



Research report



Housing Link Panel Estate Services Survey 2012

Prepared for: Wandsworth Council

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Prepared for: Wandsworth Council

Prepared by: BMG Research

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1 Executive summary

The following section of the report provides an overview of the opinions expressed by panel members of Wandsworth Council. In total 367 tenants' and 214 leaseholders' questionnaires were completed, and the total is subject to a maximum standard error of $\pm 2.9\%$ at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 2.9% of the percentages reported. The tenants sample alone is subject to a maximum standard error of $\pm 3.7\%$ at the 95% confidence level on an observed statistic of 50%, and the leaseholders sample is subject to a maximum standard error of $\pm 4.9\%$.

This overview is based on the 581 questionnaires completed with residents from an original total database of 1,207 contacts, providing an overall response rate of 48%; a response rate of 48% is just below what BMG would expect to achieve from a telephone survey of panel members – between 50% and 60% hit rate – but is considered to be a robust response rate.

Overall satisfaction with services for all residents reduced slightly between 2007¹ and May 2011 by 3% but then recovered and increased to 75% in December 2011 and then increased further by one percentage point to 76% in March 2012. It has now advanced a further one percentage point to 77%. Overall satisfaction with services for leaseholders rose by seven percentage points from 63% in December 2011 to 70% in March but has now dropped back again to 67%, while the tenants' satisfaction with overall service has increased by four percentage points to the 84% reported here (and which now represents an eleven percentage point increase on that reported in 2007).

Table 1 Comparison of 2012, 2011 and 2007 survey results – all residents

	2007 %	May 2011 %	Dec 2011 %	Mar 2012 %	Aug 2012 %	% point change since Mar 2012
Overall satisfaction with services	68%	65%	75%	76%	77%	+1%

Table 2 Comparison of 2012, 2011, 2008 and 2007 survey results – tenants only

	2007 %	2008 %	May 2011 %	Dec 2011 %	Mar 2012 %	Aug 2012 %	% point change since Mar 2012
Overall satisfaction with services	73%	70%	70%	82%	80%	84%	+4%

Table 3 Comparison of 2012, 2011 and 2007 survey results – leaseholders only

	2007 %	May 2011 %	Dec 2011 %	Mar 2012 %	Aug 2012 %	% point change since Mar 2012
Overall satisfaction with services	64%	58%	63%	70%	67%	-3%

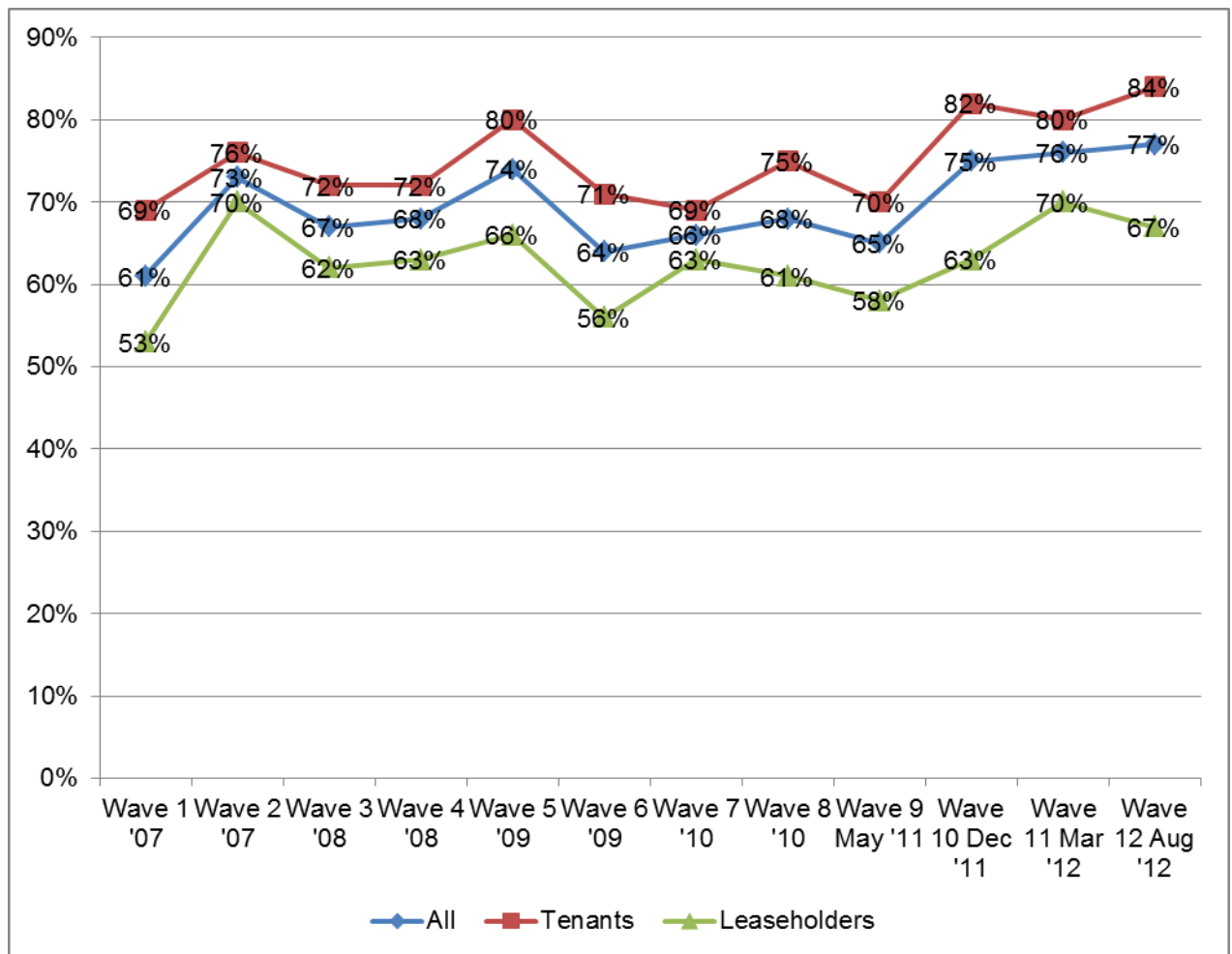
Just over three quarters (77%) of all residents are satisfied with the overall service provided by their landlord, whereas one in seven (14%) are dissatisfied. In March 2012, 76% of residents were satisfied and 10% dissatisfied. It can be seen, therefore, that this survey's result is higher than that produced in December 2011 but is slightly lower than that reported in March 2012 because of the increase in dissatisfaction.

Satisfaction for leaseholders only is lower, from 70% in March 2012 to 67% in August 2012, while for tenants only satisfaction is considerably higher, up from 80% in March 2012 to 84% in this current survey.

¹ Housing Link Panel Recruitment Survey 2007.

The following figure shows that while satisfaction is higher for all residents and for tenants since the last wave of interviewing was completed the gap between leaseholders and tenants has now decreased from the nineteen percentage point difference reported in Wave 10 to thirteen points in Wave 12.

Figure 1 Satisfaction with overall service provided by the landlord (All responses²)



It is also worth noting that tenants are *statistically significantly* more likely than leaseholders to be satisfied with the overall service provided by their landlord. Although this is a finding that will be repeated throughout the survey this is in line with what BMG has found in numerous other satisfaction surveys.

Those living in Co-operative properties are more likely to be satisfied with overall service than those living in Area Team properties (82% cf. 77%), although due to the small number of respondents interviewed who live in Co-op properties – just 46

² Figures are taken from several different surveys, as follows: wave 1 = repairs; wave 2 = estate services; wave 3 = ASB; wave 4 = communications; wave 5 = non-housing services; wave 6 = participation; wave 7 = green issues; wave 8 = tenant services; authority and service standards; wave 9 = housing management; wave 10 = repairs; wave 11 = ASB; wave 12 = estate services

residents - the margin of error is almost 10%. Co-op residents are also slightly more likely to be satisfied with how the Council is running the local area than those living in Area Team properties (83% cf. 80%).

In support of the overall satisfaction figure is the finding that four fifths of all residents (79%) are satisfied with how the Council is running the local area. One in nine (11%) are dissatisfied and a similar proportion (10%) is neither satisfied nor dissatisfied.

While tenants are significantly more likely than leaseholders to express satisfaction with how the Council is running the local area (83% cf. 74%), both of these figures are creditable. Leaseholders, however, are more likely than tenants to express *dissatisfaction* (14% cf. 9%).

Satisfaction for both tenants and leaseholders increased between December 2011 and March 2012 but then dropped back slightly between March and August 2012, while dissatisfaction has gone up for all residents and for leaseholders alone. Leaseholders' satisfaction with how the Council is running the local area has decreased by two percentage points since the last survey was conducted in March 2012 while looking at tenants alone, it can be seen that satisfaction has undergone a small increase of one percentage point between March 2012 and August 2012.

Table 4 Satisfaction with how Wandsworth Council is running the local area (All responses)

	Dec 2011		Mar 2012		Aug 2012	
	Satisfied %	Dissatisfied %	Satisfied %	Dissatisfied %	Satisfied %	Dissatisfied %
All residents	76%	14%	80%	10%	79%	11%
Tenants	81%	11%	82%	9%	83%	9%
Leaseholders	68%	18%	76%	11%	74%	14%

In terms of Estate Services, around four fifths are satisfied with the general overall service provided by Estate Services and with the overall appearance of the estate (79% and 77% respectively), while a smaller proportion (67%) are satisfied with the value for money of the overall service provided by Estate Services.

1.1.1 Receipt of services

In order to ascertain receipt of certain services, panel members were asked a series of questions about the services they may or may not receive from Estate Services, and the following findings are apparent:

- 41% had called Wandsworth Emergency Control, the Housing Department's out of hours service;
- 39% had contacted Wandsworth Emergency Services for an emergency repair;
- 71% said their block or estate has communal gardens or grass areas that are maintained by the housing department;

- 78% said their property, block or estate does receive cleaning to external areas such as pathways and play areas;
- 69% said their property, block or estate does receive cleaning to internal areas such as stairs and entrance halls;
- 90% said their property, block or estate has lighting in communal areas;
- 14% said their block or estate does suffer from graffiti and 29% said their block or estate does receive visits from the Graffiti Removal Service; and
- 68% said their property, block or estate does have controlled car parking under the Parking Regulation System.

1.1.2 Satisfaction with services

Satisfaction with various elements of the services is, on the whole, fairly high and most elements score a satisfaction rating of above 70%. Exceptions to this are as follows:

- Wandsworth Emergency Control – follow-up service from the housing department to the issue raised – 56% are satisfied;
- Wandsworth Emergency Services emergency repair – follow-up service from the housing department to orders raised in an emergency – 57% are satisfied;
- Gardening maintenance service – attitude of contractors and attitude of housing department staff – 62% and 65% respectively are satisfied;
- External cleaning service – cleaning completed on time – 63% are satisfied;
- Internal cleaning service – frequency of cleaning and amount of areas cleaned – 69% each are satisfied; cleaning completed on time – 61% are satisfied;
- Controlled car parking – information about the CPZ on public highways, availability of parking spaces and information about the hours the scheme operates – 56%, 58% and 65% respectively are satisfied.

Alternatively, some of the elements score a very high satisfaction rating of above 85%, as follows:

- Wandsworth Emergency Control – attitude of WEC staff – 87% are satisfied;
- Communal lighting – lights are bright enough and there is sufficient lighting – 86% and 90% respectively agree; lights are always broken – 90% disagree;
- Graffiti service – speed of removal and quality of work – 88% and 89% respectively are satisfied.

Overall, then, satisfaction is relatively high with the services provided by the Housing Department.

1.1.3 Non-users/non-recipients of services

A number of findings from non-users of each service are coloured by a high proportion of respondents replying ‘don’t know’. For instance, when asked to describe their view of the service a third (33%) of respondents who had *not* called Wandsworth Emergency Control over the past two years could not provide a rating. Similarly, almost two fifths (37%) of those who had not contacted Wandsworth Emergency Services for an emergency repair could not give a rating. The proportion of ‘don’t know’ responses then rises to 46% each of those whose property/block/estate does *not* receive cleaning to the external areas from the housing department’s contractors or whose property/block/estate does *not* have controlled car parking under the Parking Regulation System, 51% of those whose block/estate does *not* have communal garden/grass areas that are maintained by the housing department, 54% of those whose block or estate does *not* receive visits from the Graffiti Removal Service, 62% of respondents whose property/block/estate does *not* receive cleaning to the internal areas from the housing department’s contractors, and 66% of those whose property/block/estate does *not* have lighting in communal areas. Such high proportions naturally have an effect on ratings, especially when the overall sample base is low to begin with; for example there are only 52 respondents whose property/block/estate does *not* have lighting in communal areas and when 66% of these are ‘don’t knows’ this leaves only 17 respondents to give a rating of how good or poor they think the service is.

And, when asked to say what they base their rating on, there are also fairly high proportions of non-users or non-recipients giving ‘not applicable’ responses. An example of this is again the 52 respondents whose property/block/estate does *not* have lighting in communal areas, and of these 73% gave a not applicable response leaving only 14 to say what they based their view on.

Both of the above factors (high proportions of ‘don’t know’ and ‘not applicable’ responses) should be borne in mind when analysing any data from the non-users and non-recipients’ sub-sections for each service.

Without exception the most frequently given response when asked what they based their view on is previous experience: more than two fifths (43%) of those who had *not* called Wandsworth Emergency Control over the past two years said their rating of the service was based on previous experience, while a similar proportion (44%) of respondents who had *not* contacted Wandsworth Emergency Services for an emergency repair said the same.

Perhaps unsurprisingly members of residents’ associations are more likely to express satisfaction with most services than non-members, and the following table shows comparisons between the two groups of residents for the two main key indicators where it can be seen that members are marginally more likely to express satisfaction than non-members.

Table 5 Comparison of residents’ association members and non-members

	Members %	Non-members %	% point difference
Overall satisfaction with services	81%	77%	+4

Satisfaction with how the Council runs the local area	80%	79%	+1
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2 Key Findings

2.1 Introduction and methodology

As part of its ongoing commitment to seek the views of its residents, in December 2009 Wandsworth Council commissioned BMG Research (BMG) to recruit a residents' panel on its behalf and thence to conduct three surveys a year with the panel. The overall objective of this survey was to assess and explore panel members' experiences of repairs.

The Wandsworth Council Panel consists of a total of 1,207 members (758 tenants and 449 leaseholders) and the current survey of panel members was carried out between 25th June and 15th July 2013.

In total 367 tenants' and 214 leaseholders' questionnaires were completed, and this is subject to a maximum standard error of ± 2.9 at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 2.9% of the percentages reported.

The questionnaire used for residents was developed by BMG in conjunction with Wandsworth Council and included standard satisfaction questions against which BMG could benchmark against previous surveys.

In order to ensure that the survey results reflect the views of all tenants and leaseholders the data were weighted prior to analysis by tenancy type (i.e. tenants and leaseholders) and estate type (i.e. High Density inner; High Density outer; small estates & infills; and street properties). This weighting corrects the relative housing stock imbalances within the returns and grosses the data up to the total population.

The number of completed questionnaires, response rate and confidence interval for all panel members are provided in the table below.

Table 6 Returns and response rate

	Completed	Contacts	Response rate	Confidence interval
All	581	1,207	48%	+/-2.9%
Tenants	367	758	48%	+/-3.7%
Leaseholders	214	449	48%	+/-4.9%

As illustrated in the table above, the total residents' sample is subject to a maximum standard error of $\pm 2.9\%$ at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 2.9%.

A response rate of 48% is just below what BMG would expect to achieve from a telephone survey – we expect to get between 50% and 60% hit rate, and probably indicated that the panel is now ripe for refreshment.

The data used in this report are rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that do differ in this way should not have a variance which is any larger than 1%.

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

2.2 Housing and Services

2.2.1 Overall satisfaction with Wandsworth Council

Three quarters (77%) of residents are satisfied with the services provided by the Council, with three in ten (31%) very satisfied. In contrast around one in seven (14%) are dissatisfied and a further 9% are neither satisfied nor dissatisfied. In the March 2012 survey, three quarters (76%) of residents were satisfied with the services provided by the Council, with three in ten (30%) very satisfied. In contrast one in ten (10%) were dissatisfied and a further 14% were neither satisfied nor dissatisfied. It can be seen, therefore, that this survey's results show a very small increase in satisfaction from those reported in March 2012.

Tenants are significantly more likely to express satisfaction than leaseholders (84% cf. 67%). Satisfaction for leaseholders has decreased by 3% since March 2012 while for tenants it has increased by 4%.

In 2008 the STATUS survey was conducted only with council tenants and between 2008 and May 2011 satisfaction remained the same at 70% and then increased in December 2011 to 82% but then dropped back slightly to 80% in March 2012. In this survey it has increased again to its present level of 84%. Dissatisfaction dropped back by three percentage points from 12% to 9% between December 2011 and March 2012 but has increased slightly again by 2% to its current level of 11%. The trend for tenants' satisfaction with overall service, therefore, has been to remain fairly stable between 2007 and May 2011 and then to increase to its current level in December 2011, March 2012 and August 2012 (in line with trend for increase noted by BMG from other surveys undertaken by the agency).

2.2.2 Satisfaction with how Wandsworth Council is running the local area

Panel members were asked to rate their level of satisfaction with how the Council is running the local area. Four fifths (79%) are satisfied with how the Council is running the local area while one in nine (11%) are dissatisfied and a similar proportion (10%) is neither satisfied nor dissatisfied.

Tenants are significantly more likely than leaseholders to express satisfaction with how the Council is running the local area (83% cf. 74%).

Members and non-members of residents' associations are equally as likely to be satisfied (80% cf. 79%).

2.3 Estate Services

All panel members were asked to rate their level of satisfaction with three elements of Estate Services overall: the general overall service provided by Estate Services, value for money of overall service provided by Estate Services, and the overall appearance of the estate.

2.3.1 The general overall service provided by Estate Services

Four fifths of all residents (79%) are satisfied with the general overall service provided by Estate Services while just 11% are dissatisfied. Of the remainder, 8% are neither satisfied nor dissatisfied and 2% said it was not applicable.

