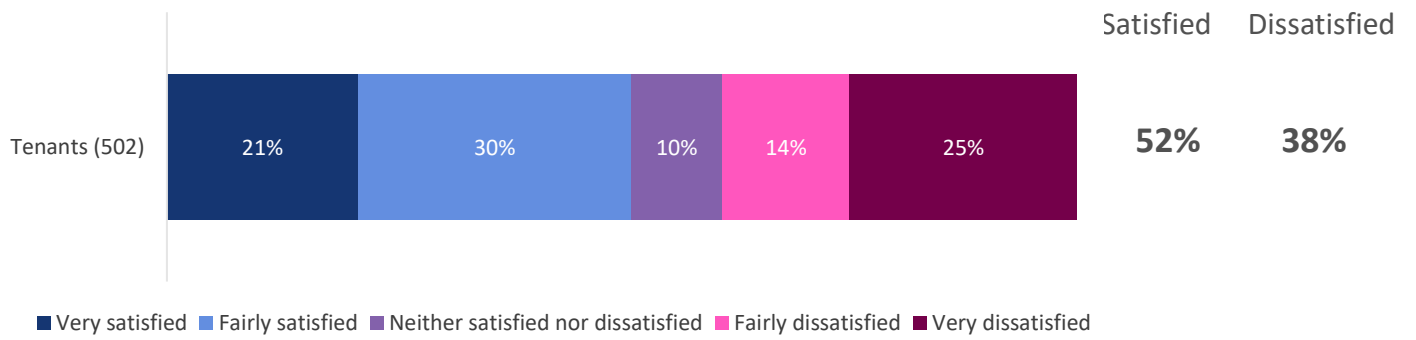
Unweighted bases in parenthesis

Time taken to complete repair

There are similar levels of satisfaction among tenants over the time taken to complete the most recent repair after they had reported it. Around half of tenants (52%) are satisfied, and around 2 in 5 are dissatisfied (38% a). 1 in 4 tenants report being ‘Very dissatisfied’ (25%). In 2022, 51% reported satisfaction and 40% reported dissatisfaction.

There are few variations in significant differences. Tenants aged 55-64 (62%) and 65 and over (64%) are statistically more satisfied, as are those not in work due to ill health or disability (63%). Those aged 16-34 and 35-44 are less likely to be satisfied (32% and 39% respectively) alongside those in Eastern management areas (46%) and those in general needs accommodation (51%).

Figure 23: How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? (Valid responses)



Unweighted bases in parenthesis

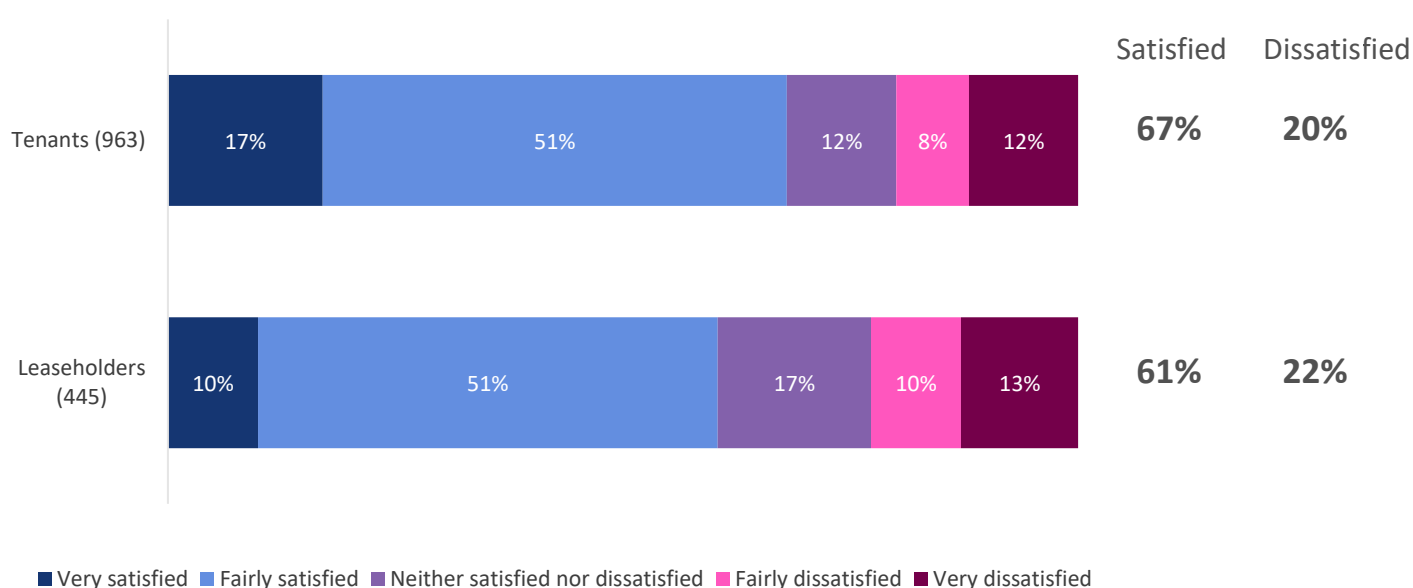
Anti-social behaviour and complaints handling

