



Tenant and leaseholder satisfaction survey 2021

Wandsworth Borough Council

Contents

Introduction.....	4
Background.....	4
Methodology.....	4
This report.....	4
Key findings.....	5
Key Survey findings.....	5
Overall perceptions.....	5
Quality of home	5
Neighbourhood	5
Contact and communication.....	5
Safety.....	6
Rent and service charges.....	6
Overall perceptions.....	7
Overall Satisfaction with the Housing Service (Tenants).....	7
Tenant Subgroup.....	8
Perceptions of the overall services by ward.....	9
Leaseholder Satisfaction	10
Leaseholder Subgroup.....	11
Wandsworth running the local area.....	12
Tenant Satisfaction.....	12
Leaseholder satisfaction.....	13
Priorities.....	14
Reasons for dissatisfaction.....	15
Benchmarking.....	17
Tenants.....	17
Leaseholders.....	18
Quality of home.....	19
Responsive repairs (Tenants only).....	20
Neighbourhood.....	21
Neighbourhood as a place to live.....	21
Tenant Satisfaction.....	21
Tenant Subgroup.....	22
Leaseholder Satisfaction.....	23

Leaseholder Subgroup	24
Estate services	25
Satisfaction with estate services – Tenants.....	25
Satisfaction with estate services – Leaseholders	27
Some examples of tenants’ and leaseholders’ responses are given below:	29
Contact and Communication.....	30
Contact with Wandsworth Council’s Housing Dept.	30
Reasons for Contacting Wandsworth Council’s Housing Department.....	31
Wandsworth Council Housing Department easy to deal with	32
Methods of communication	35
Online service	36
Engagement perceptions.....	37
Complaints.....	38
Tenants	38
Leaseholders.....	39
Safety.....	40
Safety and security of home	40
Safety information	41
Tenants	41
Leaseholders	42
Reasons for dissatisfaction.....	43
Some examples of tenants’ and leaseholds’ responses are given below:	44
Rents and Service Charges.....	45
Value for Money	45
VFM Tenants	45
Value for Money – Leaseholders.....	46
Finance Dept. Support	47
Support for Tenants	47
Support for Leaseholders.....	48

Introduction

Background

In 2021, Wandsworth Council commissioned BMG Research to carry out their 2021 Perceptions Survey amongst tenants and leaseholders to help understand how Council residents feel about the housing services they are providing so that they can be delivered in the right way and to the standard residents expect. The survey's fieldwork commenced in November 2021.

Methodology

Surveys 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 we reached a cross section of tenants across the borough.

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, 1,005 surveys were undertaken amongst tenants and 500 with leaseholders. For tenants the margin of error in the data is $\pm 2.98\%$ (HouseMark recommends below $\pm 3\%$), this means that we're 95% confident that a figure in these findings of 50% would fall between 47.02% and 52.98% if all tenants responded to the survey. The margin of error for leaseholders is $\pm 4.13\%$

Table 1: Response rates by tenure

	Stock size	Returns	\pm Confidence interval
Tenants	14,351	1,005	$\pm 2.98\%$
Leaseholders	4,437	500	$\pm 4.13\%$

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, 59% of tenants said they are satisfied with the overall services provided by Wandsworth Council housing services, with 23% very satisfied. Just over a quarter (29%) express dissatisfaction with the services provided overall, with 17% saying they are very dissatisfied. Satisfaction has decreased by 5 percentage points compared to last year, with dissatisfaction increasing by 2 percentage points.

Almost half (48%) of leaseholders are satisfied with the overall services provided by Wandsworth Council's housing services, with 10% saying they are very satisfied. 34% of leaseholders are dissatisfied with this measure, with 13% saying they are very dissatisfied with the overall services provided. Perceptions have decreased for leaseholders since 2020, with satisfaction decreasing (by 6 percentage points) and dissatisfaction increasing (by 4 percentage points).

Six in ten (60%) tenants are satisfied with the way the Council runs their local area, with a quarter (24%) very satisfied. Around a quarter (24%) of tenants say they are dissatisfied with the way the Council runs their local area, with 13% very dissatisfied. Overall satisfaction with the way the Council runs things is 6-percentage points lower compared to the previous year's findings. 53% of leaseholders are satisfied with the way Wandsworth Council is running their local area, with 14% very satisfied. Just under a third (29%) are dissatisfied with this measure, with just over one in ten (13%) very dissatisfied. Perceptions of how the Council is running the local area has declined compared to the previous year amongst leaseholders, with a decrease in satisfaction (53% cf. 59%).

Quality of home

Just over half (56%) of tenants are satisfied with the overall condition of their property, with around one in four (24%) very satisfied. A third (33%) of tenants are dissatisfied with the condition of their property, with around a fifth (18%) very dissatisfied.

Neighbourhood

Just under three quarters (73%) of tenants are satisfied with their neighbourhood as a place to live, with 37% very satisfied. Just under a fifth (17%) are dissatisfied with this measure, with 8% saying they are very dissatisfied with their neighbourhood as a place to live. Seven in ten (70%) of leaseholders are satisfied with their neighbourhood as a place to live, with around a quarter (26%) very satisfied. 17% say they are dissatisfied with their neighbourhood as a place to live, with just 7% very dissatisfied.

63% of tenants are satisfied that their landlord keeps external and internal areas clean and safe, and 66% are satisfied that their landlord maintains external communal areas well.

52% of leaseholders are satisfied that their landlord keeps external communal areas clean and safe and maintains external communal areas well, whilst less than half (47%) are satisfied that their landlord keeps internal communal areas clean and safe.

Contact and communication

Around seven in ten (72%) tenants said they had contacted the Housing Department within the last 12 months. 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 with dealing with the Housing Department when contacting them, with around a quarter (23%) saying they are very satisfied. 31% of tenants are dissatisfied with this measure. Just over two fifths (44%) of leaseholders said they are satisfied with how easy it is to deal with the Housing Department, with 14% very satisfied. 33% of leaseholders said they were dissatisfied with this measure, with 15% saying they are very dissatisfied.

Around half of tenants (46%) and leaseholders (52%) have used the online service with around eight in ten stating it is easy to use.

48% of tenants are satisfied that their landlord listens to views and acts upon them, this drops to 34% of leaseholders.

64% of tenants are satisfied that Wandsworth Council's Housing Department keeps them informed about things that matter to them.

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

Safety

Nearly seven in ten tenants (69%) are satisfied that Wandsworth Council Housing Department provides a home that is safe and secure, whilst six in ten (62%) leaseholders are satisfied with this measure.

Amongst those aware, around eight in ten tenants are satisfied with the information provided in the homesafe booklet (81%), fire safety webpages (84%) and fire action notices (79%).

Amongst those aware, around two in three leaseholders are satisfied with the information provided in the homesafe booklet (66%), fire safety webpages (69%) and fire action notices (68%).

Rent and service charges

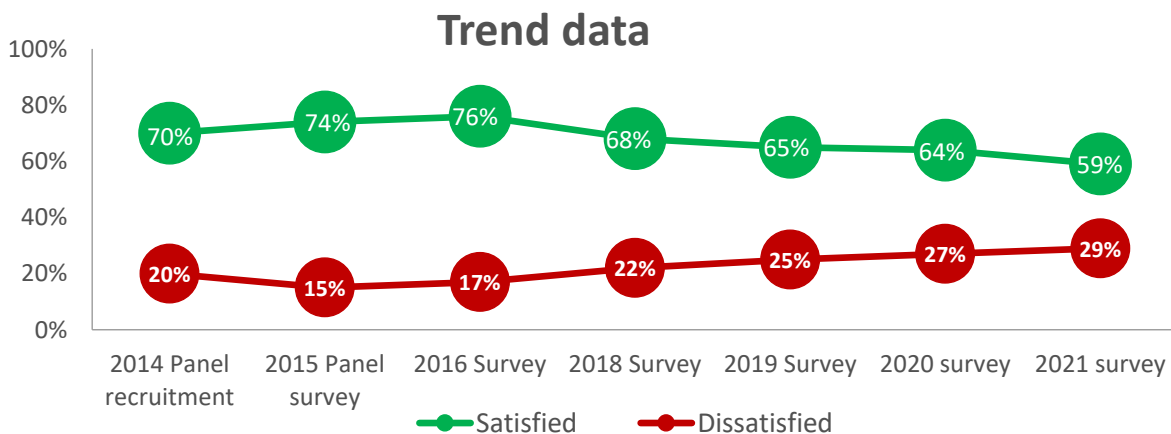
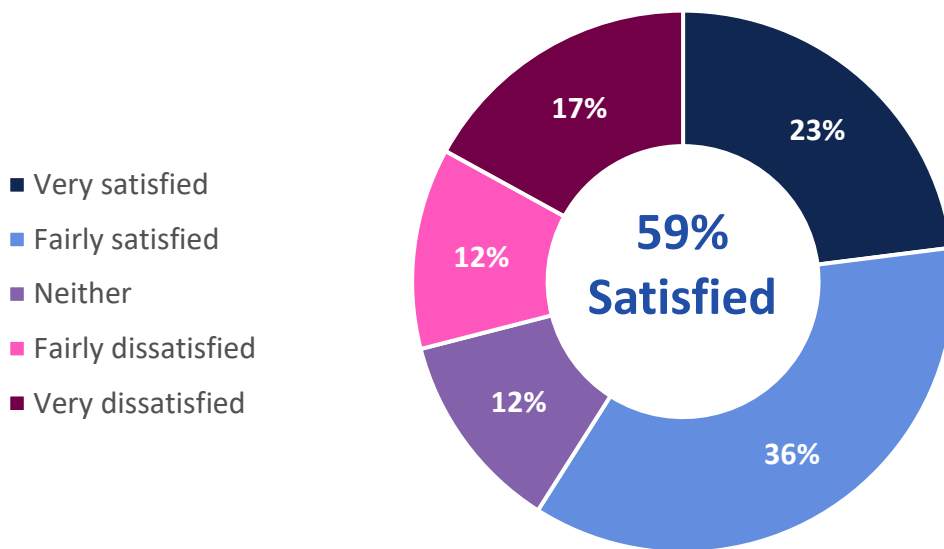
Around two thirds (67%) of tenants are satisfied with the value for money of rent and service charges, with nearly three in ten (28%) very satisfied. Around a fifth (18%) of tenants stated they were dissatisfied with this measure, with one in ten (9%) very dissatisfied. Amongst leaseholders, 41% say they are satisfied with the value for money of their rent/ services charges, with 11% very satisfied. Almost two fifths (39%) leaseholders said they were dissatisfied, with 17% very dissatisfied with the value for money they provide.

Overall perceptions

Overall Satisfaction with the Housing Service (Tenants)

Six in ten (59%) tenants say they are satisfied with the overall services provided by Wandsworth Council housing services, with 23% very satisfied. Conversely, three in ten (29%) tenants express dissatisfaction with the services provided overall, with 17% saying they are very dissatisfied. Compared to 2020 satisfaction levels (65%) have declined significantly.

Figure 1: Q2. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? (Valid responses)

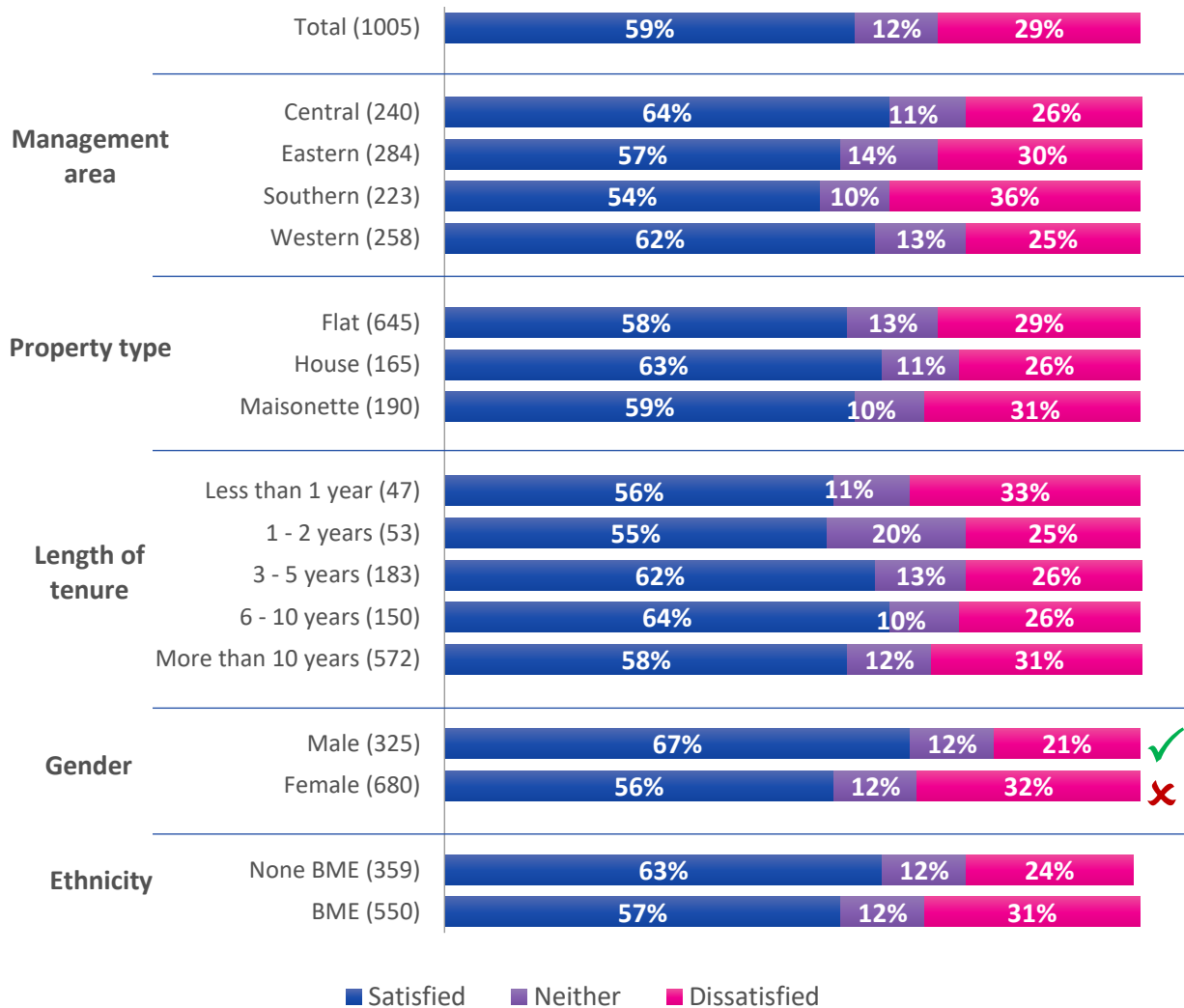


Unweighted sample base: 1005

Tenant Subgroup

Analysis by various socio-demographic groups finds that male tenants are significantly more likely to be satisfied with the overall services provided by the housing services compared to female tenants (67% cf. 56%). Interestingly this is the only significant variation in satisfaction found.

Figure 3: Q2. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? – by subgroup (Valid responses)

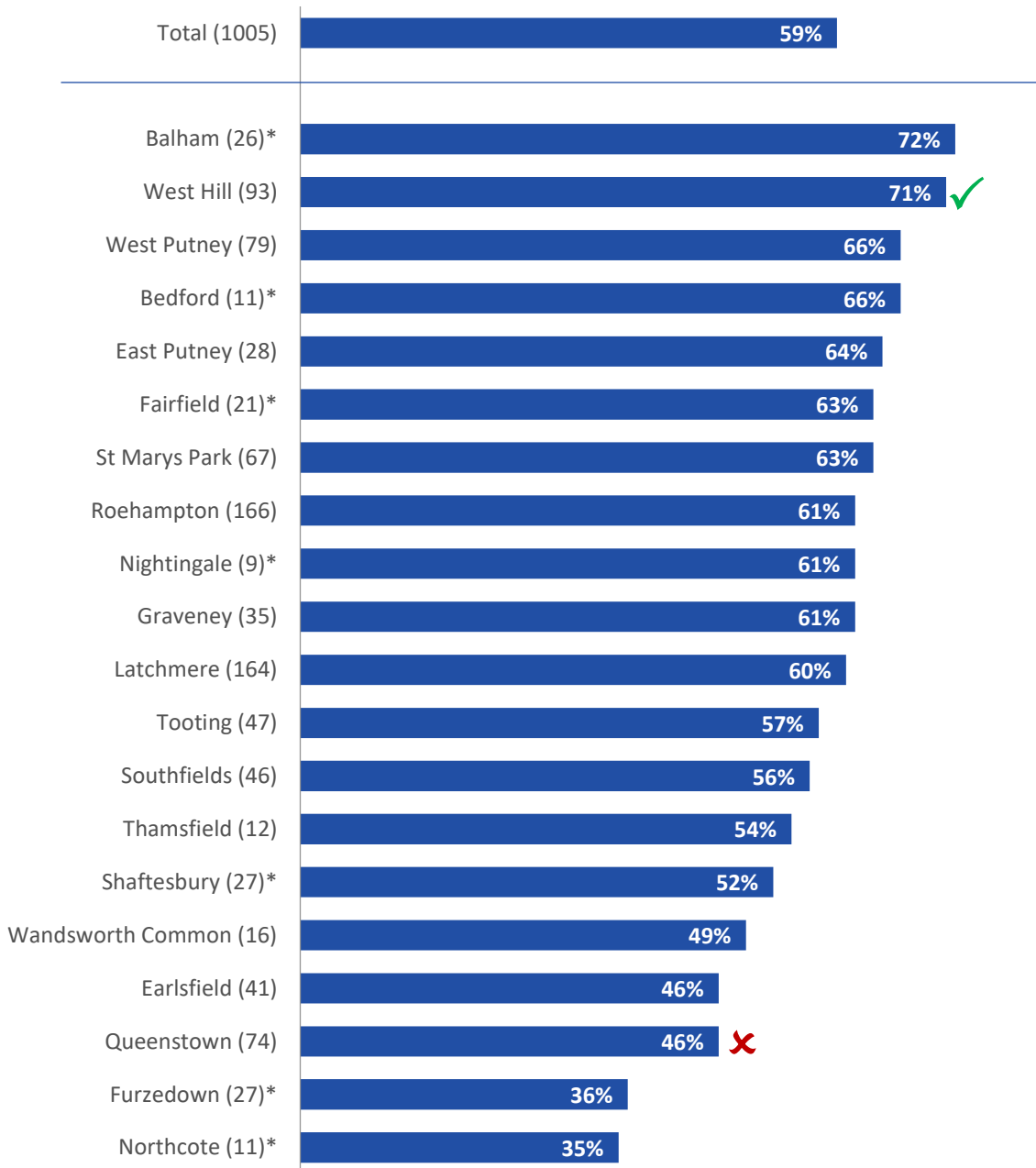


Unweighted base size in parenthesis

Perceptions of the overall services by ward

By ward, those living in West Hill are markedly more satisfied with the service provided whilst those in Queenstown are markedly less satisfied. Please note findings with wards with a base size of under 30 should be treated as indicative only.