2.3.2 Value for money of overall service provided by Estate Services

Two thirds of all residents (67%) are satisfied with the value for money of the overall service provided by Estate Services while a fifth (20%) are dissatisfied, 8% are neither satisfied nor dissatisfied and 4% said it was not applicable.

2.3.3 The overall appearance of the estate

Three quarters of all residents (77%) are satisfied with the overall appearance of the estate while 15% are dissatisfied. Of the remainder, 5% are neither satisfied nor dissatisfied and 2% said it was not applicable.

2.4 Wandsworth Emergency Control

2.4.1 Use of the service

All residents were asked if they had had to call Wandsworth Emergency Control, the Housing Department's out of hours service, in the last two years. Two fifths (41%) had called the service while 58% had not and the remainder (1%) did not know.

2.4.2 Reasons for calling the service

Asked to give their reasons for calling the service, 69% of those who had called the service said it was to report an emergency repair, 23% said it was to report anti-social behaviour (ASB), 17% to report noise nuisance and 7% to report any other incident.

2.4.3 Satisfaction with elements of the service

Panel members who had called Wandsworth Emergency Control were then presented with a list of five aspects of the service and asked to give their level of satisfaction with each one. Satisfaction is highest with the attitude of WEC staff (87% are satisfied with this). *Dissatisfaction*, however, is highest with the follow up service from the housing department to the issue raised – one in four (25%) of all residents are dissatisfied with this element of the WEC service.

2.4.4 Non-users' view of the service

Those who had *not* called Wandsworth Emergency Control were asked to say how good or poor they thought the service offered by WEC staff is.

Three fifths of all non-users (58%) consider the service offered by WEC staff to be good while just 4% think it is poor. Of the remainder, 6% think the service is neither good nor poor while a third (33%) do not know.

Asked to say what their view is based on, more than two fifths (43%) said it was based on previous experience while almost a fifth (18%) said it was based on a general perception of public services.

2.5 Repairs

2.5.1 Contacting the service

All residents were asked if they had contacted Wandsworth Emergency Services for an emergency repair. Two fifths (39%) had called the service while 60% had not and the remainder did not know.

2.5.2 Satisfaction with elements of the service

Panel members who had contacted the service were then presented with a list of four aspects of the service and asked to give their level of satisfaction with each one. Satisfaction is highest with the attitude of contractors (80% are satisfied with this). *Dissatisfaction*, however, is highest with the time taken to respond by contractors and the follow up service from the housing department to orders raised in an emergency (17% each of all residents are dissatisfied with these elements of the service).

2.5.3 Non-callers to the service

Those who had *not* called Wandsworth Emergency Services for an emergency repair were asked to say how good or poor they thought the service is.

Almost half of all non-callers (47%) consider the service to be good while just 8% think it is poor. Of the remainder, 8% think the service is neither good nor poor and 37% do not know.

Asked to say what their view is based on, more than two fifths (44%) said it was based on previous experience while one in six (16%) said it was based on a general perception of public services.

2.6 Gardening Maintenance Service

2.6.1 Communal gardens and grass areas

All residents were asked if their block or estate has communal gardens or grass areas that are maintained by the housing department. Approaching three quarters (71%) do have these while 24% do not and the remaining 4% do not know.

2.6.2 Satisfaction with elements of the service

Panel members whose block/estate has communal garden/grass areas that are maintained by the housing department were then presented with a list of aspects of the service and asked to give their level of satisfaction with each one. Satisfaction is lowest with 'other' aspects (14%) and with the attitude of contractors (62% are satisfied with this), while highest with the frequency of service (79%). Dissatisfaction is highest with other aspects of the gardening maintenance service (78% of all residents are dissatisfied with this element of the service).

2.6.3 Panel members whose block/estate does not have communal garden/grass areas that are maintained by the housing department

Panel members whose block/estate does not have communal garden/grass areas that are maintained by the housing department were asked to say how good or poor they thought the service is. A third of respondents (32%) consider the service to be good while 13% think it is poor. Of the remainder, 5% think the service is neither good nor poor and 51% do not know.

Asked to say what their view is based on, approaching three in ten (27%) said it was based on previous experience.

2.7 Cleaning Service for External Areas

2.7.1 External cleaning

Eight in ten (78%) of all panel members said their property, block or estate does receive cleaning to the external areas, e.g. pathways, play areas etc. from the housing department's contractors.

2.7.2 Satisfaction with elements of the service

Panel members whose property, block or estate does receive cleaning to the external areas were then presented with a list of aspects of the service and asked to give their level of satisfaction with each one. Satisfaction is highest with four of the aspects (73% each are satisfied with the frequency of cleaning, the quality of work, the amount of areas cleaned and the attitude of contractors), while lowest with 'other' aspects (15%).

2.7.3 Panel members whose property, block or estate does *not* receive cleaning to the external areas

Panel members whose property, block or estate does *not* receive cleaning to the external areas were asked to say how good or poor they thought the service is. A quarter of respondents (26%) consider the service to be good while a fifth (19%) think it is poor. Of the remainder, 10% think the service is neither good nor poor and 46% do not know.

Asked to say what their view is based on, approaching two fifths (37%) said it was based on previous experience.

2.8 Cleaning Service for Internal Areas

2.8.1 Internal cleaning

Seven in ten (69%) of all panel members said their property, block or estate does receive cleaning to the internal areas, e.g. stairs, entrance halls etc. from the housing department's contractors.

2.8.2 Satisfaction with elements of the service

Panel members whose property, block or estate does receive cleaning to internal areas were then presented with a list of aspects of the service and asked to give their

level of satisfaction with each one. Satisfaction is highest with the attitude of contractors (76% are satisfied with this), while lowest with 'other' aspects of internal cleaning (just 8% are satisfied).

2.8.3 Panel members whose property, block or estate does *not* receive cleaning to the internal areas

Panel members whose property, block or estate does *not* receive cleaning to the internal areas were asked to say how good or poor they thought the service is. Around one in six respondents (16%) consider the service to be good while 14% think it is poor. Of the remainder, 8% think the service is neither good nor poor, but by far the largest proportion - three fifths (62%) - do not know.

Asked to say what their view is based on, just over a quarter (27%) said it was based on previous experience.

2.9 Estate/Block Lighting

2.9.1 Lighting in communal areas

All panel members were asked if their property, block or estate has lighting in communal areas, e.g. stairwells and paths. Nine in ten (90%) of all panel members said their property, block or estate does have lighting in communal areas.

2.9.2 Satisfaction with elements of the service

Panel members whose property, block or estate has communal lighting were then presented with a list of statements regarding the lighting and asked to give their level of agreement with each one. Agreement is highest with the statement that 'there is sufficient lighting' (90% are in agreement with this), while lowest with the statement that 'lights are always broken' (9%), with which *disagreement* is also highest.

2.9.3 Panel members whose property, block or estate does *not* have communal lighting

Panel members whose property, block or estate does *not* have lighting in communal areas were asked to say how good or poor they thought the service is. A quarter of respondents (23%) consider the service to be good while just 4% think it is poor, 7% think the service is neither good nor poor and 66% do not know.

Asked to say what their view is based on, a fifth (21%) said it was based on previous experience.

2.10 Graffiti Service

2.10.1 Graffiti on the estate

All panel members were asked if their block or estate suffers from graffiti. One in seven (14%) of all panel members said their block or estate does suffer from graffiti, while 84% said theirs does not and 1% do not know.

2.10.2 The Graffiti Removal Service

All respondents were then asked if the Graffiti Removal Service visits their block or estate. Three in ten (29%) of all panel members said their block or estate does

receive visits from the Graffiti Removal Service, while almost two fifths (37%) said theirs does not and 34% do not know.

2.10.3 Satisfaction with elements of the service

Panel members whose block or estate does receive visits from the Graffiti Removal Service were then presented with a list of elements regarding the service and asked to rate their level of satisfaction with each one. Satisfaction is highest with the quality of work (89% are satisfied with this), while lowest with the ease of reporting graffiti (72%). Dissatisfaction is low for all three aspects.

2.10.4 Panel members whose block or estate does *not* receive visits from the Graffiti Removal Service

Panel members whose block or estate does *not* receive visits from the Graffiti Removal Service were asked to say how good or poor they thought the service is. A third of respondents (35%) consider the service to be good while just 3% think it is poor. Of the remainder, 8% think the service is neither good nor poor and 54% do not know.

Asked to say what their view is based on, more than a quarter (27%) said it was based on previous experience while 13% said it was based on their general perception of public services.

2.11 Estate Parking

2.11.1 Parking Regulation System (PRS)

All panel members were asked if their property, block or estate has controlled car parking under the Parking Regulation System (PRS) run by the housing department. Two thirds (68%) of all panel members said their property, block or estate does have controlled car parking under the Parking Regulation System.

2.11.2 Satisfaction with elements of the service

Panel members whose property, block or estate does have controlled car parking under the Parking Regulation System were then presented with a list of statements regarding the service and asked to give their level of satisfaction with each one.

2.11.3 Panel members whose property, block or estate does *not* have controlled car parking under the Parking Regulation System

Panel members whose property, block or estate does *not* have controlled car parking under the Parking Regulation System were asked to say how good or poor they thought the service is. Approaching two fifths of respondents (36%) consider the service to be good while 12% think it is poor. Of the remainder, 6% think the service is neither good nor poor and 46% do not know.

Asked to say what their view is based on, one third (32%) said it was based on previous experience.

3 Overall views of the Council

This section will look at residents' level of satisfaction with the services provided by Wandsworth Council as well as overall satisfaction with the way their landlord deals with repairs and maintenance.

3.1 Overall satisfaction with services provided by Wandsworth Council

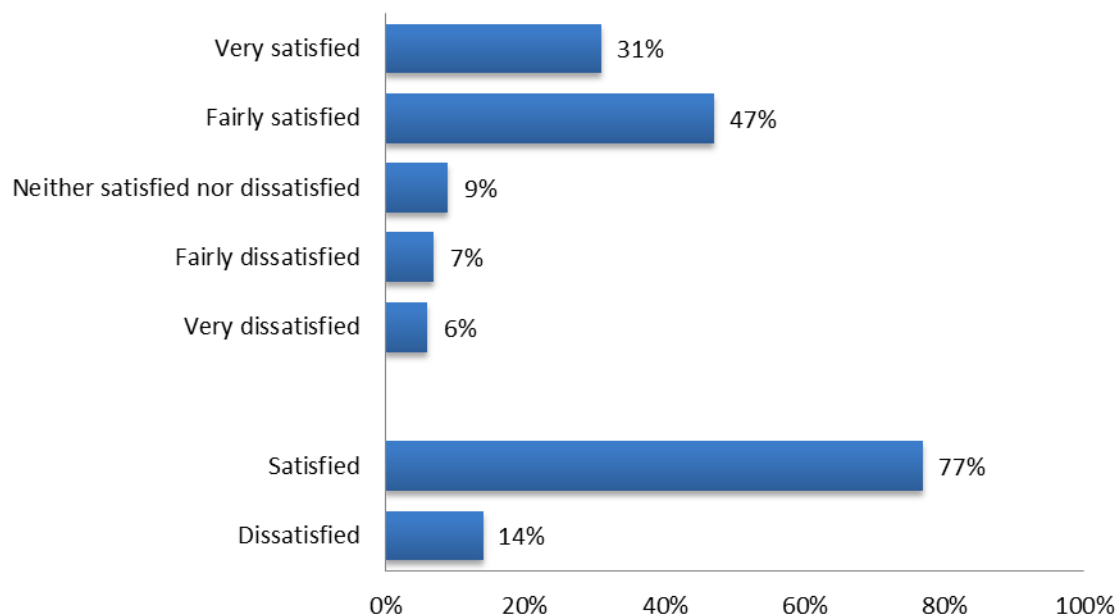
All respondents were asked to rate their level of satisfaction or dissatisfaction with the services provided by Wandsworth Council.

Three quarters (77%) of residents are satisfied with the services provided by the Council, with three in ten (31%) very satisfied. In contrast around one in seven (14%) are dissatisfied and a further 9% are neither satisfied nor dissatisfied.

In the March 2012 survey, three quarters (76%) of residents were satisfied with the services provided by the Council, with three in ten (30%) very satisfied. In contrast one in ten (10%) were dissatisfied and a further 14% were neither satisfied nor dissatisfied.

It can be seen, therefore, that this survey's results show a very small increase in satisfaction from those reported in March 2012.

Figure 2 Satisfaction with services provided by Wandsworth Council (All responses)



Unw

ighted sample base: 581

In terms of the split between tenants and leaseholders, the former are significantly more likely to express satisfaction than the latter (84% cf. 67%) while the latter are significantly more likely to be dissatisfied than the former (18% cf. 11%).

The following table shows that satisfaction for leaseholders has gone down since March 2012 by 3%, while for tenants it has increased by four percentage points. Dissatisfaction, however, has increased for all three groups, by six percentage points

for leaseholders and by two percentage points for tenants, giving an overall increase of four percentage points for all residents. In 2008 the STATUS survey was conducted only with council tenants and between 2008 and May 2011 satisfaction remained the same at 70% and then increased in December 2011 to 82% but then dropped back slightly to 80% in March 2012 but has now increased again to 84% in the current survey. Dissatisfaction dropped back by three percentage points from 12% to 9% between December 2011 and March 2012 but has now increased slightly by two percentage points. The trend for tenants' satisfaction with overall service, therefore, has been to remain fairly stable between 2007 and May 2011 and then to increase to its current level in December 2011, March 2012 and August 2012.

Leaseholders' satisfaction with overall service increased by some seven percentage points between December 2011 and March 2012 but has now dropped back slightly by three percentage points but is still higher than the level reported in 2007.

Table 7 Satisfaction with services provided by Wandsworth Council (All responses)

	2007		2008		May 2011		Dec 2011		Mar 2012		Aug 2012	
	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %
All residents [2007: 1212; May 2011: 1207; Dec 2011: 659; Mar 2012: 582; Aug 2012: 581]	68%	20%	N/A	N/A	65%	21%	75%	17%	76%	10%	77%	14%
Tenants [2007: 630; 2008: 936; May 2011: 758; Dec 2011: 414; Mar 2012: 371; Aug 2012: 367]	72%	17%	70%	16%	70%	19%	82%	12%	80%	9%	84%	11%
Leaseholders [2007: 582; 2008: N/A; May 2011: 449; Dec 2011: 245; Mar 2012: 211; Aug 2012: 214]	64%	23%	N/A	N/A	58%	25%	63%	26%	70%	12%	67%	18%
Unweighted sample bases in brackets												

Looking at tenants alone, it can be seen that over time dissatisfaction had remained fairly stable between 2003/4 and May 2011 but then decreased in December 2011 and further still in March 2012 but has now gone up slightly again, while satisfaction reduced by five percentage points between 2003 and 2006, recovered in 2007 to 72% and then went down slightly to 70% in 2008 where it remained in May 2011 and then increased substantially to 82% in December 2011, dropped back slightly to 80% in March 2012 and has now increased again to the 84% reported in this survey.

Table 8 Satisfaction with services provided by Wandsworth Council – Tenants only (All responses)

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
2003/4 [849]	25%	46%	14%	8%	7%	71%	15%
2006/7 [750]	24%	42%	17%	9%	8%	66%	17%
2007 [630]	20%	53%	11%	13%	4%	72%	17%
2008 [936]	30%	40%	14%	9%	8%	70%	16%
May 2011 [758]	33%	37%	11%	8%	11%	70%	19%
Dec 2011 [414]	38%	44%	6%	5%	7%	82%	12%
Mar 2012 [371]	37%	42%	12%	5%	4%	80%	9%
Aug 2012 [367]	39%	45%	5%	6%	4%	84%	11%
Unweighted sample bases in brackets							

*2003/4 and 2006/7 figures are taken from BVPI surveys, while 2007 figures are from the Housing Link Panel Recruitment Survey 2007 and 2008 figures are from the 2008 Tenant Satisfaction Survey.

Looking at leaseholders only, it can be seen that satisfaction is lower now than it was in March 2012 (by three percentage points) while dissatisfaction is somewhat higher (by 6%).

Table 9 Satisfaction with services provided by Wandsworth Council – Leaseholders only (All responses)

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
2007 [582]	11%	54%	13%	18%	5%	65%	23%
2008	N/A	N/A	N/A	N/A	N/A	N/A	N/A
May 2011 [449]	16%	42%	17%	13%	11%	58%	24%
Dec 2011 [245]	14%	49%	11%	12%	14%	63%	26%
Mar 2012 [211]	18%	52%	18%	10%	2%	70%	12%
Aug 2012 [214]	17%	50%	15%	10%	9%	67%	18%

Unweighted sample bases in brackets

There is a difference of some four percentage points between those who are and who are not members of a residents' association (81% of the former and 77% of the latter are satisfied).

Those living in Co-operative properties are more likely to be satisfied than those living in Area Team properties (82% cf. 77%), although the reader is reminded of the small number of respondents interviewed who live in Co-op properties – just 46 residents (and this applies throughout the summary report).

The following table shows levels of overall satisfaction by estate type. Those living in street properties are more likely to be dissatisfied than those living in other estate types.

Table 10 Satisfaction with services provided by Wandsworth Council by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [581]	77%	9%	14%
High density inner [203]	76%	8%	16%
High density outer [191]	79%	10%	11%
Small estates and infills [129]	80%	10%	10%
Street properties [58]	74%	6%	20%
Unweighted sample bases in brackets			

Those living in houses (86%) are more likely to be satisfied than those living in flats and maisonettes (76% each).

As BMG has found from its many other tenant satisfaction surveys, older respondents, especially those aged 65 and over, are significantly more likely to be satisfied with the overall services provided by their landlord (84% compared with 73% of those aged under 65), while those wholly retired from work (85%) are also more likely to express satisfaction.