Approach to handling anti-social behaviour

2 in 3 tenants (67%) and 3 in 5 leaseholders (61%) are satisfied with the housing service’s approach to handling anti-social behaviour. Half of both tenants and leaseholders (51%) report being ‘Fairly satisfied’ on this measure. 1 in 5 among both groups are dissatisfied with their approach (20% and 22% respectively).

In the 2022 survey, tenants recorded 33% satisfaction and 37% dissatisfaction. 25% of leaseholders said they were satisfied with the housing service’s approach to handling anti-social behaviour, and 50% were dissatisfied.

Figure 24: How satisfied or dissatisfied are you with Wandsworth Borough Council's housing service's approach to handling anti-social behaviour? (Valid responses)



Unweighted bases in parentheses

Approach to handling complaints

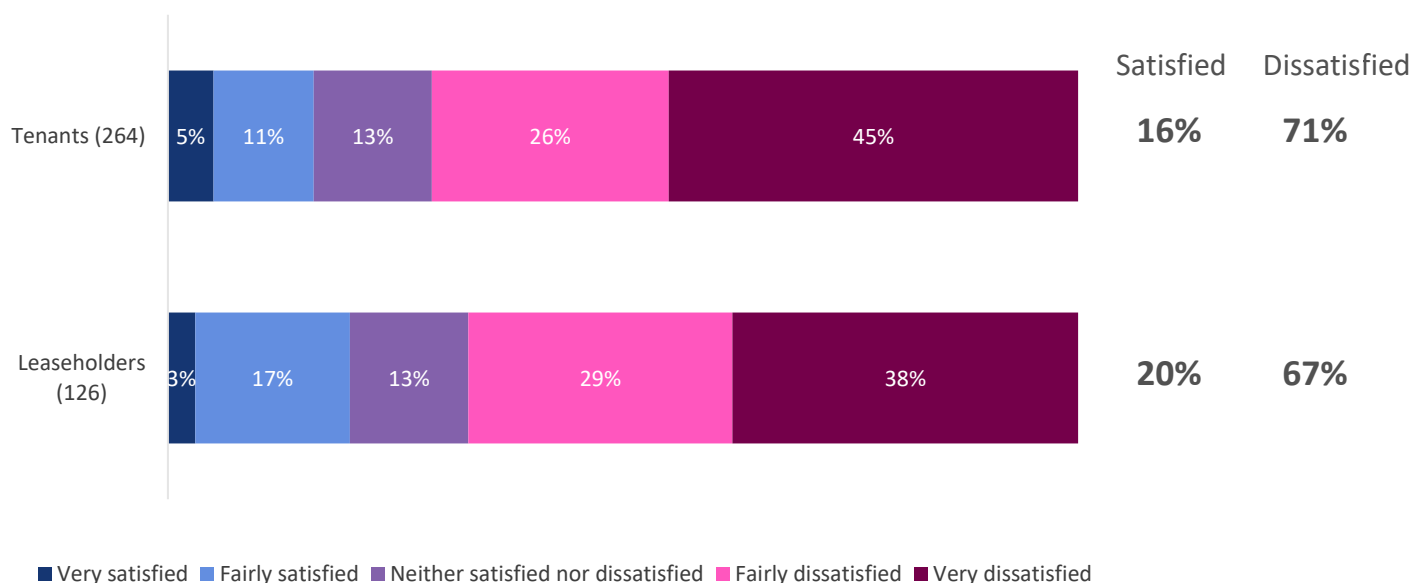
A quarter of all tenants and leaseholders (24% and 25% respectively) have made a complaint to Wandsworth Borough Council's housing service in the last 12 months. Among those who have complained, few are satisfied with the Council’s housing service’s approach to the complaints handling – unlike the approach when reporting anti-social behaviour.