Figure 2: Q2. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? – By ward



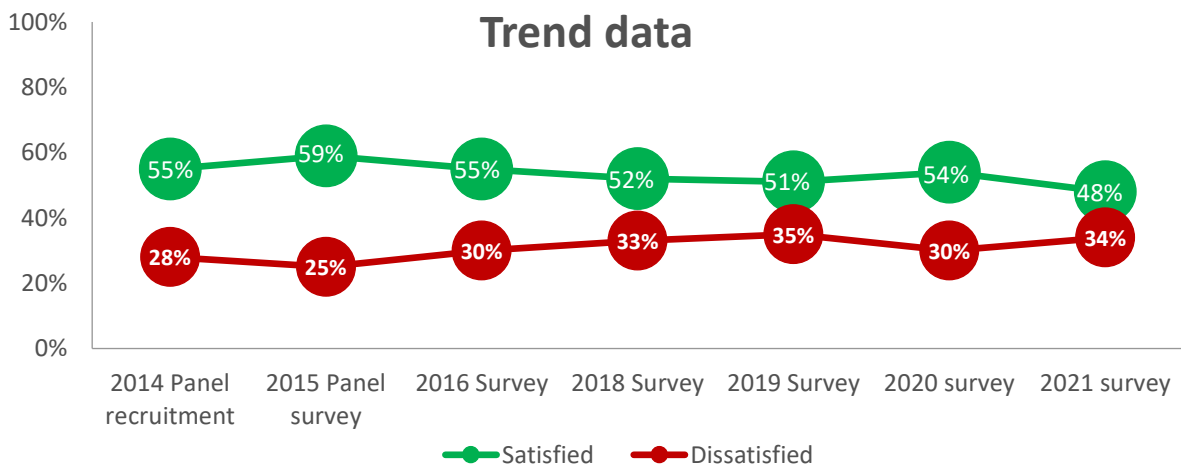
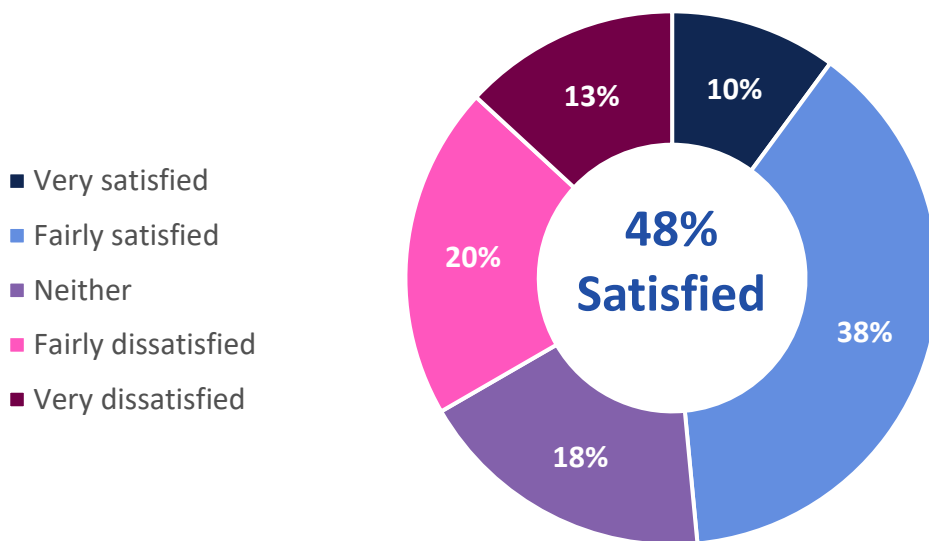
Unweighted sample bases in parentheses

*Low base finding should be treated as indicative only

Leaseholder Satisfaction

Just under half (48%) of leaseholders express satisfaction with the overall services provided by Wandsworth Council, with 10% saying they are very satisfied. Around a third (34%) of leaseholders are dissatisfied with this measure, with 13% saying they are very dissatisfied with the overall services provided. Satisfaction has decreased significantly compared to the previous year by 6 percentage points, and dissatisfaction has increased by 4 percentage points compared to last year.

Figure 3: Q2. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? (Valid responses)



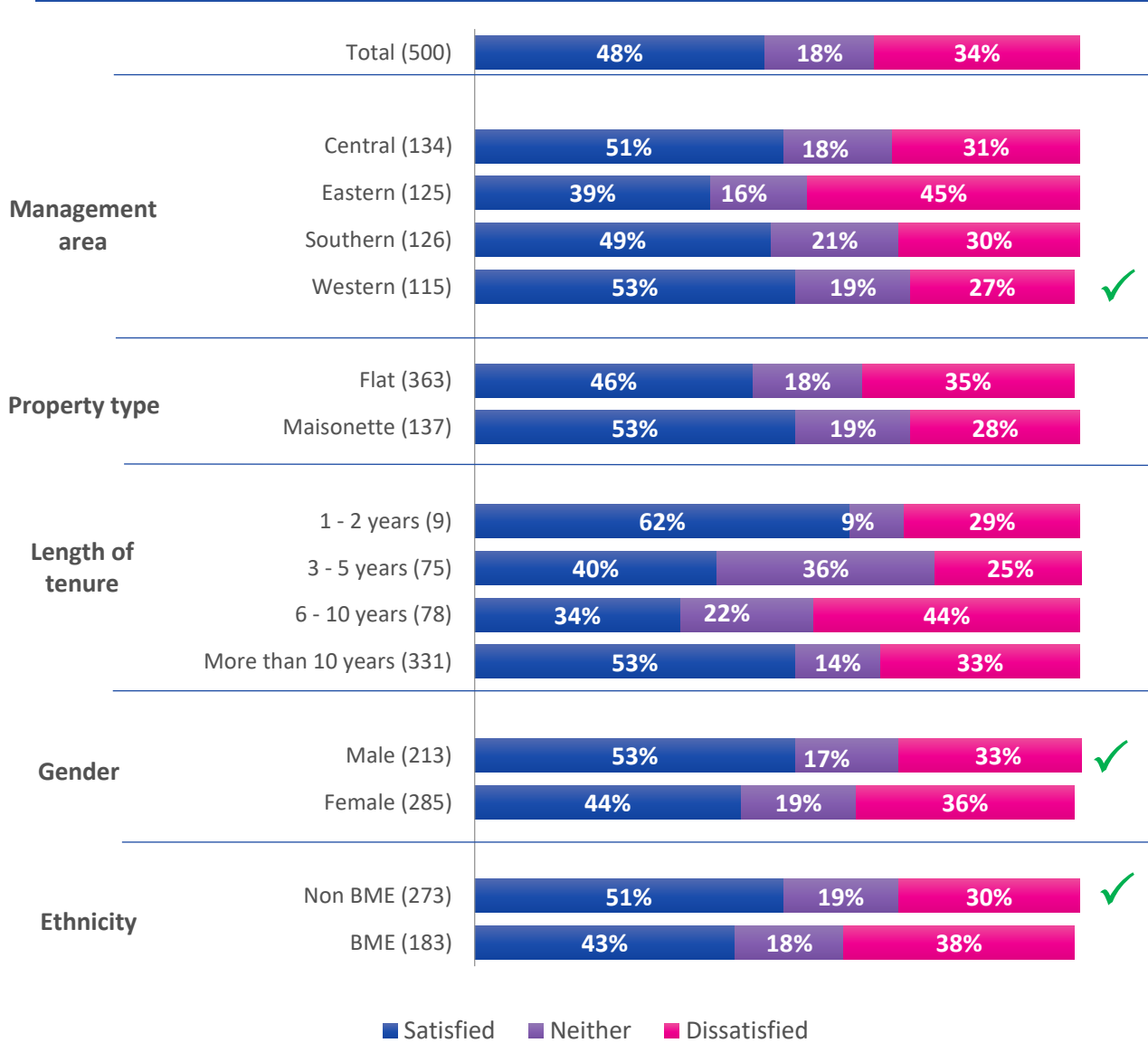
Unweighted sample base: 500

Leaseholder Subgroup

Those who have been a leaseholder at Wandsworth Council for 6-10 years are significantly less likely to be satisfied with the overall services provided compared to the total average (34% cf. 48%).

None BME leaseholders are more likely to be satisfied with the overall services provided compared to BME leaseholders (51% cf. 43%).

Figure 3: Q2. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? By Subgroup (Valid responses)



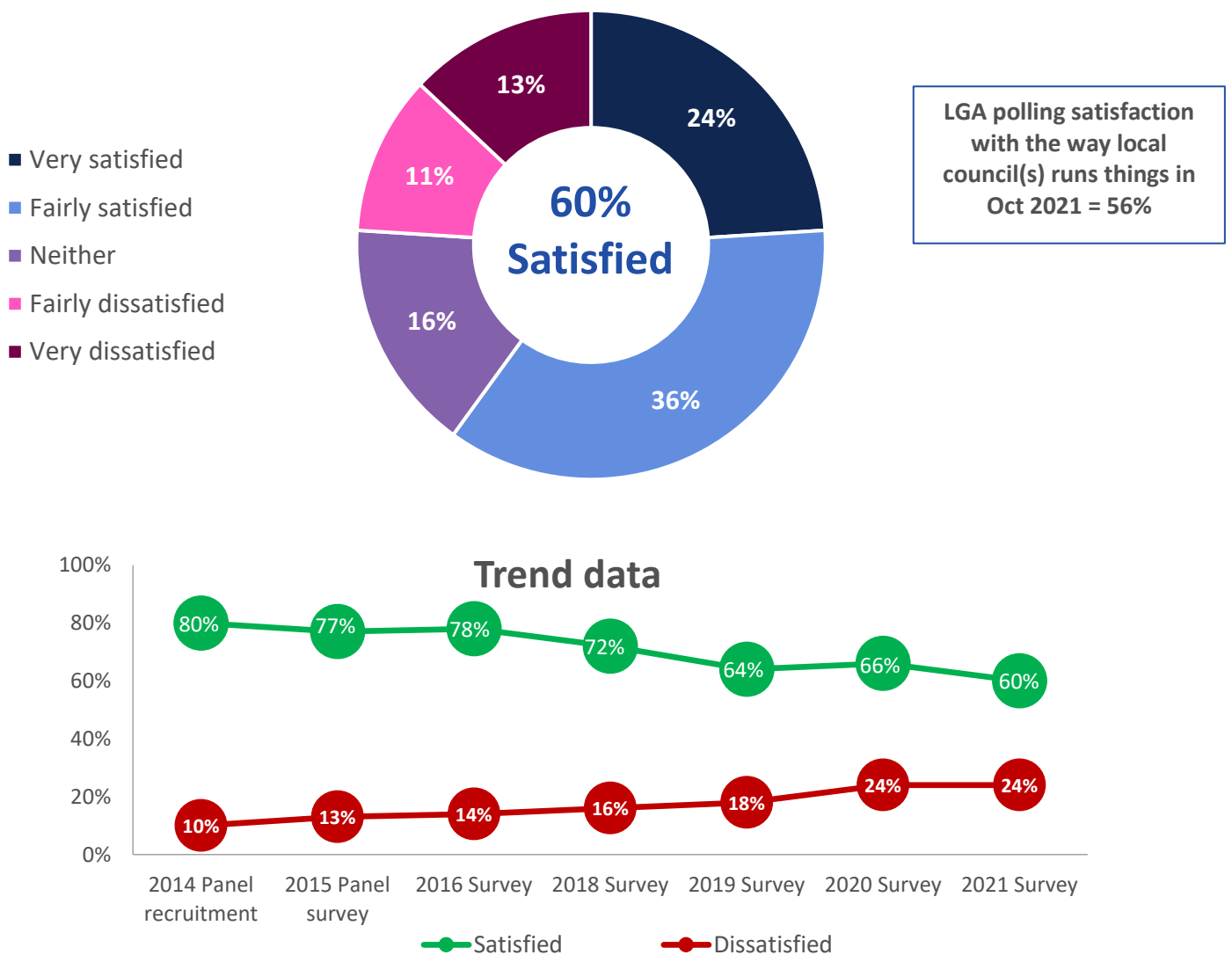
Unweighted base size in parenthesis

Wandsworth running the local area

Tenant Satisfaction

Six in ten (60%) tenants are satisfied with the way the Council runs their local area, with a quarter (24%) very satisfied. Around a quarter (24%) of tenants say they are dissatisfied with the way the Council runs their local area, with 13% very dissatisfied. Overall satisfaction with the way the Council runs the local area is 6-percentage points lower compared to the previous year’s findings, however dissatisfaction has remained the same. The proportion of those neither satisfied nor dissatisfied has nearly doubled compared to last year (16% cf. 9%). Compared to the LGA national polling satisfaction amongst Wandsworth tenants is slightly higher than the national average, it should also be noted there is a recent decline nationally for levels of satisfaction compared to 2020.¹

Figure 4: Q3. Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? (Valid responses)



Unweighted sample base: 1005

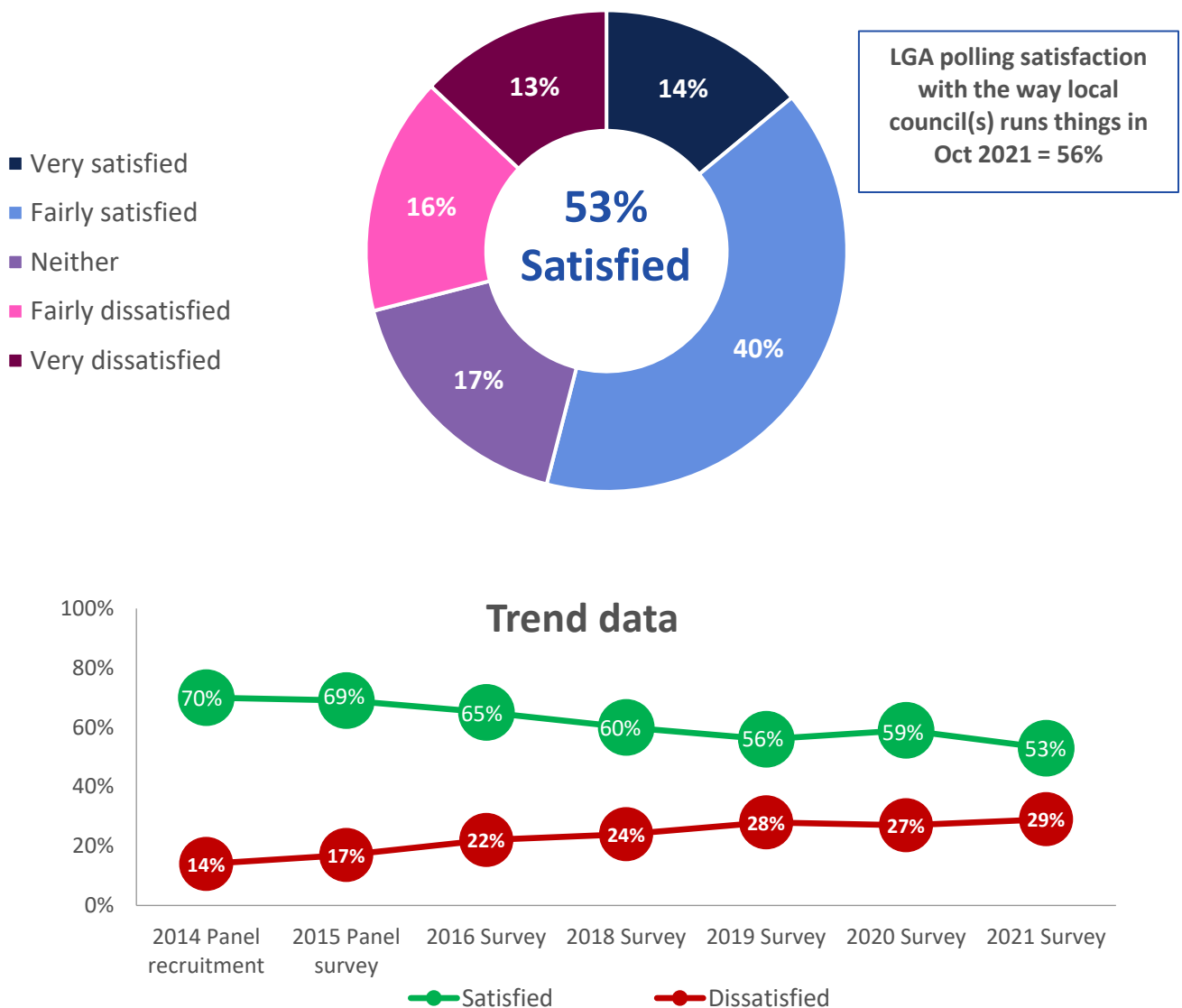
¹ https://www.local.gov.uk/sites/default/files/documents/Resident-satisfaction-polling-round-30_0.pdf

Leaseholder satisfaction

Just over half (53%) of leaseholders express satisfaction towards the way Wandsworth Council is running their local area, with 14% very satisfied. Just under a third (29%) are dissatisfied with this measure, with just over one in ten (13%) very dissatisfied. Overall perceptions with the Council running the local area have declined compared to the previous year, with a slight decrease in satisfaction (53% cf. 59%) and slight increase in dissatisfaction (27% cf. 29%).

By estate management area, those living in the Southern area are significantly less likely to be dissatisfied with the running of the local area compared to the total average (21% cf. 29%).

