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success decoded



Tenant and Leaseholder Perceptions Survey 2024
Wandsworth Borough Council



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Introduction

Background

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 July/August 2024.

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.

Overall, 1,101 tenants and 500 leaseholders completed the survey. The Regulator of Social Housing requires Wandsworth Council to sample a minimum of 1,004 responses and to achieve confidence levels below $\pm 3\%$. Once the data has been weighted, the effective sample size for tenants is 1,065, meaning the survey reaches the minimum required number of responses. Using the effective sample size, the margin of error for tenants is $\pm 2.91\%$, meaning we're 95% confident that a figure in findings of 50% would fall between 47.09% and 52.91% if all tenants responded to the survey. The margin of error for leaseholders is $\pm 4.41\%$.

Table 1: Response rates by tenure

	Stock size	Completes	Effective sample size	\pm Confidence interval
Tenants	16,878	1,101	1,065	$\pm 2.91\%$
Leaseholders	7,841	500	464	$\pm 4.41\%$

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, 65% of tenants are satisfied with the overall services provided by Wandsworth Council housing services, with 16% very satisfied. Just under a quarter (24%) express dissatisfaction with the services provided overall, with 11% saying they are very dissatisfied. Satisfaction has increased by one-percentage-point compared to last year, with dissatisfaction falling by two-percentage-points.

Amongst leaseholders, 67% are satisfied with the overall services provided by Wandsworth Council's housing services, with 10% saying they are very satisfied. A fifth (19%) of leaseholders are dissatisfied with this measure, with one-in-ten (7%) saying they are very dissatisfied with the overall services provided. Perceptions have increased for leaseholders since 2023, with satisfaction increasing by three-percentage-points and dissatisfaction decreasing by two-percentage-points.

Tenants have higher levels of overall satisfaction in the Central area and amongst the over 65 age group. Overall satisfaction is significantly higher for leaseholders in the Central and Eastern management areas. Amongst tenants and leaseholders those living in Southern and Western management areas, and those with disability in the household have lower levels of satisfaction. Females tenants also have significantly lower overall satisfaction.

The main reason for overall dissatisfaction among both tenants and leaseholders are issues with repairs and maintenance (37%), which correlates with what respondents would like the housing service to focus on as a priority. For tenants, this is home maintenance (66%) and a responsive repairs service (61%). Maintenance is also key for leaseholders, with three in five (60%) ranking keeping communal areas clean and well maintained as the first priority, followed by value for money for rent/service charge (52%).

The findings from the Key Drivers Analysis, further support these results and shows that among both groups, the key drivers of satisfaction are a well-maintained home and the housing provider making a positive contribution to the neighbourhood. It is in these areas where improvements by Wandsworth Council should help to improve satisfaction.

Quality of home and estate services

Three fifths of tenants (61%) are satisfied that Wandsworth Council has provided them with a home that is well-maintained, with one-in-ten (14%) very satisfied. A quarter (26%) of tenants are dissatisfied with the provision of their home.

Fewer tenants and leaseholders are satisfied that communal areas are kept clean and well maintained with 58% of tenants and 59% of leaseholders saying they are satisfied. 19% of tenants and 13% of leaseholders say they are 'very satisfied'. Whilst 31% of tenants and 28% of leaseholders say that they are dissatisfied.

Repairs service and safety

53% of tenants have had a repair carried out to their property in the last 12 months and three fifths (58%) are satisfied with the overall repairs service they have received. One-in-three (30%) tenants say they are dissatisfied with the repairs service, with 16% 'very dissatisfied'. There are similar levels of satisfaction for the time taken to complete the most recent repair after reporting it. Half (57%) of tenants are satisfied with this measure, whilst a third (32%) are dissatisfied, with 18% 'very dissatisfied'.

Three quarters (70%) of tenants are satisfied that Wandsworth Council housing services has provided them with a home that is safe, a significant decline from 2023. A similar proportion of leaseholders (74%) are also satisfied with this measure.

Positive contribution to neighbourhood

Making a positive contribution to the neighbourhood is a key driver of overall satisfaction. Two thirds of tenants (65%) are satisfied with the positive contribution of housing services to their neighbourhood, with 13% 'very satisfied'. Around a fifth (19%) of tenants say they are dissatisfied with the Councils' positive contribution.

A similar proportion of leaseholders (65%) are satisfied with the contribution to the neighbourhood, with 8% 'very satisfied'. Whilst 15% of leaseholders are dissatisfied with this measure.

Engagement perceptions

50% of tenants are satisfied that their landlord listens to their views and acts upon them; around the same figure for leaseholders at 47%. Three fifths of tenants (62%) and leaseholders (63%) are satisfied that Wandsworth Council's housing services keeps them informed about things that matter to them.

78% of tenants agree Wandsworth Council housing services treat them fairly and with respect and 80% of leaseholders. This is the highest rated Tenant Satisfaction Measure in the 2024 survey. Those who did not feel fairly or respectfully treated were asked why, common responses for tenants and leaseholders include not dealing with the issues/complaints mentioned (36% tenants, 32% leaseholders), feeling ignored or not listened to (26% tenants, 18% leaseholders) and poor customer service (12% for both groups).

Contact and communication

Around three fifths of tenants (62%) said they had contacted the housing services within the last 12 months, compared to 39% of leaseholders. For both tenants and leaseholders, when contacting the housing department, repairs was the most common topic discussed.

Just over half of tenants (57%) and leaseholders (55%) said they were satisfied that housing services were easy to deal with when contacting them. Around a quarter of both tenants and leaseholders are dissatisfied.

Rent and service charges

Almost two thirds of tenants (65%) are satisfied with the value for money of their rent, with a one fifth 'very satisfied' (21%). Less than a fifth (17%) of tenants stated they were dissatisfied with this measure. Amongst leaseholders, 46% say they are satisfied with the value for money of their service charge, with only 7% 'very satisfied'. One third (33%) of leaseholders said they were dissatisfied with the value for money.

Approach to anti-social behaviour and complaints handling

Three fifths of tenants (62%) are satisfied with Wandsworth Council's Housing Department approach to handling anti-social behaviour, another significant decline compared to 2023. 57% of leaseholders are satisfied with the approach to anti-social behaviour. A fifth of both tenants and leaseholders are dissatisfied.

A quarter of all tenants and leaseholders (26%) have made a complaint to Wandsworth Borough Council's housing service in the last 12 months. This is the Tenant Satisfaction Measure with the lowest level of satisfaction, 22% of tenants and 27% of leaseholders are satisfied with the handling of complaints. On the other hand, 64% of tenants and 62% of leaseholders are dissatisfied. Both tenants and leaseholders cite not dealing with complaints as the main reason for dissatisfaction.

Overall perceptions

Overall satisfaction with the housing service – tenants

Looking at changes over time, overall satisfaction has remained relatively stable compared to last year amongst tenants (65% cf. 64% in 2023). However, the proportion of those saying they are ‘very satisfied’ has continued to fall to 16%, compared to 18% in 2023 and 23% in 2022. Proportions of those who are saying they are neither satisfied nor dissatisfied remain stable 11% cf. 10% in 2023). Dissatisfaction has decreased from 26% to 24% - a drop which continues to see fewer tenants stating they are ‘very dissatisfied’ with the service provided (11% 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? Base: 1,101

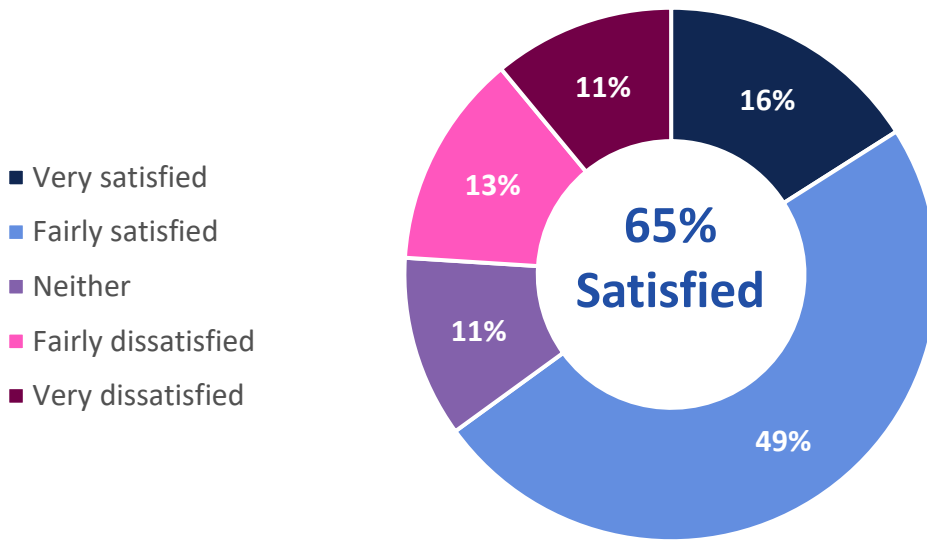
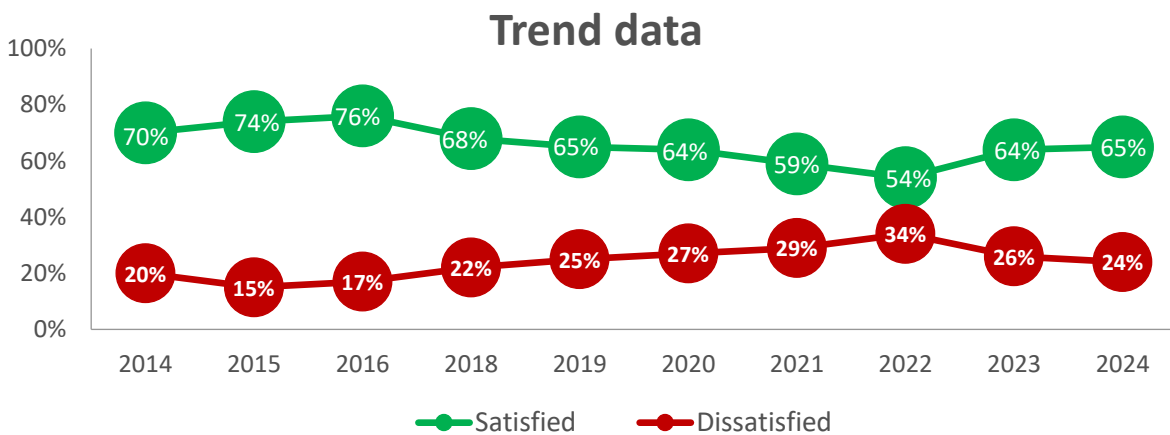


Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the services provided by Wandsworth Borough Council's housing service? – trended data

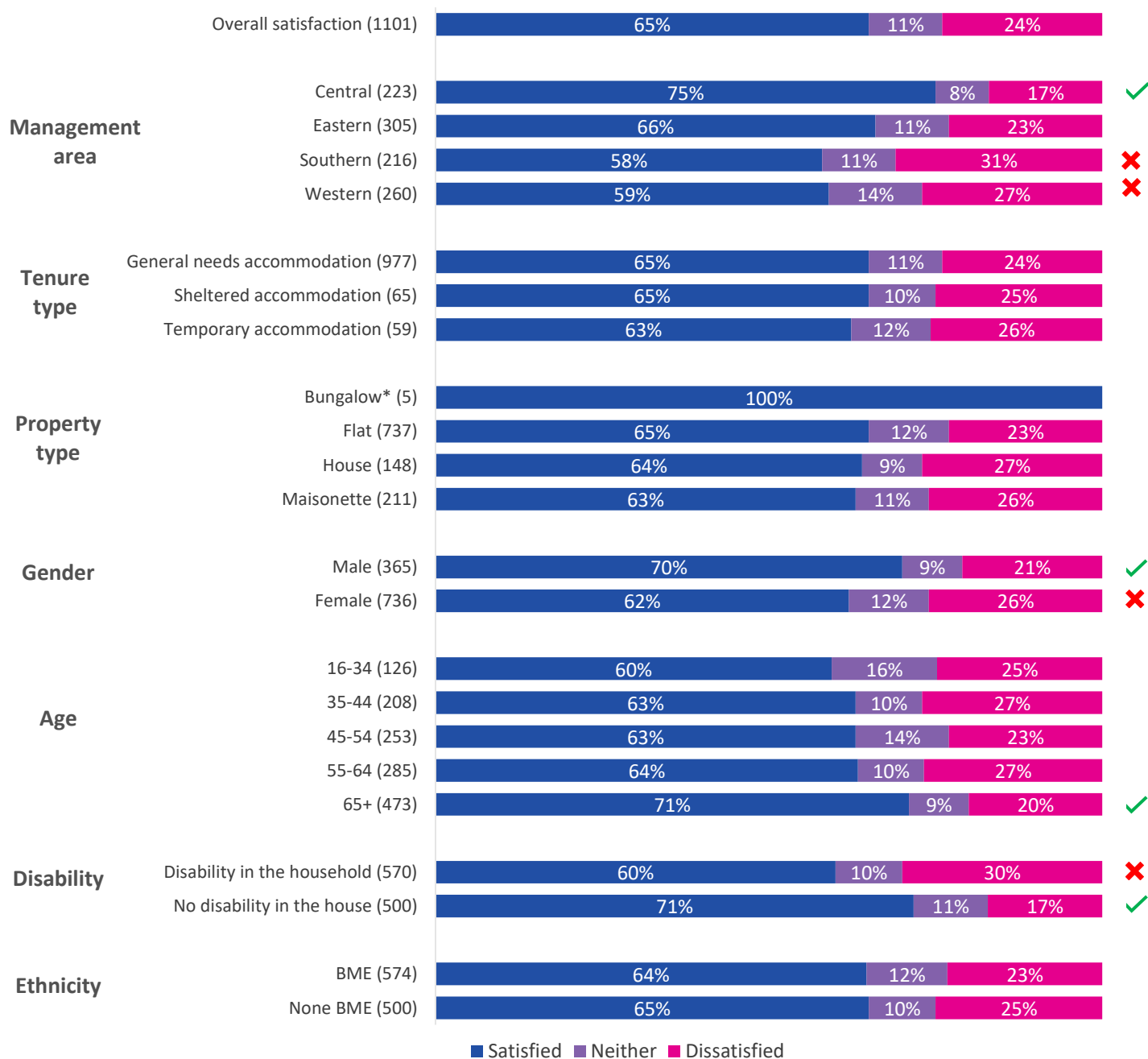


Unweighted sample base: 1,101

Perceptions of overall services by subgroup - tenants

Across subgroups, overall satisfaction by tenants varies. Looking at management area, those in Southern and Western area are significantly less likely to be satisfied (59% cf. 65%). Those living in the Tooting Broadway ward are also less satisfied (37%) than the average tenant (64%). Looking at tenants by demographic measures, females (62%) and those with a personal disability (59%) are more likely to be dissatisfied 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