1 in 10 (16%) tenants and 1 in 5 leaseholders (20%) are satisfied with the housing service’s approach to complaints handling. Around 7 in 10 of both tenants and leaseholders are dissatisfied on this measure (71% of tenants cf. 67% of leaseholders). Of this group, around 2 in 5 reports being ‘Very dissatisfied’ (45% of tenants cf. 38% of leaseholders).

Satisfaction with Wandsworth Borough Council’s housing service’s approach to complaints handling has fallen among tenants. 19% were satisfied in 2022 and 64% were dissatisfied. This question was not asked of leaseholders.

Among tenants, there are no groups who are more or less satisfied with the housing service’s approach to complaints handling. Among leaseholders, the only significant difference is that those in Eastern management areas are less satisfied (7%).

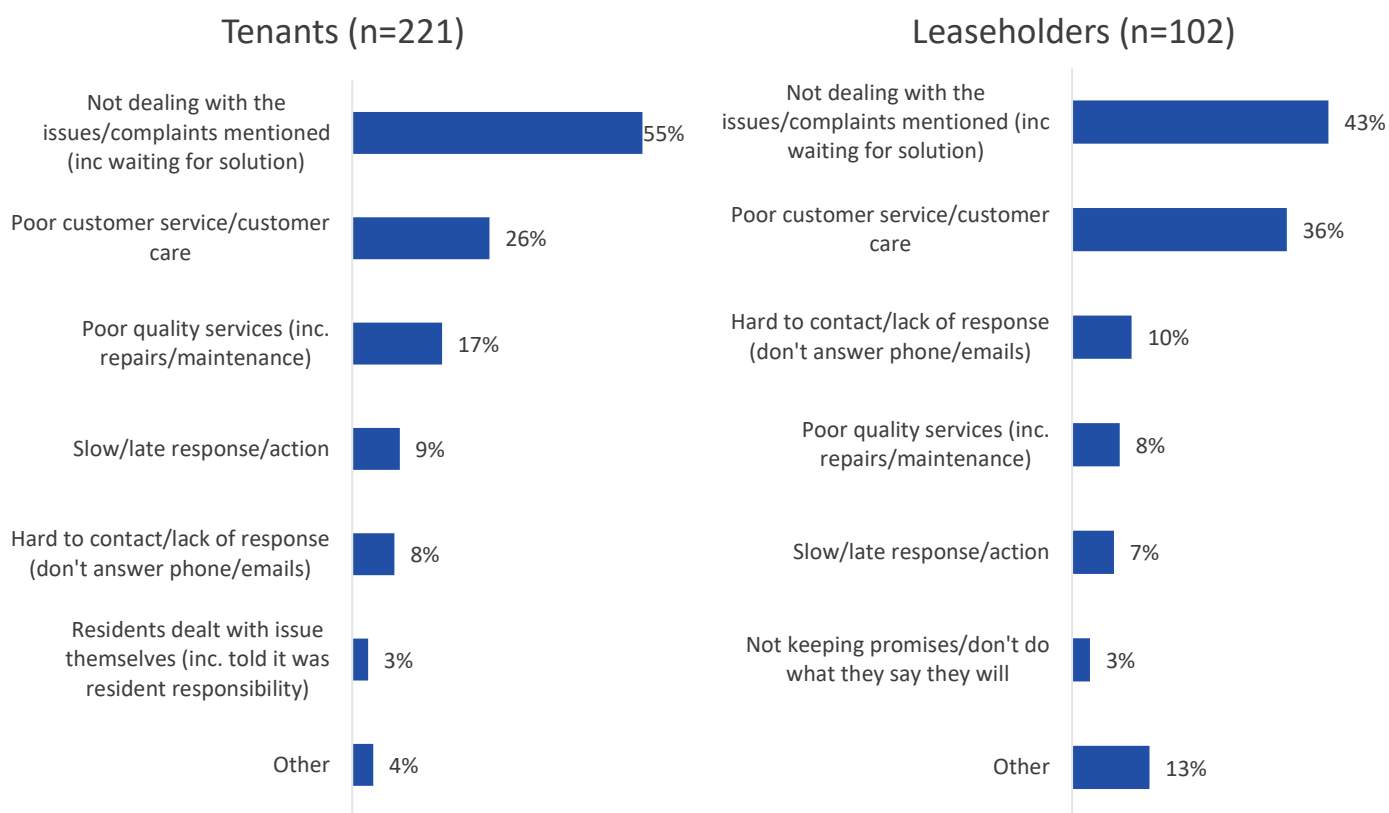
Figure 25: How satisfied or dissatisfied are you with Wandsworth Borough Council's housing service's approach to complaints handling?



