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Tenant Satisfaction Measures Summary of approach

Wandsworth Brough Council

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Summary of approach

Background information

How reporting TSMs	LCRA stock
Survey approach:	Single point in time

Details of approach:

BMG Research was commissioned to carry out this research on behalf of Wandsworth Borough Council in line with guidance from the Regulator of Social Housing. This year, as in 2023, data was collected using a face-to-face method of data collection.

Collection date of earliest survey response:	30/07/2024
Collection date of latest survey response:	30/08/2024
External contractor:	BMG Research
Incentives used:	No
Have all TSM requirements been achieved:	Yes

Collection method

	Collection method
LCRA	☐ Telephone ☐ Internet ☒ Face to face ☐ Postal ☐ SMS ☐ Other

Justification for collection method:

The methodology remains the same as in 2023/24, which was undertaken by face-to-face interviewers and allows for comparison to the previous year. Face to face is an effective method for engaging with tenants and to ensure that it is inclusive, fieldwork took place at different times of day and on different days of the week.

Sample method

	Sample method
LCRA	☐ Computer-generated random sampling ☐ Systematic sampling ☐ Stratified sampling ☒ Cluster sampling ☐ Census

Justification for sample method:

Respondents were sampled using a random cluster sample, with clusters of addresses randomly sampled across the Borough and targets set by ward, tenure type, age by gender and property type by management area to ensure the resulting sample was representative by these key characteristics.

Sample size information

Wandsworth is required to complete a minimum of 1,004 surveys per annum amongst LCRA tenants to meet a +/- 3% confidence interval.

	Population size	Exclusions	Achieved sample size	Weighted sample size	Margin of error at 95% confidence
LCRA	16,878	Not applicable	1,101	1,065	+/- 2.91%

Assessment of representativeness

The tables below summaries the demographic information available and the representativeness of the survey results.

LCRA	Relevant population (% total)	Survey responses - unweighted (% total)	Survey responses - weighted (% total)
Management area			
Central	19%	20%	19%
East	28%	28%	28%
South	20%	20%	20%
West	25%	24%	25%
Other	8%	9%	8%
Tenure			
General Needs	87%	89%	87%
Sheltered	6%	6%	6%
Temporary	7%	5%	7%
Gender			
Male	33%	33%	33%
Female	67%	67%	67%
Age			
16 to 34	12%	13%	12%
35 to 44	18%	17%	18%
45 to 54	20%	18%	20%
55 to 64	23%	22%	23%
65+	27%	28%	27%

Property type			
Flat	67%	67%	67%
Maisonette	18%	19%	18%
House	14%	13%	14%
Bungalow	1%	0.45%	1%

Justification for characteristics used:

The rationale for the choice of characteristics included are they were key characteristics provided in the sample and give a good indication of representativeness.

Weighting

Weighting applied: Yes

Type	Weighting characteristic 1	Weighting characteristic 2	Weighting characteristic 3	Weighting characteristic 4
LCRA	Tenure	Status	Property type by management area	Age by gender

Justification for weighting:

Weighting used to ensure results are representative of tenants by tenure and status, age and gender as well as the different property types in each area.

Collection method impact (TP01 ONLY)

Confirmation of how calculated: Weighted

Proportion of respondents who report that they are satisfied with the overall service from their landlord TP01:

	LCRA
Face to face	64.7%

Total number of tenants (unweighted) who reported they are:

	LCRA
Very satisfied	173
Fairly satisfied	551
Neither satisfied or dissatisfied	120
Fairly dissatisfied	142
Very dissatisfied	115

Questionnaire

Survey introduction

[TENANTS] We are conducting a survey on behalf of your landlord Wandsworth Borough Council Housing Services. Wandsworth Council's housing management service provides day-to-day housing management including repairs, block and estate cleaning, grounds maintenance, removing graffiti and dealing with complaints of anti-social behaviour amongst other things. Wandsworth Council's housing management service is not responsible for the collection of refuse and recycling nor for resolving crime. It is important for the council to understand how council residents feel about the services it is providing so that it can be sure that it is delivering them in the way and to the standard that residents want.