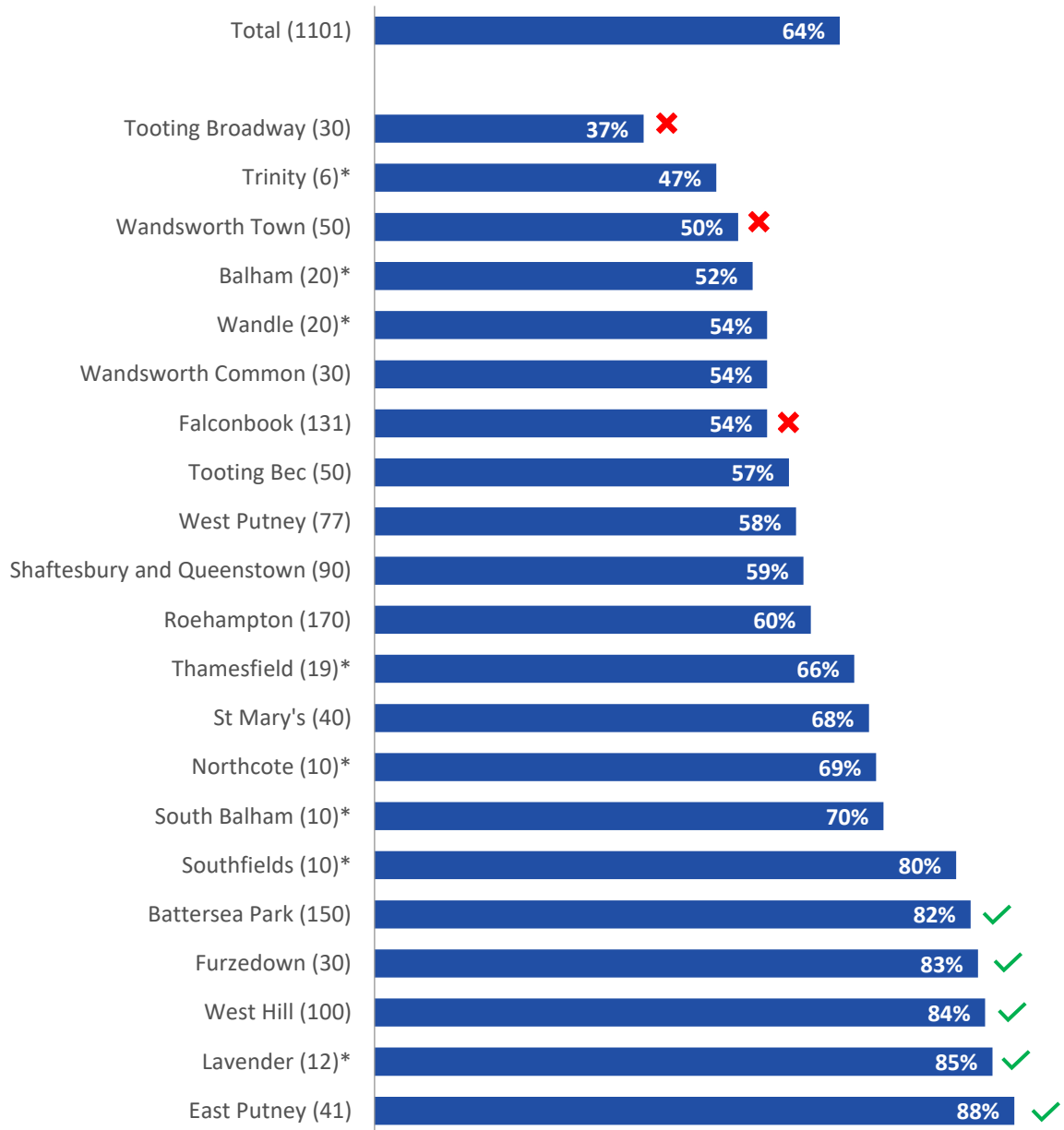


*Low base finding should be treated as indicative only

Perceptions of overall services by ward - tenants

By ward, those living in East Putney, West Hill, Furzedown and Battersea Park, (88%, 84%, 83%, 82% cf. 64%) are markedly more satisfied than average with the service provided whilst those in Tooting Broadway and Wandsworth Town (37%, 50% 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 (67% cf. 64% in 2023). The proportion of leaseholders who say they are ‘Fairly satisfied’ has increased to 57% compared to 53% in 2023. Proportions of those stating they are ‘Neither satisfied or dissatisfied’ are similar compared to last year. Dissatisfaction has continued to decrease, dropping to 19% following the drop from 43% in 2022 to 21% in 2023.

Figure 5: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wandsworth Borough Council’s housing service? Base: 500

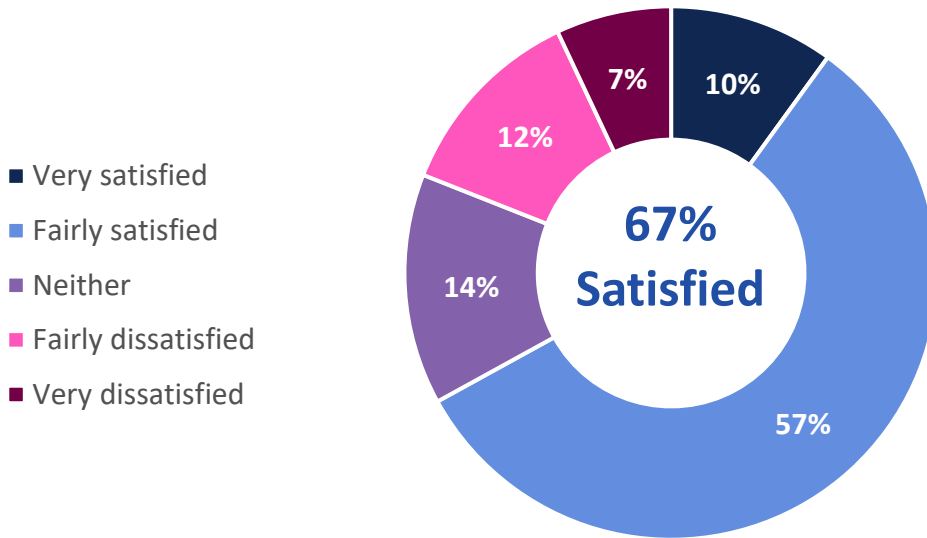
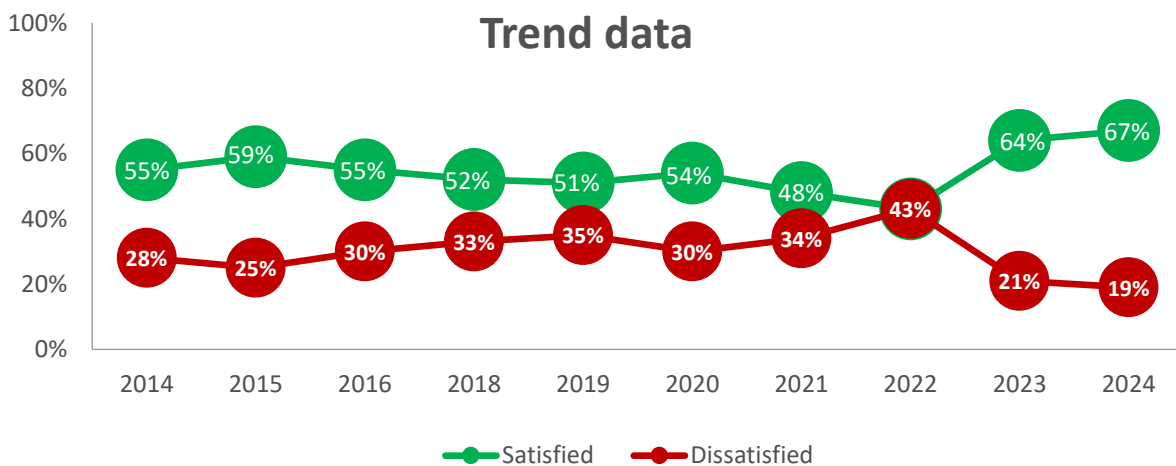


Figure 6: Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wandsworth Borough Council’s housing service? – trended data

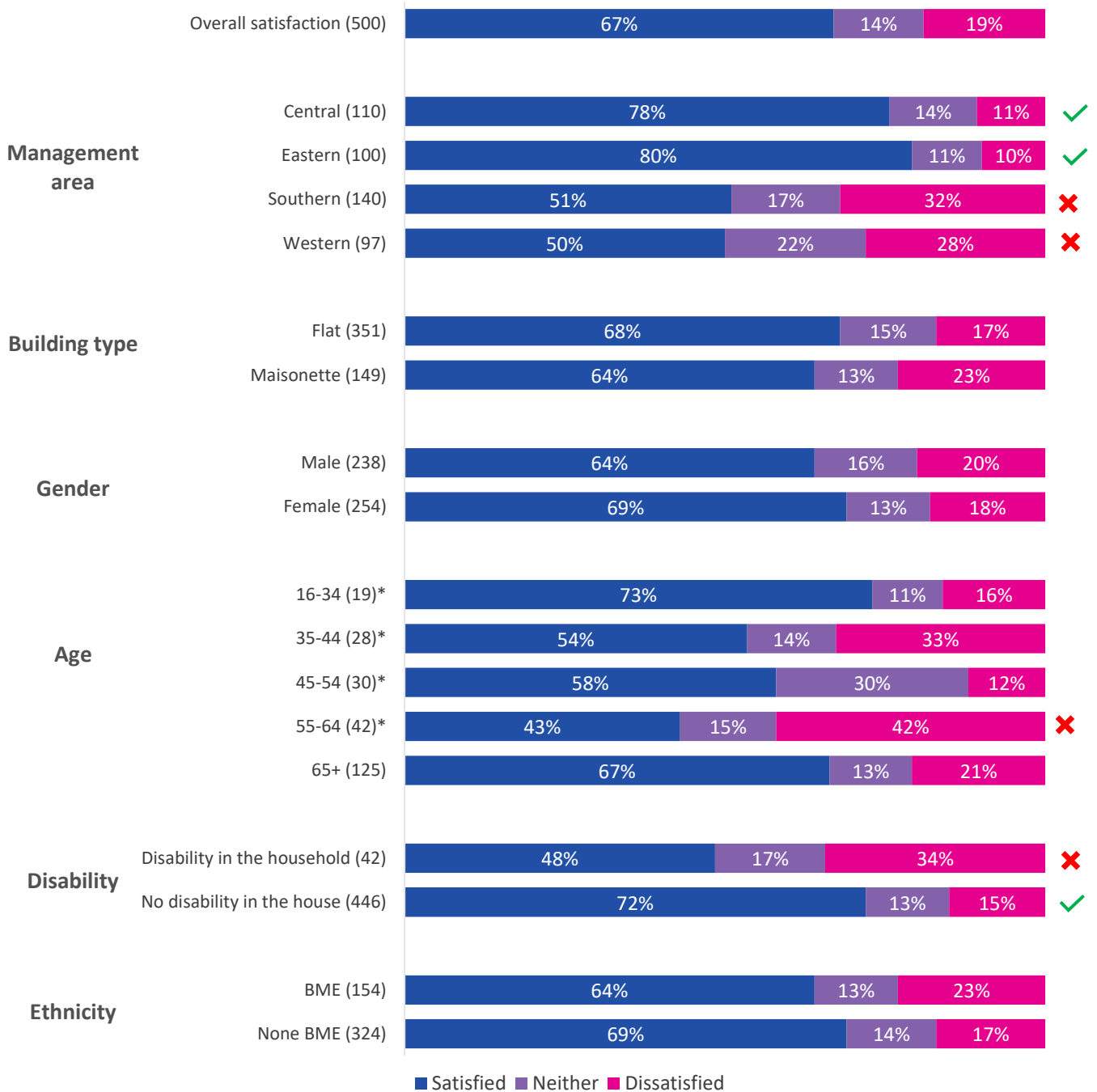


Unweighted sample base: 500

Perceptions of overall services by subgroup – leaseholders

As with tenants, leaseholders in Southern and Western management areas are significantly less satisfied with the overall service provided (51%, 50% cf. 67%). Those with a disability in the household are also less likely to be satisfied than average (48% cf. 67%), 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

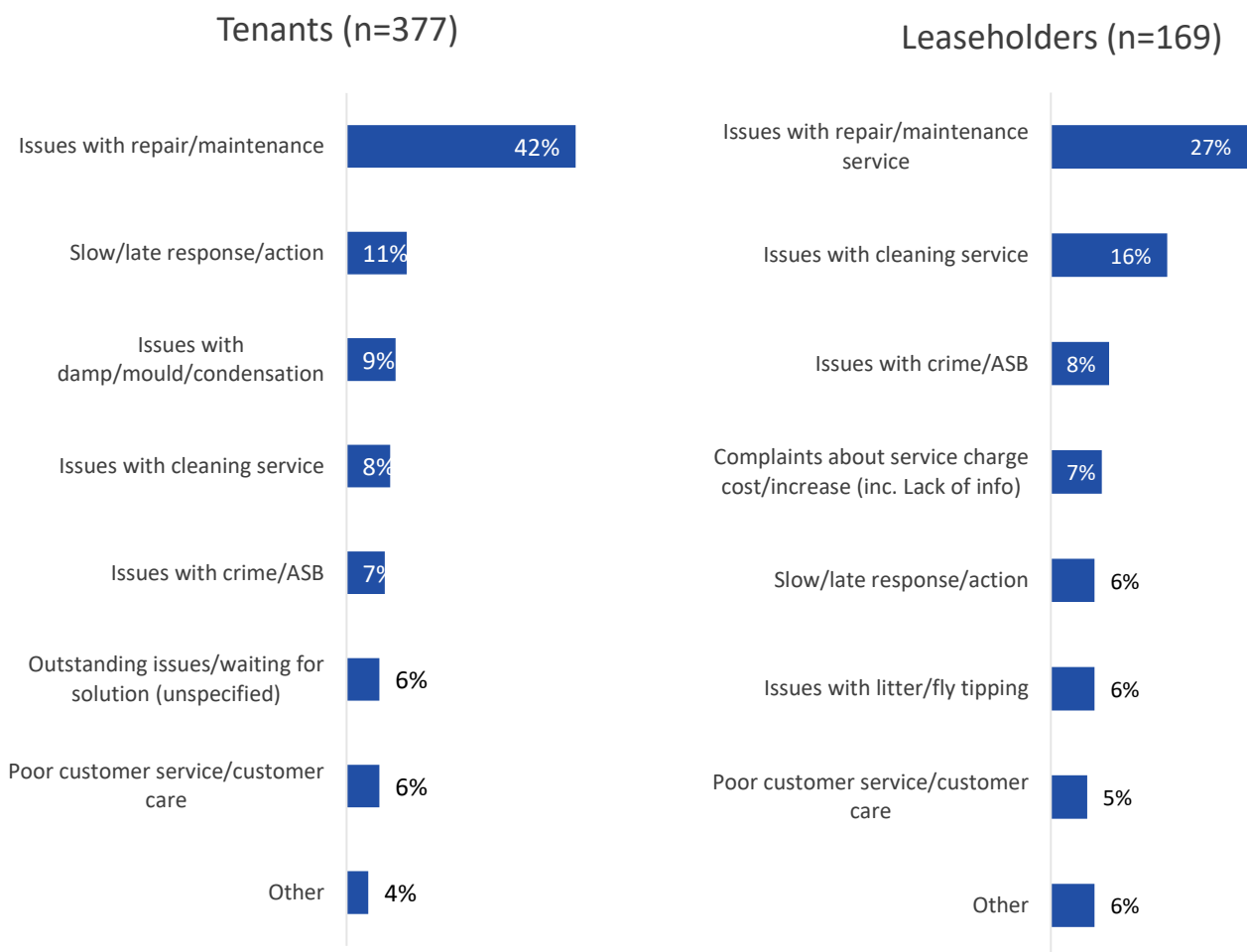


Reasons for dissatisfaction

Respondents who said they were dissatisfied or chose neither satisfied nor dissatisfied, 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 the repairs and maintenance service, this is lower than 2023 for tenants (42% cf. 49%) but higher for leaseholders (27% cf. 23%). For tenants, issue with response times and actions and damp, mould and condensation are also driving dissatisfaction. For leaseholders, issues with the cleaning service and crime/anti-social behaviour are driving dissatisfaction. In order to increase satisfaction, there needs to be further improvement to the repairs and maintenance service for both tenants and leaseholders. A swifter response to tenants requests and addressing leaseholders cleaning service issues would also be beneficial.