Figure 5: Q3. Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? (Valid responses)

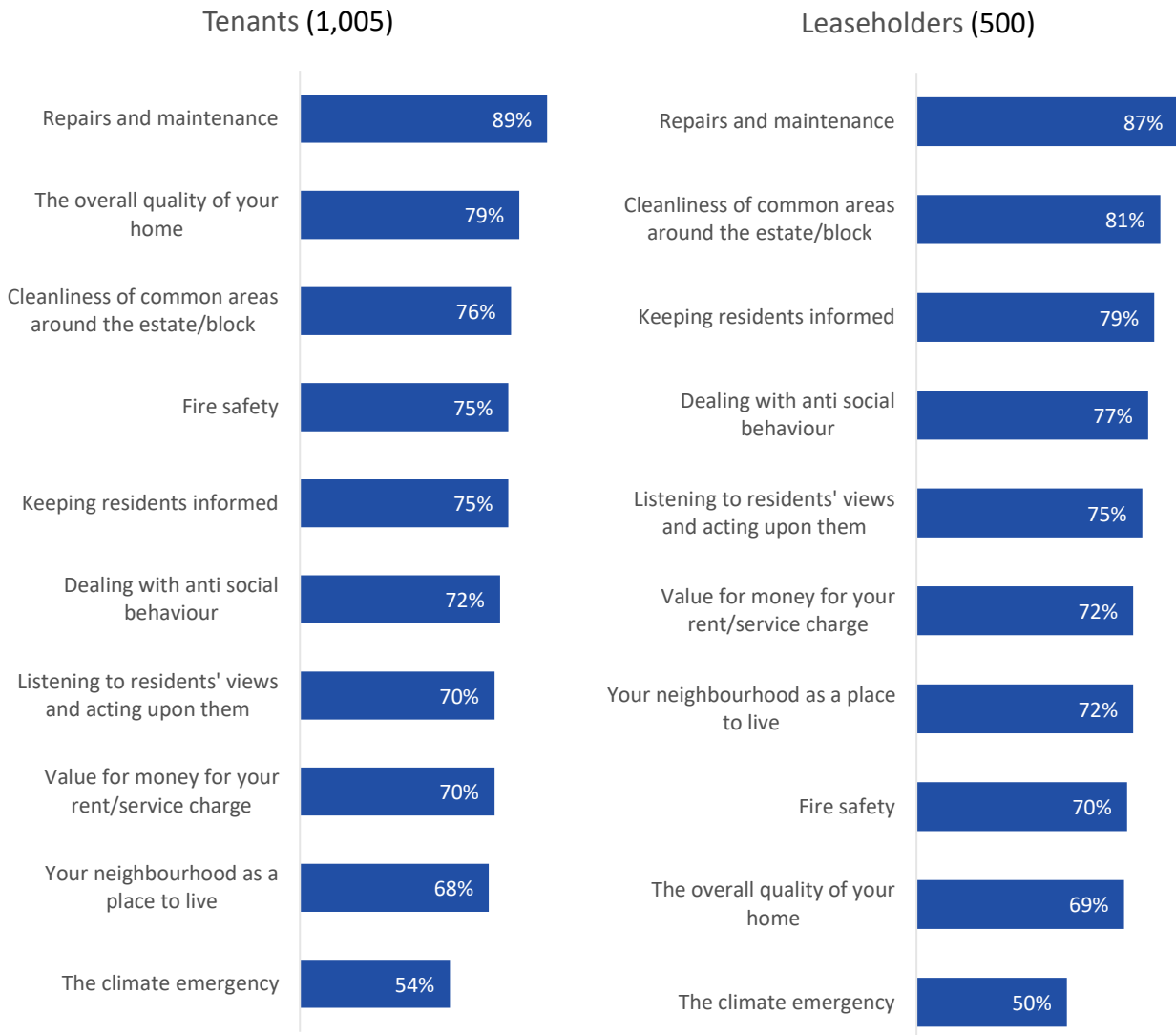


Unweighted sample base: 500

Priorities

For both tenants (89%) and leaseholders (87%), the most common consideration for the biggest priority for the Council going forwards was the repairs and maintenance service, followed by the overall quality of home for tenants (79%) and cleanliness of common areas around the estates/ blocks for leaseholders (81%).

Figure 6: Q28. Which of the following services would you consider to be priorities? (Valid responses)



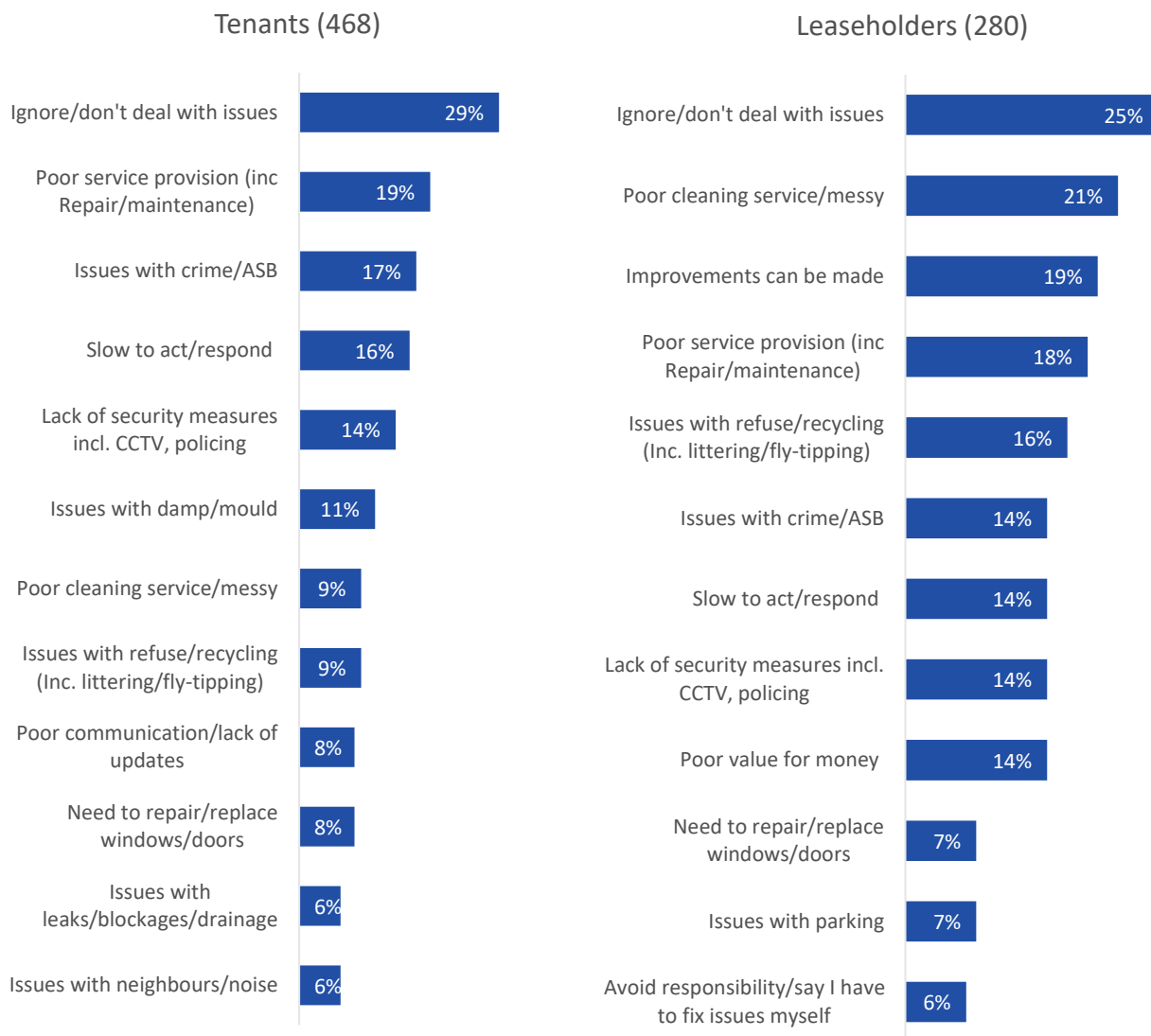
Unweighted bases in parentheses

Reasons for dissatisfaction

Respondents who were dissatisfied with either the quality of home, value for money, Wandsworth Council providing a home that is safe and secure or the neighbourhood as a place to live, were asked why they are dissatisfied. Comments from respondents have been coded, the results of which are shown below.

For both tenants and leaseholders dissatisfaction appears to be driven by the perception that issues are ignored or are not dealt with.

Figure 7: Q5 Why did you say that? (Valid responses - >5% coded responses)



Unweighted bases in parentheses

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

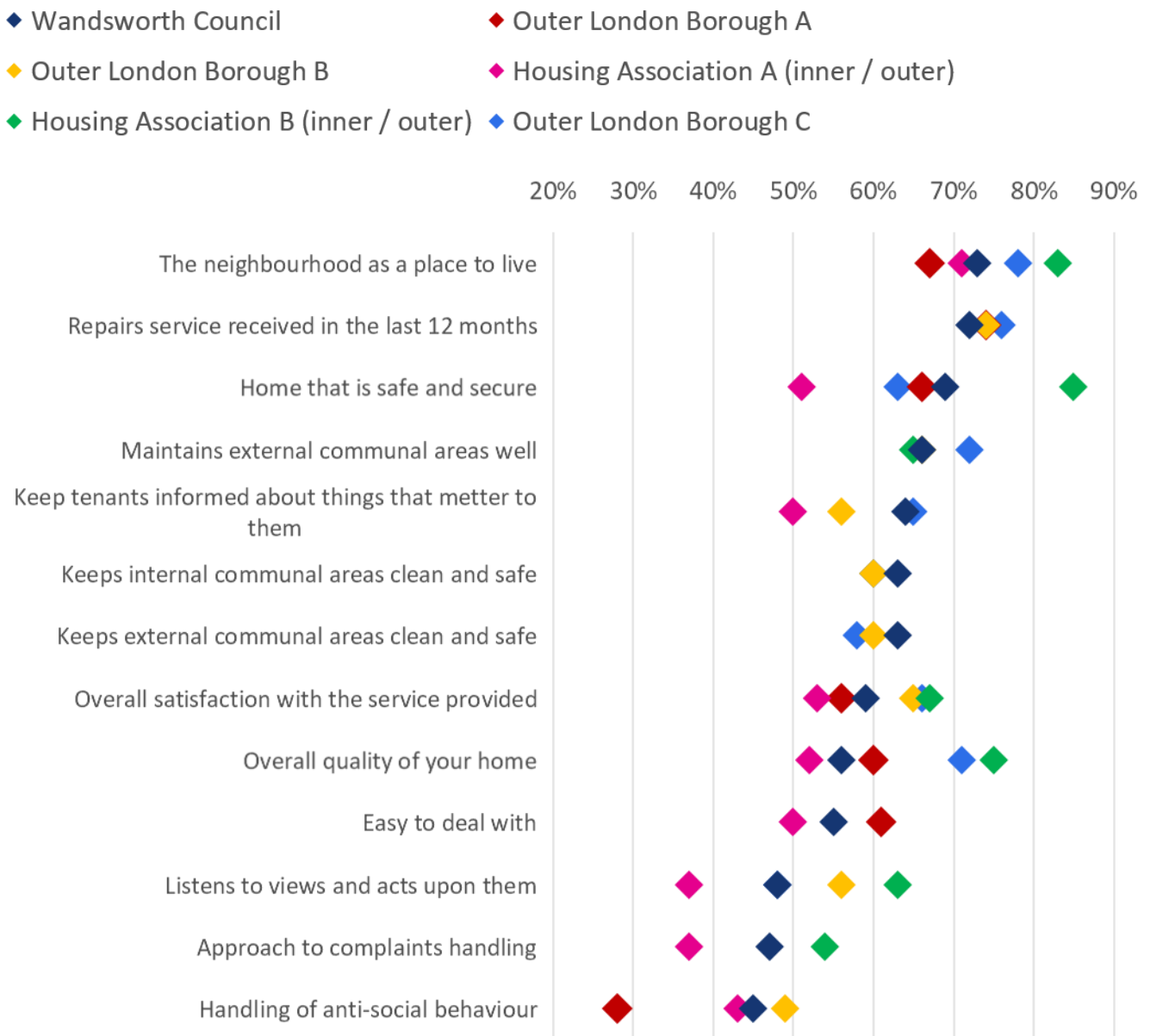
Ignore/ don't deal with issues	Poor Service provisions
<p><i>"My service charges go up annually but nothing improves. I think the council are not providing what we are paying for."</i></p> <p><i>"The council do not invest any money work or time on the council estates. They have to be chased for everything. It takes them a month to change a light bulb after calling several times. They never clean the streets from leaves on the roads or parking bays. No repairs are conducted, good forbid anything new is installed or replaced, like new pavement, road layout, better lighting. It's a complete rip off paying the council tax and service charge (they might be proud that is the lowest in London) but it's only for management fees, managers that pocket their pay and have no duty of care towards the residence and shareholders."</i></p> <p><i>"The Council fail to ensure security of the external areas. Refusal to install CCTV. Insufficient cleaning of external areas. No evidence that fly-tipping is investigated and dealt with. Failure to carry out external review of the property - frequent water ingress to my flat - completely unacceptable. Repairs that do not last - shoddy workmanship."</i></p>	<p><i>"The issues in my house still haven't been sorted by Wandsworth council despite the number of calls to report it."</i></p> <p><i>"Wandsworth Council have been very non responsive or proactive with suggestions and ideas to improvements (even ones that are recently minor). I work for a neighbouring local authority which seems to me significantly more resident orientated which Wandsworth could take an example from."</i></p> <p><i>"I'm still waiting on my garden fence to be fixed from 2017 and Wandsworth have not done anything to help so it's more hazardous. I'm just waiting on some to have a serious accident and take them to court. Enough is enough now."</i></p> <p><i>"The area is safe. The flat I live in has repairs outstanding over 2 years due to private landlord having a leak above my property and has never been repaired have had to bits myself in universal credits."</i></p> <p><i>"Housing repair requests never get done in a timely manner and when they do they are not done well."</i></p> <p><i>"Repairs/reporting issues is not given adequate attention in resolving it."</i></p>

Benchmarking

Tenants

Below outlines the level of tenant satisfaction for key metrics asked in the survey compared against other providers BMG undertake surveys for within London. Compared to other organisations, Wandsworth performs best at keeping tenants informed and handling of ASB, whilst performs weakest for perceptions around quality of home and listening to views and acting upon them

Figure 8: Benchmarking information tenants

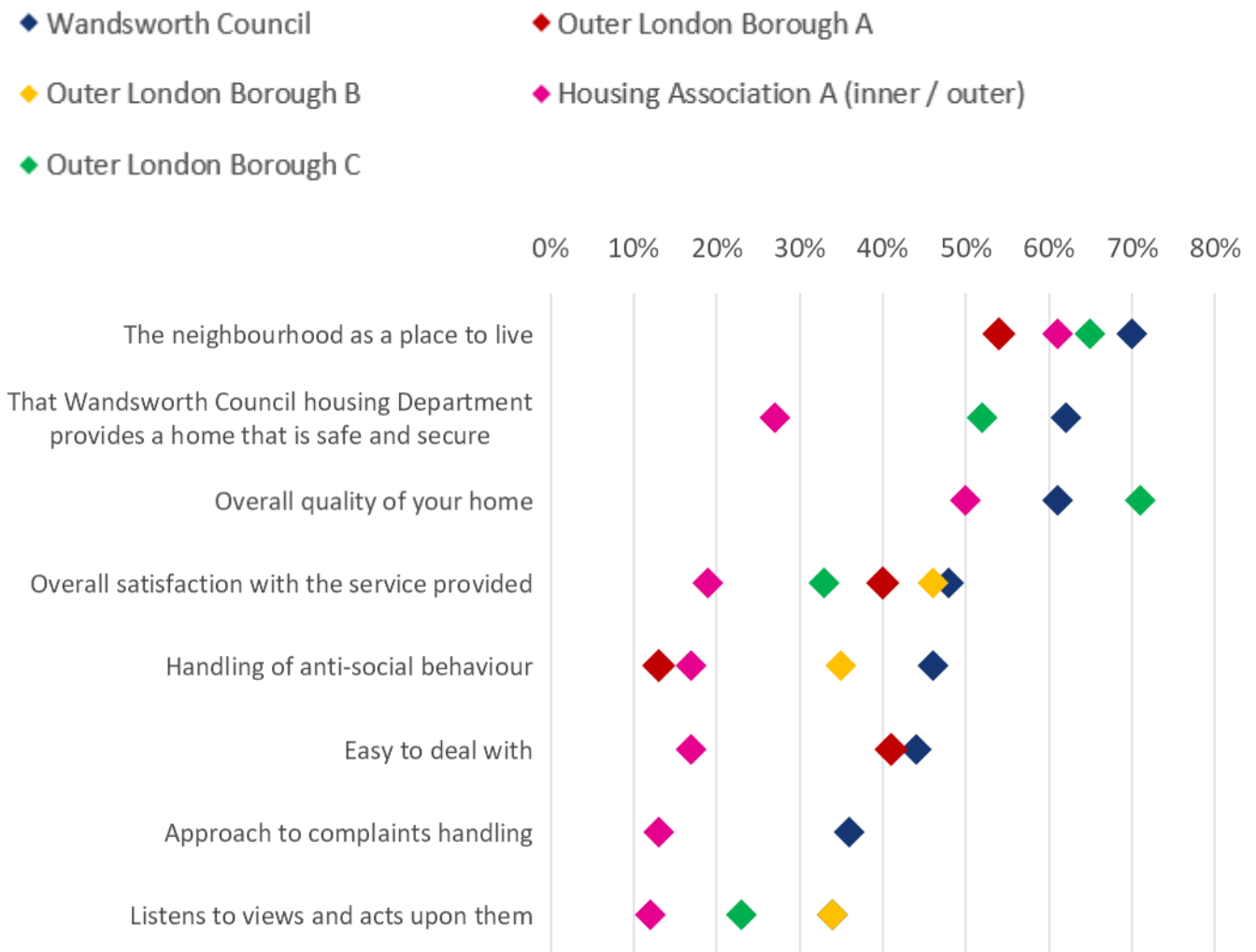


Unweighted bases in parentheses

Leaseholders

Below outlines the level of leaseholder satisfaction for key metrics asked in the survey compared against other providers BMG undertake surveys for within London. Compared to other organisations, perceptions amongst Wandsworth Council leaseholders compare favourable particularly around approach to handling of ASB and complaints.

Figure 9: Benchmarking information leaseholders



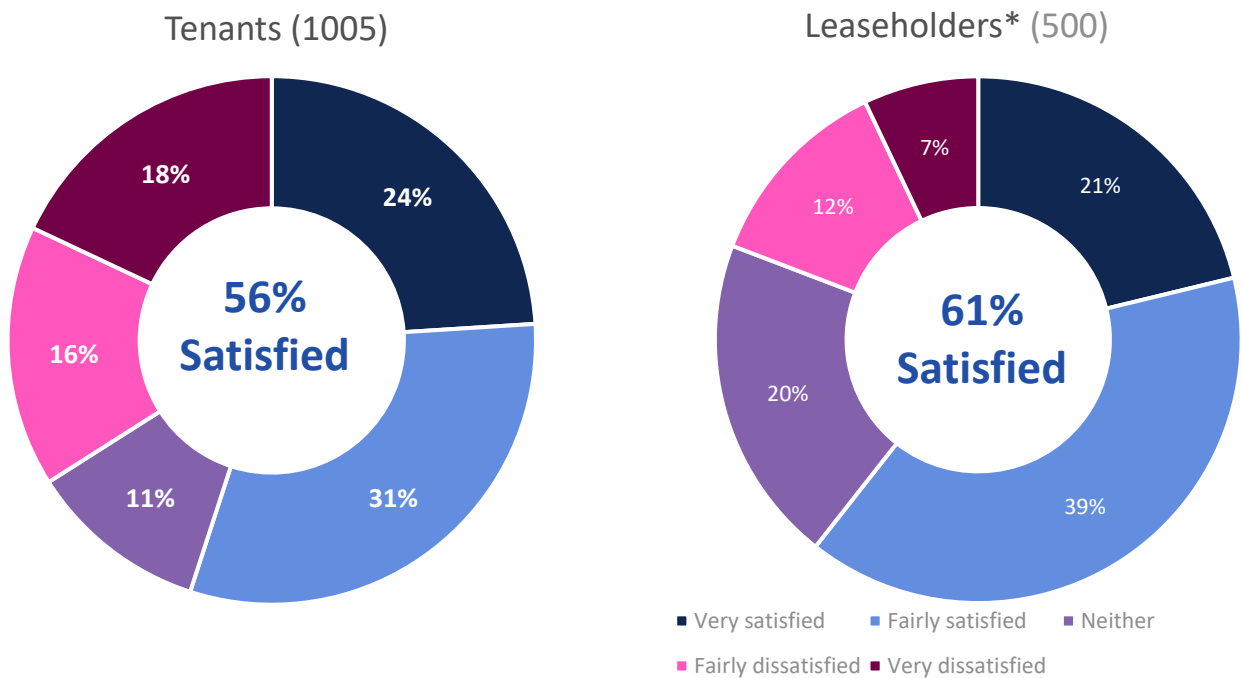
Unweighted bases in parentheses

Quality of home

Just over half (56%) of tenants are satisfied with overall quality of their home, with a quarter (24%) very satisfied. A third (33%) of tenants are dissatisfied with the quality of their home, with around a fifth (18%) very dissatisfied. Tenants living in houses are more likely to be satisfied with the quality of their home compared to the total average (62% cf. 56%).