Unweighted bases in parentheses

When asked why they were dissatisfied, both tenants and leaseholders noted that not dealing with the issues or complaints mentioned were the key reason for their dissatisfaction, followed by poor customer service. Among tenants, the third reason for dissatisfaction was poor quality services, including repairs and maintenance. For leaseholders, the third reason for dissatisfaction was the lack of response and it being hard to contact the housing service. The coded responses and the verbatims make clear that a lack of solutions and no clear communication are key drivers of satisfaction.

Figure 26: Why do you feel that way?



Unweighted bases in parentheses. Only responses over 3% shown.

The following verbatims are examples of comments from tenants and leaseholders expressing their dissatisfaction:

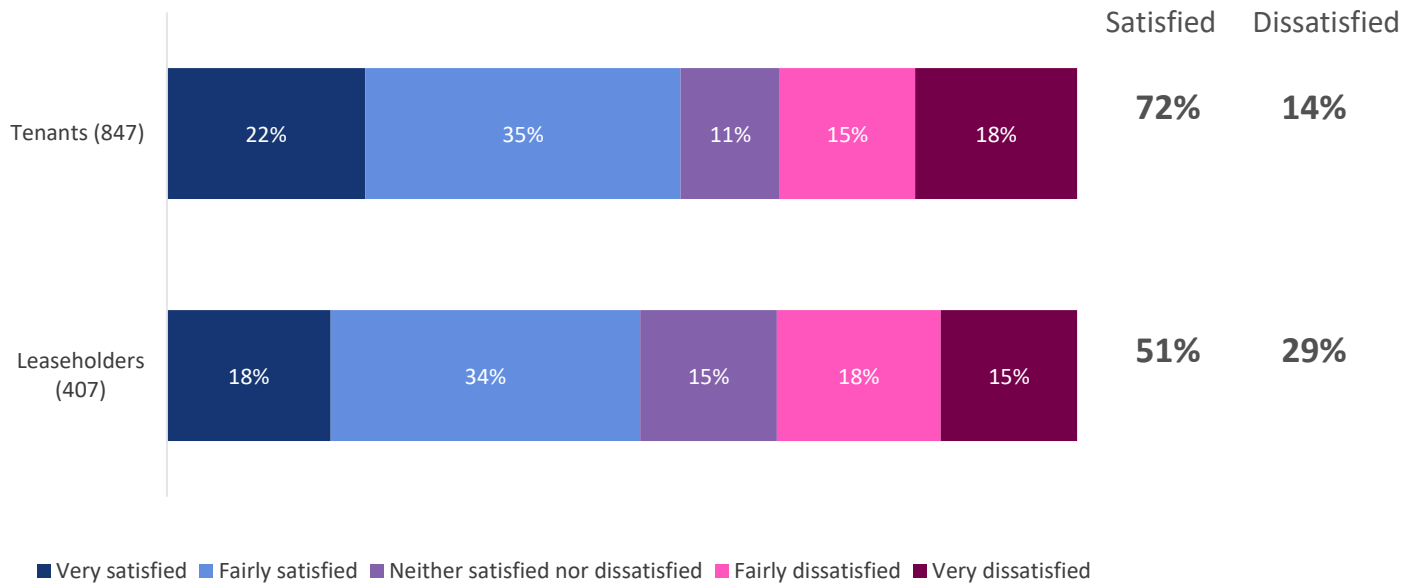
Not dealing with the issue	Poor customer service
<i>"I've not heard anything back from them." - Leaseholder</i>	<i>"Because I had to take them to the ombudsman." - Leaseholder</i>
<i>"I had to sort everything out myself housing and housing never done nothing." - Tenant</i>	<i>"They did not acknowledge my letter, it was also signed for delivery, with regards to fly tipping which I was accused of, and didn't do." - Tenant</i>
<i>"Problems with neighbours took some time for them to deal with it, also drugs and people loitering around the block." - Tenant</i>	<i>"There was no follow through." - Tenant</i>
<i>"Don't feel they tackle the roots causes of the problem" - Leaseholder</i>	<i>"They don't communicate well, and are not effective" - Leaseholder</i>