Figure 8: Why do you feel that way?



Unweighted bases in parentheses. Only responses over 5% shown

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

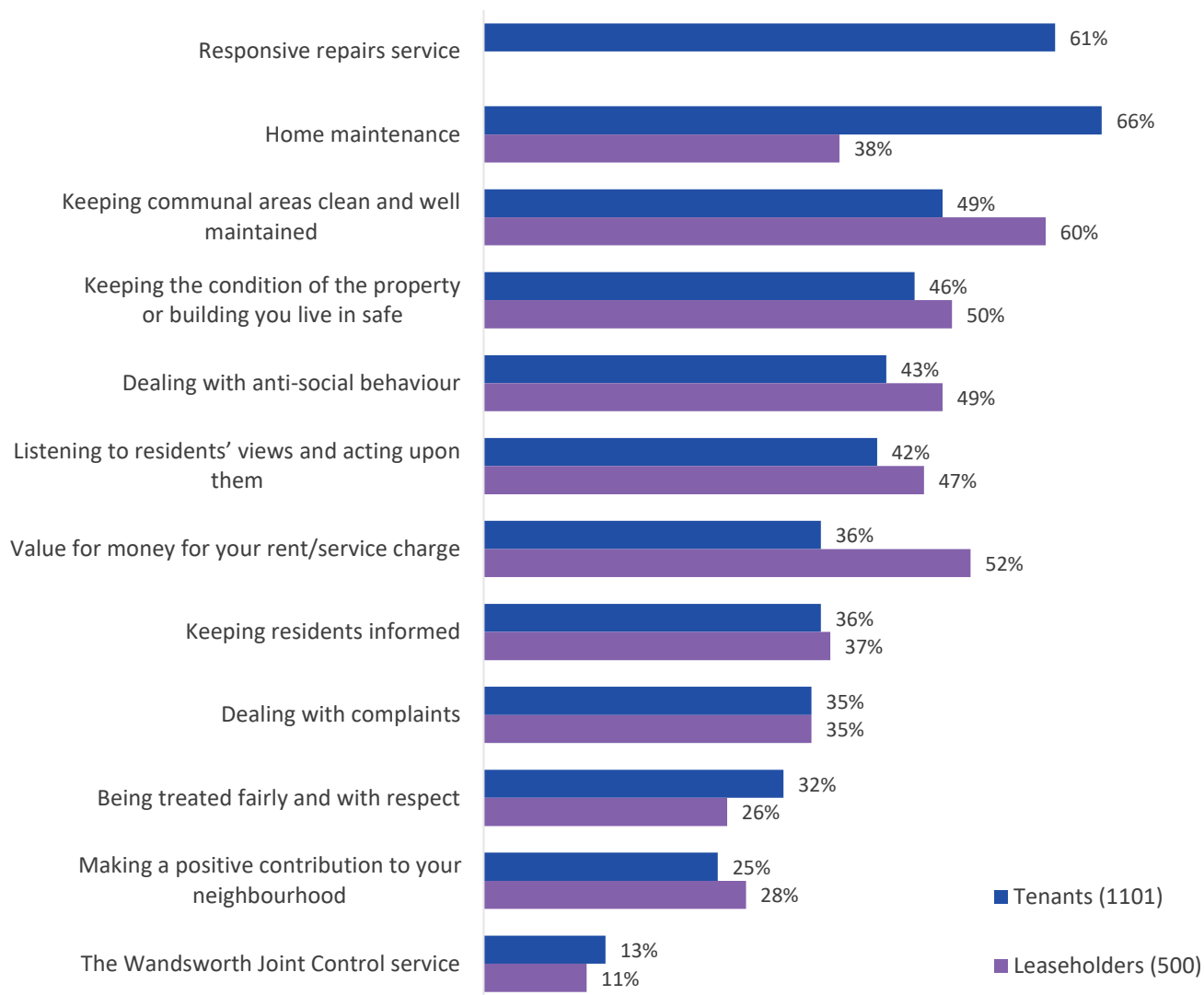
Issues with repairs and maintenance	Issues with cleaning
<p><i>"Long waits for repairs. It has been 5 years of people coming and going to fix it and is still ongoing" – Tenant</i></p> <p><i>"They take too long to do repairs." – Tenant</i></p> <p><i>"They don't deal what we need and our kitchen is falling apart." – Tenant</i></p> <p><i>"They don't do anything in the property. There mould and damp in the property. There is condensation in windows. I am having to renovate the bathroom myself, because of the poor condition it is in." – Tenant</i></p> <p><i>"Poor selection of contractors to do the major works. We should have had more input, in choosing the contractors." – Leaseholder</i></p> <p><i>"Let down with poor maintenance of repairs and building standards." – Leaseholder</i></p>	<p><i>"The communal lights never work and dirty communal areas." – Leaseholder</i></p> <p><i>"They don't clean the bins or pick the rubbish up. They haven't fixed the blocked drains, its overflows, when it rains. The communal areas should be cleaned more often." – Leaseholder</i></p> <p><i>"Poor cleaning of the communal areas. Poor maintenance of the area. Lights are not working, and there are issues with drainage in the flat. I have damp in my home, but the council say they can't fix it, although the rain water from outside the building is entering the room." – Leaseholder</i></p> <p><i>"Cleanliness of the communal areas and anti-social behaviour." – Tenant</i></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 are a responsive repairs service (61%) and home maintenance (66%), these were also the key priorities in 2023 and remain an area to focus on. This is followed by tenants who say the next priorities are keeping communal areas clean and well maintained (49%), keeping the condition of the property or building safe (46%) and dealing with anti-social behaviour (43%).

The top priorities differ for leaseholders, ranking keeping communal areas clean and well maintained first (60%), which also came out highest in 2023. This is followed by value for money for rent/service charge (52%), keeping the condition of the property or building safe (50%) and dealing with anti-social behaviour (49%). Listening to views was the second highest priority for leaseholders last time, however it still remains a priority for almost half (47%).

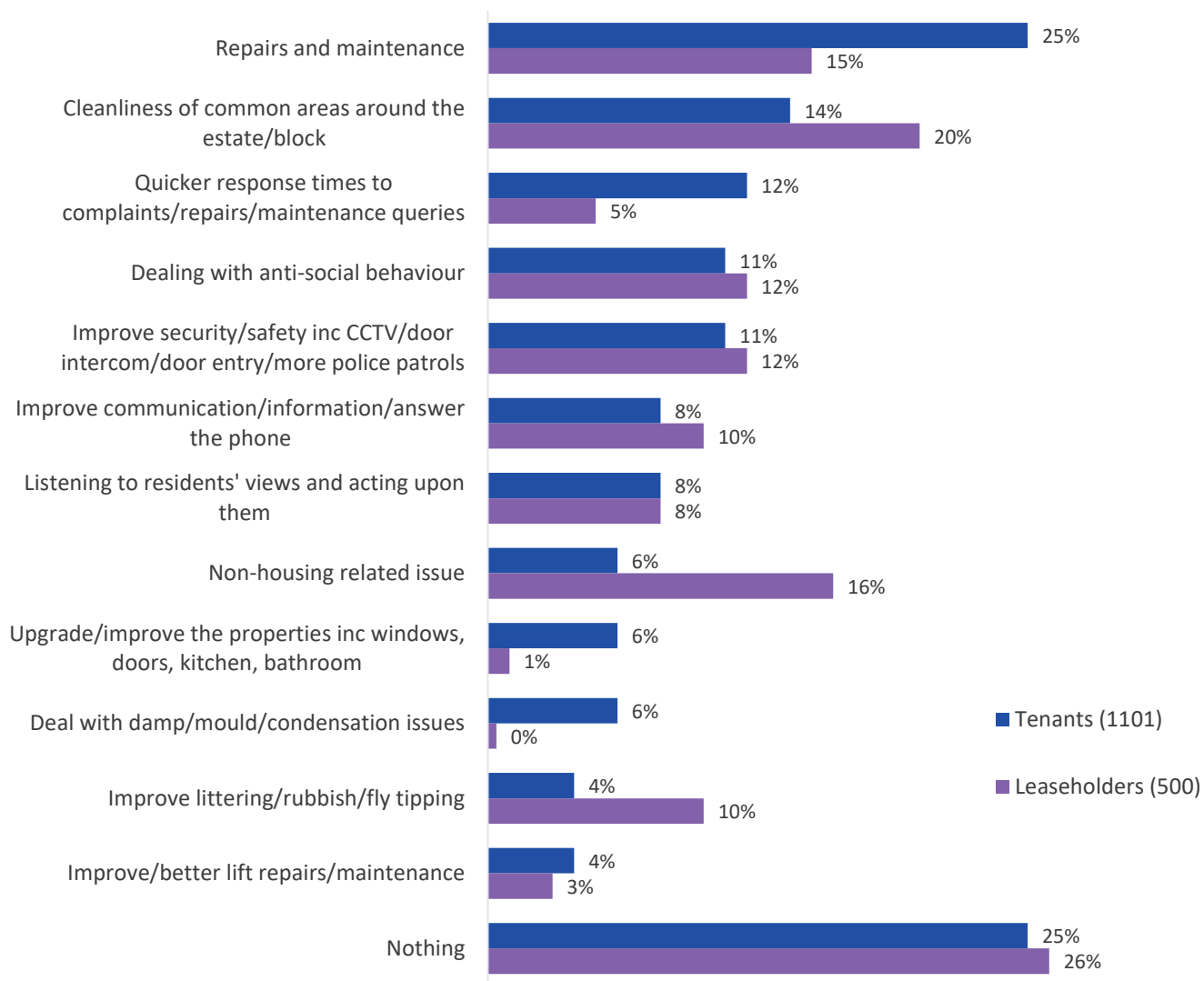
Figure 9: Which of the following services would you consider to be priorities?



Improvements

When asked the three main things Wandsworth Council could do to improve housing services, again repairs and maintenance is highest for tenants (25%). This is followed by cleanliness of common areas (14%), which is the main improvement for leaseholders (20%). Tenants are also looking for improvements to response times (12%). Dealing with ASB, improving security and communications are also important to both tenants and leaseholders. Around a quarter of tenants and leaseholders suggest Wandsworth Council could not make any improvements.

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 evident that a well-maintained home and a positive contribution to the neighbourhood 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. These areas were also shown to be driving overall satisfaction in 2023. Tying this in with the key reasons respondents state for their dissatisfaction, it is clear that maintenance continues to be a key issue for tenants and leaseholders.

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, as seen in Figure 11 below, the key drivers of satisfaction for this group are similar to those of all tenants. Satisfaction with the repairs service, time taken to complete their most recent repair and approach to ASB are also key drivers of satisfaction for this group.