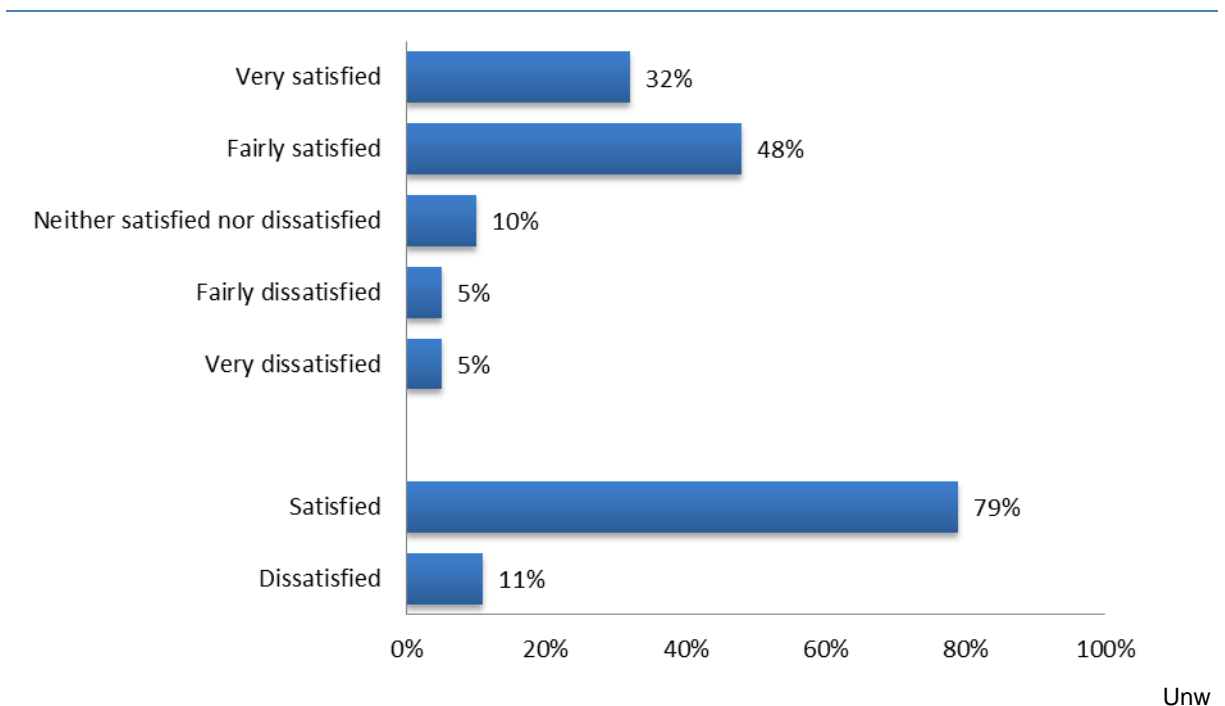
There is little difference in terms either of ethnicity with 79% of White residents satisfied compared with 76% of Asian and 77% of Black respondents, or gender (79% males, 76% females), although it can be seen that the economically inactive are significantly more likely to be satisfied than the active (83% cf. 71%).

Significantly, almost three quarters (72%) of respondents who are dissatisfied with the way the Council runs the local area are dissatisfied with the overall service it provides.

3.2 Satisfaction with how Wandsworth Council is running the local area

Panel members were asked to rate their level of satisfaction with how the Council is running the local area. Four fifths (79%) are satisfied with how the Council is running the local area while one in nine (11%) are dissatisfied and a similar proportion (10%) is neither satisfied nor dissatisfied.

Figure 3 Satisfaction with how Wandsworth Council is running the local area (All responses)



Weighted sample base: 581

Tenants are significantly more likely than leaseholders to express satisfaction with how the Council is running the local area (83% cf. 74%).

The following table shows that satisfaction for tenants has increased slightly since March 2012 while for leaseholders it has decreased while dissatisfaction has gone up.

Table 11 Satisfaction with how Wandsworth Council is running the local area (All responses)

	Dec 2011		Mar 2012		Aug 2012	
	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %
All residents [Dec 2011: 659; Mar 2012: 582; Aug 2012: 581]	76%	14%	80%	10%	79%	11%
Tenants [Dec 2011: 414; Mar 2012: 371; Aug 2012: 367]	81%	11%	82%	9%	83%	9%

Leaseholders [Dec 2011: 245; Mar 2012: 211; Aug 2012: 214]	68%	18%	76%	11%	74%	14%
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Looking at tenants alone, it can be seen that satisfaction has increased by one percentage point between March and August 2012.

Table 12 Satisfaction with how Wandsworth Council is running the local area – Tenants only (All responses)

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
Dec 2011 [414]	35%	46%	9%	7%	4%	81%	11%
Mar 2012 [371]	35%	47%	9%	7%	3%	82%	9%
Aug 2012 [367]	37%	46%	8%	5%	4%	83%	9%
Unweighted sample bases in brackets							

Looking at leaseholders only, it can be seen that satisfaction is lower now than it was in March 2012 (by two percentage points) while dissatisfaction is higher (by 3%).

Table 13 Satisfaction with how Wandsworth Council is running the local area – Leaseholders only (All responses)

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
Dec 2011 [245]	22%	46%	14%	11%	7%	68%	18%
Mar 2012 [211]	23%	53%	13%	8%	3%	76%	11%
Aug 2012 [214]	23%	51%	12%	7%	7%	74%	14%
Unweighted sample bases in brackets							

Those living in Co-operative properties are slightly more likely to be satisfied than those living in Area Team properties (83% cf. 79%), while members and non-members of residents' associations are equally as likely to be satisfied (80% cf. 79%).

Analysis by estate type shows that high density inner residents are least likely to be satisfied with how the Council is running the local area while those from small estates and infills are most likely. Street property residents are more likely to be *dissatisfied* than high density outer, high density inner residents or those from small estates and infills.

Table 14 Satisfaction with how Wandsworth Council is running the local area (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [581]	79%	10%	11%
High density inner [203]	75%	13%	12%
High density outer [191]	80%	10%	9%
Small estates and infills [129]	83%	10%	7%
Street properties [58]	82%	0%	18%
Unweighted sample bases in brackets			

House and flat dwellers are significantly more likely to be satisfied (84% and 81% respectively) than those who live in maisonettes (71%).

Again satisfaction levels are significantly higher amongst those aged 65 and over (89%) compared with those aged 55-64 (76%), 73% of those aged 35-54 and 77% of 16-34 year olds. This is again reinforced by the finding that those who are wholly retired (87%) are more likely to be satisfied than any other employment group.

In terms of ethnicity White residents are most likely to express satisfaction (80%) compared with 74% of Black respondents and 78% of Asian residents, while males are more likely to express satisfaction in comparison with females (83% cf. 77%).

Amongst respondents who expressed dissatisfaction with the overall service provided by their landlord, 57% are dissatisfied with how the Council is running the local area. Satisfaction is highest with the information about the hours the scheme operates (65% are satisfied with this), while lowest with the information about the CPZ on public highways (56%). Dissatisfaction is also highest with the availability of parking spaces (just over a fifth - 22% - of all residents are dissatisfied with this).

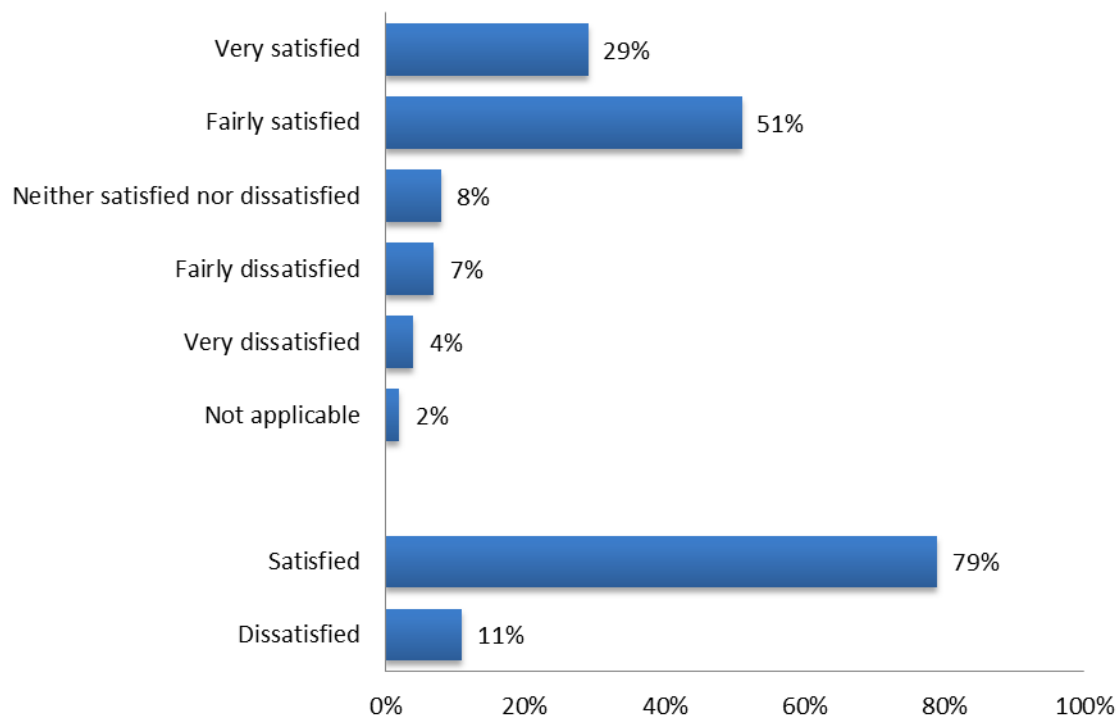
4 Estate Services

All panel members were asked to rate their level of satisfaction with three elements of Estate Services overall: the general overall service provided by Estate Services, value for money of overall service provided by Estate Services, and the overall appearance of the estate.

4.1 The general overall service provided by Estate Services

Four fifths of all residents (79%) are satisfied with the general overall service provided by Estate Services while just 11% are dissatisfied. Of the remainder, 8% are neither satisfied nor dissatisfied and 2% said it was not applicable.

Figure 4 Level of satisfaction with the general overall service provided by Estate Services (All responses)



ighted sample base: 581

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In terms of the split between tenants and leaseholders, the former are significantly more likely to be satisfied than the latter.

Table 15 Level of satisfaction with the general overall service provided by Estate Services (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [581]	79%	8%	11%
Tenants [367]	84%	6%	9%
Leaseholders [214]	73%	10%	15%
Unweighted sample bases in brackets			

Members of residents' associations (78%) are slightly less likely than non-members (80%) to be satisfied, while those living in Co-op properties are also less likely to be satisfied than those living in Area Team properties (74% cf. 80%).

Street property residents are significantly less likely to express satisfaction than those from other estate types.

Table 16 Level of satisfaction with the general overall service provided by Estate Services (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [581]	79%	8%	11%
High density inner [203]	80%	8%	11%
High density outer [191]	83%	6%	10%
Small estates and infills [129]	82%	9%	8%
Street properties [58]	66%	7%	20%
Unweighted sample bases in brackets			

Respondents living in houses and flats (83% and 81% respectively) are more likely to be satisfied with the general overall service provided by Estate Services than maisonette dwellers (73%).

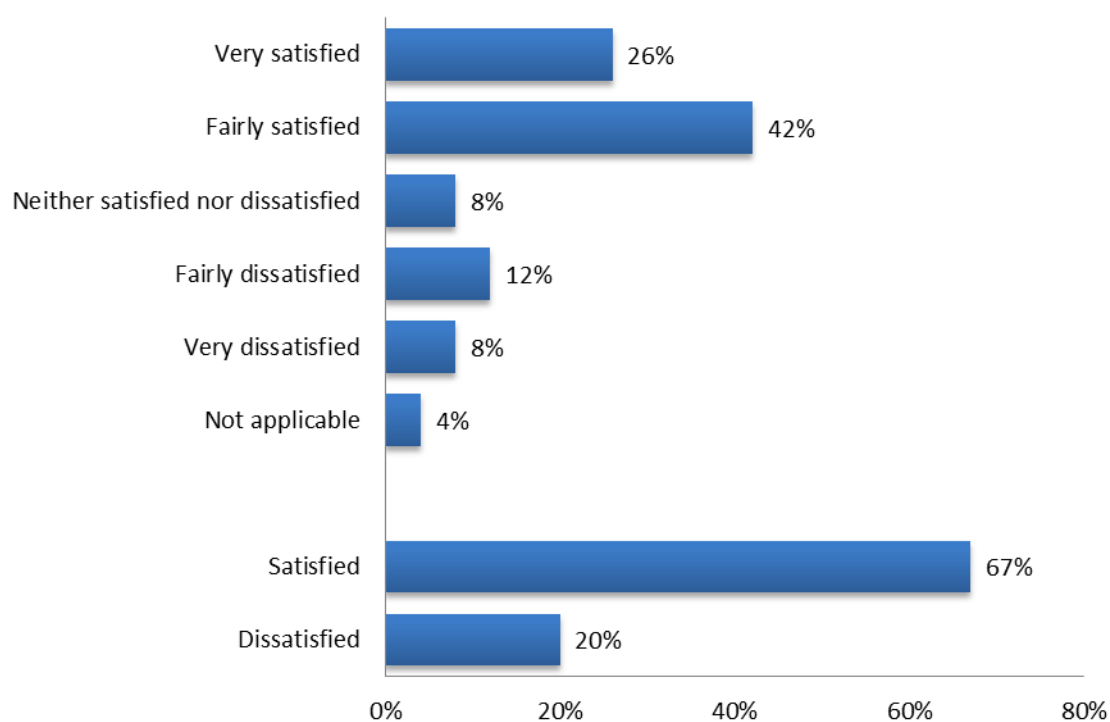
Those aged over 65 are more likely to be satisfied (though not significantly so) with the general overall service provided by Estate Services (82%) compared with 77% of those aged under 65.

Males are significantly more likely than females to be satisfied (84% and 76% respectively) while Asian residents (84%) are more likely to express satisfaction than White or Black residents (81% and 76% respectively).

4.2 Value for money of overall service provided by Estate Services

Two thirds of all residents (67%) are satisfied with the value for money of the overall service provided by Estate Services while a fifth (20%) are dissatisfied. Of the remainder, 8% are neither satisfied nor dissatisfied and 4% said it was not applicable.

Figure 5 Level of satisfaction with the value for money of the overall service provided by Estate Services (All responses)



Unw

Weighted sample base: 581

Tenants are again significantly more likely than leaseholders to express satisfaction, while the latter are significantly more likely than the former to be dissatisfied.

Table 17 Level of satisfaction with the value for money of the overall service provided by Estate Services (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [581]	67%	8%	20%
Tenants [367]	75%	6%	14%
Leaseholders [214]	55%	12%	31%
Unweighted sample bases in brackets			

Members of residents' associations (70%) are marginally more likely than non-members (67%) to be satisfied, while those living in Co-op properties are equally as likely to be satisfied as those living in Area Team properties (68% cf. 67%).

Street property residents are significantly less likely to express satisfaction than those from other estate types.

Table 18 Level of satisfaction with the value for money of the overall service provided by Estate Services (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [581]	67%	8%	20%
High density inner [203]	69%	9%	19%
High density outer [191]	69%	7%	21%
Small estates and infills [129]	71%	6%	20%
Street properties [58]	53%	11%	22%
Unweighted sample bases in brackets			

Respondents living in houses (75%) are more likely to be satisfied with the value for money of the overall service provided by Estate Services than those who live in maisonettes (62%) and flats (68%).

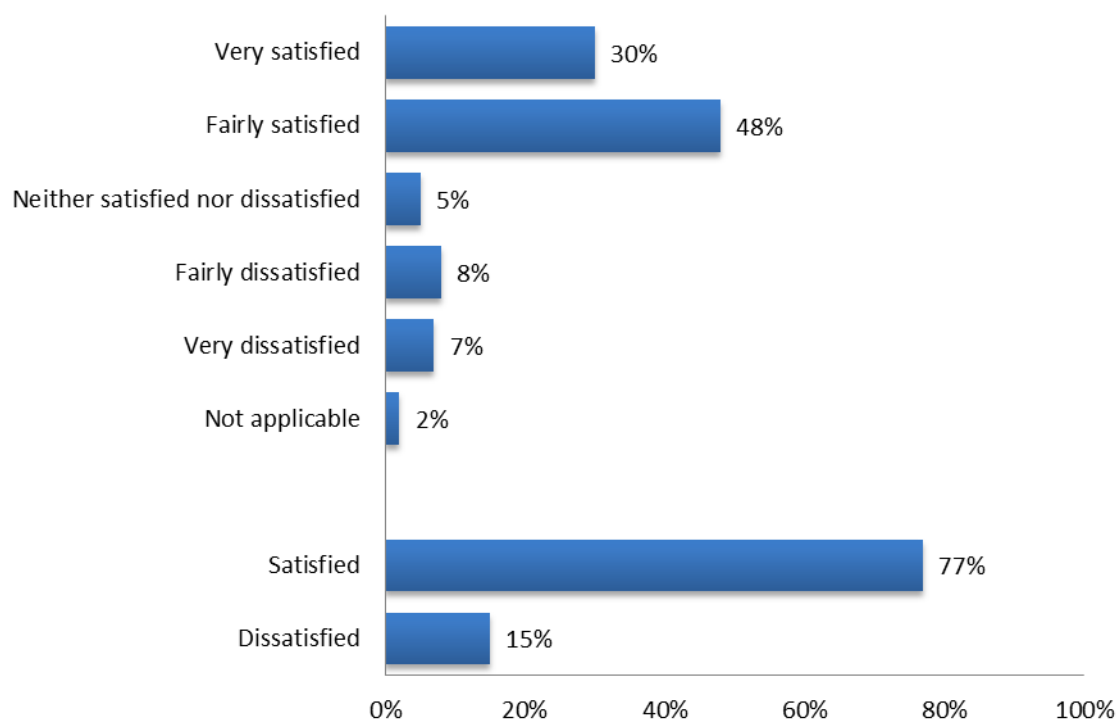
Those aged over 65 are more likely to be satisfied with the value for money of the overall service provided by Estate Services (74%) compared with 62% of those aged under 65.

Males are more likely to be satisfied than females (71% and 65% respectively) while Asian residents (62%) are less likely to express satisfaction than White or Black residents (70% and 66% respectively).

4.3 The overall appearance of the estate

Three quarters of all residents (77%) are satisfied with the overall appearance of the estate while 15% are dissatisfied. Of the remainder, 5% are neither satisfied nor dissatisfied and 2% said it was not applicable.

Figure 6 Level of satisfaction with the overall appearance of the estate (All responses)



Unw

ighted sample base: 581

Tenants are again significantly more likely than leaseholders to express satisfaction, while the latter are significantly more likely than the former to be dissatisfied.