The results of the survey will be used to calculate annual tenant satisfaction measures which Wandsworth Borough Council will publish.

The survey will take around **15 minutes to complete.**

Just to confirm, your responses will be treated in the strictest confidence. BMG Research abides by the Market Research Society Code of Conduct and data protection laws at all times. Please note consent is audio recorded.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website.

I can give you the website address (https://www.bmgresearch.co.uk/privacy).

Ensure calling card provided if request more detail about BMG including about privacy notice

INTERVIEWER: Confirm respondent happy to proceed with the survey

✓ Informed consent provided **[TICK BOX, DO NOT ALLOW TO PROCEED WITHOUT TICKED]**

Section A: Overall Housing Services

Base: All respondents

A01. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wandsworth Borough Council's housing service?

PLEASE USE SHOWCARD 1 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		**GO TO A02**
2	Fairly satisfied		**GO TO A02**
3	Neither satisfied nor dissatisfied		**GO TO A01_A**
4	Fairly dissatisfied		**GO TO A01_A**
5	Very dissatisfied		**GO TO A01_A**

Base: A01=3,4,5

OPEN RESPONSE

A01_A. Why do you feel that way?

Probe and type in verbatim

[_____]

Fixed codes	Answer list	Scripting notes	Routing
97	No comment	**VERBATIMS AND CODEFRAME REQUIRED**	

Base: All respondents

A02. How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?

PLEASE USE SHOWCARD 2 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
97	Not applicable/ Don't know		

Base: All respondents

A03. How satisfied or dissatisfied are you that your provides a home that is well maintained?

PLEASE USE SHOWCARD 3 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

A04. Thinking specifically about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?

PLEASE USE SHOWCARD 4 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		

2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
97	Not applicable/ Don't know		

Base: All respondents

A05. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

PLEASE SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Yes		**GO TO A06**
2	No		**GO TO A07**

BASE: A05=1

A06. How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

PLEASE USE SHOWCARD 5 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

A07. How satisfied or dissatisfied are you with the value for money of your rent?

PLEASE USE SHOWCARD 5 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Section B: Repairs

Base: All respondents

B01. Has your landlord carried out a repair to your home in the last 12 months?

PLEASE SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Yes		**GO TO B02**
2	No		**GO TO C01**

BASE: B01=1

B02. How satisfied or dissatisfied are you with the overall repairs service from your landlord over the last 12 months?

PLEASE USE SHOWCARD 5 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		**GO TO B03**
2	Fairly satisfied		**GO TO B03**
3	Neither satisfied nor dissatisfied		**GO TO B03**
4	Fairly dissatisfied		**GO TO B03**
5	Very dissatisfied		**GO TO B03**

BASE: B01=1

B03. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

PLEASE USE SHOWCARD 5 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Section C: ASB & Complaints

Base: All respondents

C01. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

PLEASE USE SHOWCARD 6 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
97	Not applicable/ Don't know		

Base: All respondents

C02. Have you made a complaint to your landlord in the last 12 months?

PLEASE SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Yes		**GO TO C03**
2	No		**GO TO D01**

BASE: C02=1

C03. How satisfied or dissatisfied are you with your landlord's approach to complaints handling?

PLEASE USE SHOWCARD 7 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		**GO TO D01**
2	Fairly satisfied		**GO TO D01**
3	Neither satisfied nor dissatisfied		**GO TO C03_A**
4	Fairly dissatisfied		**GO TO C03_A**
5	Very dissatisfied		**GO TO C03_A**

Base: C03=3,4,5

OPEN RESPONSE

C03_A. Why do you feel that way?