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

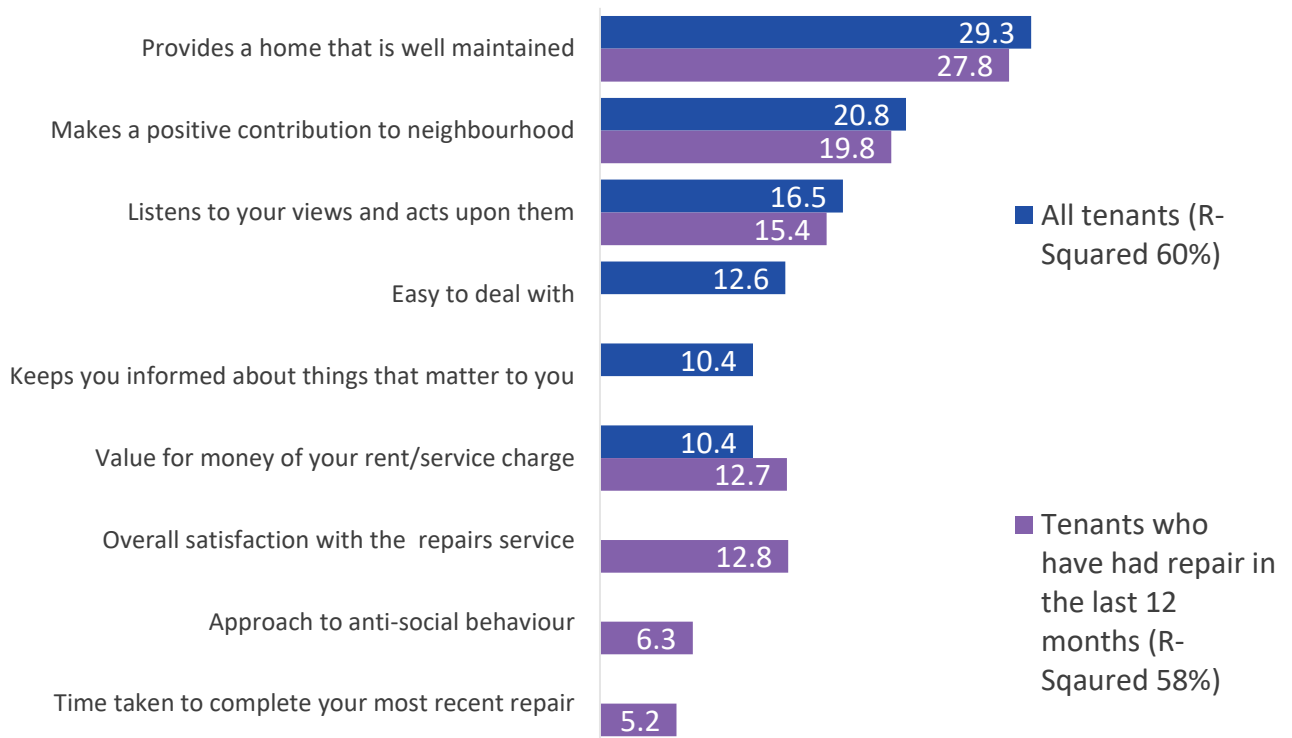
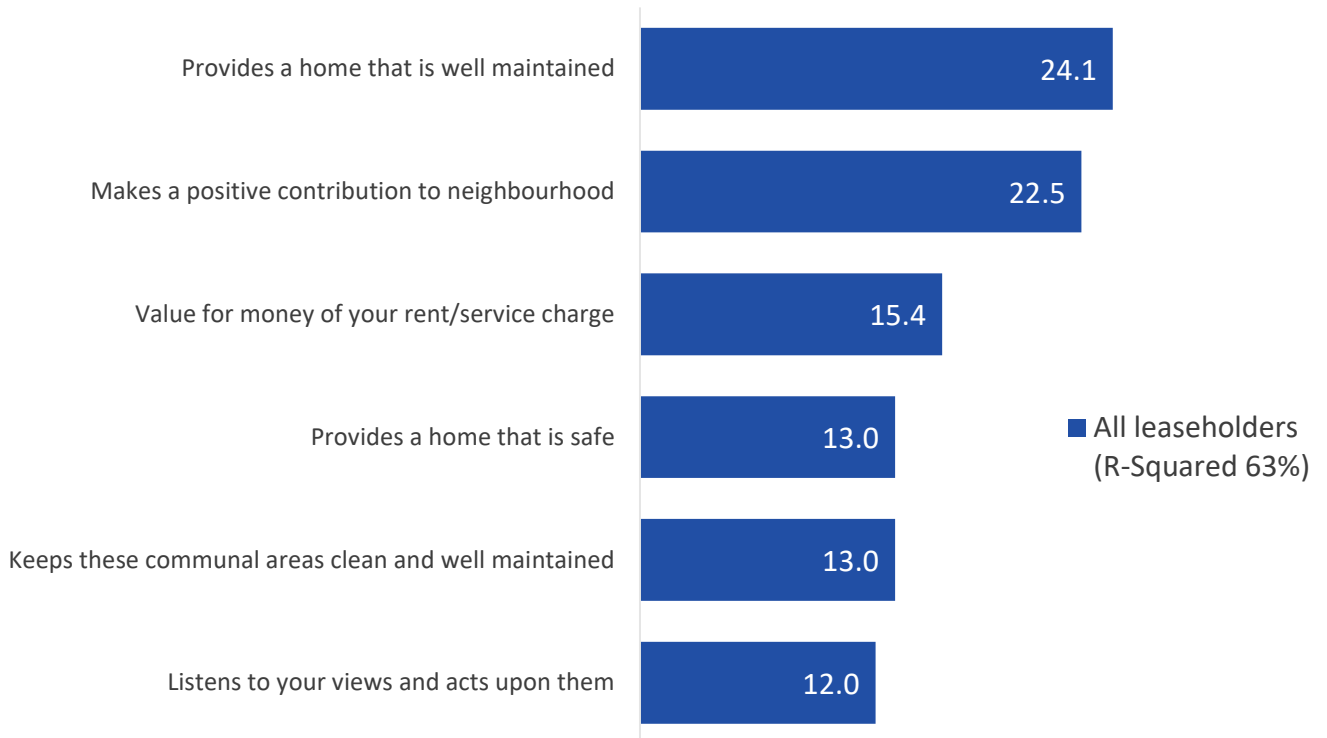


Figure 12 below demonstrates key drivers of satisfaction amongst all leaseholders. Within this group, the key drivers of satisfaction are a well-maintained home, making a positive contribution to the neighbourhood and listening to views and acting upon them. Providing a home that is safe, being treated fairly and respectfully and having value for money are also significant drivers.

Figure 12 : Key drivers of overall service provided by Wandsworth Borough Housing Service – by leaseholders



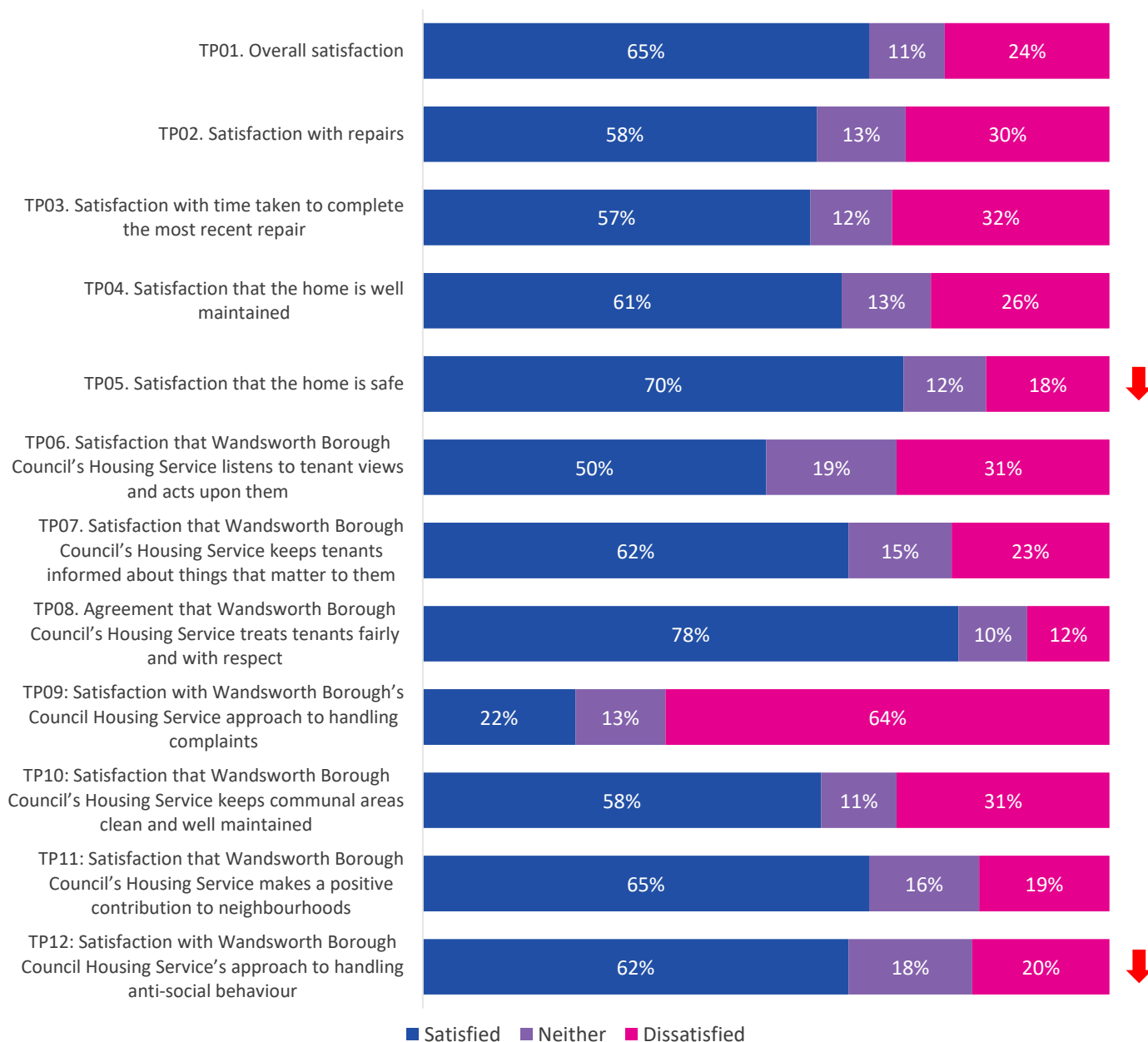
Tenant Satisfaction Measures

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 for being treated fairly and with respect (78%), followed by providing a home that is safe, although the later has decreased significantly since 2023 (70% cf. 76%). Whilst the other Tenant Satisfaction Measures remain relatively stable, approach to handling ASB has also decreased significantly compared to 2023 (62% cf. 67%). Performance continues to be weakest around the handling of complaints (22% cf. 16% in 2023).

Figure 13: 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:

- **Management Area:** Tenants living in Southern and Western management areas are significantly less satisfied with the overall service provided (58% and 59% satisfied, respectively). Conversely, those in the Central management area are markedly more likely to be satisfied with the overall service (75%), that the home is well maintained (69%) and safe (76%), that tenants are kept informed (69%) and treated fairly/with respect (86%) as well as most other metrics.
- **Age:** Tenants aged 65+ are most likely to be satisfied overall (71%), along with higher levels of satisfaction across most measures. Those aged 35-44 are significantly less satisfied overall across the following measures: that the home is safe (63%), that they are kept well informed (55%) and treated fairly/with respect (70%) and that communal areas are well maintained (50%).
- **Gender:** Female tenants are significantly less satisfied across all tenant satisfaction measures, most notably except the time taken to complete the most recent repair (55% satisfied), that the home is safe (68% satisfaction), that the housing services keeps tenants informed (61% satisfied), the approach to handling complaints (23% satisfied) and the approach to handling anti-social behaviour (60% satisfied) where their results are in line with the average tenant.
- **Disability:** Those tenants who indicate having someone within the household with a disability or longstanding illness are significantly less satisfied overall (59% satisfied). They are significantly less satisfied across most measures.

Segmentation analysis was undertaken, to discover the segments of tenants who are more or less likely to be satisfied overall. This segmentation allows for a deeper insight into which tenants are significantly less satisfied, and to isolate them within the 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.

The tenants with the highest level of overall satisfaction are living in the wards of Battersea Park, Furzedown, Lavender, South Balham, West Hill, East Putney and Southfield, particularly retired tenants in these areas. However, those least satisfied are females, who are not retired and living in Wandsworth Town, Wandsworth Common, Wandle, Tooting Broadway, Falconbook, Balham, Trinity, Tooting Bec, West Putney. The majority of these wards are in the Southern management area where we do see lower overall satisfaction levels.

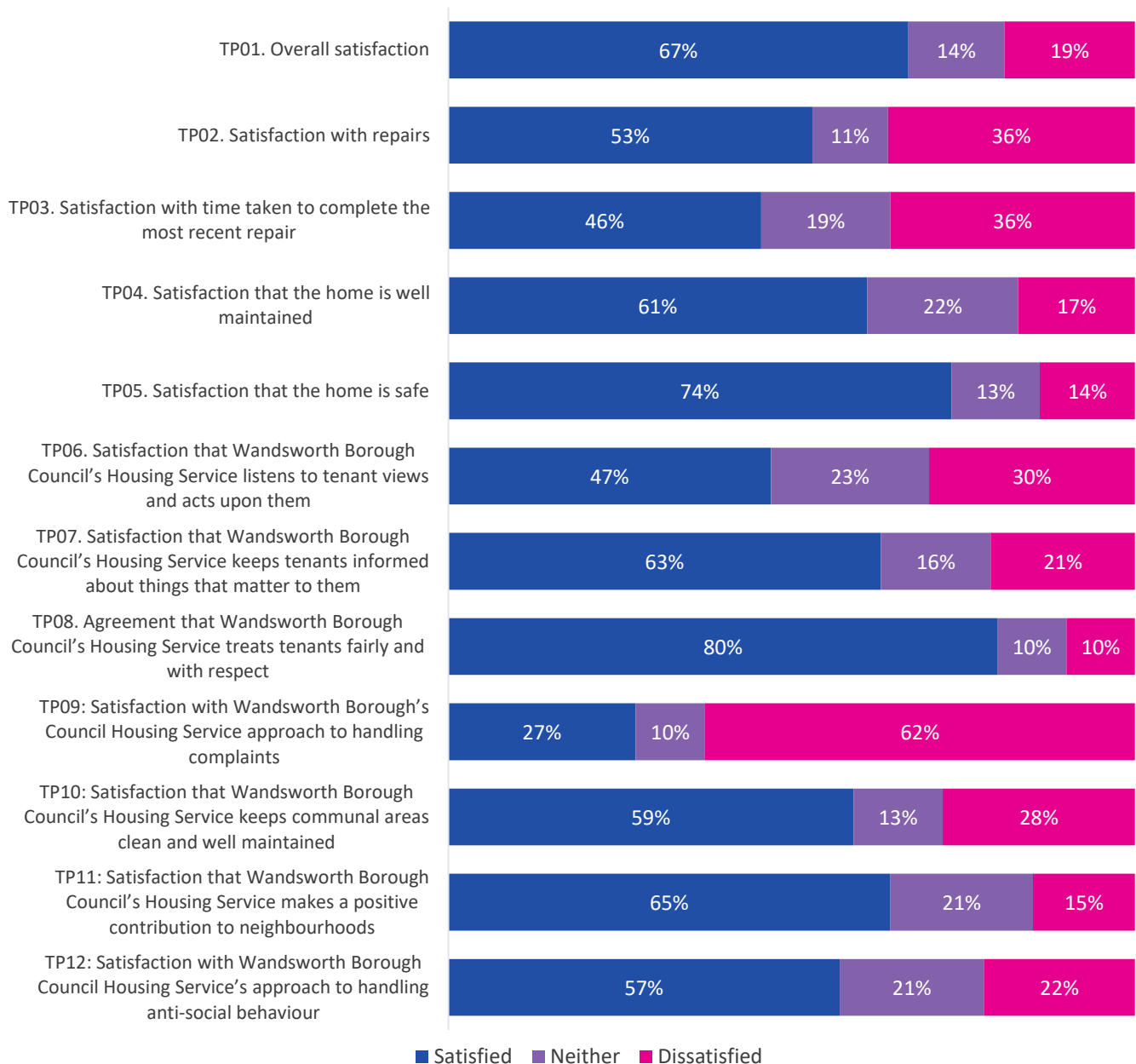
Table 2: Overall satisfaction by segmentation analysis

	Unweighted base size	TP01. Overall satisfaction rating
TP01. Overall satisfaction	1032	65%
Tenants in Wandsworth Town, Wandsworth Common, Wandle, Tooting Broadway, Falconbook, Balham, Trinity, Tooting Bec, West Putney	410	55%
Tenants who are not retired in Wandsworth Town, Wandsworth Common, Wandle, Tooting Broadway, Falconbook, Balham, Trinity, Tooting Bec, West Putney and not retired	298	50%
Tenants who are male and not retired in Wandsworth Town, Wandsworth Common, Wandle, Tooting Broadway, Falconbook, Balham, Trinity, Tooting Bec, West Putney	92	62%
Tenants who are female and not retired in Wandsworth Town, Wandsworth Common, Wandle, Tooting Broadway, Falconbook, Balham, Trinity, Tooting Bec, West Putney	206	45%
Tenants who are retired in Wandsworth Town, Wandsworth Common, Wandle, Tooting Broadway, Falconbook, Balham, Trinity, Tooting Bec, West Putney	112	64%
Tenants in Battersea Park, Furzedown, Lavender, South Balham, West Hill, East Putney, Southfield	305	82%
Tenants who are not retired in Battersea Park, Furzedown, Lavender, South Balham, West Hill, East Putney, Southfield	222	78%
Tenants who are retired in Battersea Park, Furzedown, Lavender, South Balham, West Hill, East Putney, Southfield	83	92%
Tenants in St Mary's, Shaftesbury and Queenstown, Northcote, Roehampton, Thamesfield	317	62%

Tenant Satisfaction Measures by leaseholders

Currently for leaseholders of Wandsworth Borough Council, similar to tenants, performance is strongest for being treated fairly and with respect (80%), a safe home (74%) and making positive contributions to their neighbourhood (65%). Performance is weakest around complaints handling (27%).