Table 19 Level of satisfaction with the overall appearance of the estate (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [581]	77%	5%	15%
Tenants [367]	84%	4%	10%
Leaseholders [214]	67%	8%	22%
Unweighted sample bases in brackets			

Members of residents' associations (77%) are equally as likely as non-members (78%) to be satisfied, while those living in Co-op properties are more likely to be satisfied than those living in Area Team properties (82% cf. 77%).

Street property residents are again less likely to express satisfaction than those from other estate types.

Table 20 Level of satisfaction with the overall appearance of the estate (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [581]	77%	5%	15%
High density inner [203]	83%	6%	11%
High density outer [191]	78%	6%	16%
Small estates and infills [129]	77%	7%	14%
Street properties [58]	63%	2%	23%
Unweighted sample bases in brackets			

Respondents living in houses and flats (81% and 79% respectively) are more likely to be satisfied with the overall appearance of the estate than maisonette dwellers (70%).

Those aged over 65 are equally as likely to be satisfied with the overall appearance of the estate as those aged under 65 (78% and 77% respectively).

Males and females are equally as likely to be satisfied (77% and 78% respectively) while Asian residents (67%) are again less likely to express satisfaction than White or Black residents (78% and 79% respectively).

5 Wandsworth Emergency Control

This section will focus on panel members' experience of Wandsworth Emergency Control, the Housing Department's out of hours service, and will look at residents' satisfaction with various aspects of the service as well as their views on it in general.

5.1 Use of the service

All residents were asked if they had had to call Wandsworth Emergency Control, the Housing Department's out of hours service, in the last two years. Two fifths (41%) had called the service while 58% had not and the remainder (1%) did not know. Tenants were significantly more likely to have called the service than leaseholders.

Table 21 Have you had to call Wandsworth Emergency Control, the Housing Department's out of hours service, over the past two years? (All responses)

	Yes %	No %	Don't know %
Total [581]	41%	58%	1%
Tenants [367]	45%	54%	1%
Leaseholders [214]	35%	64%	1%
Unweighted sample bases in brackets			

Members of residents' associations (46%) are more likely than non-members (40%) to have called the service, while those living in Co-op properties are less likely to have called than those living in Area Team properties (36% cf. 42%).

Street property residents are less likely to have called Wandsworth Emergency Control than those from other estate types.

Table 22 Have you had to call Wandsworth Emergency Control, the Housing Department's out of hours service, over the past two years by estate type (All responses)

	Yes %	No %	Don't know %
Total [581]	41%	58%	1%
High density inner [203]	41%	58%	1%
High density outer [191]	45%	54%	1%
Small estates and infills [129]	41%	58%	1%
Street properties [58]	34%	66%	0%
Unweighted sample bases in brackets			

Respondents living in maisonettes and flats (46% and 42% respectively) are more likely to have called the service than house dwellers (34%).

Those aged under 65 are significantly more likely to have called the service (46%) compared with 35% of those aged 65+.

Females are significantly more likely to have called the service than males (46% and 35% respectively) while Asian residents (32%) are less likely to have called than White or Black residents (40% and 43% respectively).

5.1.1 Reasons for calling the service

Asked to give their reasons for calling the service, 23% of those who had called the service said it was to report anti-social behaviour (ASB), 69% to report an emergency repair, 17% to report noise nuisance and 7% to report any other incident. Tenants are significantly more likely to have reported an emergency repair while leaseholders are significantly more likely to have reported ASB and/or noise nuisance as the following table shows.

Table 23 Why have you called Wandsworth Emergency Control? (Respondents who had called Wandsworth Emergency Control over the past two years)

	Total [242] %	Tenants [167] %	Leaseholders [75] %
To report anti-social behaviour	23%	16%	38%
To report an emergency repair	69%	77%	53%
To report noise nuisance	17%	14%	24%
Other	7%	7%	7%
Unweighted sample bases in brackets			

Members of residents' associations (34%) are more likely than non-members (21%) to have reported ASB, while the latter are significantly more likely than the former to have reported an emergency repair (71% cf. 58%).

Street property residents are less likely to have reported ASB than those from other estate types but are more likely to have reported an emergency repair.

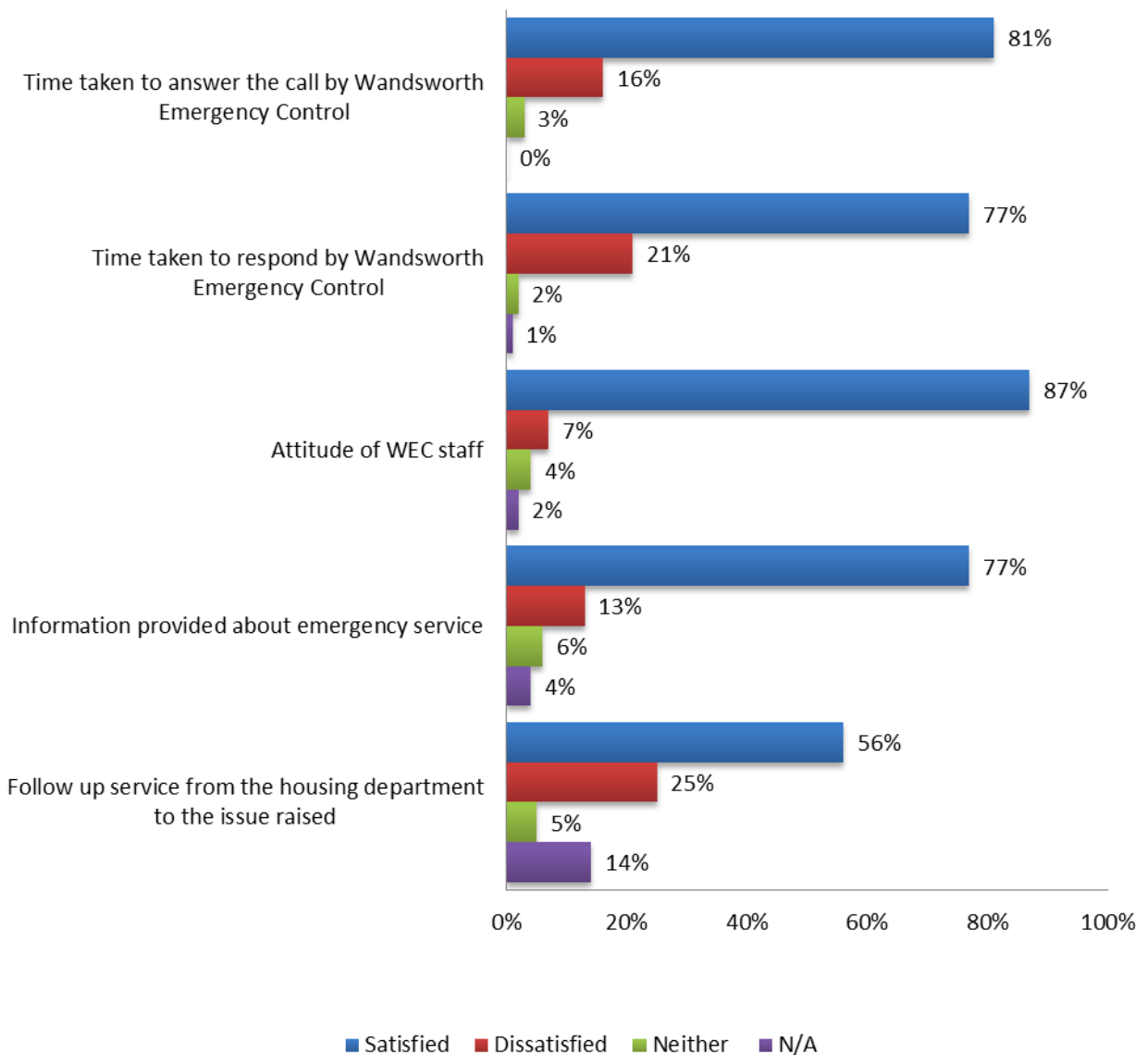
Table 24 Why have you called Wandsworth Emergency Control by estate type (Respondents who had called Wandsworth Emergency Control over the past two years)

	To report ASB %	To report an emergency repair %	To report noise nuisance %	Other %
Total [242]	23%	69%	17%	7%
High density inner [203]	22%	75%	14%	8%
High density outer [191]	22%	66%	23%	7%
Small estates and infills [129]	33%	58%	13%	11%
Street properties [58]	9%	85%	15%	0%
Unweighted sample bases in brackets				

5.2 Satisfaction with elements of the service

Panel members who had called Wandsworth Emergency Control were then presented with a list of five aspects of the service and asked to give their level of satisfaction with each one.

Figure 7 How satisfied or dissatisfied were you with the following? (Respondents who had called Wandsworth Emergency Control over the past two years)



Unweighted sample base: 242

As the figure above shows, satisfaction is highest with the attitude of WEC staff (87% are satisfied with this). *Dissatisfaction*, however, is highest with the follow up service from the housing department to the issue raised – one in four (25%) of all residents are dissatisfied with this element of the WEC service.

The following table shows responses for the five statements broken down by resident type. For the time taken to answer the call by WEC, for the information provided about the emergency service and for the follow up service from the housing department to the issue raised tenants are significantly more likely than leaseholders to express satisfaction, though for the two remaining statements there is very little difference between the two groups.

Table 25 How satisfied or dissatisfied were you with the following? (Respondents who had called Wandsworth Emergency Control over the past two years)

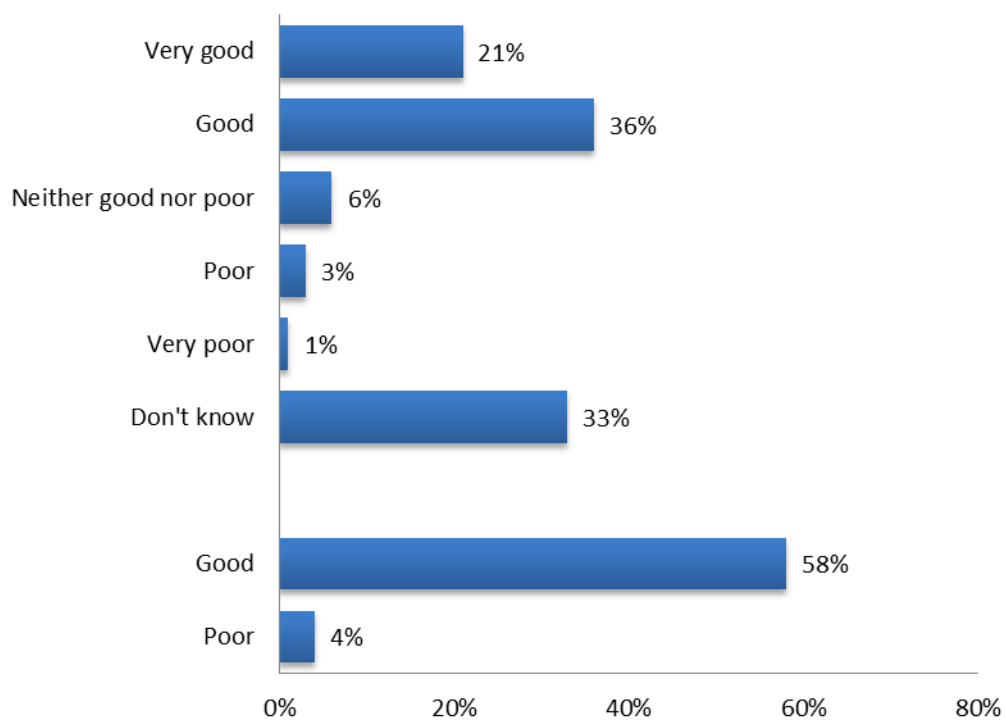
	Tenants [167]			Leaseholders [75]		
	Satisfied	Dis-satisfied	Neither	Satisfied	Dis-satisfied	Neither
	%	%	%	%	%	%
Time taken to answer the call by WEC	87%	13%	0%	69%	23%	9%
Time taken to respond by WEC	78%	21%	1%	74%	21%	4%
Attitude of WEC staff	90%	7%	4%	82%	9%	4%
Information provided about emergency service	83%	11%	3%	64%	19%	12%
Follow up service from housing department to the issue raised	66%	20%	5%	36%	35%	5%
Unweighted sample bases in brackets						

5.3 Non-users' view of the service

Those who had *not* called Wandsworth Emergency Control were asked to say how good or poor they thought the service offered by WEC staff is.

Three fifths of all non-users (58%) consider the service offered by WEC staff to be good while just 4% think it is poor. Of the remainder, 6% think the service is neither good nor poor while a third (33%) do not know.

Figure 8 Which statement best describes your view of the service offered by WEC staff? (Respondents who had *not* called Wandsworth Emergency Control over the past two years)



Weighted sample base: 339

Unw

In terms of the split between tenants and leaseholders, the former are significantly more likely than the latter to consider the service to be good.

Table 26 Which statement best describes your view of the service offered by WEC staff? (Respondents who had *not* called Wandsworth Emergency Control over the past two years)

	Good %	Neither %	Poor %
Total [339]	58%	6%	4%
Tenants [200]	69%	3%	2%
Leaseholders [139]	42%	9%	6%
Unweighted sample bases in brackets			

Members of residents' associations (64%) are more likely than non-members (57%) to say the service is good, while those living in Co-op properties are also more likely to be rate the service as good than those living in Area Team properties (72% cf. 56%).

Street property residents are less likely to rate the service as good than those from other estate types.

Table 27 Which statement best describes your view of the service offered by WEC staff? (Respondents who had *not* called Wandsworth Emergency Control over the past two years)

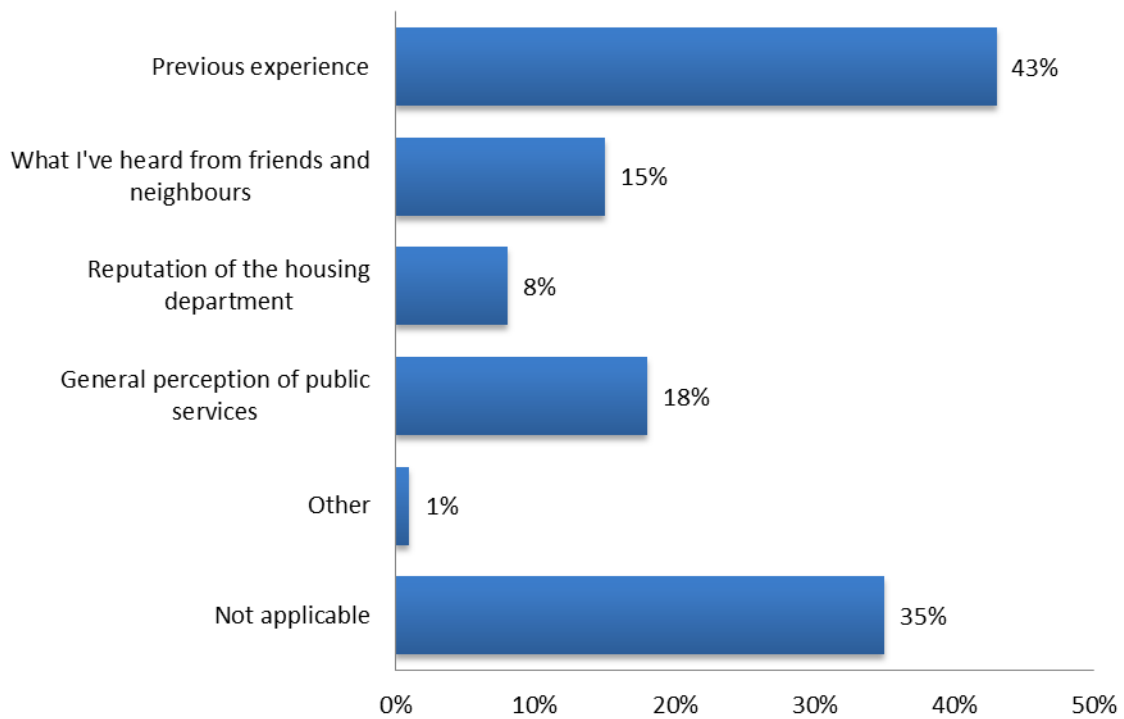
	Good %	Neither %	Poor %
Total [339]	58%	6%	4%
High density inner [119]	60%	3%	7%
High density outer [106]	60%	4%	4%
Small estates and infills [76]	59%	7%	3%
Street properties [38]	46%	15%	0%
Unweighted sample bases in brackets			

Respondents living in houses and flats (55% and 57% respectively) are slightly less likely to rate the service as good than maisonette dwellers (60%).

Males and females are equally as likely to consider the service offered by WEC staff to be good (58% and 57% respectively) while Asian residents (68%) are more likely to say it is good than White or Black residents (54% and 65% respectively)

Asked to say what their view is based on, more than two fifths (43%) said it was based on previous experience while almost a fifth (18%) said it was based on a general perception of public services.

Figure 9 What is this view based on? (Respondents who had *not* called Wandsworth Emergency Control over the past two years)



Weighted sample base: 339

Unw

Tenants are significantly more likely than leaseholders to say their view was based on previous experience (49% and 35% respectively).

6 Repairs

The following section will explore panel members' experience of contacting Wandsworth Emergency Services for an emergency repair, and will look at residents' satisfaction with elements of the repairs service as well as their general views on it.

6.1 Contacting the service

All residents were asked if they had contacted Wandsworth Emergency Services for an emergency repair. Two fifths (39%) had called the service while 60% had not and the remainder did not know. Tenants were significantly more likely to have contacted the service than leaseholders (47% cf. 24%).

Table 28 Have you contacted Wandsworth Emergency Services for an emergency repair? (All responses)

	Yes %	No %	Don't know %
Total [581]	39%	60%	1%
Tenants [367]	47%	52%	<0.5%
Leaseholders [214]	24%	74%	2%
Unweighted sample bases in brackets			

Members of residents' associations (35%) are less likely than non-members (39%) to have contacted the service, while those living in Co-op properties are also less likely to have made contact than those living in Area Team properties (26% cf. 40%).

Street property residents and those from small estates and infills are less likely to have contacted Wandsworth Emergency Control than those from high density inner or outer properties.