Six in ten (61%) of leaseholders are satisfied with the quality of their home, with 21% very satisfied. A fifth (19%) express dissatisfaction towards the quality of their home, with 7% very dissatisfied. It should be noted that leaseholders are responsible for internal repairs and maintenance within their homes; the Council as freeholder retains responsibility for the structure of the block only.

Figure 10: Q4/1. Overall, how satisfied or dissatisfied are you with the following? The overall quality of your home (Valid responses)



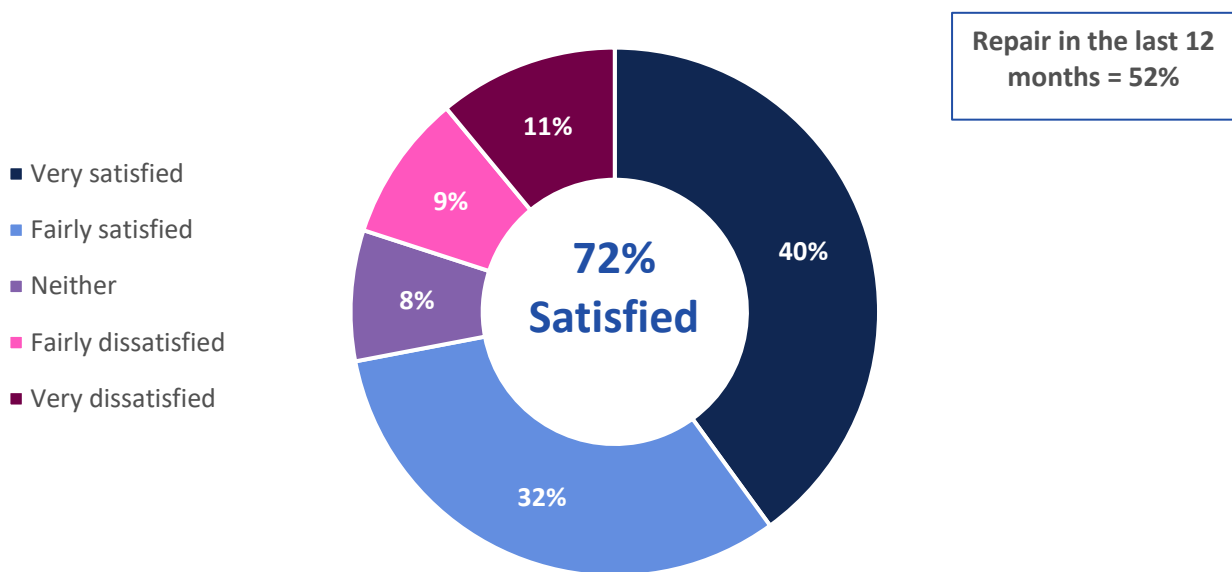
Unweighted sample base in parenthesis

*To note that leaseholders are responsible largely themselves for the quality of their home, the council as the freeholder retains responsibility for communal areas and the structural aspects of a block only

Responsive repairs (Tenants only)

Just over half of tenants (52%) indicate that they have had a repair completed in their home in the last 12 months, of which 72% state they are satisfied with the repairs service received in the last 12 months. Four in ten state they are very satisfied with the repairs service. There are limited differences found in levels of satisfaction when analysing by sub-groups. It should be noted that in the last 12 months the repairs service hasn't been operating as normal and has only been focused on emergency repairs, with significant delays for non-urgent repair orders raised which may have impact the finding.

Figure 11: Q9. How satisfied or dissatisfied are you with the repairs service you have received to your home from your landlord over the last 12 months? (Valid responses)



Unweighted sample base: 523

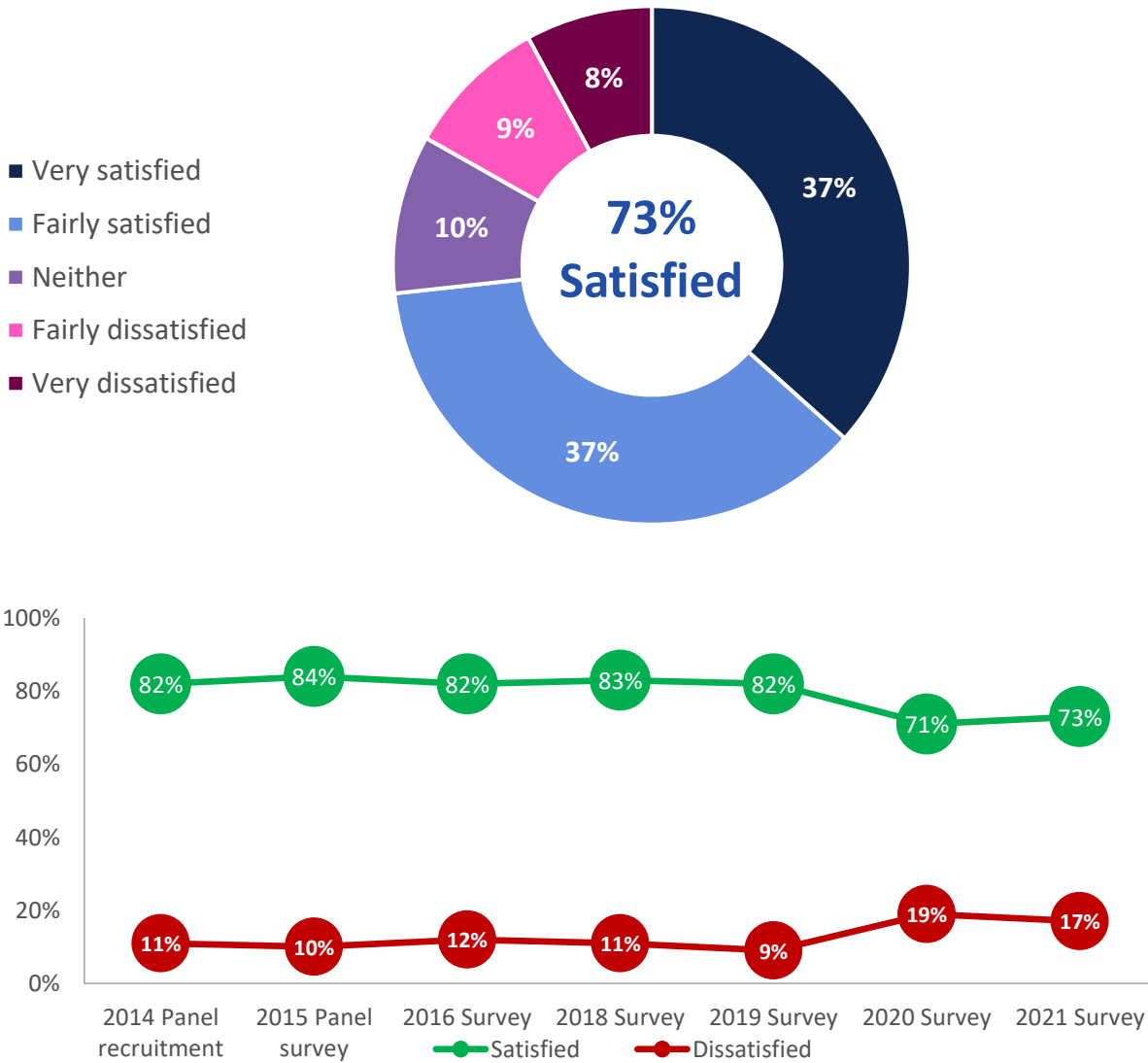
Neighbourhood

Neighbourhood as a place to live

Tenant Satisfaction

Just over seven in ten (73%) tenants are satisfied with their neighbourhood as a place to live, with 37% very satisfied. Around a fifth (17%) are dissatisfied with this measure, with 8% saying they are very dissatisfied with their neighbourhood as a place to live. Satisfaction has remained similar to last year

Figure 12: Q4/4. Overall, how satisfied or dissatisfied are you with the following? The neighbourhood as a place to live (Valid responses)



Unweighted sample base: 1005

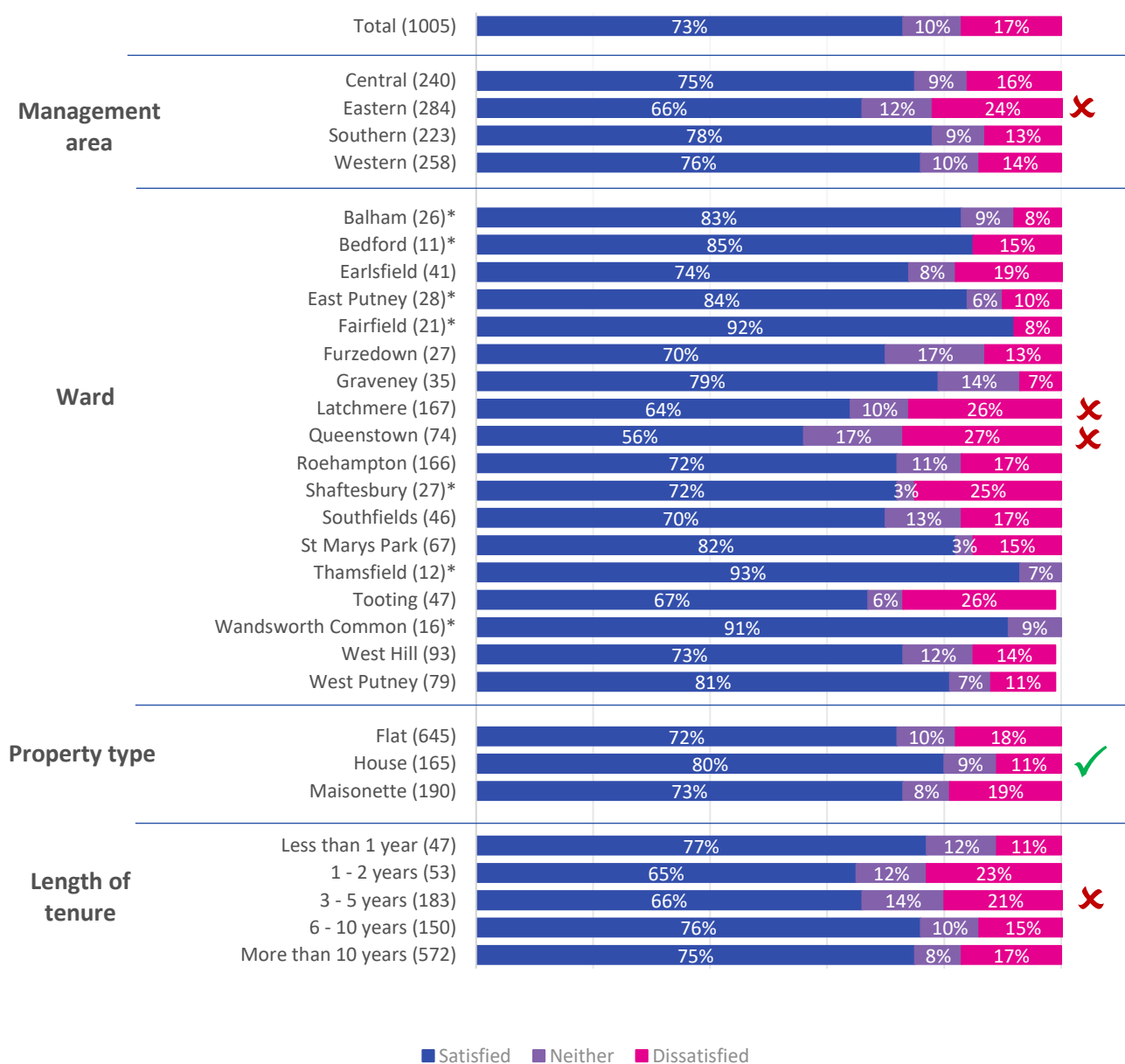
Tenant Subgroup

Those living in the Eastern area are significantly less likely to be satisfied with their neighbourhood as a place to live.

By ward, those in Queenstown are significantly less likely to be satisfied with their neighbourhood as a place to live compared to the total average (56% cf. 73%).

Those in houses are significantly more likely compared to the total average to be satisfied with the neighbourhood as a place to live (80% cf. 73%). There are no significant differences across levels of dissatisfaction.

Figure 13: Q4/4. Overall, how satisfied or dissatisfied are you with the following? The neighbourhood as a place to live (Valid responses)

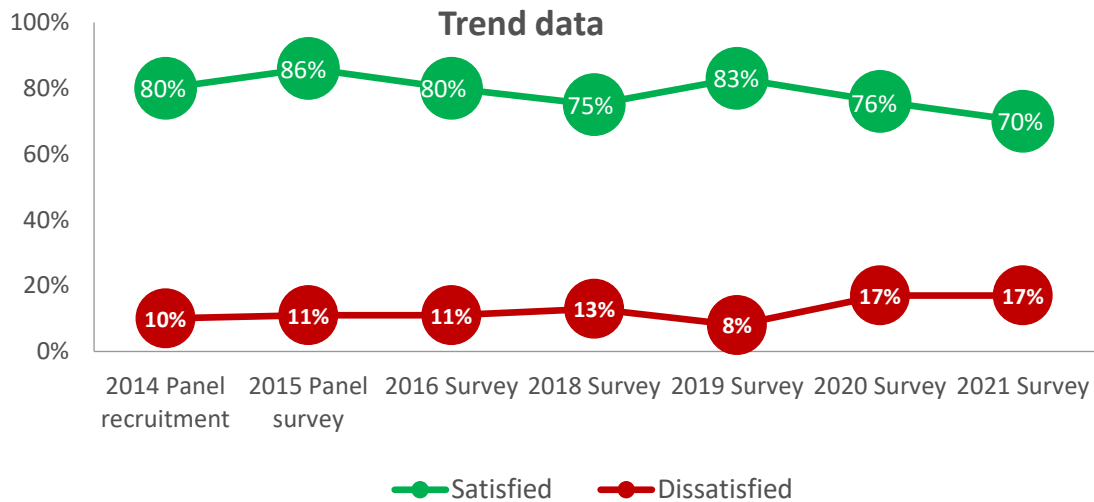
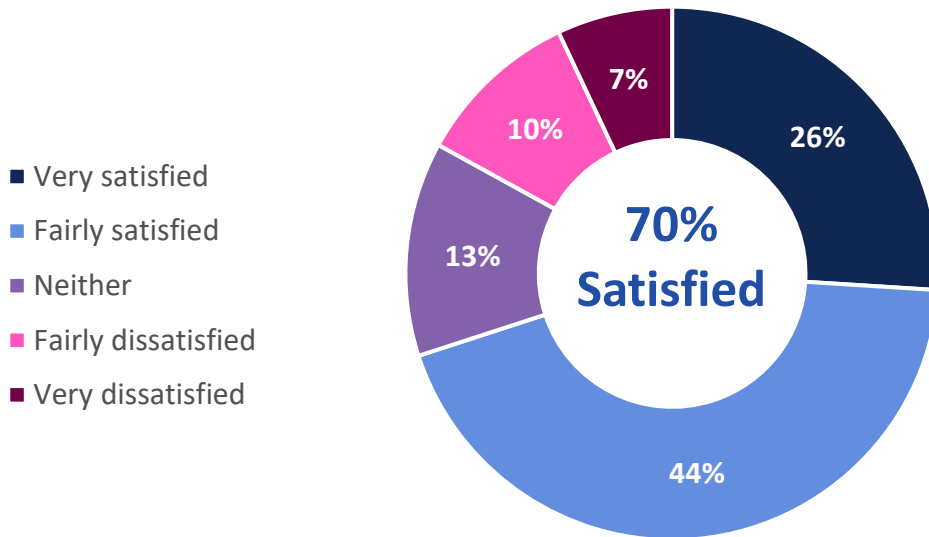


Unweighted base size in parenthesis *Low base

Leaseholder Satisfaction

Seven in ten (70%) leaseholders are satisfied with their neighbourhood as a place to live, with just over a quarter (26%) very satisfied. 17% say they are dissatisfied with their neighbourhood as a place to live, with just 7% very dissatisfied. The levels of satisfaction have fallen from the figure in 2020 (70% cf. 76%).

Figure 14: Q4/4. Overall, how satisfied or dissatisfied are you with the following? The neighbourhood as a place to live (Valid responses)

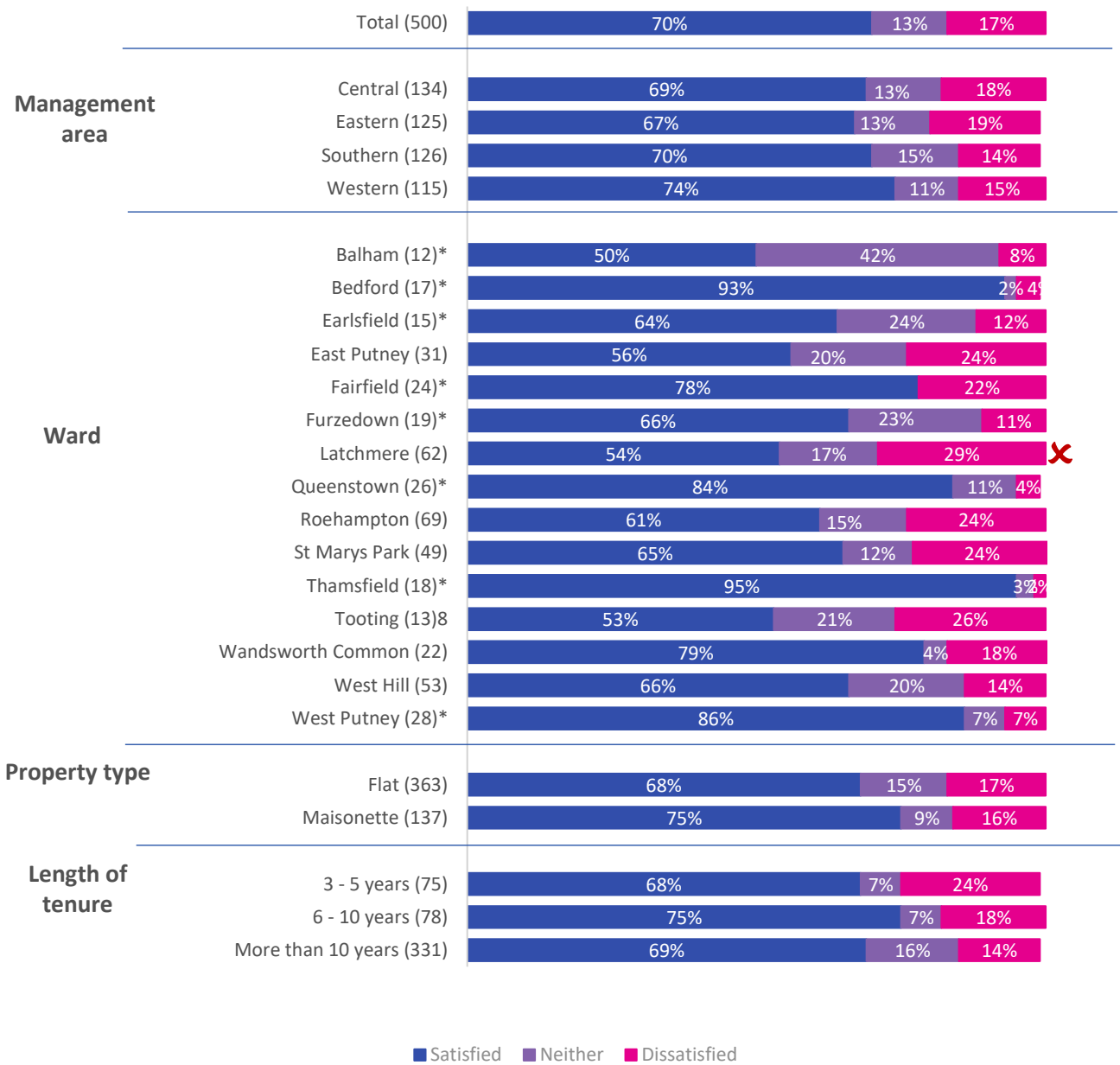


Unweighted sample base: 500

Leaseholder Subgroup

Leaseholders living in Latchmere are significantly less likely to be satisfied with the neighbourhood as a place to live compared to the total average (54% cf. 70%).