Figure 14: Tenant Satisfaction Measures by leaseholders



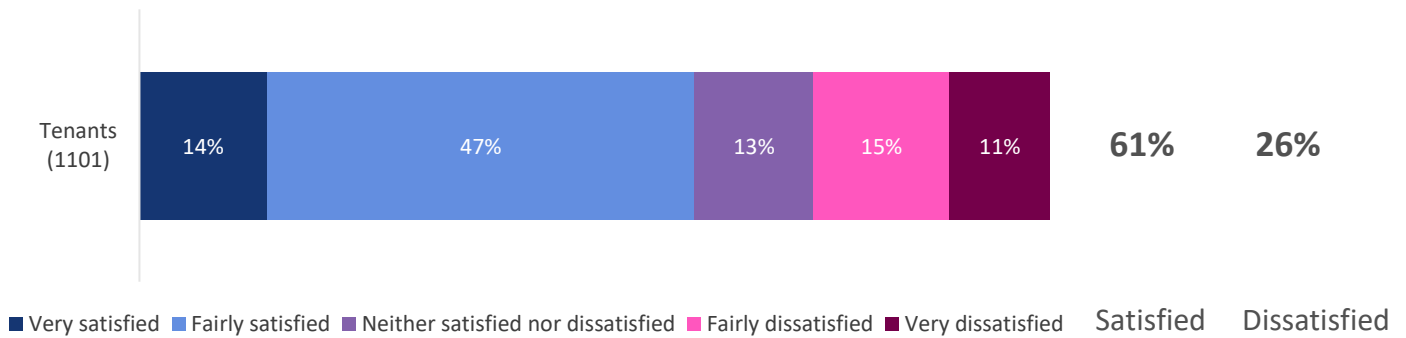
Quality of home and estate services

Satisfaction with home maintenance

Around 3 in 5 tenants (61%) are satisfied that the housing service provides them with a home that is well maintained. 14% are 'Very satisfied', however, almost a quarter (23%) of tenants report dissatisfaction. Compared to the 2023 survey, satisfaction has remained in line, whereas dissatisfaction has decreased by 4-percentage-points.

Tenants in Southern are significantly less likely to be satisfied that they have a well maintained home (54%), as are females (58%) and 16 to 34 year olds (51%). Those who indicate there is someone with a disability in the household also have significantly lower satisfaction for a well maintained home (56%). A well-maintained home is the most important driver of satisfaction and is key for increasing overall satisfaction, so focusing on those tenants with lower levels of satisfaction present an opportunity for improvement for the Council.

Figure 15: How satisfied or dissatisfied are you that your landlord/ Wandsworth Borough Council's housing service provides a home that is well maintained? (Valid responses)



Unweighted bases in parenthesis

Satisfaction with estate services

Around 4 in 5 tenants and 9 in 10 leaseholders (80% and 90% 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 3 in 5 tenants (58%) and leaseholders (59%) are satisfied that the housing service keeps communal areas clean and well maintained. This is an improvement on last year's figures for both tenants (56%) and leaseholders (52%). 19% of tenants and 13% of leaseholders report being 'Very satisfied'. However, a third of tenants (31%) and leaseholders (28%) report dissatisfaction with communal areas being kept clean and well maintained.

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



Unweighted bases in parentheses

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 (65%). There has been a slight decrease in satisfaction since the last iteration of this survey in which, 67% of tenants and 69% of leaseholders were satisfied. As detailed in the key drivers analysis, making a positive contribution to the neighbourhood is the second most important driver of overall satisfaction among both tenants and leaseholders. Almost a fifth of tenants (19%) and 15% of leaseholders are dissatisfied.

Tenants who have lower levels of satisfaction on this measure are those in the Eastern area (59%), females (62%) and those with a disability in the household (60%). For leaseholders, those in the Southern (56%) and Western (50%) areas and those with a disability in the household (54%) are also least satisfied with this measure.

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 amongst the least satisfied groups, such as females tenants and where there is a disability in the household. Looking at what tenants and leaseholders want the council to improve upon, as noted in Figure 10, keeping communal areas clean and well maintained will contribute positively towards this measure.

Figure 17: 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

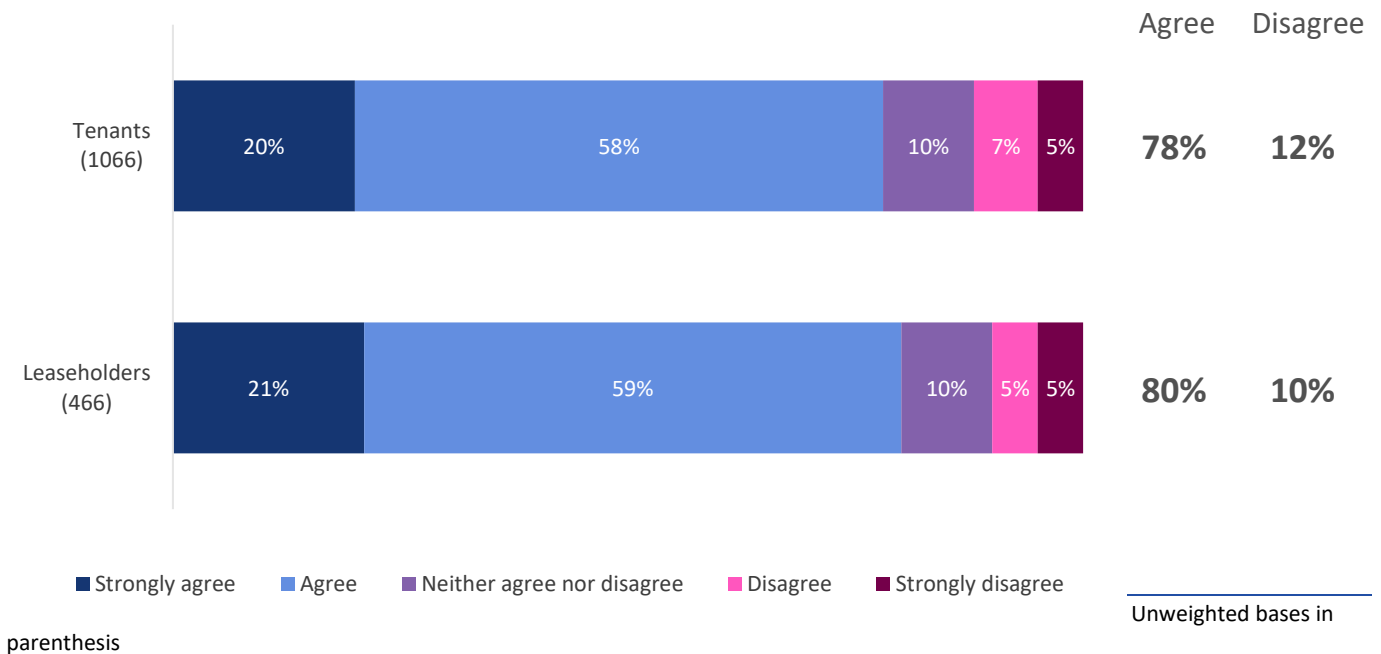
Engagement perceptions

Treated fairly and with respect

The highest rated Tenant Satisfaction Measure in the 2024 survey, among both tenants and leaseholders, is that Wandsworth Borough Council treat them fairly and with respect. 3 in 4 of both tenants (78%) and leaseholders (80%) agree that this is the case. Since 2023, the number of tenants and leaseholders reporting 'Strongly agree' with the statement has increased to 20% for tenants (cf. 12%) and 21% for leaseholders (cf. 9%). Around one in ten disagree that they are treated fairly and with respect (12% tenants and 10% leaseholders).

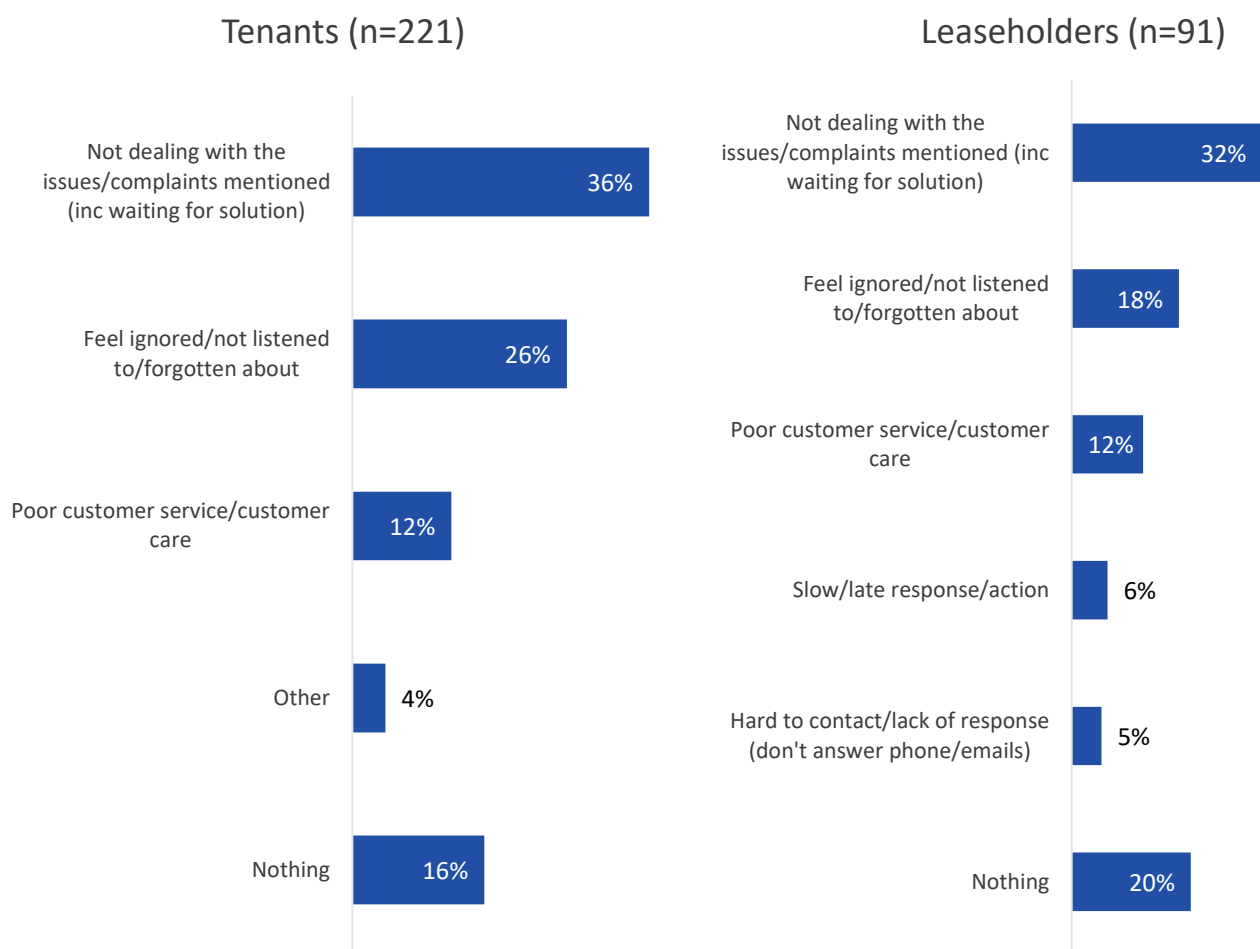
Those tenants with significantly lower levels of satisfaction are females (75%) and those with a disability in the household (72%). Leaseholders in Southern and Western are significantly less satisfied that they are treated fairly and with respect (72%, 67%).

Figure 18: 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)



Tenants and leaseholders who were dissatisfied or stated they neither agreed nor disagreed were asked why they felt this way. Amongst both groups, as seen in Figure 18, the three primary reasons given for their dissatisfaction included not dealing with the issues or complaints mentioned (including those still waiting for a solution), feeling ignored or forgotten and poor customer service.

Figure 19: Why do you feel that way?