Table 29 Have you contacted Wandsworth Emergency Services for an emergency repair by estate type (All responses)

	Yes %	No %	Don't know %
Total [581]	39%	60%	1%
High density inner [203]	44%	56%	1%
High density outer [191]	40%	58%	2%
Small estates and infills [129]	32%	68%	0%
Street properties [58]	33%	65%	2%
Unweighted sample bases in brackets			

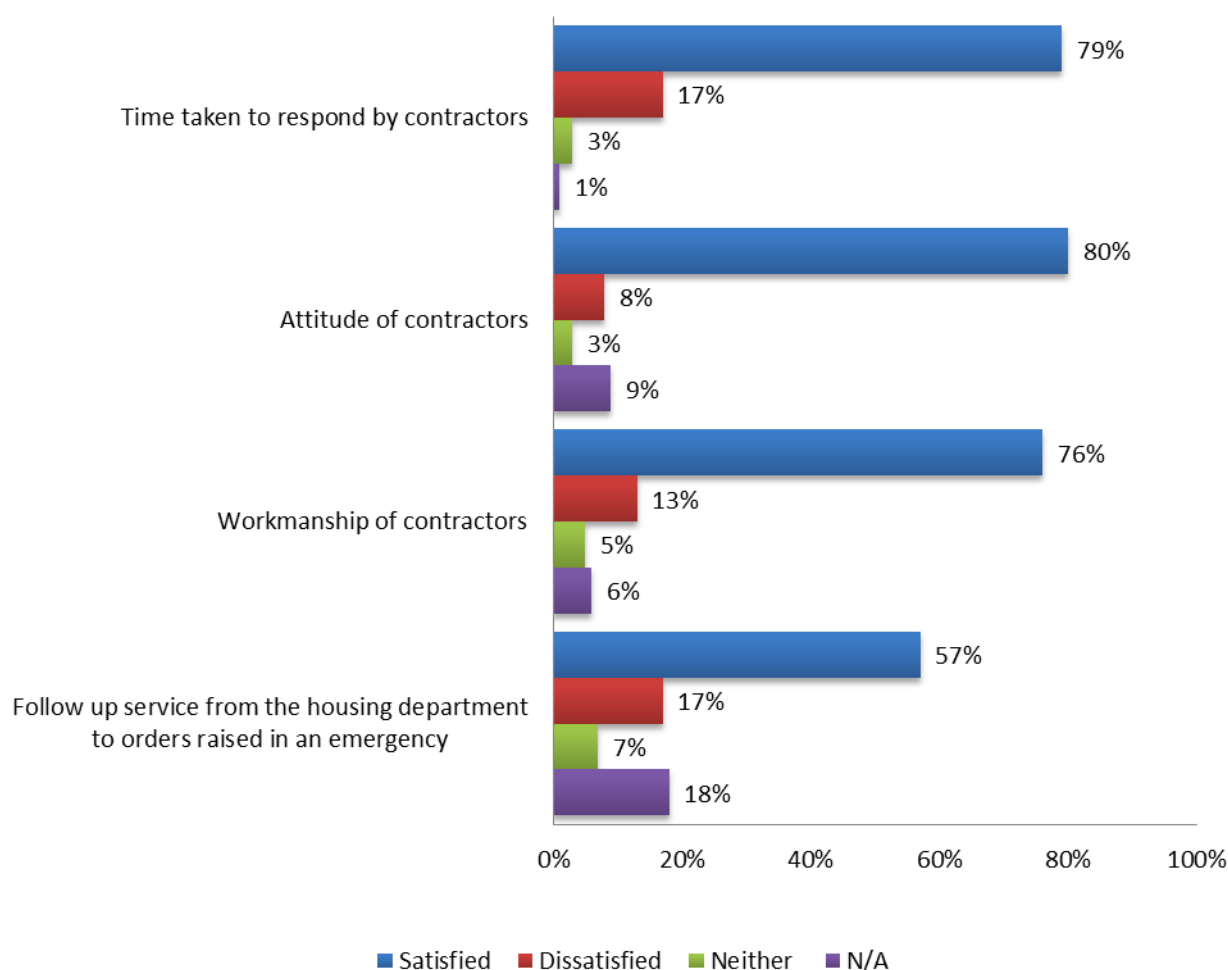
Respondents living in houses (45%) are more likely to have contacted the service than flat or maisonette dwellers (38% and 36% respectively), while those aged under 65 are significantly more likely to have contacted the service (43%) compared with 32% of those aged 65 and over.

Males are slightly more likely to have contacted the service than females (40% and 36% respectively) while Asian residents (49%) are more likely to have made contact than White or Black residents (34% and 44% respectively).

6.2 Satisfaction with elements of the service

Panel members who had contacted the service were then presented with a list of four aspects of the service and asked to give their level of satisfaction with each one.

Figure 10 Thinking about the repair, how satisfied or dissatisfied were you with the following? (Respondents who had contacted Wandsworth Emergency Services for an emergency repair)



Unweighted sample base: 228

As the figure above shows, satisfaction is highest with the attitude of contractors (80% are satisfied with this). *Dissatisfaction*, however, is highest with the time taken to respond by contractors and the follow up service from the housing department to orders raised in an emergency (17% each of all residents are dissatisfied with these elements of the service).

The following table shows responses for the four aspects broken down by resident type. For *all* of the aspects, tenants are significantly more likely than leaseholders to express satisfaction.

Table 30 Thinking about the repair, how satisfied or dissatisfied were you with the following? (Respondents who had contacted Wandsworth Emergency Services for an emergency repair)

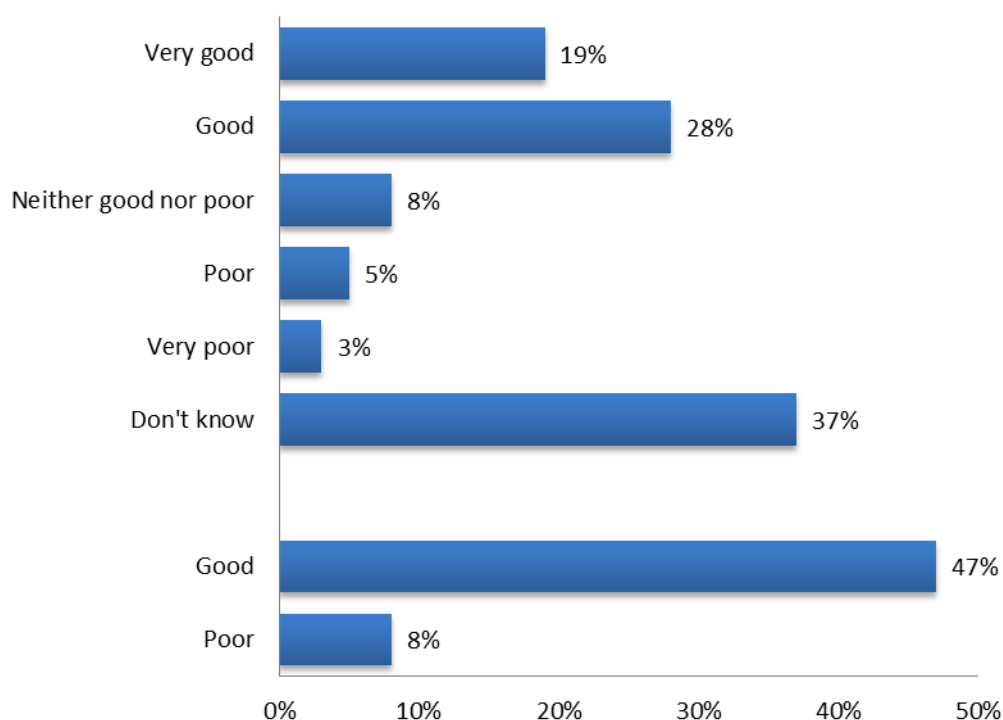
	Tenants [175]			Leaseholders [53]		
	Satisfied %	Dis-satisfied %	Neither %	Satisfied %	Dis-satisfied %	Neither %
Time taken to respond by contractors	84%	13%	2%	64%	27%	4%
Attitude of contractors	88%	6%	3%	54%	15%	3%
Workmanship of contractors	82%	11%	4%	57%	18%	7%
Follow up service from housing department to orders raised in an emergency	66%	13%	7%	29%	30%	10%
Unweighted sample bases in brackets						

6.3 Non-callers to the service

Those who had *not* called Wandsworth Emergency Services for an emergency repair were asked to say how good or poor they thought the service is.

Almost half of all non-callers (47%) consider the service to be good while just 8% think it is poor. Of the remainder, 8% think the service is neither good nor poor and 37% do not know.

Figure 11 Which statement best describes your view of the service? (Respondents who had *not* contacted Wandsworth Emergency Services for an emergency repair)



Unw

Weighted sample base: 353

Tenants are significantly more likely than leaseholders to rate the service as good as may be seen from the following table.

Table 31 Which statement best describes your view of the service? (Respondents who had *not* contacted Wandsworth Emergency Services for an emergency repair)

	Good %	Neither %	Poor %	Don't know %
Total [353]	47%	8%	8%	37%
Tenants [192]	59%	7%	9%	24%
Leaseholders [161]	34%	8%	6%	52%
Unweighted sample bases in brackets				

Members of residents' associations (46%) are equally as likely as non-members (47%) to say the service is good, while those living in Co-op properties are slightly more likely to rate the service as good than those living in Area Team properties (49% cf. 47%).

Street property residents are slightly less likely to rate the service as good than those from other estate types, although no great differences exist between all four groups.

Table 32 Which statement best describes your view of the service? (Respondents who had *not* contacted Wandsworth Emergency Services for an emergency repair)

	Good %	Neither %	Poor %	Don't know %
Total [353]	47%	8%	8%	37%
High density inner [112]	47%	8%	8%	38%
High density outer [115]	50%	4%	6%	40%
Small estates and infills [88]	46%	10%	9%	34%
Street properties [38]	45%	9%	10%	36%
Unweighted sample bases in brackets				

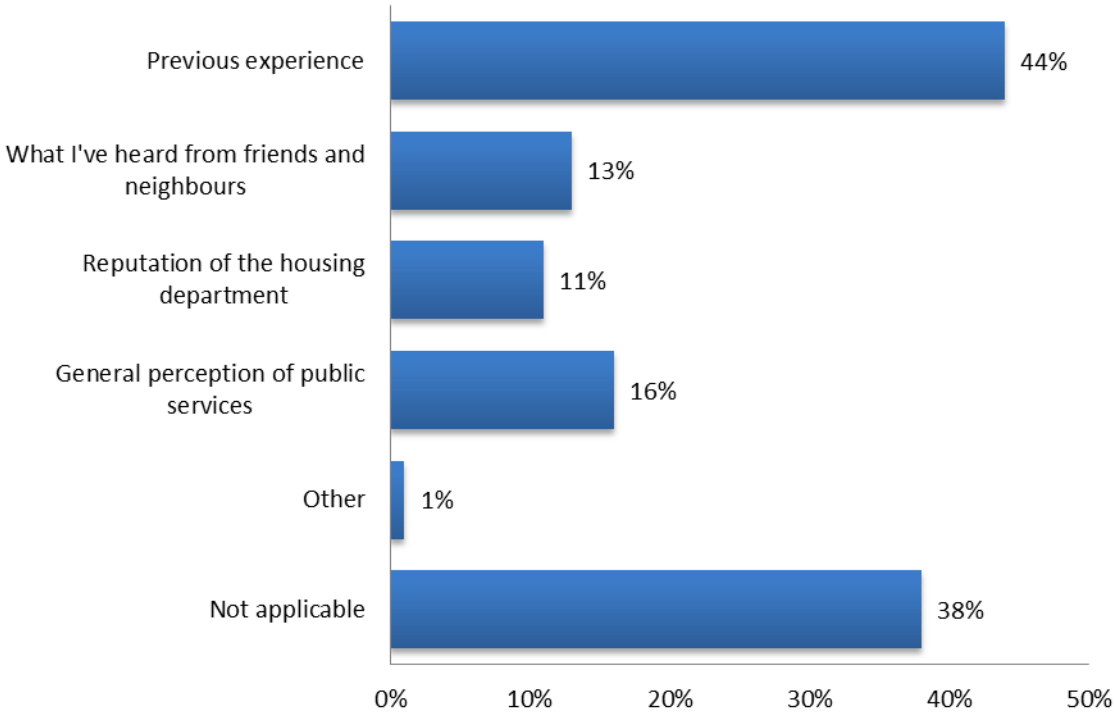
Respondents living in houses (62%) are more likely to rate the service as good than maisonette or flat dwellers (38% and 47% respectively).

Those aged over 65 are significantly more likely to consider the service to be good (54%) compared with 41% of those aged under 65.

Males are less likely than females to consider the service to be good (41% and 51% respectively) while Asian residents (58%) are more likely to say it is good than White or Black residents (42% and 50% respectively).

Asked to say what their view is based on, more than two fifths (44%) said it was based on previous experience while one in six (16%) said it was based on a general perception of public services.

Figure 12 What is this view based on? (Respondents who had *not* contacted Wandsworth Emergency Services for an emergency repair)



Unw

ighted sample base: 353

Tenants are significantly more likely than leaseholders to say their view was based on previous experience (54% and 34% respectively).

7 Gardening Maintenance Service

This section will look at respondents' experience of the gardening maintenance service and their satisfaction with such aspects of the service as the clearing up of garden waste and the quality of the work carried out.

7.1 Communal gardens and grass areas

All residents were asked if their block or estate has communal gardens or grass areas that are maintained by the housing department. Approaching three quarters (71%) do have communal gardens or grass areas maintained by the housing department while 24% do not and the remaining 4% do not know. Leaseholders (81%) are significantly more likely to have gardens or grass areas maintained by the housing department than tenants (65%).

Table 33 To your knowledge does your block/estate have communal garden/grass areas that are maintained by the housing department? (All responses)

	Yes %	No %	Don't know %
Total [581]	71%	24%	4%
Tenants [367]	65%	29%	5%
Leaseholders [214]	81%	16%	3%
Unweighted sample bases in brackets			

Members of residents' associations (83%) are significantly more likely than non-members (69%) to have gardens or grass areas maintained by the housing department, while those living in Co-op properties are also more likely to have communal gardens than those living in Area Team properties (80% cf. 70%).

Street property residents are less likely to have communal gardens or grass areas maintained by the housing department than those from other estate types.

Table 34 To your knowledge does your block/estate have communal garden/grass areas that are maintained by the housing department by estate type (All responses)

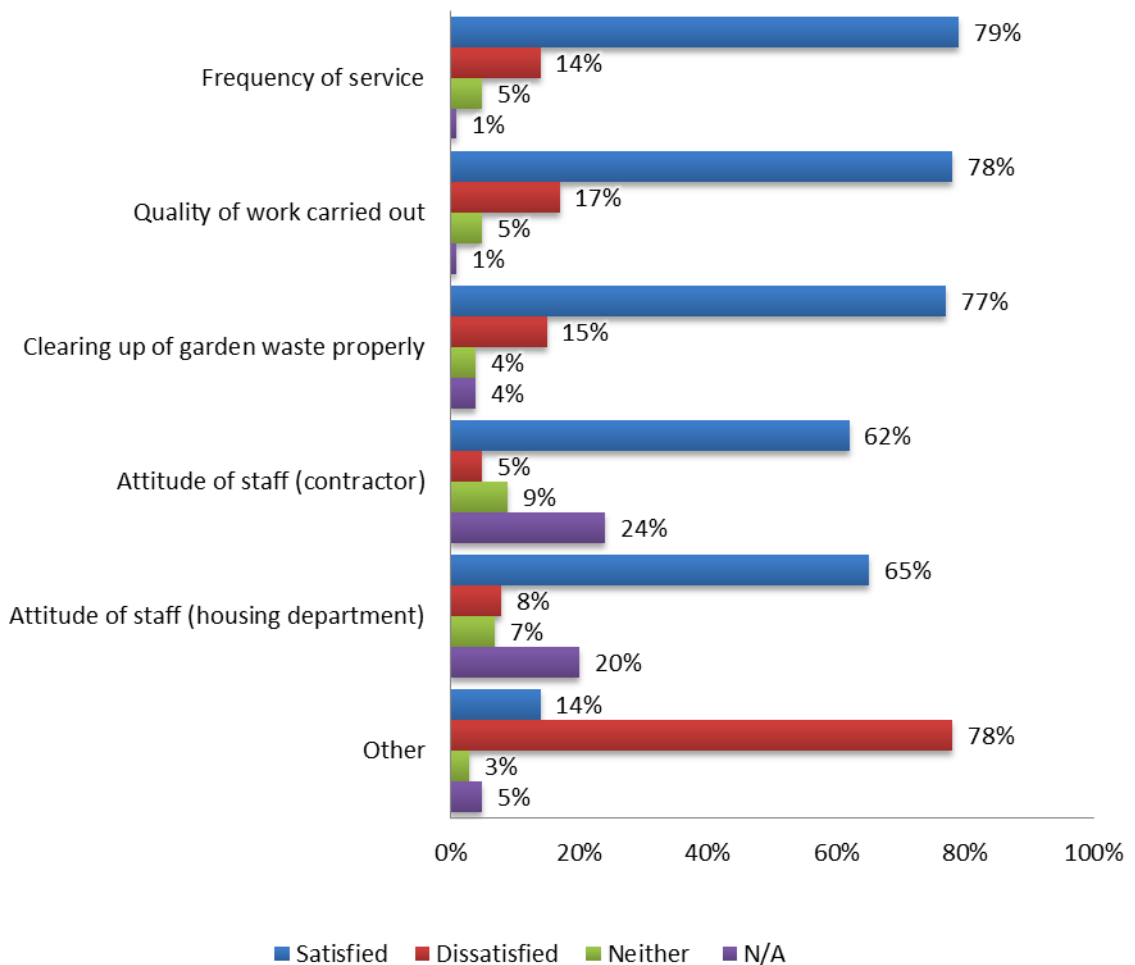
	Yes %	No %	Don't know %
Total [581]	71%	24%	4%
High density inner [203]	71%	24%	5%
High density outer [191]	84%	12%	4%
Small estates and infills [129]	82%	15%	4%
Street properties [58]	23%	72%	5%
Unweighted sample bases in brackets			

Respondents living in maisonette and flats (72% and 79%) are significantly more likely to have communal gardens or grass areas maintained by the housing department than house dwellers (30%), while no great differences exist in terms of age, ethnicity or gender.