Figure 15: Q4/4. Overall, how satisfied or dissatisfied are you with the following? The neighbourhood as a place to live – By subgroup (Valid responses)



Unweighted base size in parenthesis

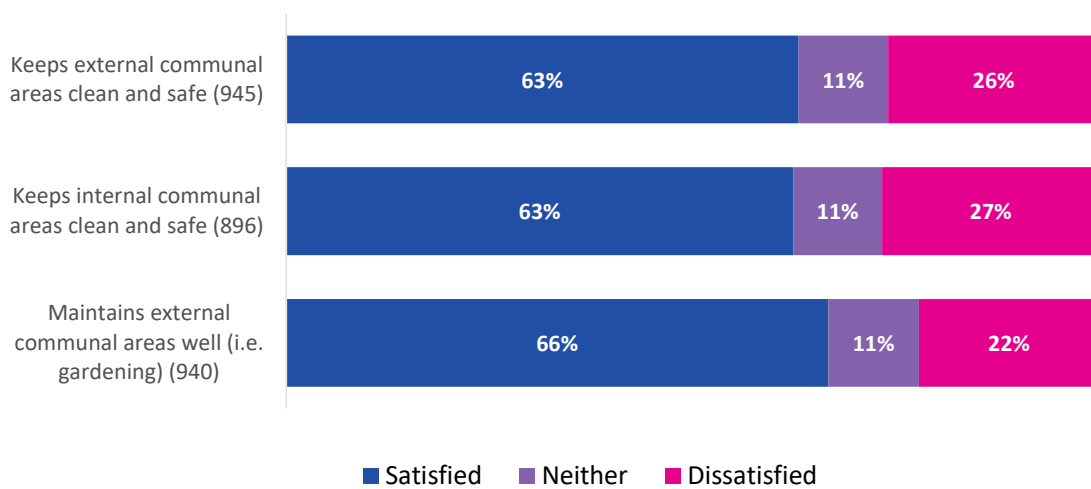
Estate services

Satisfaction with estate services – Tenants

Tenants were asked about their perceptions of the estate services provided by Wandsworth Council housing services. Two thirds (66%) of tenants are satisfied with the ground’s maintenance for external communal areas, with a fifth (22%) dissatisfied.

In terms of the cleaning services, 63% of tenants are satisfied with the cleaning of external areas, with a quarter (26%) dissatisfied. In terms of communal cleaning in internal areas, 63% express satisfaction, with around a quarter (27%) saying they are dissatisfied with the service. Perceptions of internal cleaning appear to have improved compared to 2020.

Figure 16: Q6. Overall, how satisfied or dissatisfied are you that the landlord...? (Valid responses)



Unweighted bases in parentheses

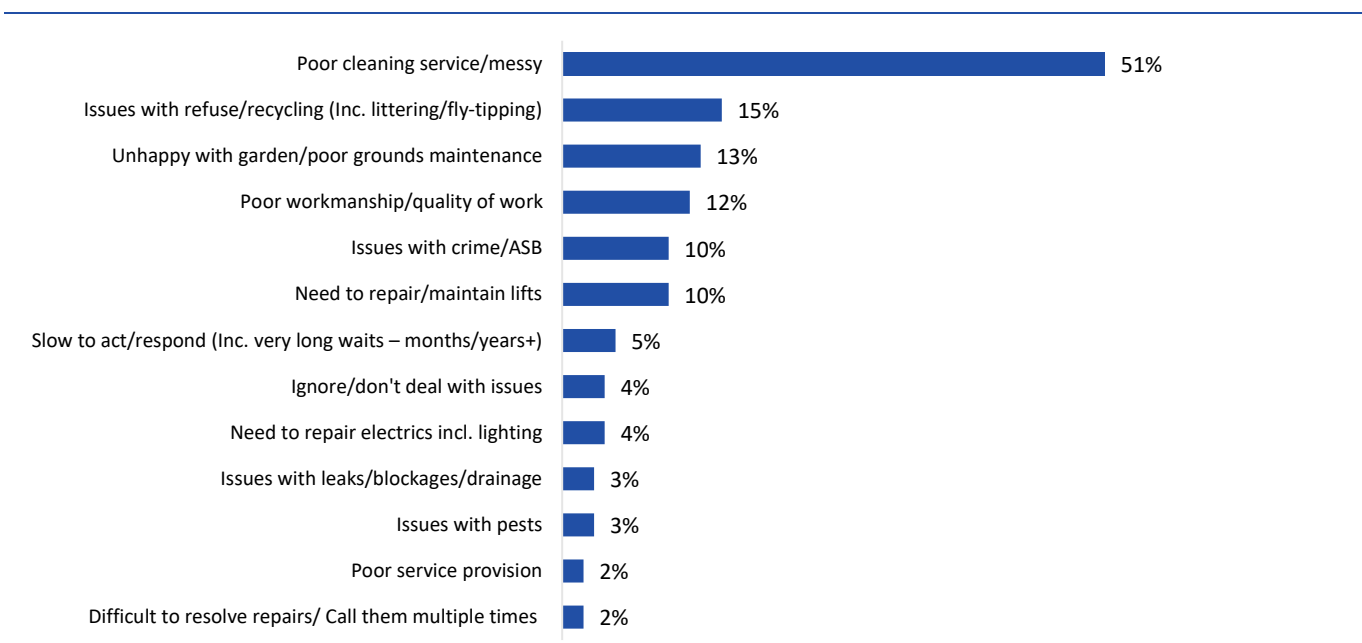
Tenants living in the Central estate management area are more likely to be satisfied with internal and external communal areas, whilst also being significantly less dissatisfied. Conversely, those living in the Eastern estate management area are less likely to be satisfied with all three estate services, and significantly more dissatisfied with each.

Table 2:Q6. Overall, how satisfied or dissatisfied are you that the landlord...? (Valid responses, neither response not shown)

		Estate management area				
		Total	Central	Eastern	Southern	Western
Cleaning of external communal areas	Satisfied	63%	69%	57%	61%	64%
	Dissatisfied	26%	21%	30%	28%	25%
Cleaning of internal communal areas	Satisfied	63%	70%	56%	61%	63%
	Dissatisfied	27%	20%	30%	30%	27%
Grounds maintenance	Satisfied	66%	70%	61%	65%	69%
	Dissatisfied	22%	18%	26%	26%	19%

Tenants who were dissatisfied with any of the grounds services were asked for their reasons why. The most common reason for dissatisfaction was the poor cleaning service/ left messy, which was cited by 51% of those tenants dissatisfied. Other common reasons for dissatisfaction were issues with refusal of litter/ recycling (15%) and unhappiness with the garden/ grounds maintenance (13%). [Example comments found below.](#)

Figure 17: Q7. Why do you say that you are dissatisfied? (Where dissatisfied with any of the estate services – where more than 1%)



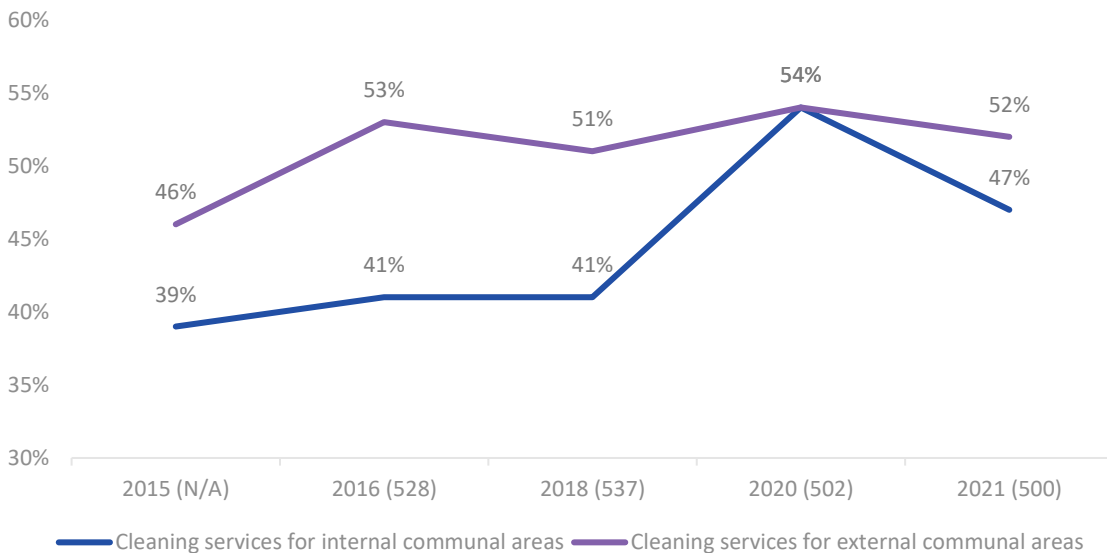
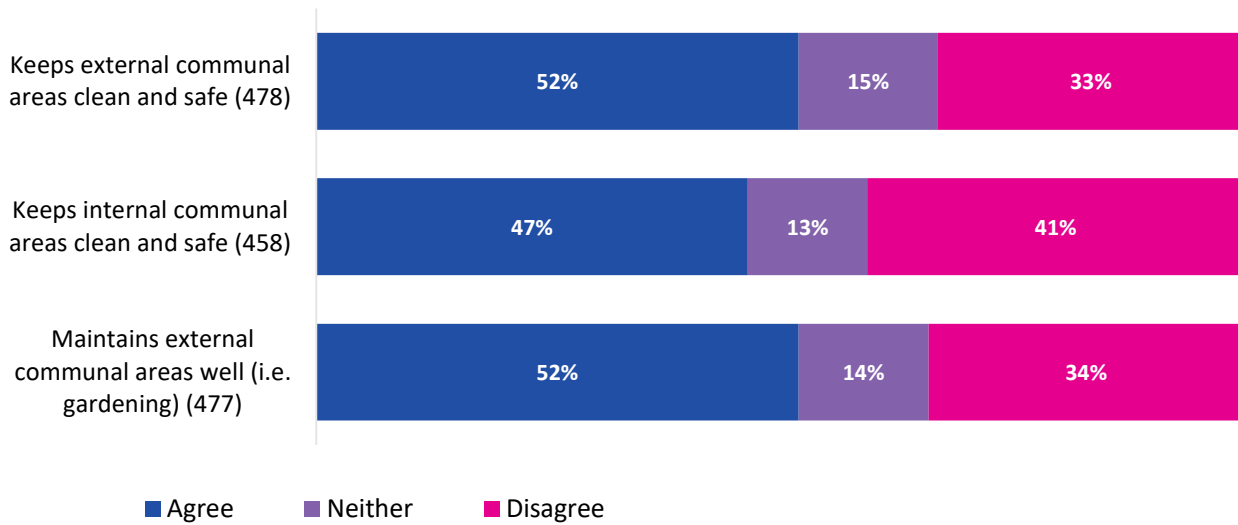
Unweighted base: 348

Satisfaction with estate services – Leaseholders

Just over half (52%) of leaseholders express satisfaction towards that Wandsworth council maintains external communal areas like gardening well, with just over a third (34%) dissatisfied.

In terms of the cleaning services, 47% of leaseholders are satisfied with the services provided within the internal communal areas, with four in ten (41%) dissatisfied. 52% are also satisfied with the cleaning services provided in the external communal areas, with 33% expressing dissatisfaction. For leaseholders perceptions of cleaning of internal communal areas appears to have worsened since 2020.

Figure 18: Q6. How satisfied or dissatisfied are you that the landlord...? (Valid responses)



Unweighted bases of total sample in parentheses

Leaseholders living in the Western estate management area are significantly more likely to be satisfied with the grounds maintenance services for the external communal areas compared to the total average (70% cf. 52%). Conversely, those in the Southern estate management area are significantly less likely to be satisfied with the grounds maintenance services compared to the total average (43% cf. 52%).

Table 3: Q6. How satisfied or dissatisfied are you that the landlord...? (Valid responses)

		Estate management area				
		Total	Central	Eastern	Southern	Western
Cleaning of external communal areas	Satisfied	52%	54%	53%	41%	58%
	Dissatisfied	33%	32%	33%	44%	25%
Cleaning of internal communal areas	Satisfied	47%	46%	41%	50%	51%
	Dissatisfied	41%	43%	49%	35%	34%
Grounds maintenance	Satisfied	52%	54%	51%	43%	61%
	Dissatisfied	34%	30%	36%	42%	30%

Leaseholders who were dissatisfied with any of the grounds services were asked for their reasons why. By far the most common reason for dissatisfaction was the poor cleaning service/ left messy, which was cited by 49% of those dissatisfied. Other common reasons for dissatisfaction were issues with poor workmanship/ quality of work (18%), and issues with refuse/recycling (18%).

Figure 19: Q7. Why do you say that you are dissatisfied? (Where dissatisfied with any of the estate services >5%)



Unweighted base: 231

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

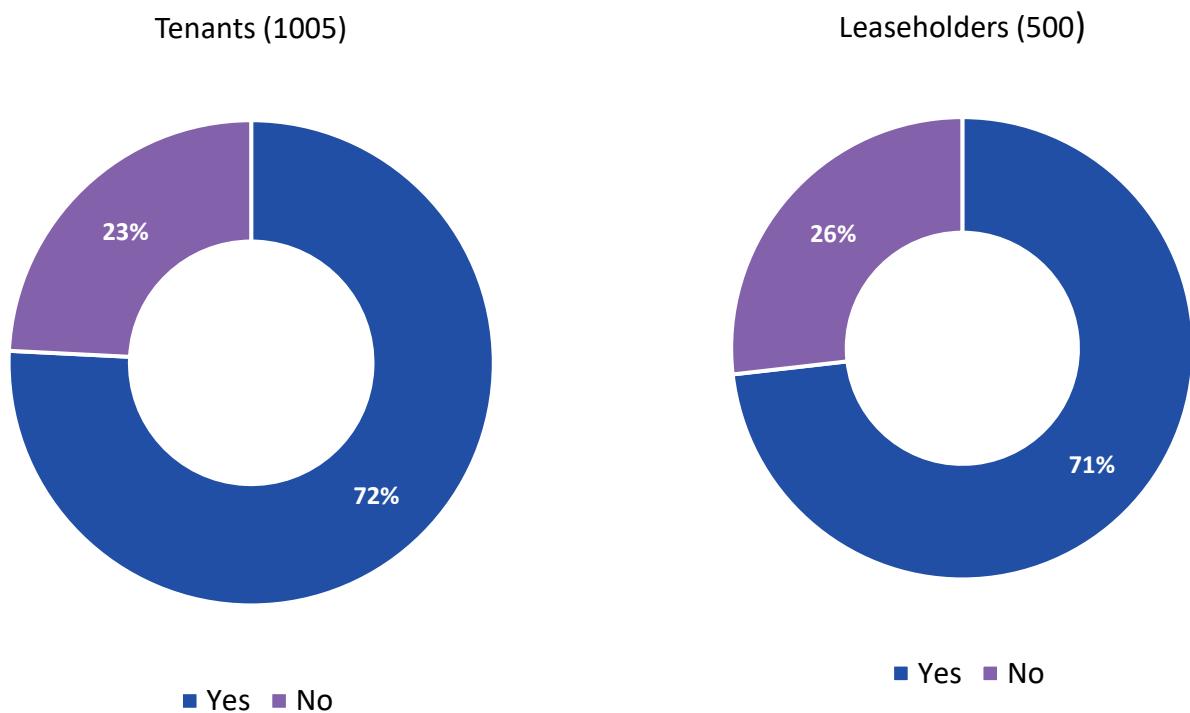
Poor cleaning service/messy	Issues with refuse/recycling (Inc. litter, fly tipping)
<p><i>"Cleaners do not clean landings or stairwell only wets lift an ground floor but the block still remains filthy."</i></p> <p><i>"Often weeks without any cleaners appearing. Sometimes they just wander through and ignore what needs doing. Garden weeds terrible. 4 out of 6 washing lines unusable due to state of garden. Estate services don't have estate manager for us to deal directly with. Constantly chase for light bulbs to be changed, cleaning done etc. Not a good service."</i></p> <p><i>"Throughout the pandemic they never came to clean but they still charged us."</i></p> <p><i>"Lifts not cleaned daily, landings not cleaned, fire exit stairs never cleaned, smell is awful."</i></p>	<p><i>"There is a huge litter and fly tipping problem unfortunately which spoil the beautiful external areas."</i></p> <p><i>"We do pay service charge but no one cleans here. Fly tipping is constant and no cameras in place to prevent it. Also, culvert passage is a pigeon toilet and dumping/fly tipping place. No sign of prevention. Disgusting to walk through but many kids and families have to do it during the day to go to school. Also bike and vans traffic is not safe anymore. We do not want to wait for a casualty before creating a second access with pedestrians' only safe access. Culvert footbridge is old, filthy and dangerous at dark. There are schools nearby, do something!"</i></p> <p><i>"There is always rubbish and fly tipping on the estate. It looks horrible and draws vermin to the estate. It makes it look like a really run down and ugly place to live. I don't enjoy coming home to this. The cctv isn't working. Nothing is done to stop people just dumping their rubbish where we live."</i></p> <p><i>"There are constantly overloaded bins, piles of fly tipping, trash flying around everywhere."</i></p>

Contact and Communication

Contact with Wandsworth Council's Housing Dept.