Rents and Service Charges

Finally, respondents were asked if they were satisfied with the value for money they get for their rent, if they are tenants, or their service charge if they are leaseholders. Tenants are significantly more satisfied with the value they get for their money than leaseholders are. Almost two thirds of tenants (72%) are satisfied with the value for money they get for their rent, compared to half of leaseholders (51%) who say they are satisfied with the value for money they get for their service charge. Conversely, 1 in 10 (14%) tenants are dissatisfied, compared to 3 in 10 (29%) leaseholders who are dissatisfied.

Tenants were also significantly more satisfied with the value for money they get in the 2022 survey. Then, 67% were satisfied compared to just 29% of leaseholders. 18% of tenants were dissatisfied, compared to 49% of leaseholders.

Figure 27: How satisfied or dissatisfied are you with the value for money of your rent/service charge? (Valid responses)



Unweighted bases in parentheses

Contact with the housing service

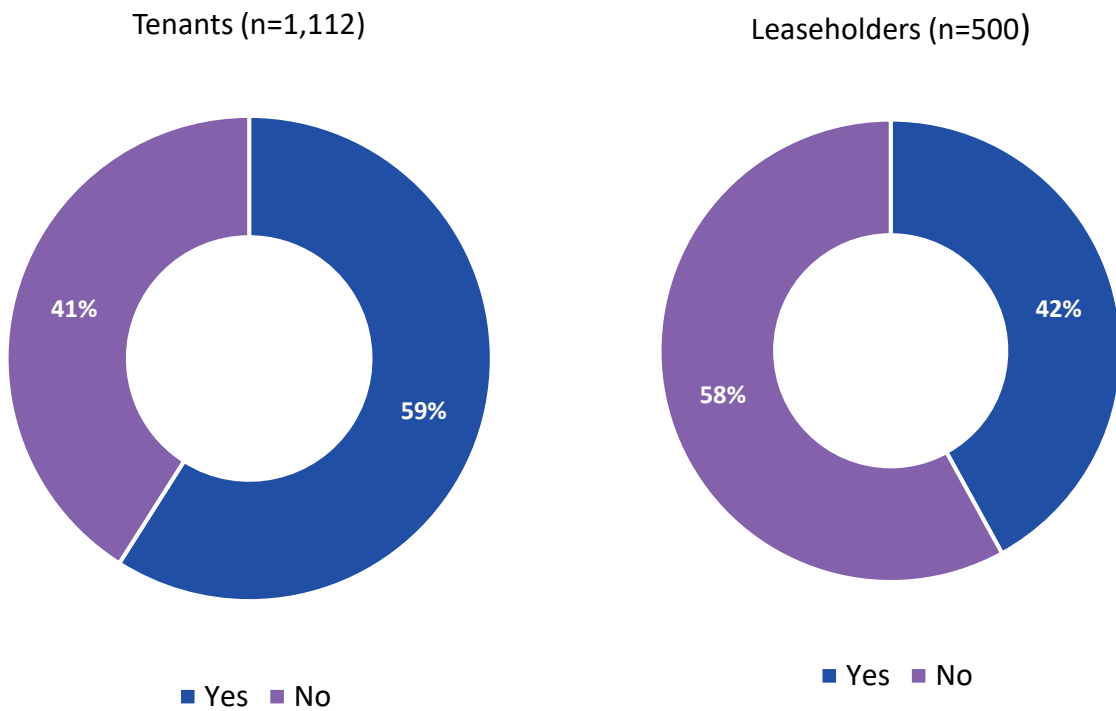
Throughout the report, it is clear that there is still some work to be done by Wandsworth Borough in order to improve satisfaction among tenants and leaseholders. There are key groups who consistently report being less satisfied than average. Among these are younger cohorts, women, ethnic minorities alongside specific management areas and wards.

Questions were asked to tenants and leaseholders about their previous interactions with the housing service and which services they felt were more important than others – giving further insight into what can be done to increase satisfaction among residents.

Contact with Wandsworth Council’s housing services

Tenants are significantly more likely to have contacted the housing service in the last year than leaseholders have. 59% of tenants have said they have contacted Wandsworth Borough Council's housing service in the last 12 months, compared to 42% of leaseholders.