7.2 Satisfaction with elements of the service

Panel members whose block/estate has communal garden/grass areas that are maintained by the housing department were then presented with a list of aspects of the service and asked to give their level of satisfaction with each one.

Figure 13 Thinking about the gardening maintenance service, how satisfied or dissatisfied were you with the following? (Respondents whose block/estate has communal garden/grass areas that are maintained by the housing department)



Unweighted sample base: 420

As the preceding figure shows, satisfaction is lowest with ‘other’ aspects (14%) and with the attitude of contractors (62% are satisfied with this), while highest with the frequency of service (79%). Dissatisfaction is highest with other aspects of the gardening maintenance service (78% of all residents are dissatisfied with this element of the service).

The following table shows responses for the aspects broken down by resident type. For four of the aspects of the service, tenants are significantly more likely than

leaseholders to express satisfaction, the two exceptions being other aspects and clearing up of garden waste properly.

Table 35 Thinking about the gardening maintenance service, how satisfied or dissatisfied were you with the following? (Respondents whose block/estate has communal garden/grass areas that are maintained by the housing department)

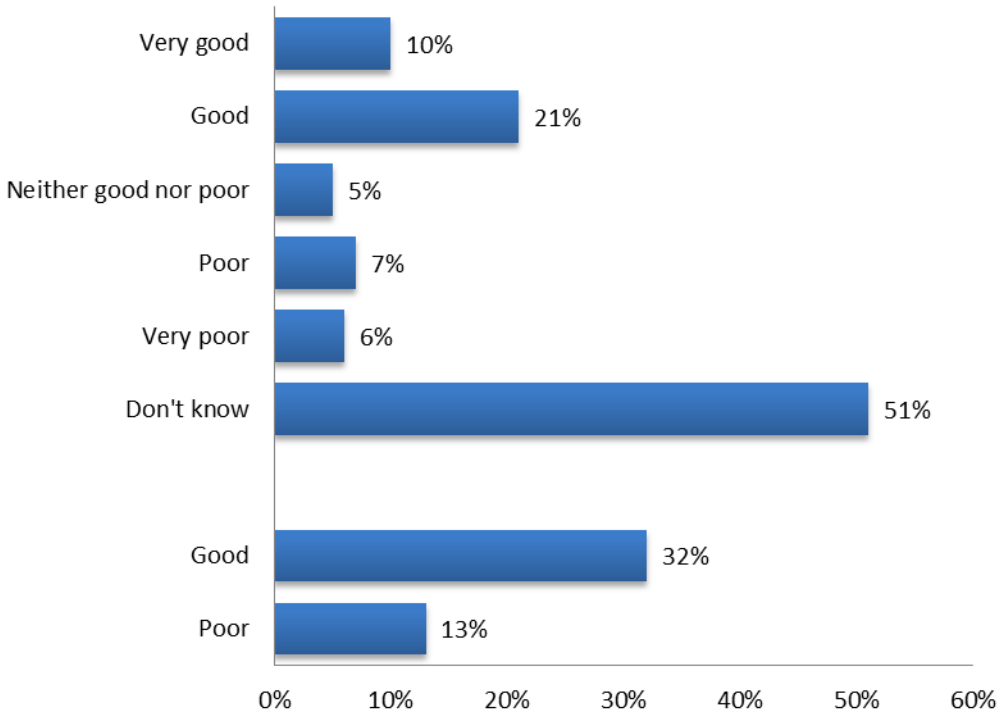
	Tenants [243]			Leaseholders [177]		
	Satisfied %	Dis-satisfied %	Neither %	Satisfied %	Dis-satisfied %	Neither %
Frequency of service	86%	9%	4%	71%	22%	7%
Quality of work carried out	83%	11%	4%	71%	24%	5%
Clearing up of garden waste properly	79%	12%	5%	74%	19%	4%
Attitude of staff (contractors)	70%	4%	7%	51%	8%	12%
Attitude of staff (housing department)	74%	7%	5%	53%	10%	10%
Other	10%	82%	3%	17%	75%	3%
Unweighted sample bases in brackets						

7.3 Panel members whose block/estate does not have communal garden/grass areas that are maintained by the housing department

Panel members whose block/estate does not have communal garden/grass areas that are maintained by the housing department were asked to say how good or poor they thought the service is.

A third of respondents (32%) consider the service to be good while 13% think it is poor. Of the remainder, 5% think the service is neither good nor poor and 51% do not know.

Figure 14 Which statement best describes your view of the service? (Respondents whose block/estate does *not* have communal garden/grass areas that are maintained by the housing department)



ighted sample base: 161

Unw

Tenants are significantly more likely than leaseholders to rate the service as good while the latter are significantly more likely than the former not to know.

Table 36 Which statement best describes your view of the service? (Respondents whose block/estate does *not* have communal garden/grass areas that are maintained by the housing department)

	Good %	Neither %	Poor %	Don't know %
Total [161]	32%	5%	13%	51%
Tenants [124]	37%	6%	12%	45%
Leaseholders [37]	15%	3%	15%	67%
Unweighted sample bases in brackets				

Members of residents' associations (41%) are more likely than non-members (31%) to say the service is good, while those living in Co-op properties are more likely to rate the service as good than those living in Area Team properties (66% cf. 30% - but beware low sample base for those living in Co-op properties [only 9 unweighted cases]).

Street property residents are less likely to rate the service as good than those from other estate types.

Table 37 Which statement best describes your view of the service? (Respondents whose block/estate does *not* have communal garden/grass areas that are maintained by the housing department)

	Good %	Neither %	Poor %	Don't know %
Total [161]	32%	5%	13%	51%
High density inner [60]	38%	5%	15%	42%
High density outer [31]	40%	0%	16%	45%
Small estates and infills [24]	37%	4%	17%	42%
Street properties [46]	19%	9%	7%	66%
Unweighted sample bases in brackets				

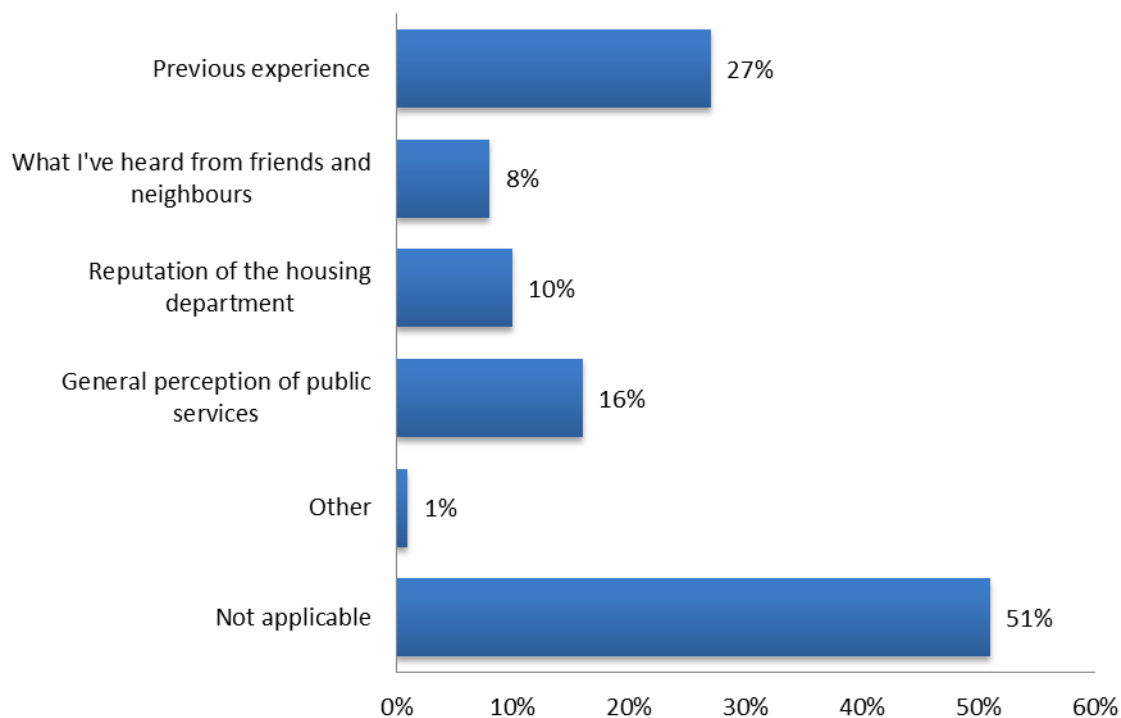
Respondents living in houses and flats (30% and 27% respectively) are less likely to rate the service as good than maisonette dwellers (45%).

Those aged over 65 are slightly more likely to consider the service to be good (35%) compared with 29% of those aged under 65.

Males are less likely to rate the service as good than females (23% and 37% respectively) while Black residents (46%) are significantly more likely to say it is good than White residents (46% and 24% respectively).

Asked to say what their view is based on, approaching three in ten (27%) said it was based on previous experience.

Figure 15 What is this view based on? (Respondents whose block/estate does *not* have communal garden/grass areas that are maintained by the housing department)



Unw

ighted sample base: 161

Tenants are more likely than leaseholders to say their view was based on previous experience (29% and 22% respectively), while being *significantly* more likely than leaseholders to cite the reputation of the housing department (13% cf. 0%).

8 Cleaning Service for External Areas

The next section will look at the issue of cleaning of external areas, those areas outside residents' blocks, and will again look satisfaction with aspects of the service.

8.1 External cleaning

Almost eight in ten (78%) of all panel members said their property, block or estate does receive cleaning to the external areas, e.g. pathways, play areas etc. from the housing department's contractors.

Tenants and leaseholders are equally as likely to receive this service (78% each).

Table 38 Does your property/block/estate receive cleaning to the external areas from the housing department's contractors? (All responses)

	Yes %	No %	Don't know %
Total [581]	78%	17%	5%
Tenants [367]	78%	16%	6%
Leaseholders [214]	78%	19%	3%
Unweighted sample bases in brackets			

Members of residents' associations (85%) are more likely than non-members (77%) to receive the external cleaning service, while those living in Co-op properties are less likely to receive the service than those living in Area Team properties (72% cf. 78%).

Street property residents are significantly less likely to receive the service than those from other estate types.

Table 39 Does your property/block/estate receive cleaning to the external areas from the housing department's contractors by estate type (All responses)

	Yes %	No %	Don't know %
Total [581]	78%	17%	5%
High density inner [203]	85%	9%	5%
High density outer [191]	90%	5%	5%
Small estates and infills [129]	81%	16%	3%
Street properties [58]	22%	70%	8%
Unweighted sample bases in brackets			

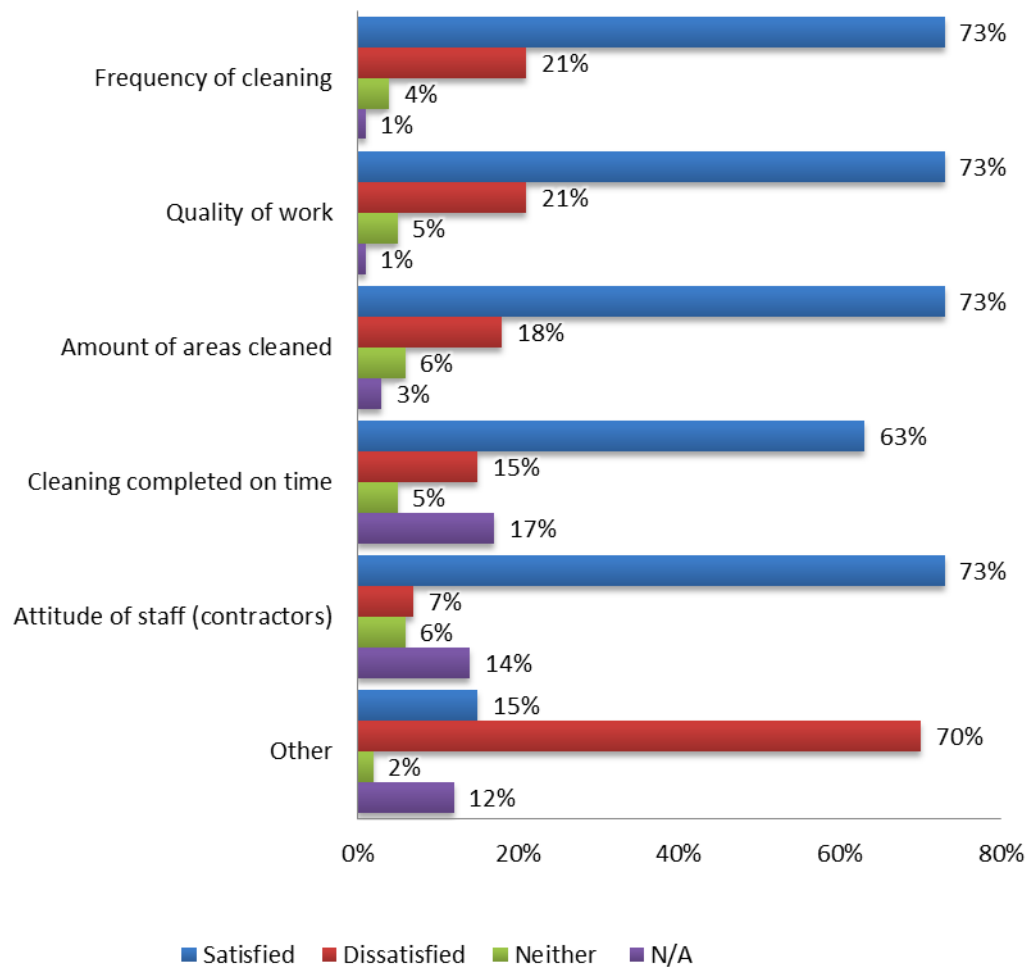
Respondents living in maisonettes and flats (87% and 81% respectively) are significantly more likely to receive the external cleaning service than house dwellers

(44%), while Asian and White residents (78% and 74% respectively) are less likely to receive external cleaning services than Black residents (86%).

8.2 Satisfaction with elements of the service

Panel members whose property, block or estate does receive cleaning to the external areas were then presented with a list of aspects of the service and asked to give their level of satisfaction with each one.

Figure 16 Thinking about the external cleaning service, how satisfied or dissatisfied were you with the following? (Respondents whose property/block/estate receives cleaning to the external areas from the housing department’s contractors)



Unweighted sample base: 462

As the preceding figure shows, satisfaction is highest with four of the aspects (73% each are satisfied with the frequency of cleaning, the quality of work, the amount of areas cleaned and the attitude of contractors), while lowest with ‘other’ aspects (15%).

The following table shows responses for the aspects broken down by resident type. For all five of the *named* aspects, tenants are significantly more likely than leaseholders to express satisfaction.

Table 40 Thinking about the external cleaning service, how satisfied or dissatisfied were you with the following? (Respondents whose property/block/estate receives cleaning to the external areas from the housing department’s contractors)

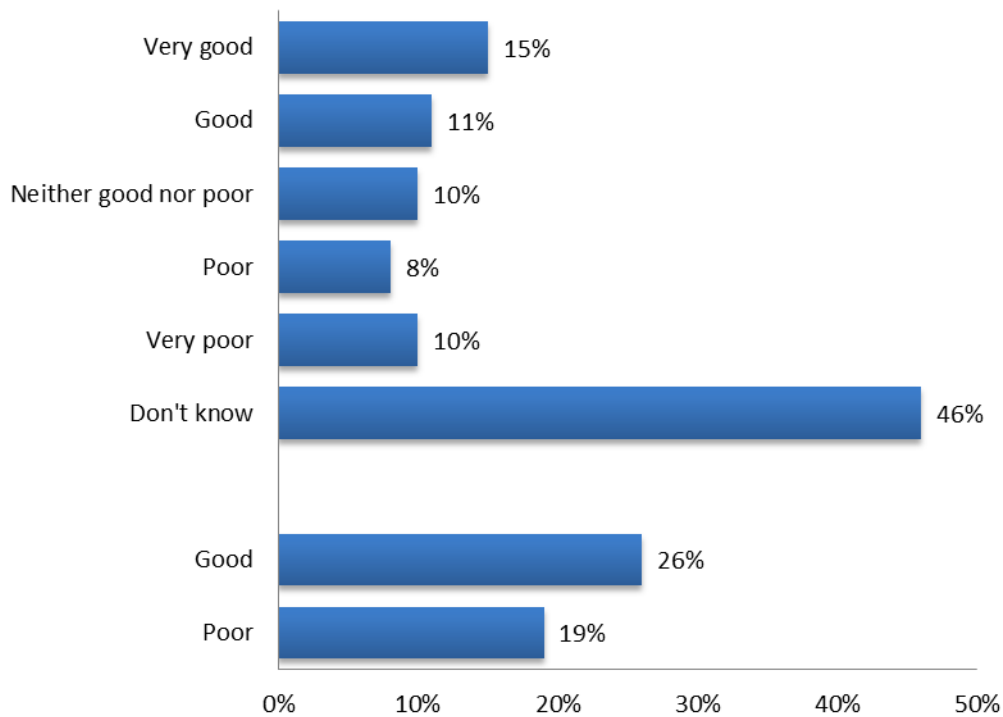
	Tenants [288]			Leaseholders [174]		
	Satisfied %	Dis-satisfied %	Neither %	Satisfied %	Dis-satisfied %	Neither %
Frequency of cleaning	78%	18%	3%	65%	27%	6%
Quality of work	79%	15%	4%	64%	30%	5%
Amount of areas cleaned	77%	15%	5%	66%	23%	7%
Cleaning completed on time	71%	10%	4%	51%	21%	8%
Attitude of staff (contractors)	80%	7%	4%	62%	7%	9%
Other	19%	67%	0%	11%	75%	5%
Unweighted sample bases in brackets						

8.3 Panel members whose property, block or estate does *not* receive cleaning to the external areas

Panel members whose property, block or estate does *not* receive cleaning to the external areas were asked to say how good or poor they thought the service is.

A quarter of respondents (26%) consider the service to be good while a fifth (19%) think it is poor. Of the remainder, 10% think the service is neither good nor poor and 46% do not know.

Figure 17 Which statement best describes your view of the service? (Respondents whose property/block/estate does *not* receive cleaning to the external areas from the housing department’s contractors)



Weighted sample base: 119

Unw

Tenants are more likely (although not significantly so) than leaseholders to rate the service as good as may be seen from the following table.