Respondents were asked whether they had contacted Wandsworth Council's Housing Department in the last 12 months. Around three quarters (72%) of tenants said they had contacted the Housing Department. Female tenants were significantly more likely than male tenants to have contacted the department (75% cf. 66%). Amongst leaseholders, seven in ten (71%) said they had made contact.

Figure 20: Q16 Have you contacted Wandsworth Council's housing department in the last 12 months? (All respondents)

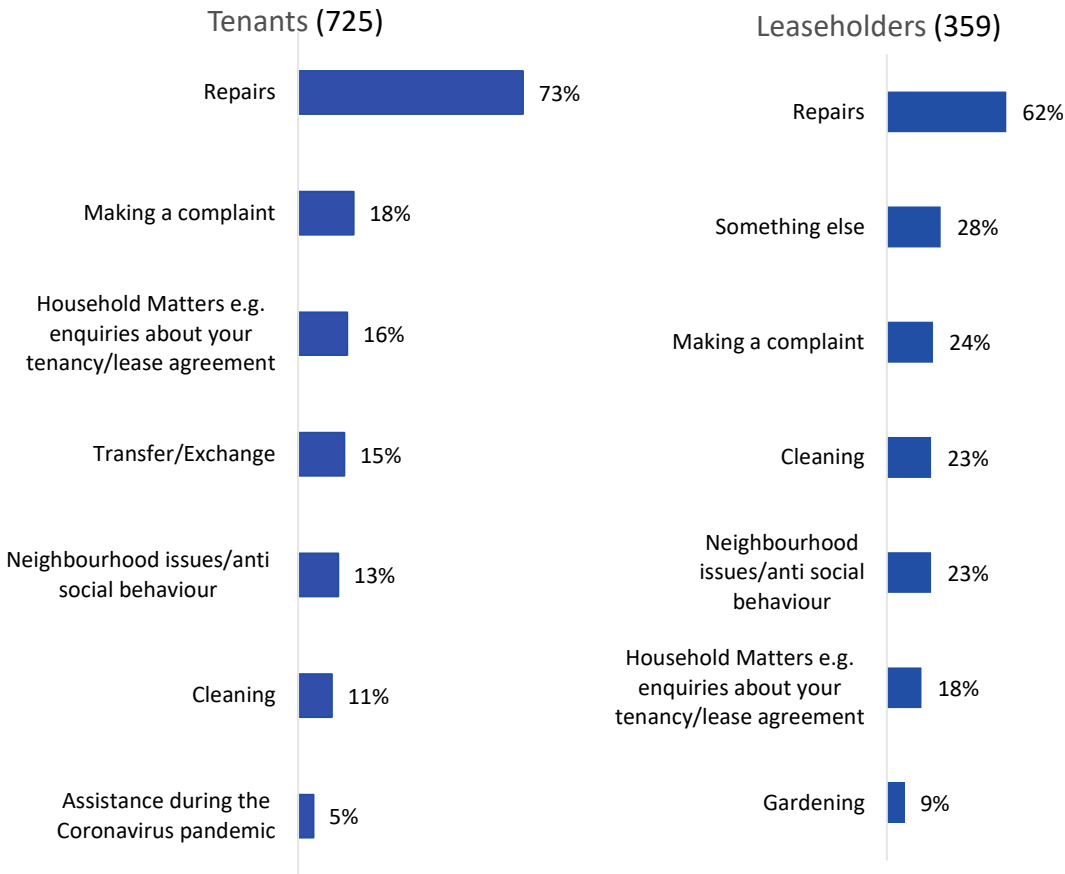


Unweighted bases in parentheses

Reasons for Contacting Wandsworth Council’s Housing Department

For both tenants and leaseholders, when contacting the housing department, repairs was the most common topic discussed. Leaseholders who said they are dissatisfied with the overall services provided are significantly more likely to have contacted the housing department regarding a complaint compared to those who are satisfied with the overall services (37% cf. 13%). Amongst tenants, those living in a house are significantly more likely than those living in a flat to have discussed a repair with the housing services (79% cf. 69%).

Figure 21: Q8 What was this contact about? (Valid responses)



Unweighted bases in parentheses

Wandsworth Council Housing Department easy to deal with

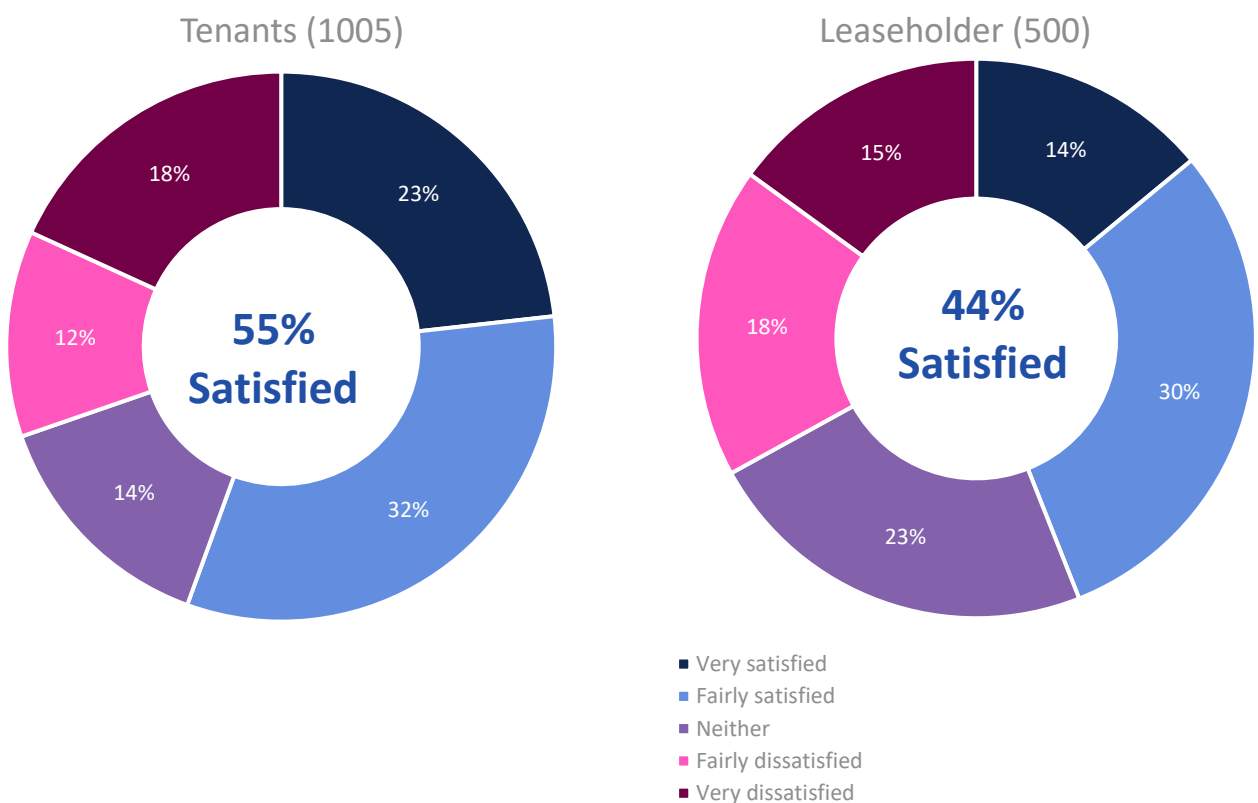
All respondents were asked whether the housing department is easy to deal with. Just over half (55%) of tenants said they were satisfied with this measure, with around a quarter (23%) saying they are very satisfied. A third (31%) of tenants are dissatisfied with dealing with the housing department during their call, with 18% very dissatisfied. Those retired from work were significantly more likely compared to the total average to be satisfied (69% cf. 55%).

Tenants who are satisfied with the condition of their home are significantly more likely to be satisfied compared to those who are dissatisfied with the condition of their property (76% cf. 26%). As the most common reason for calling was due to a repair, this finding may indicate those unhappy with the condition of their home may not have received the outcome they wanted and this has impacted their general perceptions of how easy Wandsworth Council is to deal with.

Satisfaction was lower for leaseholders; 44% said they are satisfied with how easy it was to deal with the housing department, with 14% very satisfied. A third (33%) said they were dissatisfied with this measure, with 15% saying they are very dissatisfied.

Leaseholders in the Central management area were significantly more likely to feel the housing department was easy to deal with compared with those in Eastern (41%) and Southern (31%) areas.

Figure 22: Q18. Overall, how satisfied or dissatisfied were you that the housing department is easy to deal with? (Valid responses)

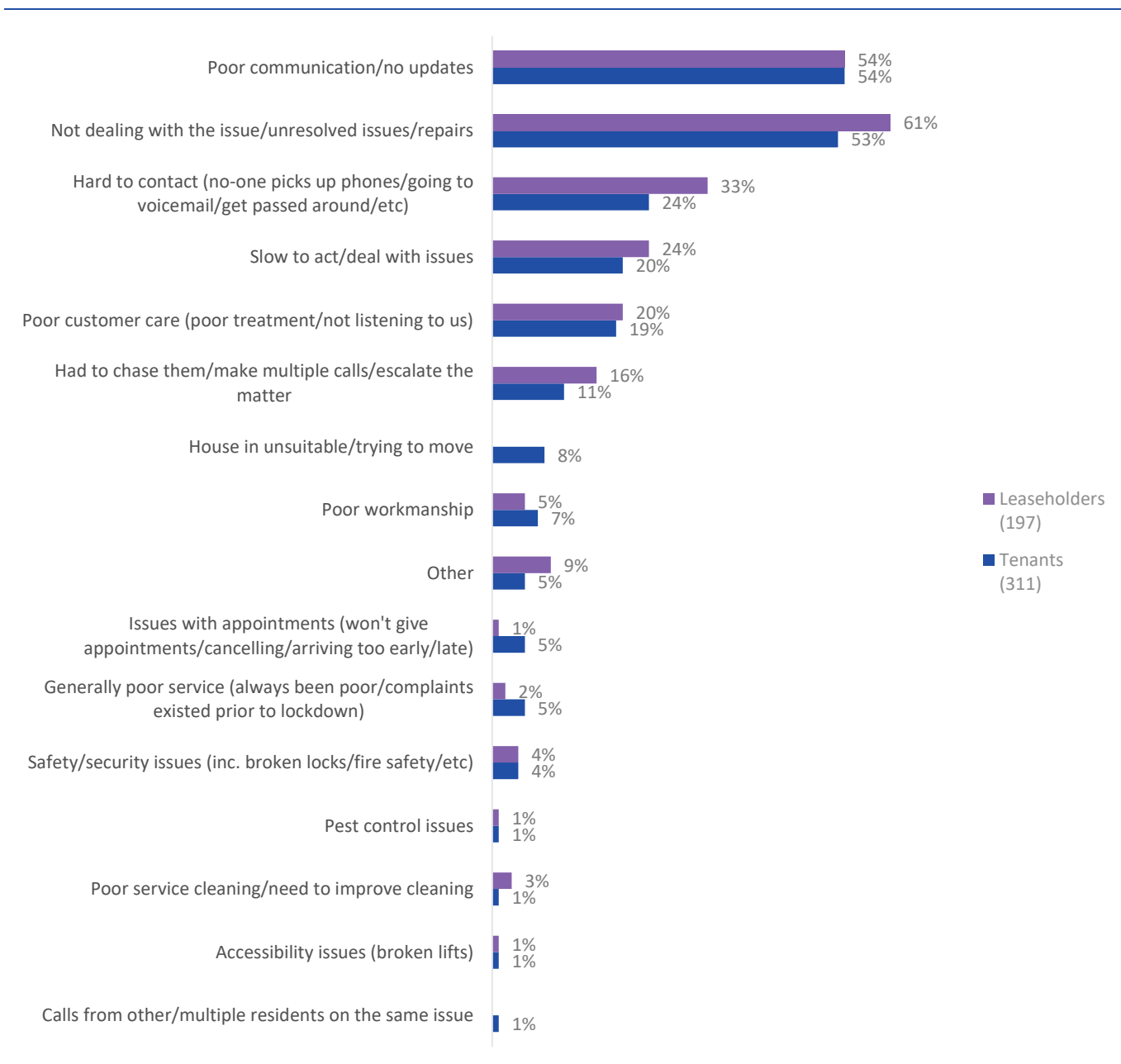


Unweighted base in parenthesis

Those that were dissatisfied with how easy the housing department was to deal with were asked for their reasons why. Over half (54%) of tenants said it was because of poor communication or no updates. 53% said it was because of unresolved issues or repairs, whilst around a quarter (24%) said they were hard to contact – another indicator for why those who are retired from who work seem more positive with this measure overall.

Not dealing with issues was the most common reason amongst leaseholders for why they found the Housing Department not easy to deal with (61%). Similarly, to tenants, poor communication/ updates (54%) and hard to contact (33%) were also common issues amongst leaseholders for why they found the Housing Department not easy to deal with.

Figure 23: Q19. Why do you feel dissatisfied? (Valid responses)



Unweighted base in parenthesis

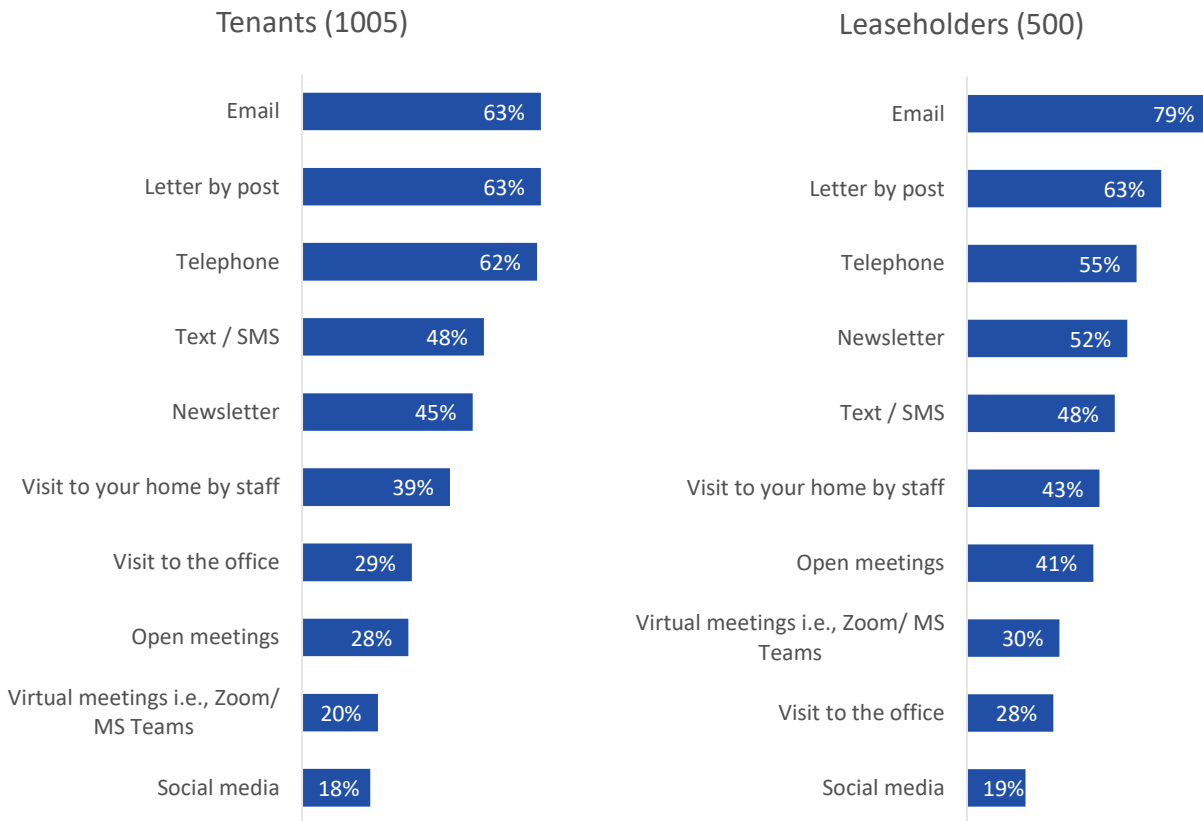
Some examples of tenants' and leaseholders' responses are given below:

Poor communication/ no updates	Unresolved issues/repairs, hard to contact
<p><i>"Long time to respond back and a very long time to actually do the work!"</i></p> <p><i>"It is difficult to get hold of the area manager. It is often a different person."</i></p> <p><i>"All the different departments blame each other and passed me from pillar to post. The complaints process is particularly poor and results in nothing being done."</i></p> <p><i>"Email queries go unanswered & have to be repeated. It's difficult to know who to approach & trying to contact by telephone is nightmarish as there as so many levels of automated response."</i></p> <p><i>"Every time they try and contact Wandsworth, they fail to pick up the phone and fail to communicate, they're stuck with the problem. They have nothing else to do until its sorted. Don't understand why managers have to come down and approve it. Balcony constantly flooding health and safety issue problem with boiler when they have a resident who is high priority."</i></p> <p><i>"I tried to change my correspondence address and i was bounced from one department to another. Also, I'm finding the repairs/windows installation quite challenging where communication isn't up to scratch from the relevant council department and we weren't offered a consultation when apparently all parties were meant to."</i></p>	<p><i>"No response to request for repairs for signage. We now have a new manager who hasn't picked up old repair request. Guess I'll need to email again, this request for signage repair is 2 years old."</i></p> <p><i>"Still waiting for the solution to water ingress from the roof replacement works for the last 16 months."</i></p> <p><i>"My room still flooded with water from bathroom, some worker came, to inspected it he job, strip it the wall, on doing so he was informed he loss contract. Left never return, informed council will send someone around, still waiting."</i></p> <p><i>"Jobs not actioned waited months and nothing called back no record of issues!? Cupboard door been measured 4 times and still waiting no response."</i></p> <p><i>"Because the flat above is still leaking into our flat. I am told Wandsworth has fixed it but no. We are four years later and we have had to fix it, but it's a waste of money to fix/repair when the above council tenants' flat keeps leaking and Wandsworth won't take the steps to repair their flat."</i></p>

Methods of communication

When provided with a list of communication methods, both tenants and leaseholders indicate that they are happy to communicate either by email, letter or by telephones.