Probe and type in verbatim

[_____]

Fixed codes	Answer list	Scripting notes	Routing
97	No comment	**VERBATIMS AND CODEFRAME REQUIRED**	

Section D: Engagement

Base: All respondents

D01. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

PLEASE USE SHOWCARD 8 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
97	Not applicable/ Don't know		

Base: All respondents

D02. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

PLEASE USE SHOWCARD 8 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
97	Not applicable/ Don't know		

Base: All respondents

D03. To what extent do you agree or disagree with the following "My landlord treats me fairly and with respect"?

PLEASE USE SHOWCARD 9 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Strongly agree		**GO TO D04**
2	Agree		**GO TO D04**
3	Neither agree nor disagree		**GO TO D03_A**
4	Disagree		**GO TO D03_A**
5	Strongly disagree		**GO TO D03_A**
97	Not applicable/ Don't know		**GO TO D04**

BASE: D03=3,4,5

OPEN RESPONSE

D03_A. Why do you feel that way?

Probe and type in verbatim

[_____]

Fixed codes	Answer list	Scripting notes	Routing
97	No comment	**VERBATIMS AND CODEFRAME REQUIRED**	

Base: All respondents

D04. Which of the following services would you consider to be priorities?

PLEASE USE SHOWCARD 10 AND SELECT ALL THAT APPLY

Code	Answer list	Scripting notes	Routing
1	Keeping residents informed		
2	Listening to residents' views and acting upon them		
3	Being treated fairly and with respect		
4	Responsive repairs service		
5	Home maintenance		
6	Keeping the condition of the property or building you live in safe		
7	Dealing with anti-social behaviour		
8	Dealing with complaints		
9	Making a positive contribution to your neighbourhood		
10	Value for money for your rent/service charge		
11	Keeping communal areas clean and well maintained		
12	The Wandsworth Joint Control service		

BASE: ALL RESPONDENTS

D05. Thinking about the services your landlord provides, what are the three main things they could do to improve the housing services they provide to you?

Please try to name up to three but **no** more than three

Type in verbatim

[_____]

[_____]

[_____]

Fixed codes	Answer list	Scripting notes	Routing
97	Don't know		

Section E: Contact and Communication

Base: All respondents

E01. Have you contacted Wandsworth Borough Council's housing service in the last 12 months?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		**GO TO E02**
2	No		**GO TO E03**

Base: E01=1

MULTI RESPONSE

E02. What was this contact about?

PLEASE USE SHOWCARD 11 AND SELECT ALL THAT APPLY

Code	Answer list	Scripting notes	Routing
1	Household Matters e.g., enquiries about your tenancy/lease agreement		
2	Transfer/Exchange		
3	Neighbourhood issues/anti-social behaviour		
4	Gardening		
5	Cleaning		
6	Repairs		
7	Making a complaint		
8	Assistance during the pandemic		
95	Other (please specify)		
97	Can't remember		

Base: All respondents

E03. Overall, how satisfied or dissatisfied are you that the housing service is easy to deal with?

PLEASE USE SHOWCARD 12 AND SELECT ONE ONLY

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Closing demographics (Section T)

INTRO TEXT

It is essential to the Council that people from all parts of the community are included in the research that they conduct, so that everyone is represented. I would now like to ask you some questions about yourself and your household. Your answers will be kept completely confidential by BMG Research and your answers to these questions will not be used to identify you.

Base: All respondents

T01. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include any problems related to old age.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
98	Prefer not to say		

Base: All respondents

T02. And is there anyone else in your household whose day-to-day activities are limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include any problems related to old age.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
98	Prefer not to say		

BASE: T01=1 OR T02=1

T03. If the housing service is not aware of this disability and/or communication that might arise from this, do we have your permission to pass on this information in order to update the council's records?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes -permission granted		
2	No – permission refused		

Base: All respondents

SINGLE RESPONSE

T04. What is your ethnicity?