Figure 28: Have you contacted Wandsworth Borough Council's housing service in the last 12 months?

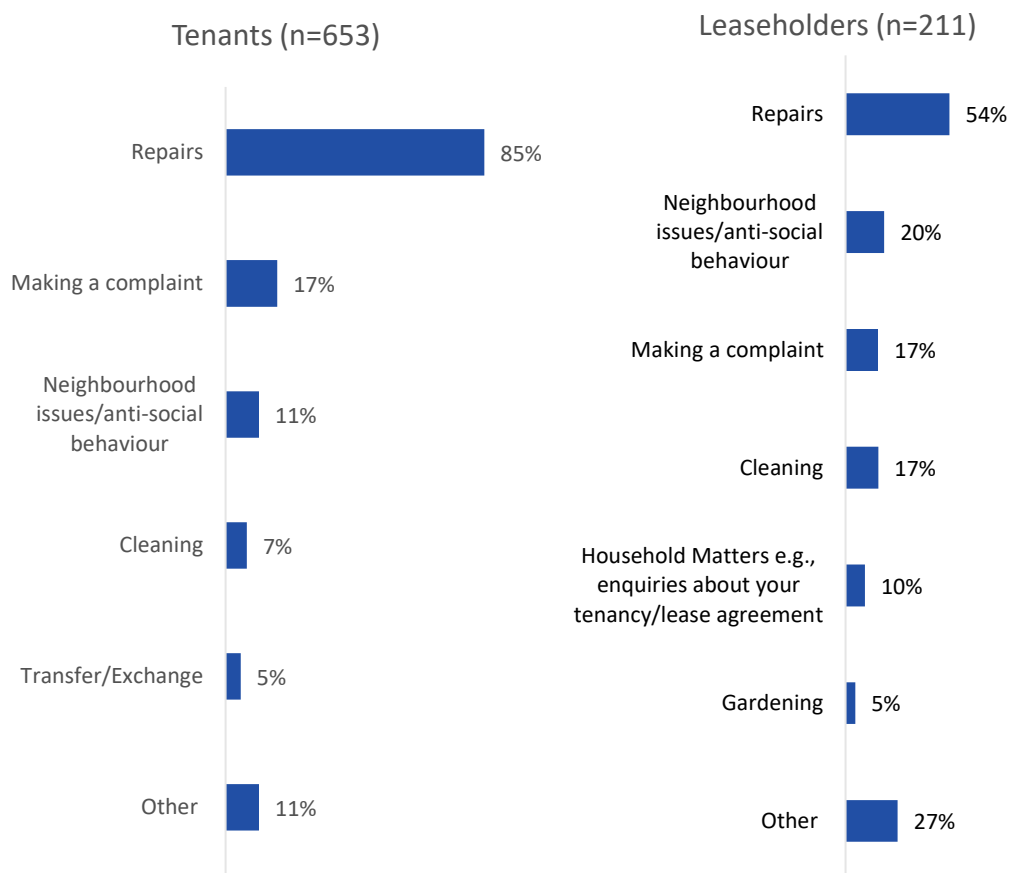


Unweighted bases in parentheses

Reasons for contacting Wandsworth Council’s housing service

For both tenants and leaseholders, repairs were the main reason they contacted the Council (85% and 54% respectively). For tenants, this is followed by making a complaint (17%) and neighbourhood issues (11%). For leaseholders, the second and third reasons for contacting them were neighbourhood issues (20%) and making a complaint (17%).

Figure 29: What was this contact about? (Valid responses)