Figure 24: Q20 As we move out of the pandemic, we would like to understand how residents would like to be engaged with. With that in mind, which of the following methods of being kept informed and getting in touch with your landlord are you happy (Valid responses)

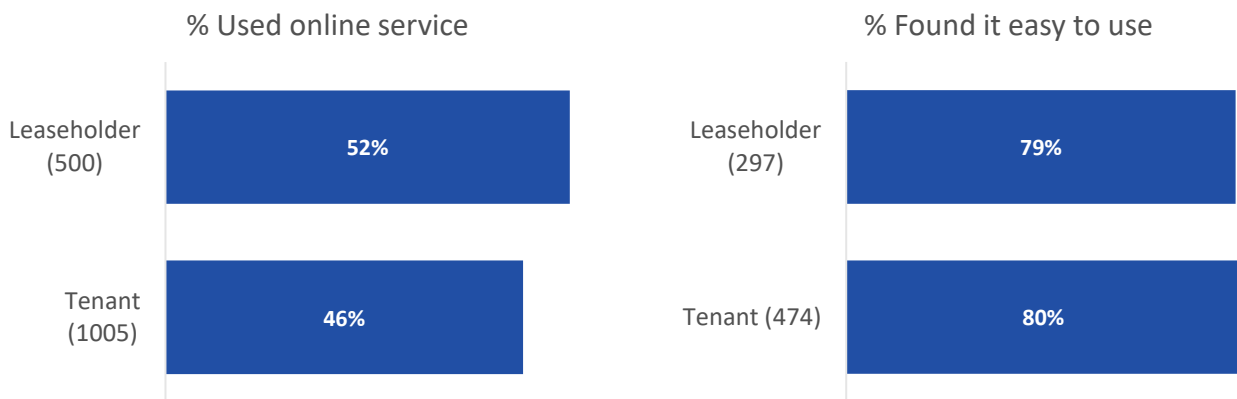


Unweighted bases in parentheses

Online service

Around half of tenants and leaseholders indicate that they have used the online service, with around eight in ten of those indicating that it is easy to use. Of those who found it difficult, the main reason was due to either not being user friendly or difficult to navigate (mentioned by 51% / 58%), respondents couldn't find the right contact / department (mentioned by 20% / 19%) or the quality of information is poor (mentioned by 10%).

Figure 25: Q21. Have you used any of the online services? Q22. Did you find it easy to use?



Unweighted base sizes in parenthesis

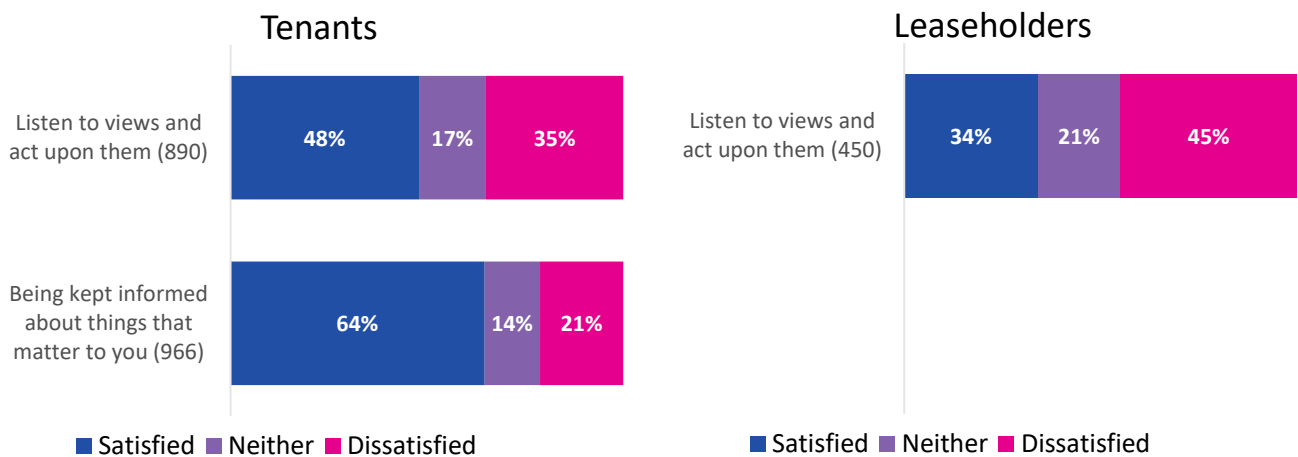
Engagement perceptions

Tenants are more satisfied with the way Wandsworth Council’s housing department keeps them informed about things that matter to them than Wandsworth Council listening to views and acting upon them. For the latter measure leaseholders have significantly lower levels of satisfaction than tenants.

Analysis by sub-group finds male tenants significantly more satisfied with both measures than female tenants (57% cf. 44% for listening to views and 70% cf. 58% for keeping tenants informed). A similar finding is observed amongst leaseholders for listening to views and acting upon them (39% satisfied amongst males cf. 30% amongst females).

Similar to perceptions around being easy to deal with, leaseholders in the Central area (46%) are significantly more satisfied with their views being listened to and acted upon than those in the Eastern (30%), Southern (26%) or Western (31%) areas.

Figure 26: Q13. How satisfied or dissatisfied are you with the extent to which your landlord listens to your views and acts upon them? Q14. How satisfied or dissatisfied are you with the way Wandsworth Council's housing department keeps you informed about things that matter to you as a resident? (Valid responses)



Unweighted base in parenthesis

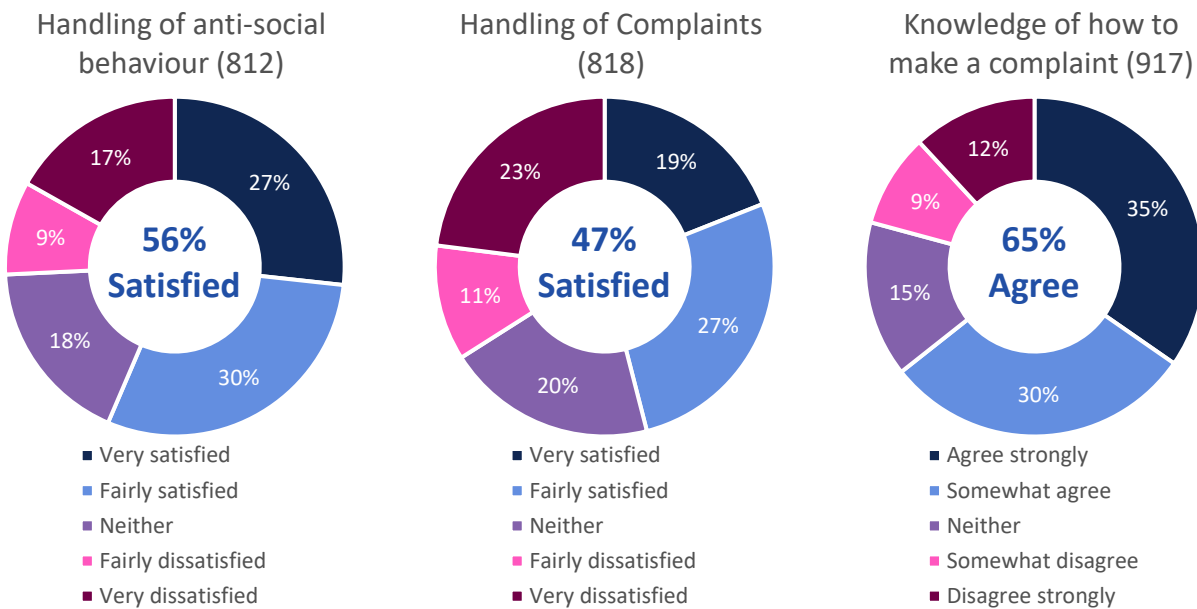
Complaints

Tenants

Tenants are more satisfied with the way Wandsworth Council’s Housing Service handles anti-social behaviour than the way complaints are handled. Those living in the Eastern area are significantly less satisfied with the handling of ASB (48%). Female tenants are significantly less satisfied than male tenants with both measures (52% cf. 64% & 43% cf. 55% respectively).

Around two in three tenants know how to make a complaint if they are not happy with the service received, with limited differences observed when analysing by sub-groups.

Figure 27: Q10. How satisfied or dissatisfied are you with Wandsworth Council's housing department approach to handling anti-social behaviour? Q11. How satisfied or dissatisfied are you with Wandsworth Council's Housing Department's approach to complaints handling? Q12. To what extent do you agree or disagree with the following? : 'I know how to make a complaint to Wandsworth Council's Housing Department if I am not happy with the service I receive' (Valid responses)

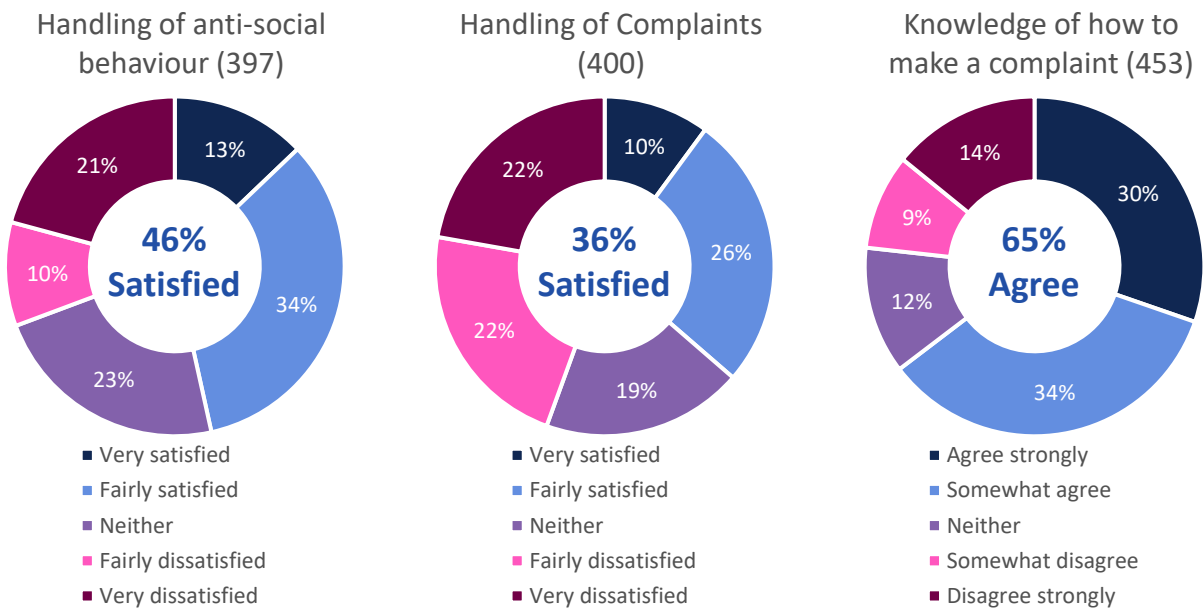


Unweighted base in parenthesis

Leaseholders

Similar to tenants, leaseholders are more satisfied with the way Wandsworth Council’s Housing Service handles anti-social behaviour than the way complaints are handled. Those living in the Southern area are significantly less satisfied with the handling of complaints (24%). Around two in three leaseholders know how to make a complaint if they are not happy with the service received.

Figure 28: Q10. How satisfied or dissatisfied are you with Wandsworth Council's housing department approach to handling anti-social behaviour? Q11. How satisfied or dissatisfied are you with Wandsworth Council's Housing Department's approach to complaints handling? Q12. To what extent do you agree or disagree with the following? : 'I know how to make a complaint to Wandsworth Council's Housing Department if I am not happy with the service I receive' (Valid responses)



Unweighted base in parenthesis

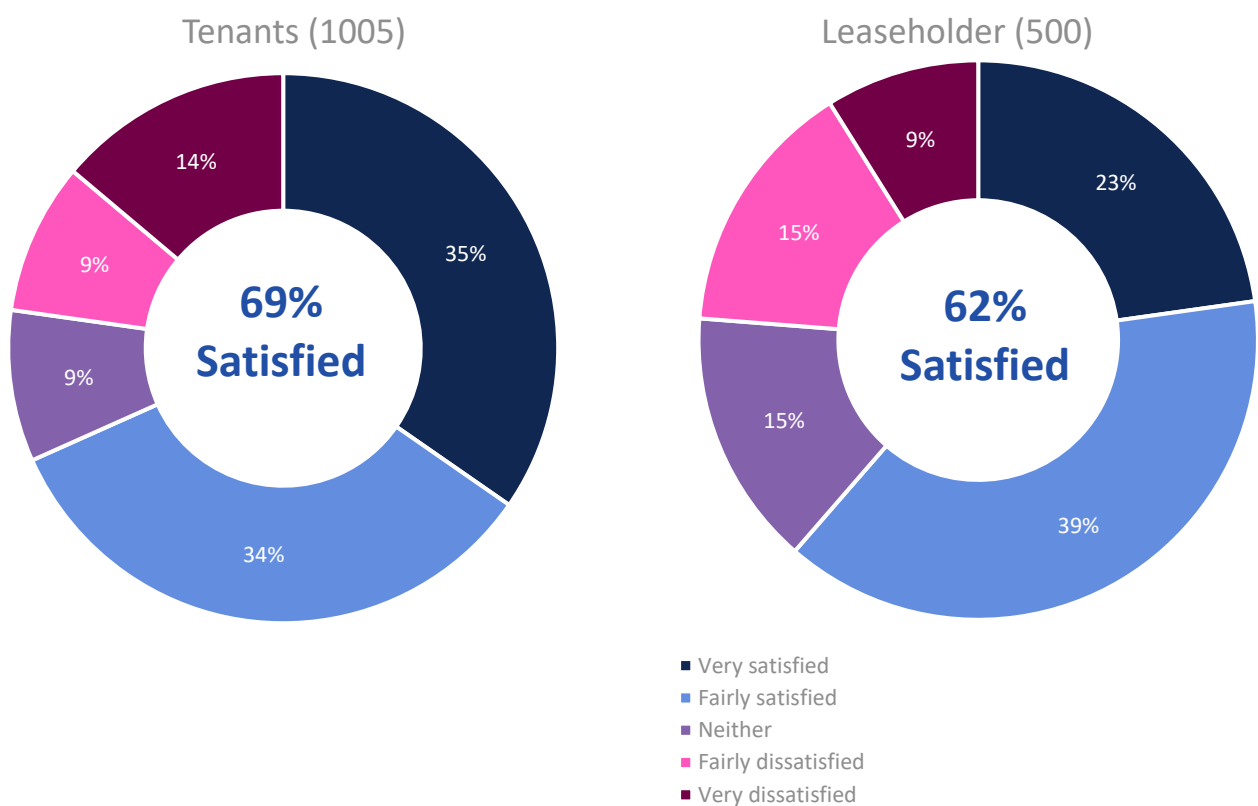
Safety

Safety and security of home

Nearly seven in ten tenants indicate that they are satisfied that Wandsworth Council Housing Department provides a home that is safe and secure. This declines markedly to 63% amongst those living in the Eastern area. There are similar levels of satisfaction by property type.

Just over six in ten leaseholders are satisfied with this measure.

Figure 29: Q4/3. Overall, how satisfied or dissatisfied are you with the following? : That Wandsworth Council housing Department provides a home that is safe and secure (Valid responses)



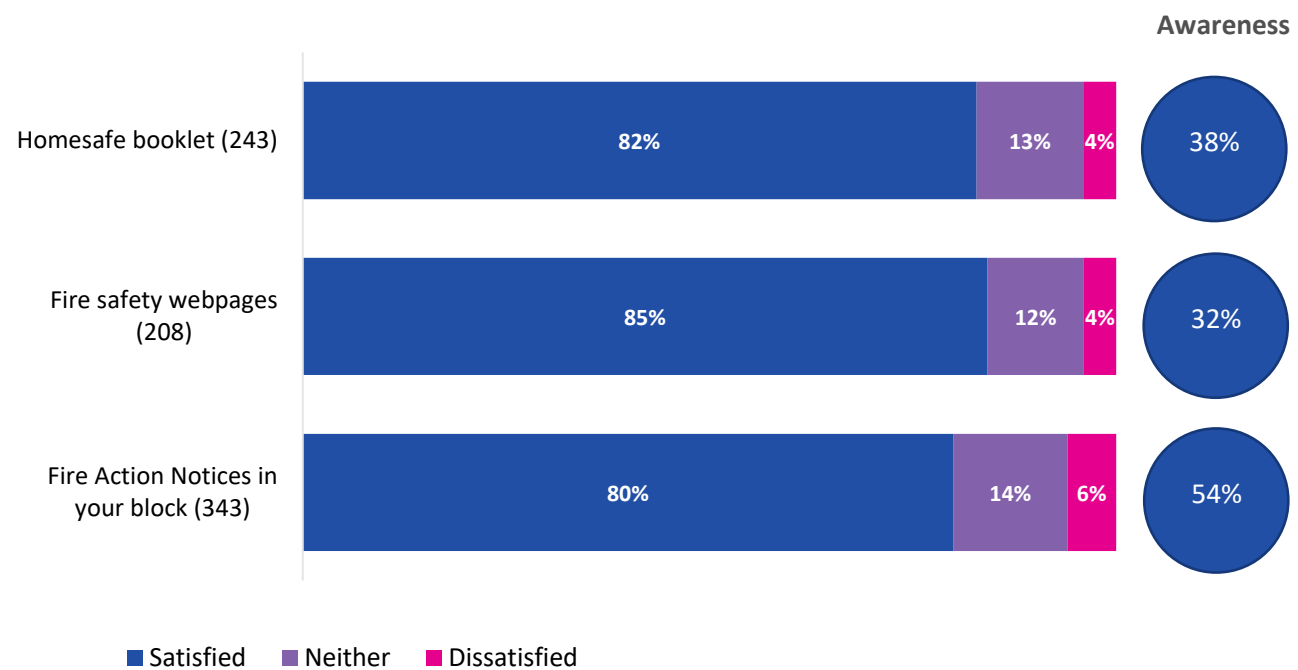
Safety information

Tenants

Just under two fifths (38%) of tenants said they are aware of the Homesafe booklet. Of those who are aware of it, 82% say they are satisfied with the information it provides to them, with just 4% dissatisfied. Three in ten (32%) tenants are also aware of the fire safety webpages, with 85% of those aware satisfied with the information contents within.

Just over half (54%) of tenants are aware of the Fire Action Notices in their block. Of those aware, eight in ten (80%) are satisfied with the information they provide.