Table 41 Which statement best describes your view of the service? (Respondents whose property/block/estate does *not* receive cleaning to the external areas from the housing department’s contractors)

	Good %	Neither %	Poor %	Don’t know %
Total [119]	26%	10%	19%	46%
Tenants [79]	30%	9%	23%	38%
Leaseholders [40]	19%	12%	10%	59%
Unweighted sample bases in brackets				

Members of residents’ associations (37%) are more likely than non-members (25%) to say the service is good, while those living in Co-op properties are also more likely to rate the service as good than those living in Area Team properties (39% cf. 24%).

Street property residents are less likely to rate the service as good than those from other estate types.

Table 42 Which statement best describes your view of the service? (Respondents whose property/block/estate does *not* receive cleaning to the external areas from the housing department’s contractors)

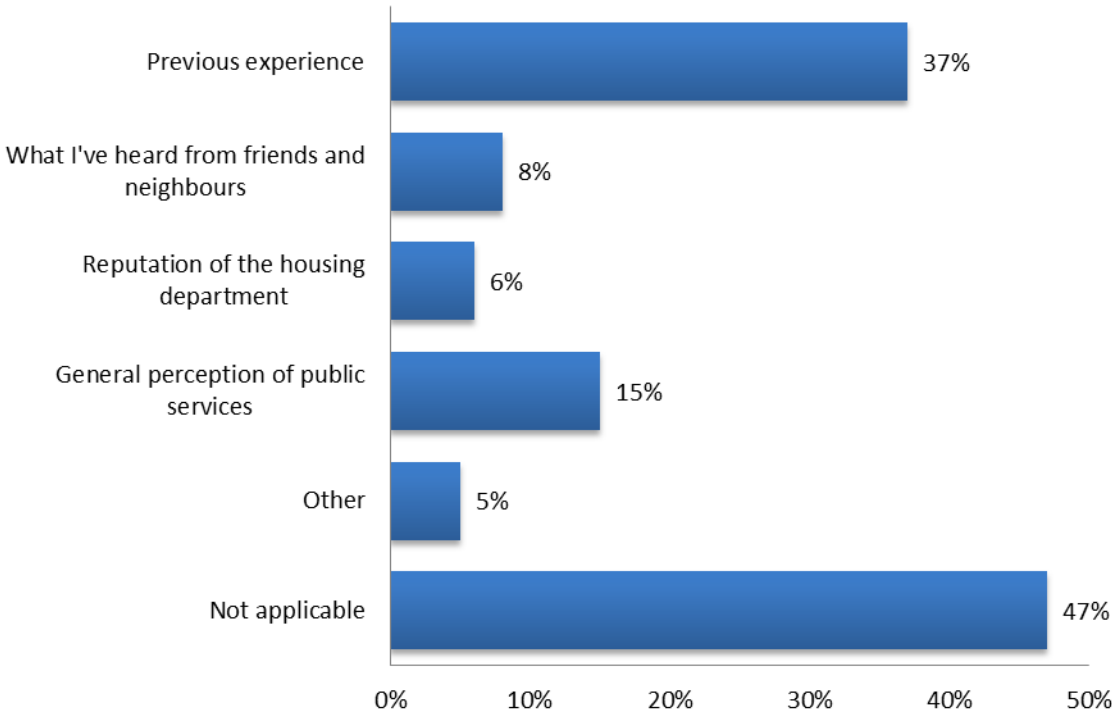
	Good %	Neither %	Poor %	Don’t know %
Total [119]	26%	10%	19%	46%
High density inner [30]	26%	6%	26%	41%
High density outer [19]	27%	20%	28%	25%
Small estates and infills [25]	44%	8%	20%	28%
Street properties [45]	17%	9%	11%	63%
Unweighted sample bases in brackets				

Respondents living in houses (57%) are more likely to rate the service as good than maisonette or flat dwellers (30% and 44% respectively).

Those aged over 65 are significantly more likely than those aged under 65 to consider the service to be good (37% cf. 15%), while males are less likely than females to consider the service to be good (21% and 29% respectively).

Asked to say what their view is based on, approaching two fifths (37%) said it was based on previous experience.

Figure 18 What is this view based on? (Respondents whose property/block/estate does *not* receive cleaning to the external areas from the housing department’s contractors)



Unw

ighted sample base: 119

Tenants are significantly more likely than leaseholders to say their view was based on previous experience (47% and 20% respectively).

9 Cleaning Service for Internal Areas

Following on from the previous, this section will look at the issue of cleaning of *internal areas*, those areas inside residents' blocks.

9.1 Internal cleaning

Seven in ten (69%) of all panel members said their property, block or estate does receive cleaning to the internal areas, e.g. stairs, entrance halls etc. from the housing department's contractors.

Tenants are equally as likely to receive this service as leaseholders.

Table 43 Does your property/block/estate receive cleaning to the internal areas from the housing department's contractors? (All responses)

	Yes %	No %	Don't know %
Total [581]	69%	26%	5%
Tenants [367]	68%	27%	5%
Leaseholders [214]	70%	25%	5%
Unweighted sample bases in brackets			

Members of residents' associations (79%) are significantly more likely than non-members (67%) to receive the internal cleaning service, while those living in Co-op properties are equally as likely to receive the service as those living in Area Team properties (70% cf. 69%).

Street property residents are significantly less likely to receive the service than those from other estate types.

Table 44 Does your property/block/estate receive cleaning to the internal areas from the housing department's contractors by estate type (All responses)

	Yes %	No %	Don't know %
Total [581]	69%	26%	5%
High density inner [203]	80%	16%	4%
High density outer [191]	80%	14%	6%
Small estates and infills [129]	68%	26%	5%
Street properties [58]	10%	83%	7%
Unweighted sample bases in brackets			

Respondents living in maisonette and flats (72% and 79% respectively) are significantly more likely to receive the internal cleaning service than house dwellers

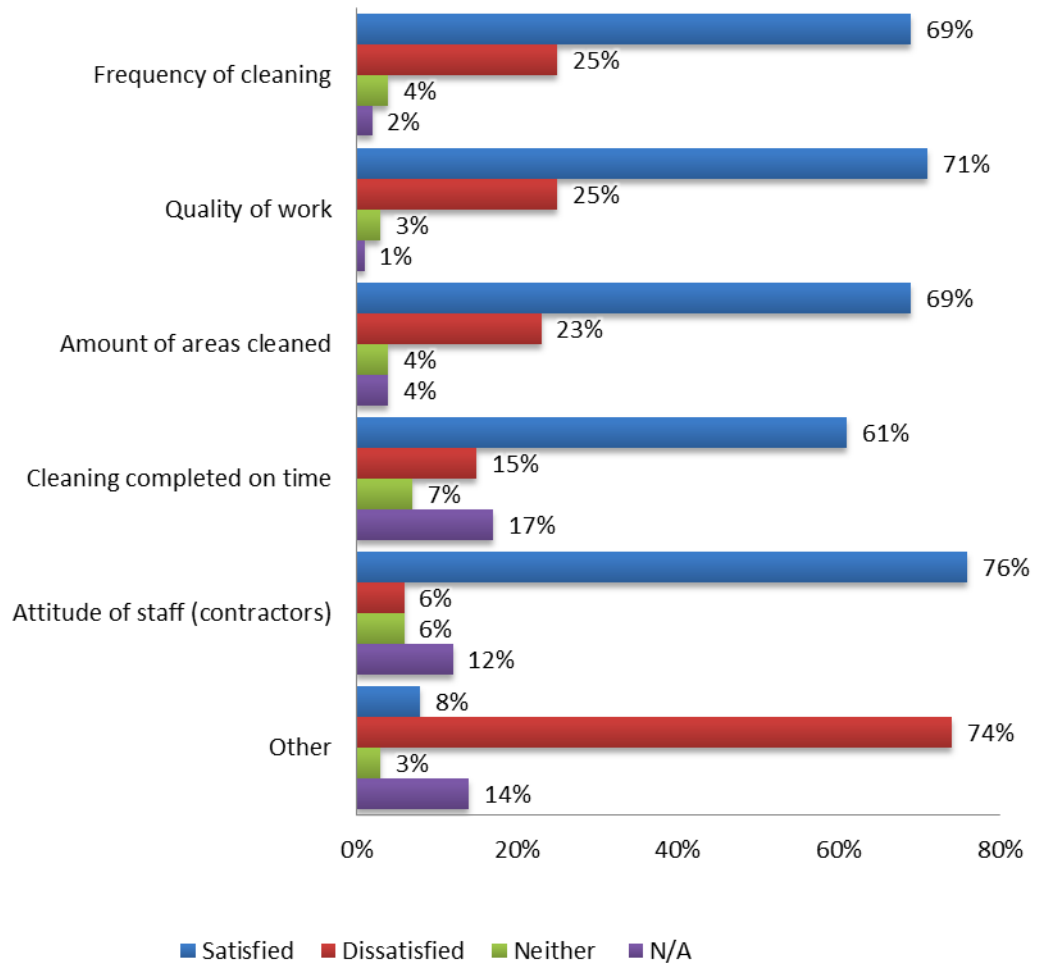
(only 7% receive this service – not surprisingly), while no great differences exist in terms of age or gender.

Asian and Black residents (77% and 75% respectively) are more likely to receive internal cleaning services than White residents (65%).

9.2 Satisfaction with elements of the service

Panel members whose property, block or estate does receive cleaning to internal areas were then presented with a list of aspects of the service and asked to give their level of satisfaction with each one.

Figure 19 Thinking about the internal cleaning service, how satisfied or dissatisfied were you with the following? (Respondents whose property/block/estate receives cleaning to the internal areas from the housing department’s contractors)



Unweighted sample base: 410

Satisfaction is highest with the attitude of contractors (76% are satisfied with this), while lowest with ‘other’ aspects of internal cleaning (just 8% are satisfied).

The following table shows responses for the aspects broken down by resident type. For all aspects except 'other', tenants are significantly more likely than leaseholders to express satisfaction.

Table 45 Thinking about the internal cleaning service, how satisfied or dissatisfied were you with the following? (Respondents whose property/block/estate receives cleaning to the internal areas from the housing department's contractors)

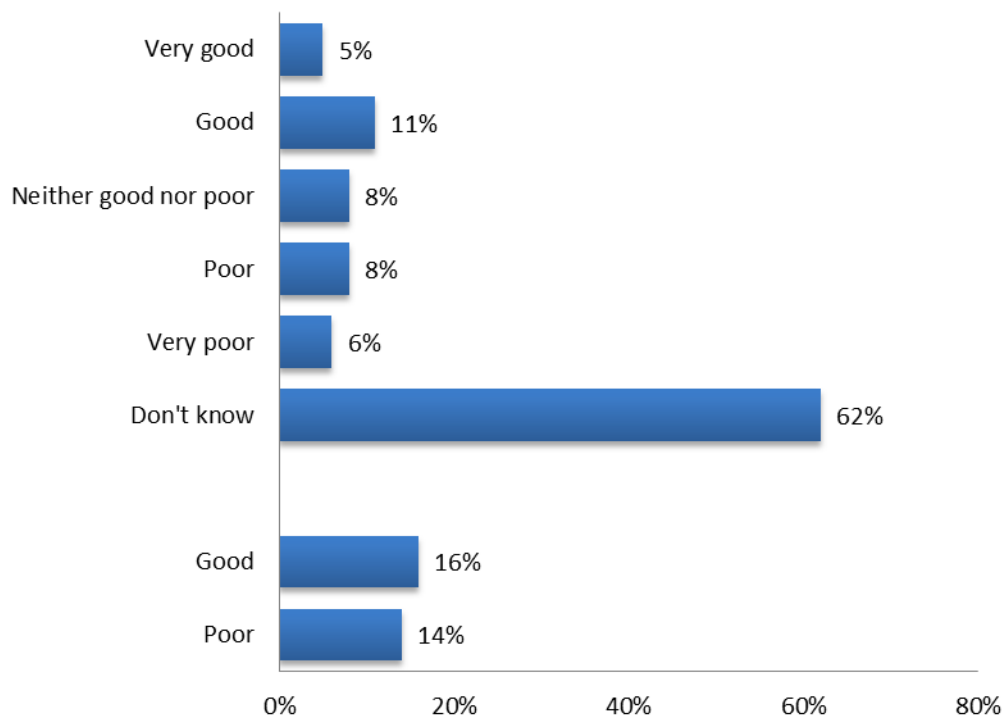
	Tenants [254]			Leaseholders [156]		
	Satisfied %	Dis-satisfied %	Neither %	Satisfied %	Dis-satisfied %	Neither %
Frequency of cleaning	73%	22%	3%	63%	30%	4%
Quality of work	76%	20%	3%	63%	32%	4%
Amount of areas cleaned	74%	19%	4%	61%	28%	5%
Cleaning completed on time	66%	14%	7%	52%	18%	7%
Attitude of staff (contractors)	83%	5%	5%	65%	8%	8%
Other	10%	72%	4%	7%	76%	3%
Unweighted sample bases in brackets						

9.3 Panel members whose property, block or estate does *not* receive cleaning to the internal areas

Panel members whose property, block or estate does *not* receive cleaning to the internal areas were asked to say how good or poor they thought the service is.

Around one in six respondents (16%) consider the service to be good while 14% think it is poor. Of the remainder, 8% think the service is neither good nor poor, but by far the largest proportion - three fifths (62%) - do not know.

Figure 20 Which statement best describes your view of the service? (Respondents whose property/block/estate does *not* receive cleaning to the internal areas from the housing department’s contractors)



Weighted sample base: 171

Unw

Tenants are significantly more likely than leaseholders to rate the service as good as may be seen from the following table.

Table 46 Which statement best describes your view of the service? (Respondents whose property/block/estate does *not* receive cleaning to the internal areas from the housing department’s contractors)

	Good %	Neither %	Poor %	Don't know %
Total [171]	16%	8%	14%	62%
Tenants [113]	21%	6%	15%	59%
Leaseholders [58]	7%	12%	12%	69%
Unweighted sample bases in brackets				

Results for all sub-groups are characterised by very high proportions of ‘don’t know’ responses. Having said that, members of residents’ associations (32%) are more likely than non-members (14%) to say the service is good, while those living in Co-op properties are also more likely to rate the service as good than those living in Area Team properties (35% cf. 15%).

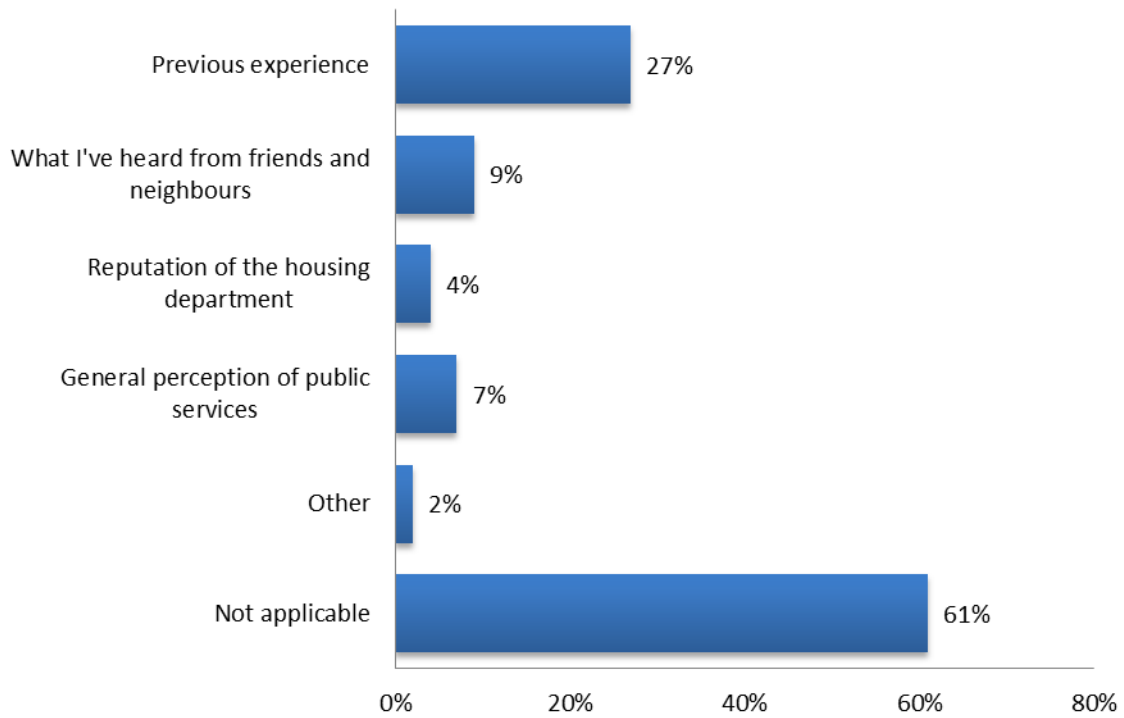
Street property residents are significantly less likely to rate the service as good than those from other estate types.

Table 47 Which statement best describes your view of the service? (Respondents whose property/block/estate does *not* receive cleaning to the internal areas from the housing department’s contractors)

	Good %	Neither %	Poor %	Don't know %
Total [171]	16%	8%	14%	62%
High density inner [40]	27%	0%	25%	48%
High density outer [37]	16%	13%	22%	49%
Small estates and infills [41]	27%	5%	10%	59%
Street properties [53]	3%	12%	5%	80%
Unweighted sample bases in brackets				

Asked to say what their view is based on, just over a quarter (27%) said it was based on previous experience.

Figure 21 What is this view based on? (Respondents whose property/block/estate does *not* receive cleaning to the internal areas from the housing department’s contractors)



Unw

ighted sample base: 171

Tenants are more likely to say their view was based on previous experience than leaseholders (29% and 23% respectively).

10 Estate/Block Lighting

This section will look at the issue of lighting in communal areas, and explore such elements as whether there is sufficient lighting and whether existing lighting is bright enough.

10.1 Lighting in communal areas

All panel members were asked if their property, block or estate has lighting in communal areas, e.g. stairwells and paths.

Nine in ten (90%) of all panel members said their property, block or estate does have lighting in communal areas.

Tenants are slightly less likely to have communal lighting than leaseholders.