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

Not dealing with issues	Feeling ignored
<p><i>"When you report repairs, it's not carried out. Only emergency repairs are done quickly. There is mould in the bathroom and bedroom. The radiators are rusted. The pipe covers were removed, when it was repaired, but not put back again. The pipes are exposed. They should provide some sort of grant for decorating. If they aren't going to do it themselves."</i> – Tenant</p> <p><i>"Everything I have been fighting for hasn't been done, apart from the fact they said they will, put in a bike shed. The shed still hasn't been done."</i> – Tenant</p>	<p><i>"Every time I contacted them, I have been ignored."</i> – Tenant</p> <p><i>"They just ignore us and sometimes are very rude."</i> – Tenant</p> <p><i>"Because I kept asking them for help when I moved here but no one listened to me."</i> – Tenant</p> <p><i>"When I have communicated to them, about the bins, and the fact our vehicles and property has been broken into, and we need CCTV, for our safety, they haven't done anything about it. So they don't listen to us."</i> – Leaseholder</p>

“They don't communicate with us. You have to constantly call to get updates about the same issue, that's been going on for years.” – Leaseholder

“They are dismissive. The length of reply. No one takes responsibility for what they do.” – Leaseholder

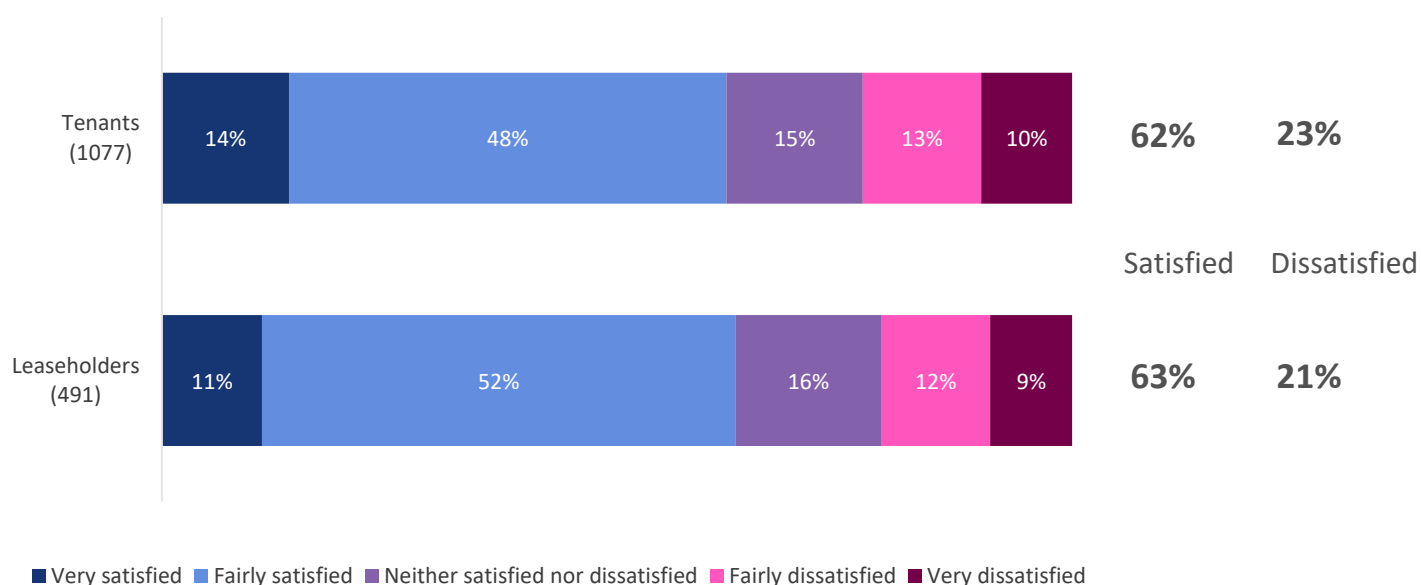
“They do not respond to me. Housing manager responds to a few people in the block, but she does not come to see me.” – Leaseholder

Keeps you informed about things that matter to you

Three fifths of tenants (62%) and leaseholders (63%) were satisfied that Wandsworth Council keeps them informed about things that matter to them. Whilst this has decreased amongst tenants from 66% in 2023, this is not a significant difference. Over one in five tenants (23%) and leaseholders (21%) are dissatisfied.

Amongst tenants, those in the Sothern area have lower levels of satisfaction about being kept informed (54%) as do those with a disability in the household (57%). For leaseholders those with lower levels of satisfaction are those in Southern and Western areas (54%, 51%).

Figure 20: How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service keeps you informed about things that matter to you? (Valid responses)



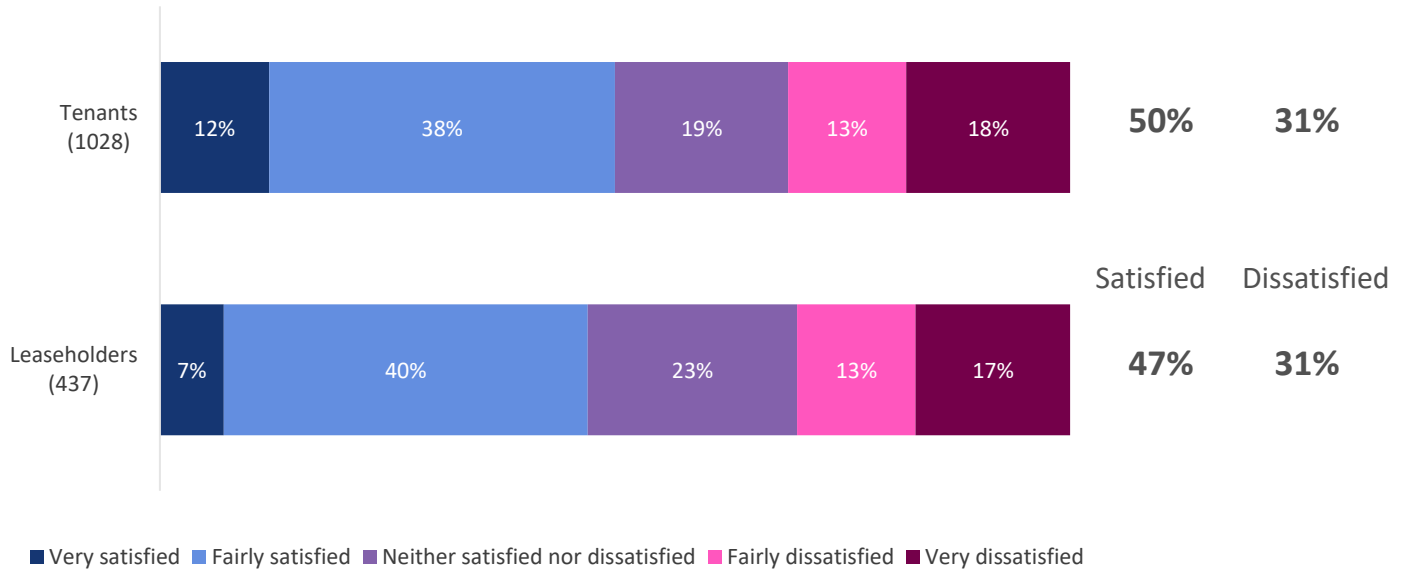
Unweighted bases in parenthesis

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 (50% and 47% respectively). Almost a third of tenants (31%) and leaseholders (30%) are dissatisfied with Wandsworth Borough on this measure. Listening to views is the third highest driver of overall satisfaction for tenants and therefore Wandsworth Council should demonstrate how they are listening and trying to improve, this might include sharing action plans following the results of the TSM results.

As with other TSM measures, tenants who are least satisfied are females (48%) and those with a disability in the household (42%). Leaseholders in the Southern and Western areas have significantly lower levels of satisfaction on this measure (36%, 29%).

Figure 21: How satisfied or dissatisfied are you that Wandsworth Borough Council's housing service listens to your views and acts upon them? (Valid responses)



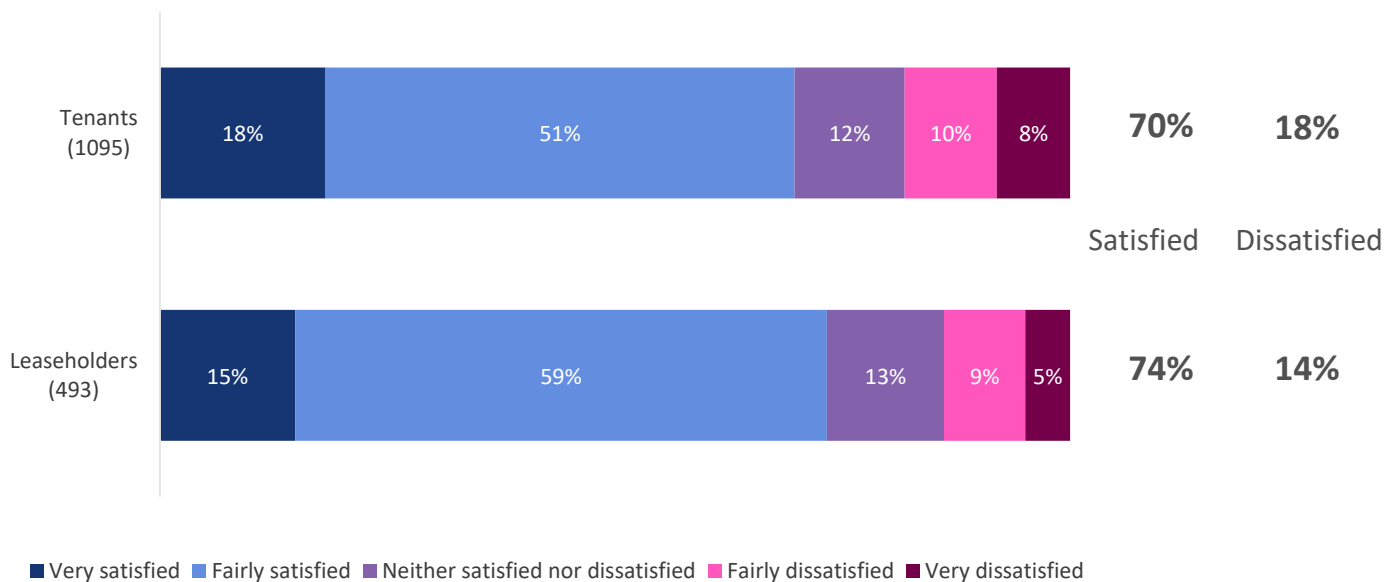
Unweighted bases in parenthesis

Safety of home

70% of tenants and 74% of leaseholders are satisfied that they are provided with a home that is safe, this is a significant decline for tenants when compared to 2023 results (cf. 76%). Around a fifth of tenants (18%) and just over one in ten of leaseholders (14%) are dissatisfied.

Tenants in the Eastern area are significantly less satisfied that their home is safe (64%), as are those living in maisonettes (63%) or where there is a disability in the household (67%). The Western areas has lower levels of satisfaction amongst leaseholders (64%).

Figure 22: 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

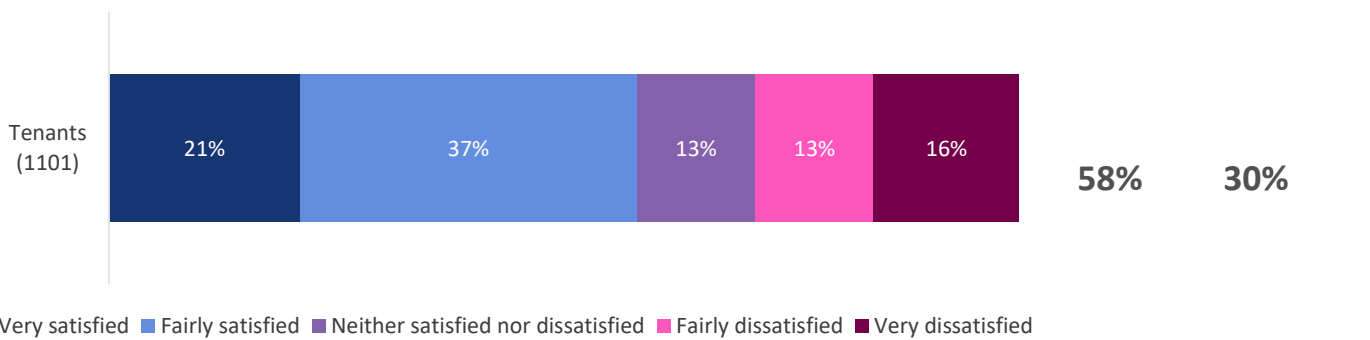
53% of tenants have had a repair carried out to their home in the last year by Wandsworth Borough Council’s housing service. These respondents were asked a series of questions regarding the repairs service provided by the housing service.

Overall repairs satisfaction

Almost three fifths of tenants (58%) are satisfied with the overall repairs service they have received over the past year. Conversely, a third of tenants (30%) are dissatisfied. This is a slight improvement on 2023, where 53% reported satisfaction and 35% reported dissatisfaction.

Those in the Eastern management area have significantly lower levels of satisfaction (50%), suggesting there may need to be a focus on the repairs service in this area to understand the difference. Tenants living in maisonettes also have lower levels of satisfaction with the repairs service (48%), as do females (55%).

Figure 23: 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

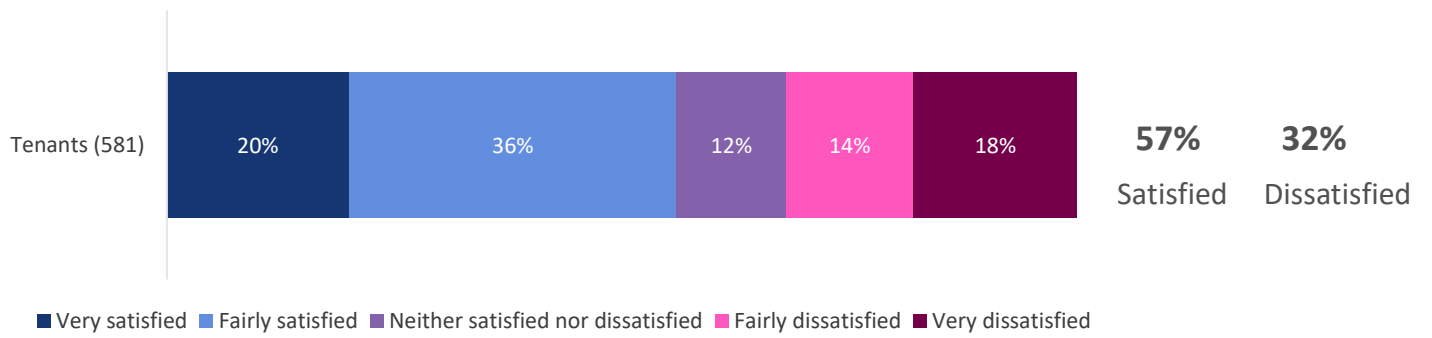
Satisfied Dissatisfied

Time taken to complete repair

Satisfaction among tenants is at a similar level for the time taken to complete the most recent repair after they had reported it. Around half of tenants (57%) are satisfied, and a third are dissatisfied (32%).

There are few significant differences for satisfaction with the time taken to complete repairs and none across management areas. However, general needs tenants do have significantly lower levels of satisfaction with the time take for repairs (54%).