PLEASE USE SHOWCARD 13 AND SELECT ONE ONLY

Fixed codes	Answer list	Scripting notes	Routing
	White	**HEADING NOT CODE**	
1	British/English/Welsh/Scottish/Northern Irish		
2	Irish		
3	Gypsy, Traveller or Irish Traveller		
4	Any other white background		
	Mixed	**HEADING NOT CODE**	
5	White and Black Caribbean		
6	White and Black African		
7	White and Asian		
8	Any other Mixed/ Multiple ethnic background		
	Asian and British Asian	**HEADING NOT CODE**	
9	Indian		
10	Pakistani		
11	Bangladeshi		
12	Chinese		
13	Any other Asian background		
	Black and Black British	**HEADING NOT CODE**	
14	African		
15	Caribbean		
16	Any other Black/ African/ Caribbean background		
	Other ethnic group	**HEADING NOT CODE**	

17	Arab		
95	Other		
98	Prefer not to say		

Base: All respondents

SINGLE RESPONSE

T05_1. What is your current employment status?

PLEASE USE SHOWCARD 14 AND SELECT ONE ONLY

Fixed codes	Answer list	Scripting notes	Routing
1	Full time paid job (31+ hours)		
2	Part time paid job (<31 hours)		
3	Doing paid work on a self-employed basis or within your own business		
4	Studying at school or college		
5	Studying at university		
6	Taking part in a training programme e.g., traineeship or apprenticeship		
7	Out of work (6 months or less)		
8	Out of work (more than 6 months)		
9	Looking after home / Homemaker		
10	Retired		
11	Not in work due to ill health or disability		
12	Unpaid work for a business, community or voluntary organisation		
98	Prefer not to say		

Base: All respondents

T05_2. Are you currently a member of a Residents' Association?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: All respondents

T06. Are you happy for your responses to be passed back to Wandsworth Council Housing Service together with details such as your name and address? This would be used for analytical purposes only and you will only be contacted by the Council only if you agree to.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: All respondents

T07. Wandsworth Council's housing service may be interested in following up this survey with further research. Are you happy for Wandsworth Council to re-contact you by email in the future regarding any follow up research to this survey?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: All respondents

T08. Would you be interested in partaking in residents focus groups/ readers panels ran by Wandsworth Council's

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: T07=1 or T08=1

OPEN RESPONSE

T09. What is your e-mail address?

ONLINE: LINK TO EMAIL ADDRESS IN DATABASE

CATI: ***Type in email address below***

[_____]

Fixed codes	Answer list	Scripting notes	Routing
97	Don't know		

CLOSING TEXT

Thank you, those are all the questions I have.

Wandsworth Borough Housing Services has asked us to remind you that they have support available if you have concerns about paying your rent or the cost-of-living crisis. You can call them on 0800 479 7979.

If you are concerned about whether BMG is a genuine market research agency you can call the Market Research Society on 0800 975 9596 during office hours.

As part of BMG Research's quality control process, my employer will wish to contact some of the people I have interviewed. This is to confirm that I have undertaken the interview in an appropriate manner, and according to market research practice. Could you please provide me with your name, confirm your address and provide me with a contact telephone number and email address. This information will not be passed on, or used for any purpose other than our quality control processes. Your details will be deleted as soon as our quality controls process ends. Record name and address details and take land line or mobile phone number, including the dialling code at front of questionnaire.

IMPORTANT: TAKE CARE TO RECORD RESPONDENT NAME, ADDRESS AND CONTACT DETAILS ACCURATELY. PLEASE USE BLOCK CAPITALS.

RESPONDENT'S NAME:	
ADDRESS: (Address Line 1)	
(Address Line 2)	
(Address Line 3)	
(Postal Town)	
(County)	
POSTCODE: (**ESSENTIAL**)	
TELEPHONE: (INCLUDING **STD**) (**ESSENTIAL**)	
EMAIL ADDRESS:	

THANK AND CLOSE

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