Figure 30: Q24 Which of the following sources of information about building safety are you aware of? / Q25 How satisfied or dissatisfied are you with the information your landlord provides about your home? (Valid responses for residents living in flats)

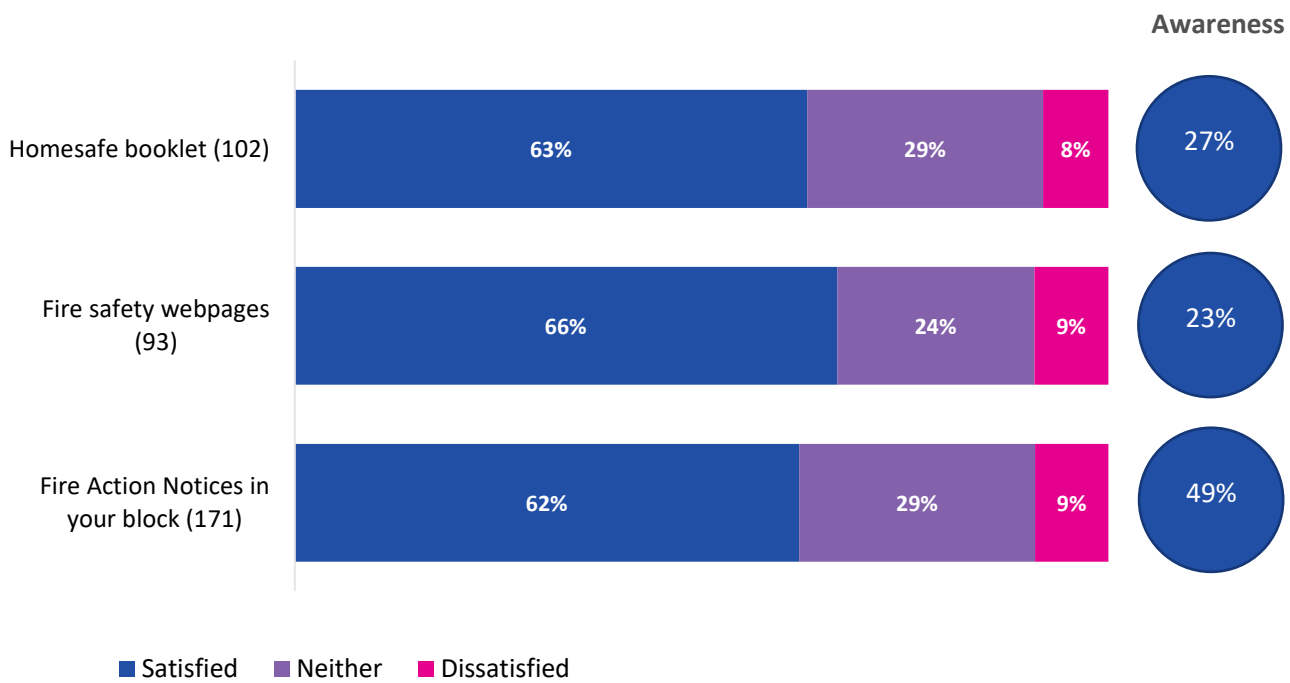


unweighted bases in parentheses

Leaseholders

A quarter (27%) of leaseholders said they are aware of the Homesafe booklet, with 63% of those aware satisfied with its contents. 23% said they were aware of the fire safety webpages, two thirds (66%) satisfied, whilst just under half (49%) of leaseholders were aware of the Fire Action Notices in their block, with 62% satisfied with the information it provides to them.

Figure 31: Q24 Which of the following sources of information about building safety are you aware of? / Q25 How satisfied or dissatisfied are you with the information your landlord provides about your home? (Valid responses for residents living in flats)

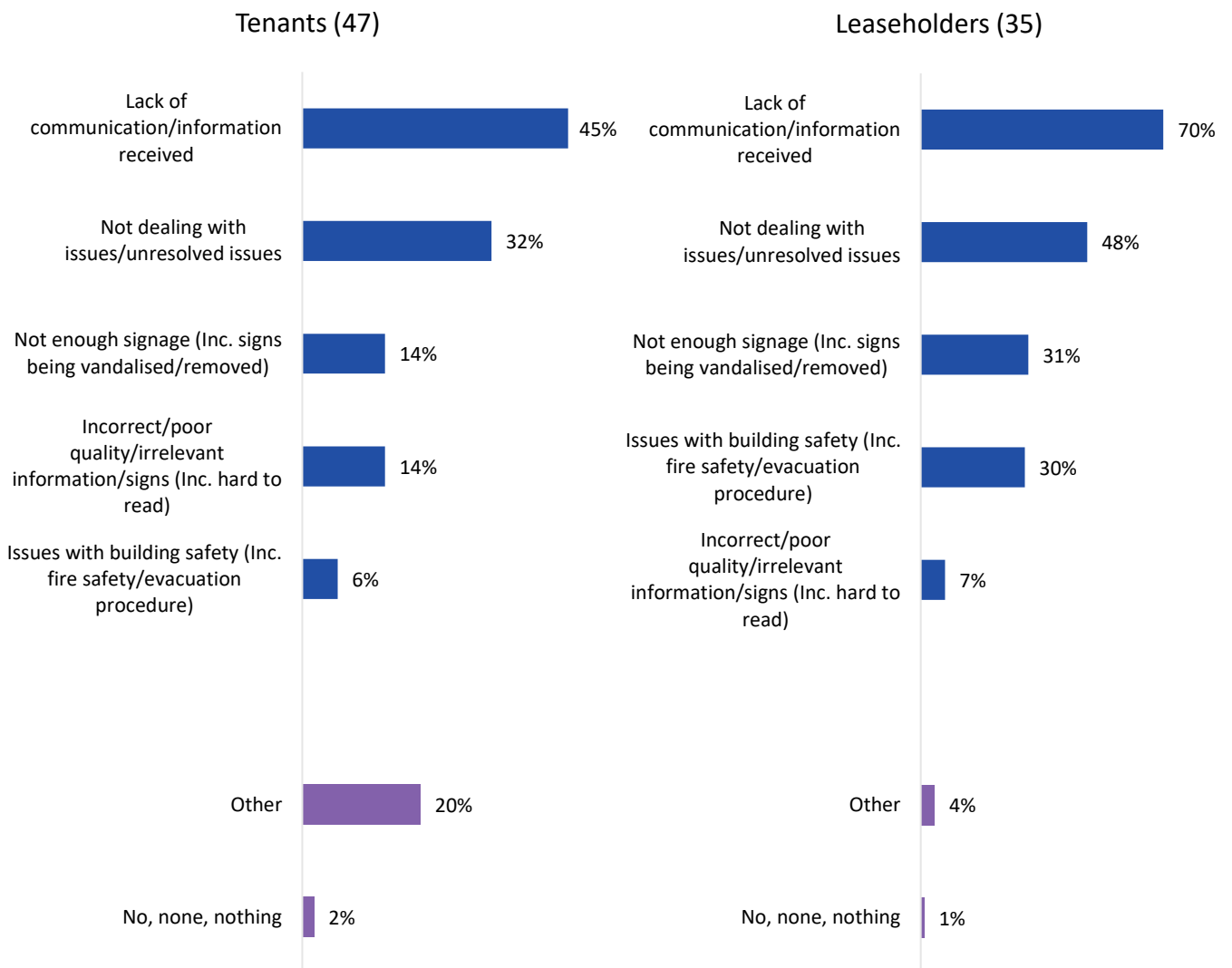


Unweighted bases in parentheses

Reasons for dissatisfaction

Respondents who were dissatisfied with any of the measures regarding the building safety information sources were asked for their reasons why. For both tenants and leaseholders, the most common reasons for being dissatisfied were a lack of communication/ information received and issues with building safety – such as fire safety and evacuation procedure.

Figure 32: Q26 Why do you say that you are dissatisfied? (Valid responses)



Unweighted bases in parentheses.

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

Lack of communication	Not enough signs
<p><i>“Council did not provide opportunity to comply with door fire safety regulations together with council tenants, making it near impossible leaseholders to find the information required and install, and negate the possibility of getting better value for money as a bulk buy/install.”</i></p> <p><i>“Contacting council is a joke (getting slightly better now) through the automated service or sometimes no one picking the phone & you getting more & more frustrated. Every day you have to try & then one day you do get connected.”</i></p> <p><i>“I didn't have a new one given to me (safety information) at the time due to COVID, I also had depression at the time, so there was a mix up and they didn't provide me with one.”</i></p>	<p><i>“The council provides no information. We copied and printed our own flyers.”</i></p> <p><i>“One thing says stay inside the other says evacuate it's confusing.”</i></p> <p><i>“They don't have any fire exit and they don't do anything for fire safety, if anything happens in the building they cannot exit.”</i></p> <p><i>“Not enough signs for residents like exits or which way the lift is, no fire extinguishers in place for emergency.”</i></p> <p><i>“Insufficient signing for fire escape People use it as external storage.”</i></p>

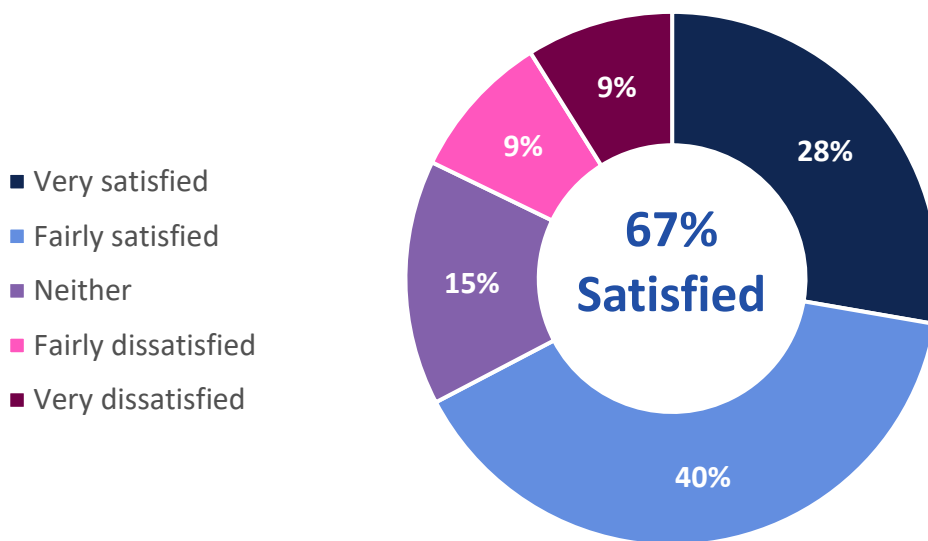
Rents and Service Charges

Value for Money

VFM Tenants

Just over two thirds (67%) of tenants are satisfied with the value for money of rent and service charges, with just over a quarter (28%) very satisfied. Just under a fifth (18%) stated they were dissatisfied with this measure, with one in ten (9%) very dissatisfied. There are no significant differences in satisfaction found between sub-groups.

Figure 33: Q4/2. Overall, how satisfied or dissatisfied are you with the following? ...The value for money for your rent/service charge. (Valid responses)

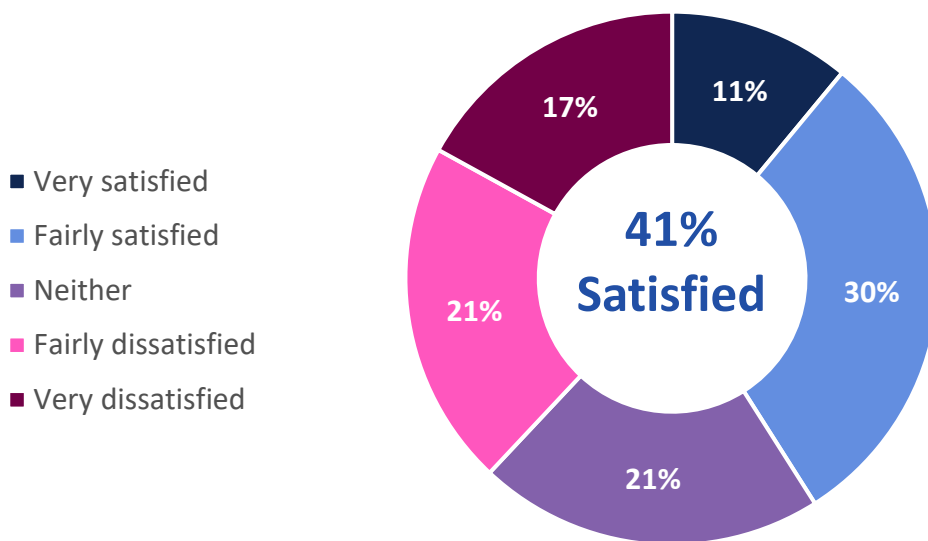


Unweighted base: 1005

Value for Money – Leaseholders

Amongst leaseholders, four in ten (41%) express satisfaction towards the value for money of rent/ services charges, with 11% very satisfied. Two thirds (39%) of leaseholders said they were dissatisfied, with 17% very dissatisfied with the value for money they provide. Overall, there are no significant differences amongst sub-groups of leaseholders, with the exception of those living in flats who are significantly less likely to be satisfied with the value for money for rent/ service charge compared to overall (38% cf. 41%), and those living in maisonettes who are significantly more likely to be satisfied compared to overall (49% cf. 41%).

Figure 34: Q4/2. Overall, how satisfied or dissatisfied are you with the following? ...The value for money for your rent/service charge. (Valid responses)



Unweighted base: 500

Finance Dept. Support

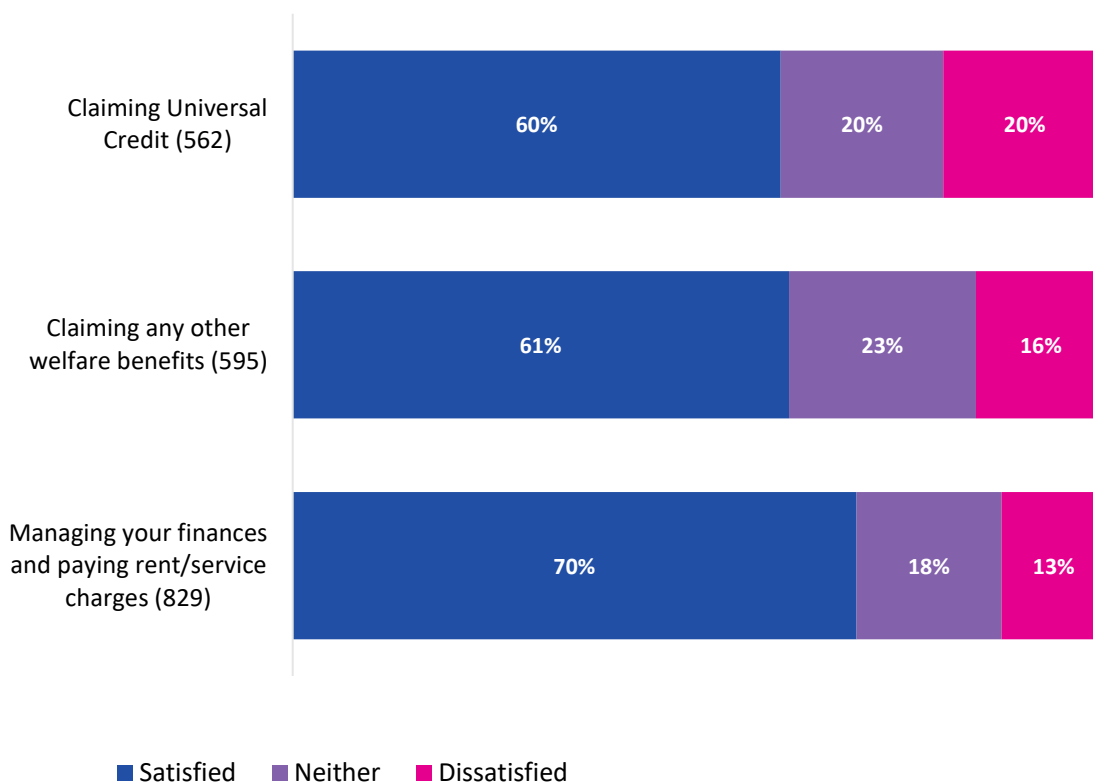
Support for Tenants

Amongst tenants, 60% said they were satisfied with the advice and support they received in regards to claiming universal credit, with 20% dissatisfied. Just under half (46%) said this was not applicable and so were removed.

61% of tenants are satisfied with the advice and support they received on claiming any other welfare benefits. 42% said this was not applicable to them. Tenants working in full time employment are significantly less likely to be satisfied with this measure compared to the total average (45% cf. 61%). This may be because they have not needed to access this support, given their employment status.

70% of tenants said they were satisfied with the advice and support they received in managing their finances and paying rent/ service charges, with just 13% dissatisfied with this measure. Those who are wholly retired from work are significantly more likely to be satisfied with this measure compared to the total average (85% cf. 86%).

Figure 35: Q27 Thinking about your rent/service charge and income, how satisfied or dissatisfied are you with the advice and support you receive from the Finance Department with the following? (Valid responses)



Unweighted bases in parentheses

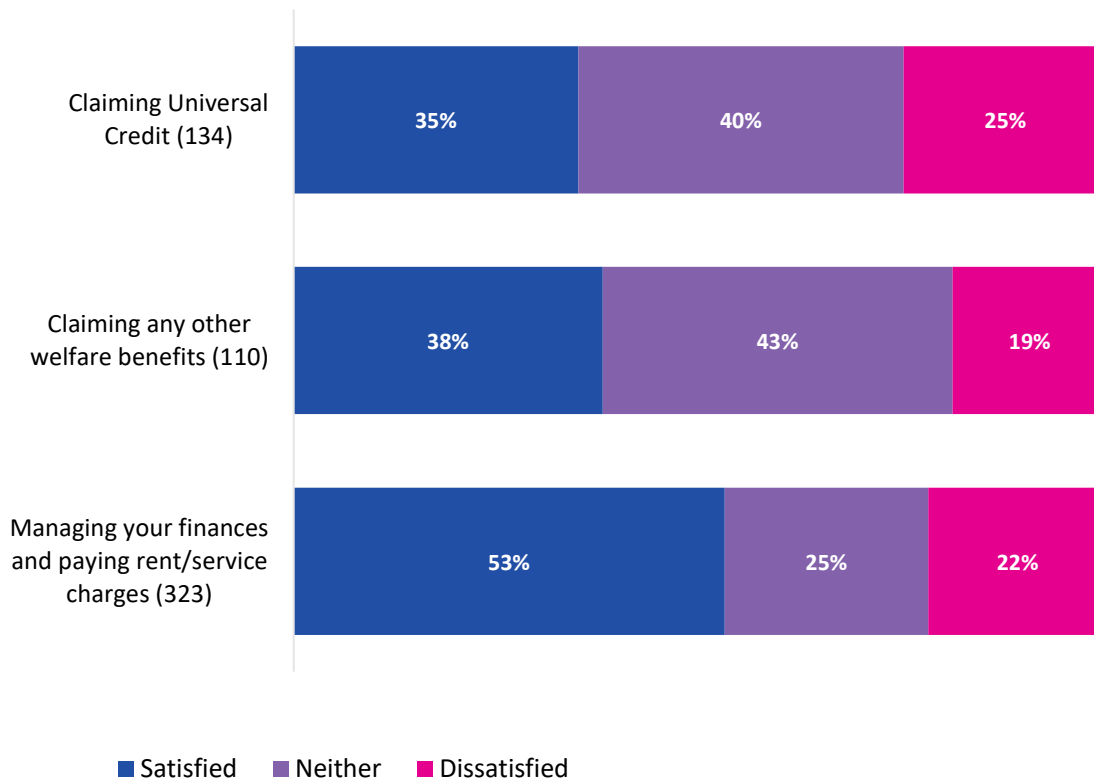
Support for Leaseholders

For leaseholders, 35% said they were satisfied with the support and advice they received in regards to claiming universal credit. Eight in ten (79%) stated this was not applicable to them

38% of leaseholders said they were satisfied with the support and advice for claiming any other welfare benefits. Eight in ten (81%) said this was not applicable to them.

Just over half (53%) of leaseholders said they were satisfied with the advice and support they received in managing their finances and paying rent/ service charges, with 22% dissatisfied.

Figure 36: Q27 Thinking about your rent/service charge and income, how satisfied or dissatisfied are you with the advice and support you receive from the Finance Department with the following? (Valid responses)



Unweighted bases in parentheses



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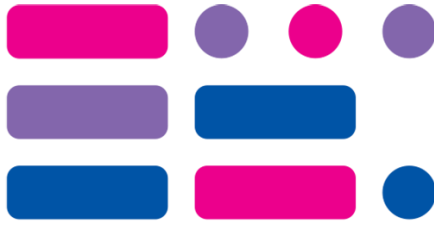
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