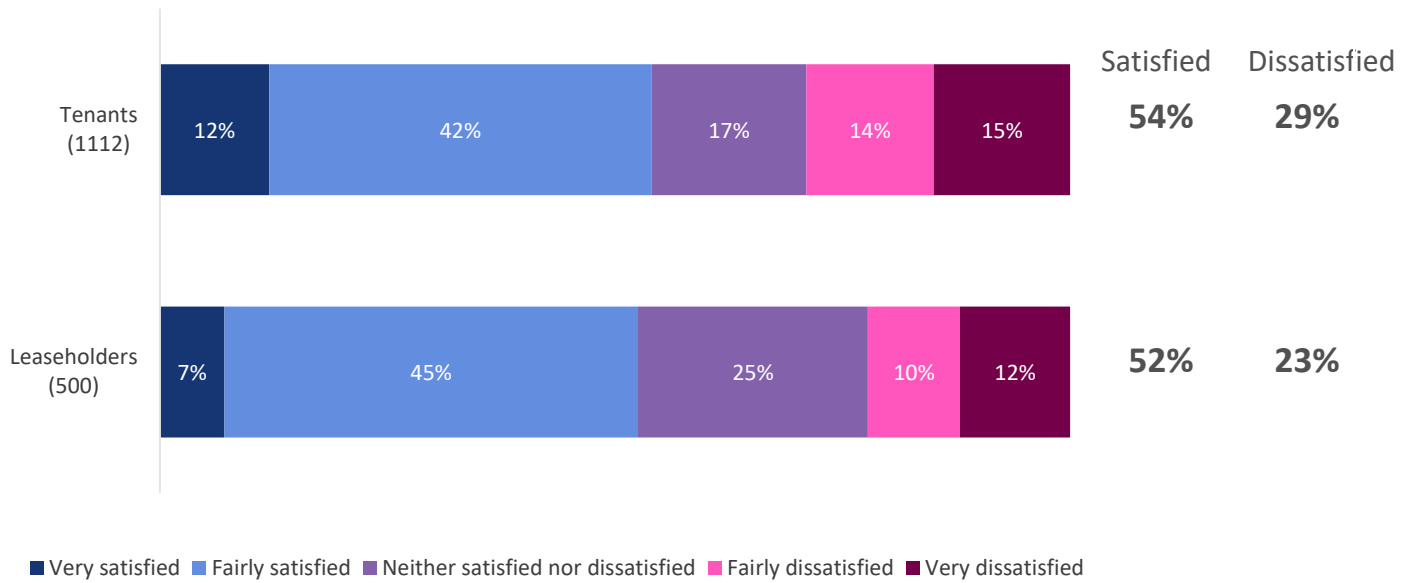
Unweighted bases in parentheses

Wandsworth Council Housing Department easy to deal with

Respondents were asked how satisfied they were that the housing service is easy to deal with. Half of tenants (54%) and leaseholders (52%) are satisfied. 2 in 5 tenants (42%) and leaseholders (45%) are 'Fairly satisfied'. Conversely, 3 in 10 (29%) tenants are dissatisfied, compared to 1 in 4 (23%) leaseholders who are dissatisfied. Tenants were more satisfied that the housing service is easy to deal with in the 2022 survey. Then, 55% of tenants were satisfied and 30% were dissatisfied. 33% of leaseholders reported satisfaction and 36% were dissatisfied.

Tying these results in with the verbatims, demonstrate that it is hard to get in touch with the housing department and that respondents feel there is often a lack of good customer service. Improvements made here would go some way in increasing agreement that the housing department is easy to deal with.

Figure 30: Overall, how satisfied or dissatisfied were you that the housing department is easy to deal with? (Valid responses)



Unweighted bases in parentheses

Appendix: Sub-group analysis for Tenant Satisfaction Measures

Table 3: Tenants Satisfaction Measures by management area - tenants

	Total	Central	Eastern	Southern	Western
Unweighted base size	1112	256	330	254	272
TP01. Overall satisfaction	64%	83%	53%	65%	58%
TP02. Satisfaction with repairs	53%	57%	46%	60%	52%
TP03. Satisfaction with time taken to complete the most recent repair	52%	62%	47%	55%	45%
TP04. Satisfaction that the home is well maintained	59%	76%	49%	61%	53%
TP05. Satisfaction that the home is safe	76%	84%	70%	73%	77%
TP06. Satisfaction that Wandsworth Borough Council Housing Service listens to tenant views and acts upon them	51%	69%	40%	53%	45%
TP07. Satisfaction that Wandsworth Borough Council Housing Service keeps tenants informed about things that matter to them	66%	70%	57%	70%	69%
TP08. Agreement that Wandsworth Borough Council Housing Service treats tenants fairly and with respect	77%	90%	65%	84%	75%
TP09: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling complaints	16%	11%	16%	21%	16%
TP10: Satisfaction that Wandsworth Borough Council Housing Service keeps communal areas clean and well maintained	56%	69%	46%	65%	53%
TP11: Satisfaction that Wandsworth Borough Council Housing Service makes a positive contribution to neighbourhoods	67%	79%	60%	67%	65%
TP12: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling anti-social behaviour	67%	81%	49%	71%	71%