Figure 24: 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

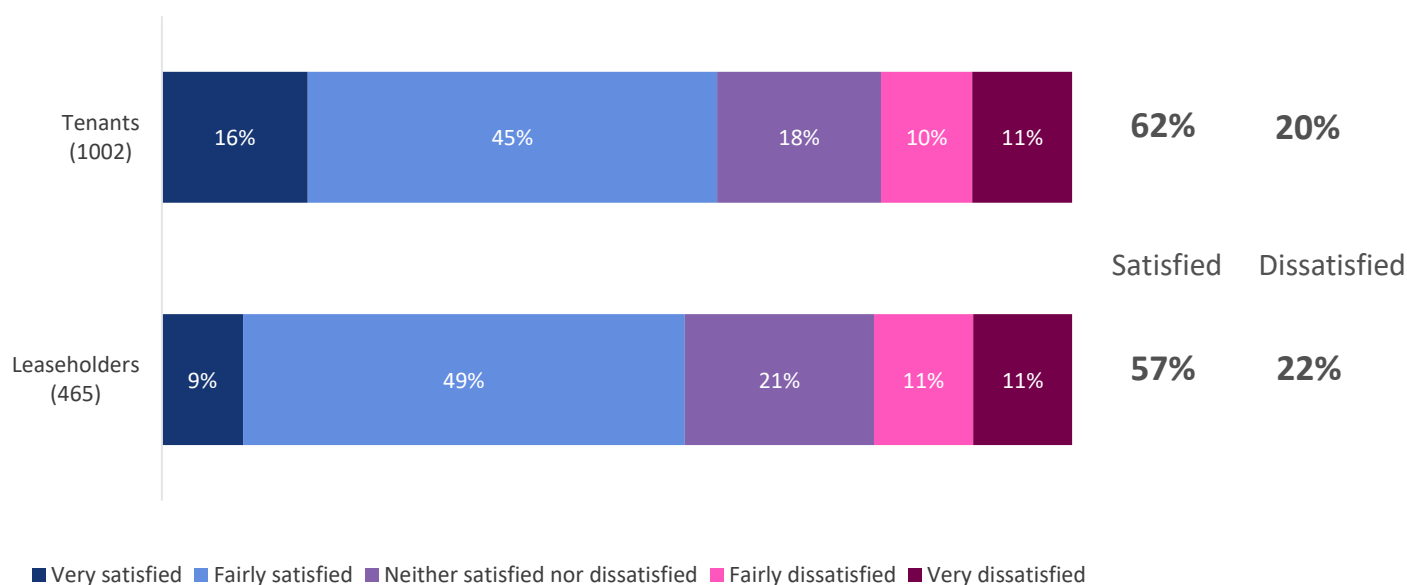
Anti-social behaviour and complaints handling

Approach to handling anti-social behaviour

Around three fifth of tenants (62%) and leaseholders (57%) are satisfied with the housing service’s approach to handling anti-social behaviour. This has decreased since 2023, significantly for tenants (cf. 67%) Around a fifth among of both groups are dissatisfied (20% tenants and 22% leaseholders).

Amongst tenants lower levels of satisfaction are in the Eastern management area (53%) and for those with a disability in the household (58%). As we have seen in other TSM measures, satisfaction is lower in Southern (49%) and Western areas (45%) for leaseholders and where there is a disability in the household (48%).

Figure 25: 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

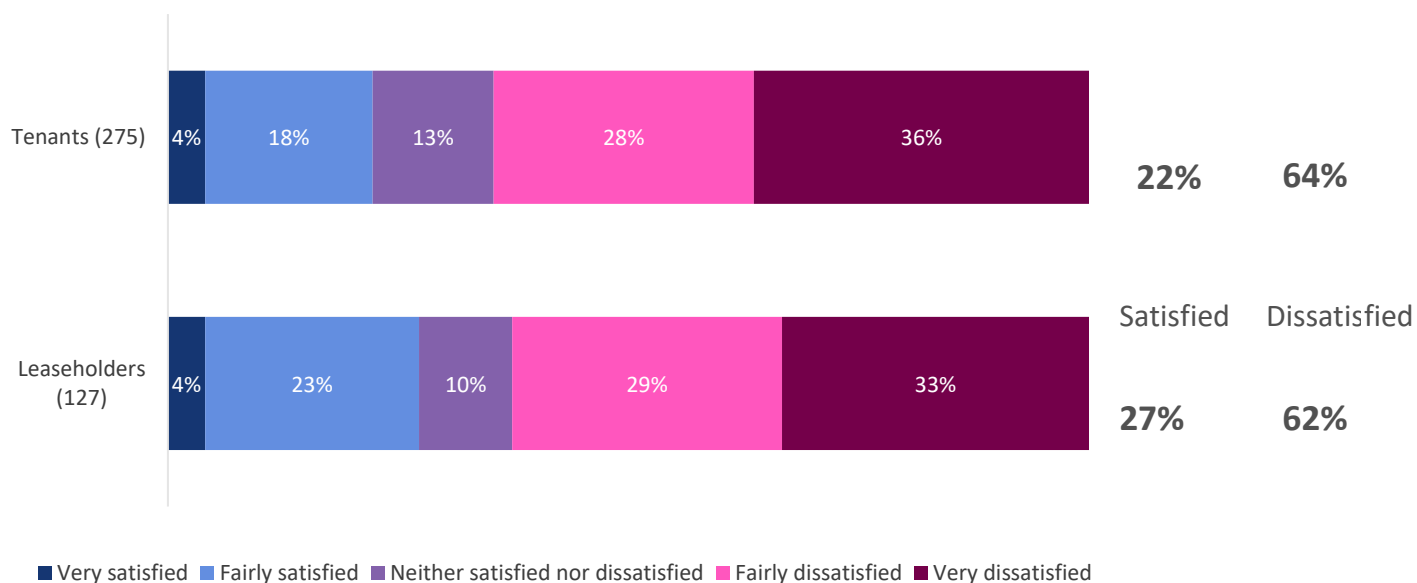
Approach to handling complaints

A quarter of all tenants and leaseholders (26%) 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.

One fifth of tenants (22%) and around a quarter leaseholders (27%) are satisfied with the housing service’s approach to complaints handling. This is a slight improvement on 2023 scores which were 16% satisfied for tenants and 20% for leaseholders. However, around three fifths of both tenants and leaseholders are dissatisfied on this measure (64% of tenants cf. 62% of leaseholders).

Amongst tenants who have complained, it is again those in the East management area where satisfaction is lower (13%) and where there is a disability in the household (17%). Leaseholders in the Western area also have lower satisfaction (12%).

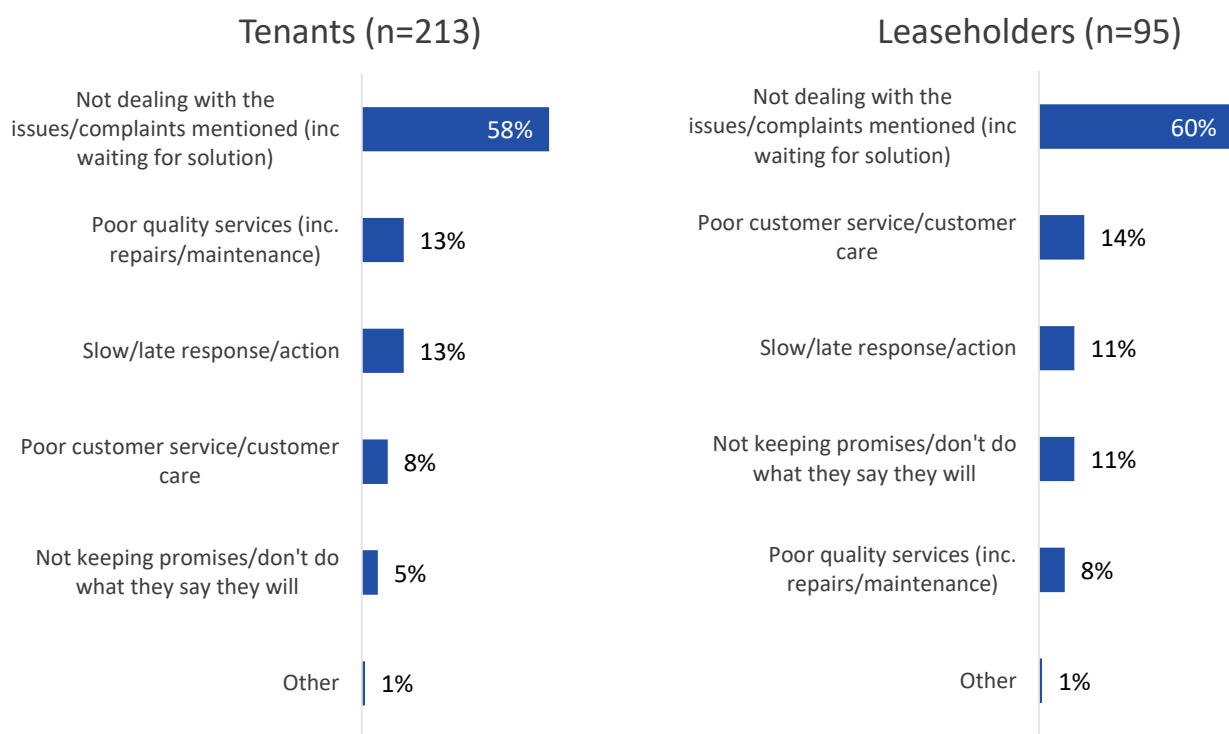
Figure 26: How satisfied or dissatisfied are you with Wandsworth Borough Council's housing service's approach to complaints handling? (Valid responses)



Unweighted bases in parentheses

When asked why they were dissatisfied, tenants noted that not dealing with the issues or complaints mentioned were the key reason for their dissatisfaction, followed by slow responses and poor-quality services. Amongst leaseholders, the main reason was not dealing with the issues or complaints mentioned followed by poor customer service and slow responses. The coded responses and the verbatims make clear that a lack of solutions and no clear communication are key drivers of dissatisfaction with the complaint process.

Figure 27: 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:

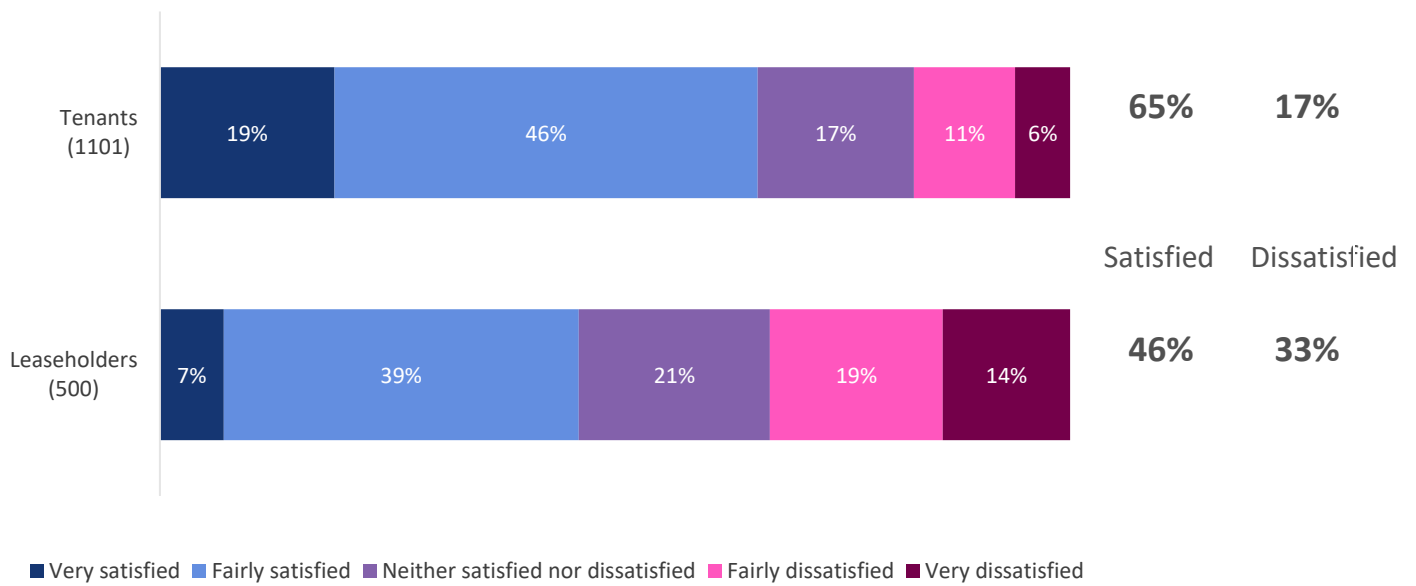
Not dealing with the issue	Poor customer service
<p><i>"We spoke to the housing manager, but appointments are not followed with the repair team." – Tenant</i></p> <p><i>"I've made several complaints in relation to anti-social behaviour and repairs and nothings has been resolved." – Tenant</i></p> <p><i>"They deal with some of the complaints, but not others." – Tenant</i></p> <p><i>"They responded quick, but nothing was done." – Leaseholder</i></p> <p><i>"No response to emails, no concern for residents' concerns." – Leaseholder</i></p>	<p><i>"Lack of communication." – Tenant</i></p> <p><i>"They just do not listen or do not turn up for appointments." – Tenant</i></p> <p><i>"I have written to the council several times. They don't always respond. Issues tend to get dealt with, but it's very slow, and they don't keep you posted, with what's going on." - Leaseholder</i></p> <p><i>"They push the buck. The complaints are taken seriously. Some of the receptionists are very rude and slam the phone down. If you report anti-social behaviour, there is no guarantee that they will keep the information anonymous." - Leaseholder</i></p>

Rents and Service Charges

Tenants were asked if they were satisfied with the value for money they get for their rent, 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 (65%) are satisfied with the value for money they get for their rent, however this is down significantly from 2023 (cf. 72%). Less than half of leaseholders (46%) suggest they are satisfied with the value for money they get for their service charge and a third (33%) were dissatisfied.

Satisfaction with value for money is lower for General needs tenants (64%), females (63%) and those living in maisonettes (58%). Leaseholders have significantly lower satisfaction for value in the Western area (28%) and where there is a disability in the household (34%).