Table 4: Tenants Satisfaction Measures by gender - tenants

	Total	Male	Female
Unweighted base size	1112	366	746
TP01. Overall satisfaction	64%	73%	59%
TP02. Satisfaction with repairs	53%	60%	51%
TP03. Satisfaction with time taken to complete the most recent repair	52%	60%	48%
TP04. Satisfaction that the home is well maintained	59%	69%	54%
TP05. Satisfaction that the home is safe	76%	80%	73%
TP06. Satisfaction that Wandsworth Borough Council Housing Service listens to tenant views and acts upon them	51%	58%	47%
TP07. Satisfaction that Wandsworth Borough Council Housing Service keeps tenants informed about things that matter to them	66%	72%	63%
TP08. Agreement that Wandsworth Borough Council Housing Service treats tenants fairly and with respect	77%	85%	73%
TP09: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling complaints	16%	18%	16%
TP10: Satisfaction that Wandsworth Borough Council Housing Service keeps communal areas clean and well maintained	56%	72%	48%
TP11: Satisfaction that Wandsworth Borough Council Housing Service makes a positive contribution to neighbourhoods	67%	73%	64%
TP12: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling anti-social behaviour	67%	73%	64%

Table 5: Tenants Satisfaction Measures by age - tenants

	Total	16-34	35-44	45-54	55-64	65+
Unweighted base size	1112	88	185	272	251	316
TP01. Overall satisfaction	64%	52%	54%	64%	62%	73%
TP02. Satisfaction with repairs	53%	32%	39%	53%	63%	63%
TP03. Satisfaction with time taken to complete the most recent repair	52%	34%	33%	52%	59%	64%
TP04. Satisfaction that the home is well maintained	59%	43%	49%	55%	55%	75%
TP05. Satisfaction that the home is safe	76%	60%	66%	73%	77%	86%
TP06. Satisfaction that Wandsworth Borough Council Housing Service listens to tenant views and acts upon them	51%	39%	38%	53%	48%	63%
TP07. Satisfaction that Wandsworth Borough Council Housing Service keeps tenants informed about things that matter to them	66%	51%	62%	66%	60%	77%
TP08. Agreement that Wandsworth Borough Council Housing Service treats tenants fairly and with respect	77%	65%	70%	75%	78%	85%
TP09: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling complaints	16%	11%	19%	13%	15%	21%
TP10: Satisfaction that Wandsworth Borough Council Housing Service keeps communal areas clean and well maintained	56%	48%	47%	51%	56%	69%
TP11: Satisfaction that Wandsworth Borough Council Housing Service makes a positive contribution to neighbourhoods	67%	59%	59%	67%	67%	74%
TP12: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling anti-social behaviour	67%	55%	58%	67%	67%	76%

Table 6: Tenants Satisfaction Measures by disability in the household - tenants

	Total	Any disability	No disability
Unweighted base size	1112	567	522
TP01. Overall satisfaction	64%	58%	71%
TP02. Satisfaction with repairs	53%	53%	53%
TP03. Satisfaction with time taken to complete the most recent repair	52%	48%	56%
TP04. Satisfaction that the home is well maintained	59%	51%	68%
TP05. Satisfaction that the home is safe	76%	72%	80%
TP06. Satisfaction that Wandsworth Borough Council Housing Service listens to tenant views and acts upon them	51%	44%	60%
TP07. Satisfaction that Wandsworth Borough Council Housing Service keeps tenants informed about things that matter to them	66%	62%	71%
TP08. Agreement that Wandsworth Borough Council Housing Service treats tenants fairly and with respect	77%	72%	84%
TP09: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling complaints	16%	16%	18%
TP10: Satisfaction that Wandsworth Borough Council Housing Service keeps communal areas clean and well maintained	56%	52%	60%
TP11: Satisfaction that Wandsworth Borough Council Housing Service makes a positive contribution to neighbourhoods	67%	62%	74%
TP12: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling anti-social behaviour	67%	65%	70%



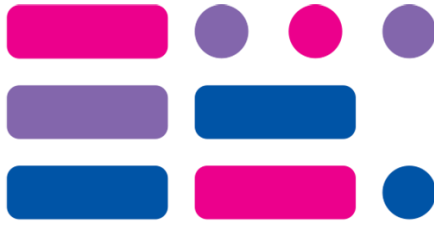
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