Figure 28: How satisfied or dissatisfied are you with the value for money of your rent/service charge? (Valid responses)



Unweighted bases in parentheses

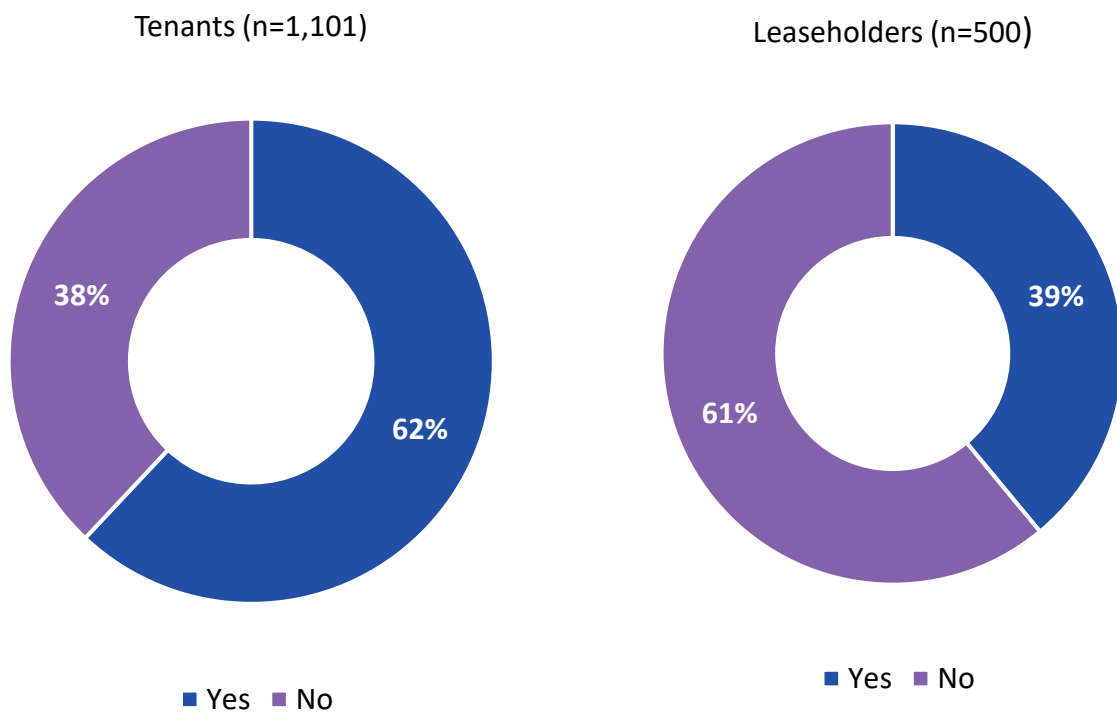
Contact with the housing service

Questions were asked to tenants and leaseholders about their previous interactions with the housing service and how easy they felt the housing services are to deal with – 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. 62% of tenants have said they have contacted Wandsworth Borough Council's housing service in the last 12 months, compared to 39% of leaseholders.

Figure 29: Have you contacted Wandsworth Borough Council's housing service in the last 12 months?

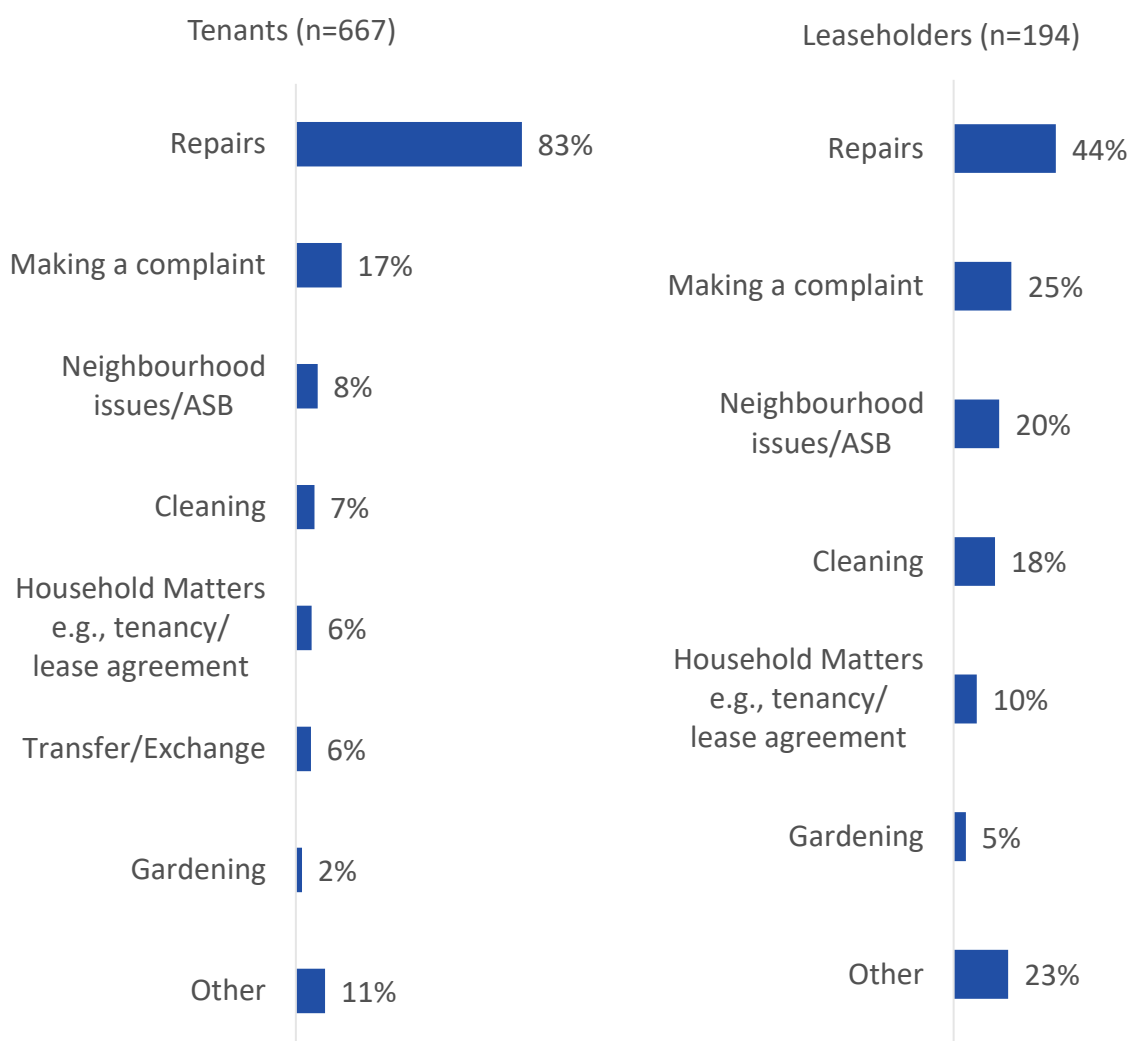


Unweighted bases in parentheses

Reasons for contacting Wandsworth Council’s housing service

For both tenants and leaseholders, the top five reasons for contacting Wandsworth Council’s housing services are consistent, with repairs being the most common reason—reported by 83% of tenants and 44% of leaseholders. This is followed by making a complaint (17% of tenants, 25% of leaseholders), neighbourhood issues/antisocial behaviour (8%, 20%), cleaning concerns (7%, 18%), and household matters (6%, 10%).

Figure 30: What was this contact about?

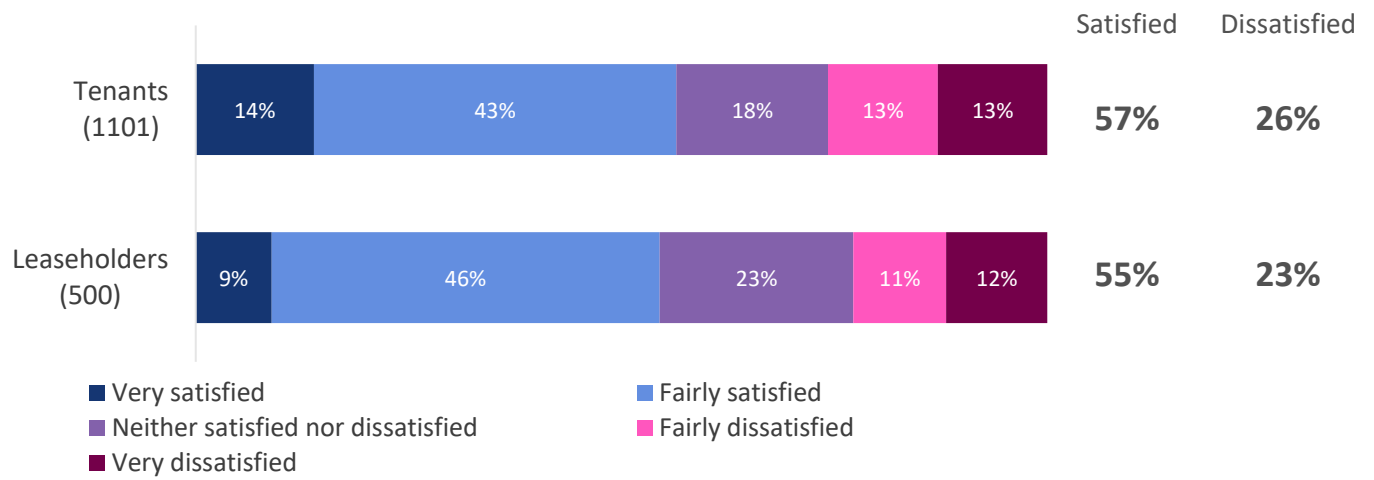


Unweighted bases in parentheses

Wandsworth Council Housing Department easy to deal with

Respondents were asked how satisfied they were that the housing service is easy to deal with. Over half of tenants (57%) and leaseholders (55%) are satisfied, but around a quarter of tenants and leaseholders are dissatisfied (26%, 23% respectively). These satisfaction scores are similar to what we saw in the 2023 Wandsworth survey.

Figure 31: 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	1101	223	305	216	260
TP01. Overall satisfaction	65%	+75%	66%	-58%	-59%
TP02. Satisfaction with repairs	58%	62%	-50%	60%	59%
TP03. Satisfaction with time taken to complete the most recent repair	57%	57%	56%	53%	58%
TP04. Satisfaction that the home is well maintained	61%	+69%	59%	-54%	59%
TP05. Satisfaction that the home is safe	70%	+76%	-64%	69%	71%
TP06. Satisfaction that Wandsworth Borough Council Housing Service listens to tenant views and acts upon them	50%	52%	51%	49%	45%
TP07. Satisfaction that Wandsworth Borough Council Housing Service keeps tenants informed about things that matter to them	62%	+69%	59%	-54%	62%
TP08. Agreement that Wandsworth Borough Council Housing Service treats tenants fairly and with respect	78%	+86%	75%	76%	75%
TP09: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling complaints	22%	+37%	-13%	14%	25%
TP10: Satisfaction that Wandsworth Borough Council Housing Service keeps communal areas clean and well maintained	58%	59%	58%	53%	54%
TP11: Satisfaction that Wandsworth Borough Council Housing Service makes a positive contribution to neighbourhoods	65%	+71%	-59%	64%	65%
TP12: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling anti-social behaviour	62%	58%	-53%	62%	66%

Table 4: Tenants Satisfaction Measures by gender - tenants

	Total	Male	Female
Unweighted base size	1101	365	736
TP01. Overall satisfaction	65%	70%	62%
TP02. Satisfaction with repairs	58%	65%	55%
TP03. Satisfaction with time taken to complete the most recent repair	57%	61%	55%
TP04. Satisfaction that the home is well maintained	61%	68%	58%
TP05. Satisfaction that the home is safe	70%	73%	68%
TP06. Satisfaction that Wandsworth Borough Council Housing Service listens to tenant views and acts upon them	50%	55%	48%
TP07. Satisfaction that Wandsworth Borough Council Housing Service keeps tenants informed about things that matter to them	62%	65%	61%
TP08. Agreement that Wandsworth Borough Council Housing Service treats tenants fairly and with respect	78%	84%	75%
TP09: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling complaints	22%	19%	23%
TP10: Satisfaction that Wandsworth Borough Council Housing Service keeps communal areas clean and well maintained	58%	66%	54%
TP11: Satisfaction that Wandsworth Borough Council Housing Service makes a positive contribution to neighbourhoods	65%	72%	62%
TP12: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling anti-social behaviour	62%	65%	60%

Table 5: Tenants Satisfaction Measures by any disability in the household - tenants

	Total	Any disability	No disability
Unweighted base size	1101	570	500
TP01. Overall satisfaction	65%	60%	71%
TP02. Satisfaction with repairs	58%	56%	60%
TP03. Satisfaction with time taken to complete the most recent repair	57%	55%	58%
TP04. Satisfaction that the home is well maintained	61%	56%	66%
TP05. Satisfaction that the home is safe	70%	67%	73%
TP06. Satisfaction that Wandsworth Borough Council Housing Service listens to tenant views and acts upon them	50%	42%	59%
TP07. Satisfaction that Wandsworth Borough Council Housing Service keeps tenants informed about things that matter to them	62%	57%	68%
TP08. Agreement that Wandsworth Borough Council Housing Service treats tenants fairly and with respect	78%	72%	86%
TP09: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling complaints	22%	17%	31%
TP10: Satisfaction that Wandsworth Borough Council Housing Service keeps communal areas clean and well maintained	58%	56%	60%
TP11: Satisfaction that Wandsworth Borough Council Housing Service makes a positive contribution to neighbourhoods	65%	60%	71%
TP12: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling anti-social behaviour	62%	58%	65%

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

	Total	16-34	35-44	45-54	55-64	65+
Unweighted base size	1101	107	180	223	243	348
TP01. Overall satisfaction	66%	60%	63%	63%	64%	70%
TP02. Satisfaction with repairs	58%	50%	54%	58%	56%	66%
TP03. Satisfaction with time taken to complete the most recent repair	57%	44%	51%	59%	59%	63%
TP04. Satisfaction that the home is well maintained	61%	51%	56%	56%	59%	74%
TP05. Satisfaction that the home is safe	70%	67%	63%	66%	68%	79%
TP06. Satisfaction that Wandsworth Borough Council Housing Service listens to tenant views and acts upon them	50%	48%	46%	45%	47%	61%
TP07. Satisfaction that Wandsworth Borough Council Housing Service keeps tenants informed about things that matter to them	62%	61%	55%	59%	60%	71%
TP08. Agreement that Wandsworth Borough Council Housing Service treats tenants fairly and with respect	78%	71%	70%	79%	75%	88%
TP09: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling complaints	22%	9%	31%	17%	23%	26%
TP10: Satisfaction that Wandsworth Borough Council Housing Service keeps communal areas clean and well maintained	58%	50%	50%	58%	61%	66%
TP11: Satisfaction that Wandsworth Borough Council Housing Service makes a positive contribution to neighbourhoods	65%	64%	60%	66%	63%	72%
TP12: Satisfaction with Wandsworth Borough Council's Housing Service approach to handling anti-social behaviour	62%	54%	56%	59%	62%	71%



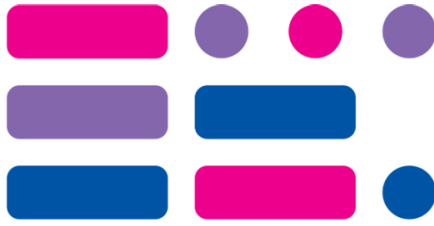
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