Table 48 Does your property/block/estate have lighting in communal areas? (All responses)

	Yes %	No %	Don't know %
Total [581]	90%	9%	1%
Tenants [367]	88%	11%	1%
Leaseholders [214]	92%	5%	2%
Unweighted sample bases in brackets			

Members of residents' associations (94%) are more likely than non-members (89%) to have communal lighting, while those living in Co-op properties are also slightly more likely to have communal lighting than those living in Area Team properties (95% cf. 90%).

Street property residents are significantly less likely to have communal lighting than those from other estate types.

Table 49 Does your property/block/estate have lighting in communal areas by estate type (All responses)

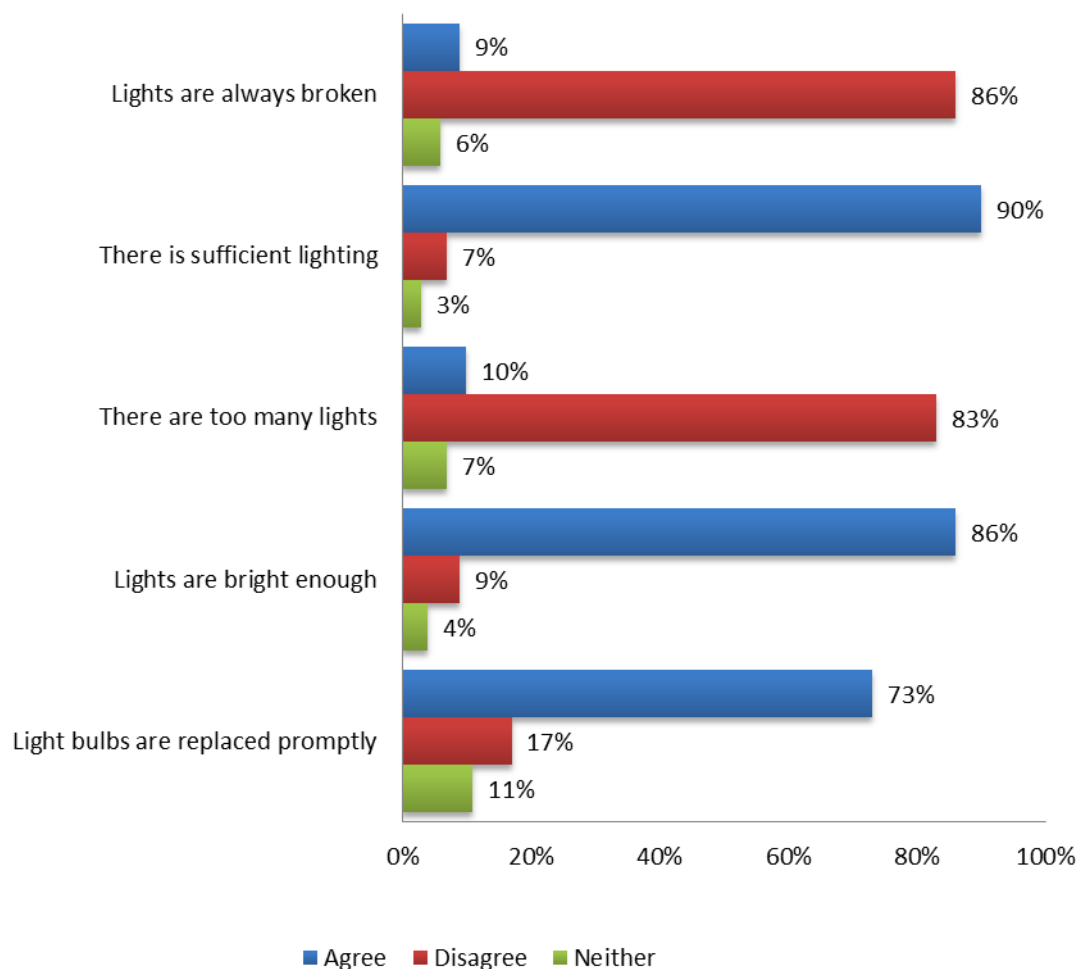
	Yes %	No %	Don't know %
Total [581]	90%	9%	1%
High density inner [203]	96%	2%	2%
High density outer [191]	98%	2%	0%
Small estates and infills [129]	91%	9%	0%
Street properties [58]	52%	43%	6%
Unweighted sample bases in brackets			

Unsurprisingly, respondents living in maisonettes and flats (94% and 95% respectively) are significantly more likely to have communal lighting than house dwellers (58%).

10.2 Satisfaction with elements of the service

Panel members whose property, block or estate has communal lighting were then presented with a list of statements regarding the lighting and asked to give their level of agreement with each one.

Figure 22 Thinking about the communal lighting, how much do you agree or disagree with the following statements? (Respondents whose property/block/estate has lighting in communal areas)



Unweighted sample base: 529

As the preceding figure shows, agreement is highest with the statement that 'there is sufficient lighting' (90% are in agreement with this), while lowest with the statement that 'lights are always broken' (9%), with which *disagreement* is also highest (86%).

Responses for each of the aspects are broken down by resident type in the following table. Tenants are significantly more likely than leaseholders to agree that light bulbs are replaced promptly, though for all other statements there is very little difference between the two groups.

Table 50 Thinking about the communal lighting, how much do you agree or disagree with the following statements? (Respondents whose property/block/estate has lighting in communal areas)

	Tenants [328]			Leaseholders [201]		
	Agree %	Disagree %	Neither %	Agree %	Disagree %	Neither %
Lights are always broken	9%	85%	6%	7%	87%	6%
There is sufficient lighting	91%	6%	3%	90%	8%	2%
There are too many lights	12%	81%	8%	7%	87%	6%
Lights are bright enough	87%	8%	5%	86%	12%	3%
Light bulbs are replaced promptly	76%	14%	10%	66%	21%	12%

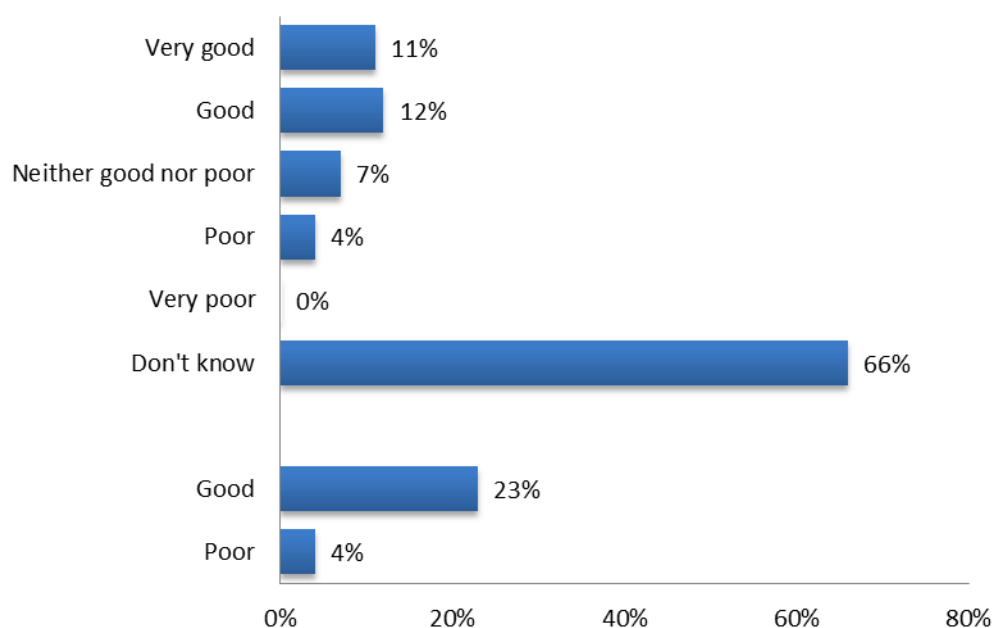
Unweighted sample bases in brackets

10.3 Panel members whose property, block or estate does *not* have communal lighting

Panel members whose property, block or estate does *not* have lighting in communal areas were asked to say how good or poor they thought the service is.

A quarter of respondents (23%) consider the service to be good while just 4% think it is poor, 7% think the service is neither good nor poor and 66% do not know.

Figure 23 Which statement best describes your view of the service? (Respondents whose property/block/estate does *not* have lighting in communal areas)



Unweighted sample base: 52

Unwei

Tenants are more likely than leaseholders to rate the service as good as may be seen from the following table.

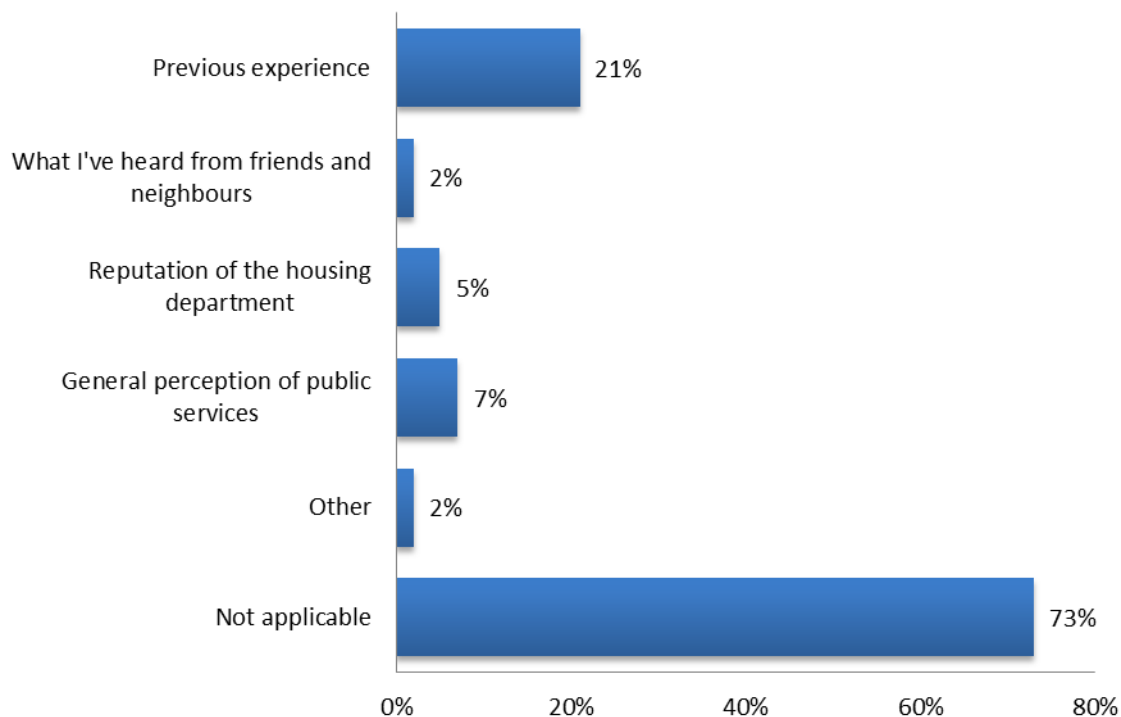
Table 51 Which statement best describes your view of the service? (Respondents whose property/block/estate does *not* have lighting in communal areas)

	Good %	Neither %	Poor %	Don't know %
Total [52]	23%	7%	4%	66%
Tenants [39]	27%	10%	5%	58%
Leaseholders [13]	13%	0%	0%	87%
Unweighted sample bases in brackets				

As the sample base for this question is so small (just 52 cases) any further sub-group analysis is not possible.

Asked to say what their view is based on, a fifth (21%) said it was based on previous experience.

Figure 24 What is this view based on? (Respondents whose property/block/estate does *not* have lighting in communal areas)



Unw

Unweighted sample base: 52

Tenants are more likely than leaseholders to say their view was based on previous experience (25% and 13% respectively).

11 Graffiti Service

The following section will delve into the issue of graffiti and look particularly at the Graffiti Removal Service.

11.1 Graffiti on the estate

All panel members were asked if their block or estate suffers from graffiti.

One in seven (14%) of all panel members said their block or estate does suffer from graffiti, while 84% said theirs does not and 1% do not know.

Tenants' blocks or estates are equally as likely to suffer from graffiti as leaseholders'.

Table 52 Would you say that your block/estate suffers from graffiti? (All responses)

	Yes %	No %	Don't know %
Total [581]	14%	84%	1%
Tenants [367]	14%	84%	2%
Leaseholders [214]	15%	85%	<0.5%
Unweighted sample bases in brackets			

Members of residents' associations (19%) are more likely than non-members (14%) to say their block or estate suffers from graffiti, as are those living in Co-op properties compared with those living in Area Team properties (24% cf. 14%).

Street property residents are less likely to live in blocks or estates that suffer from graffiti.

Table 53 Would you say that your block/estate suffers from graffiti by estate type (All responses)

	Yes %	No %	Don't know %
Total [581]	14%	84%	1%
High density inner [203]	21%	78%	1%
High density outer [191]	12%	85%	2%
Small estates and infills [129]	14%	84%	2%
Street properties [58]	4%	96%	0%
Unweighted sample bases in brackets			

Respondents living in maisonettes and flats (22% and 14% respectively) are significantly more likely to live in blocks or estates that suffer from graffiti than house dwellers (4%).

11.2 The Graffiti Removal Service

All respondents were then asked if the Graffiti Removal Service visits their block or estate.

Three in ten (29%) of all panel members said their block or estate does receive visits from the Graffiti Removal Service, while almost two fifths (37%) said theirs does not and 34% do not know.

Tenants' blocks or estates are equally as likely to receive visits from the Graffiti Removal Service as leaseholders'.

Table 54 To your knowledge does the Graffiti Removal Service visit your block/estate? (All responses)

	Yes %	No %	Don't know %
Total [581]	29%	37%	34%
Tenants [367]	28%	38%	34%
Leaseholders [214]	30%	36%	35%
Unweighted sample bases in brackets			

Members of residents' associations (35%) are more likely than non-members (28%) to receive visits from the Graffiti Removal Service, while those living in Co-op properties are less likely compared with those living in Area Team properties (24% cf. 29%).

Street property residents are significantly less likely to receive visits from the Graffiti Removal Service.

Table 55 To your knowledge does the Graffiti Removal Service visit your block/estate by estate type (All responses)

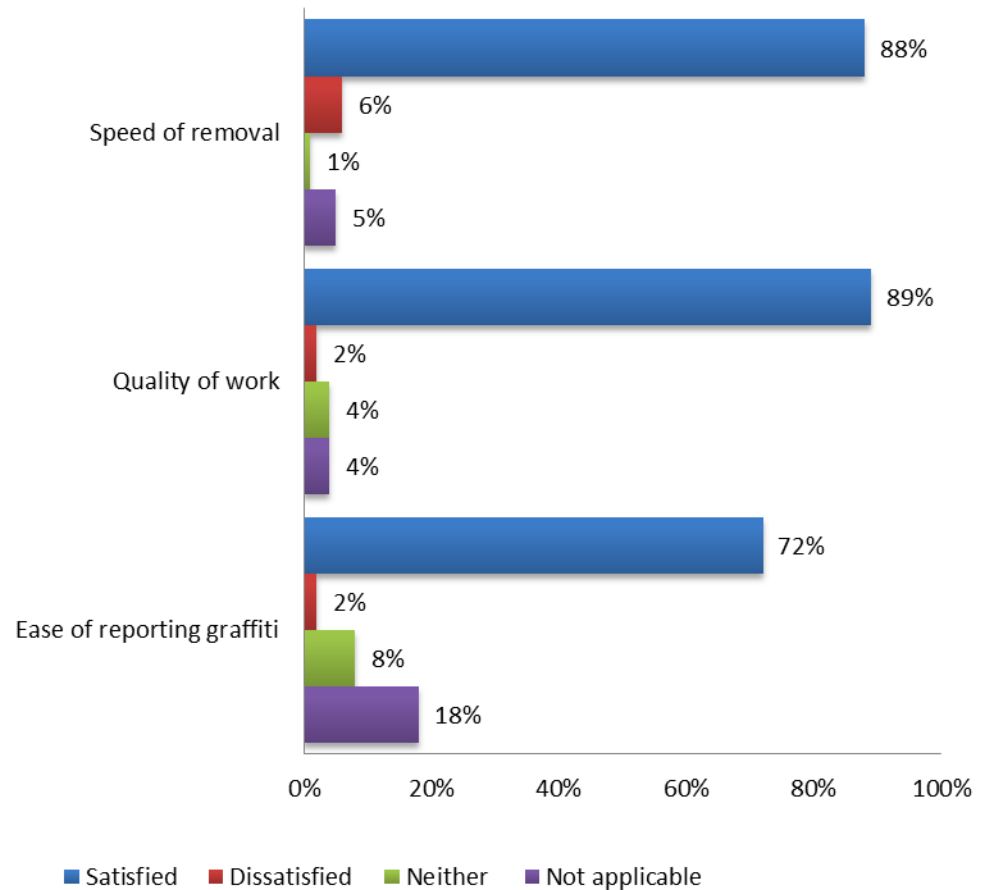
	Yes %	No %	Don't know %
Total [581]	29%	37%	34%
High density inner [203]	33%	35%	32%
High density outer [191]	36%	29%	35%
Small estates and infills [129]	24%	36%	40%
Street properties [58]	8%	63%	30%
Unweighted sample bases in brackets			

Respondents living in maisonettes and flats (40% and 29% respectively) are significantly more likely to receive visits from the Graffiti Removal Service than house dwellers (10%).

11.3 Satisfaction with elements of the service

Panel members whose block or estate does receive visits from the Graffiti Removal Service were then presented with a list of elements regarding the service and asked to rate their level of satisfaction with each one.

Figure 25 Thinking about the Graffiti Service, how satisfied or dissatisfied are you with the following? (Respondents whose /block/estate does receive visits from the Graffiti Removal Service)



Unweighted sample base: 172

Satisfaction is highest with the quality of work (89% are satisfied with this), while lowest with the ease of reporting graffiti (72%). Dissatisfaction is low for all three aspects.

The following table shows responses for the aspects broken down by resident type. Tenants are significantly more likely than leaseholders to be satisfied with the speed of removal, though for the other two elements of the service there is very little difference between the two groups.

Table 56 Thinking about the Graffiti Service, how satisfied or dissatisfied are you with the following? (Respondents whose /block/estate does receive visits from the Graffiti Removal Service)

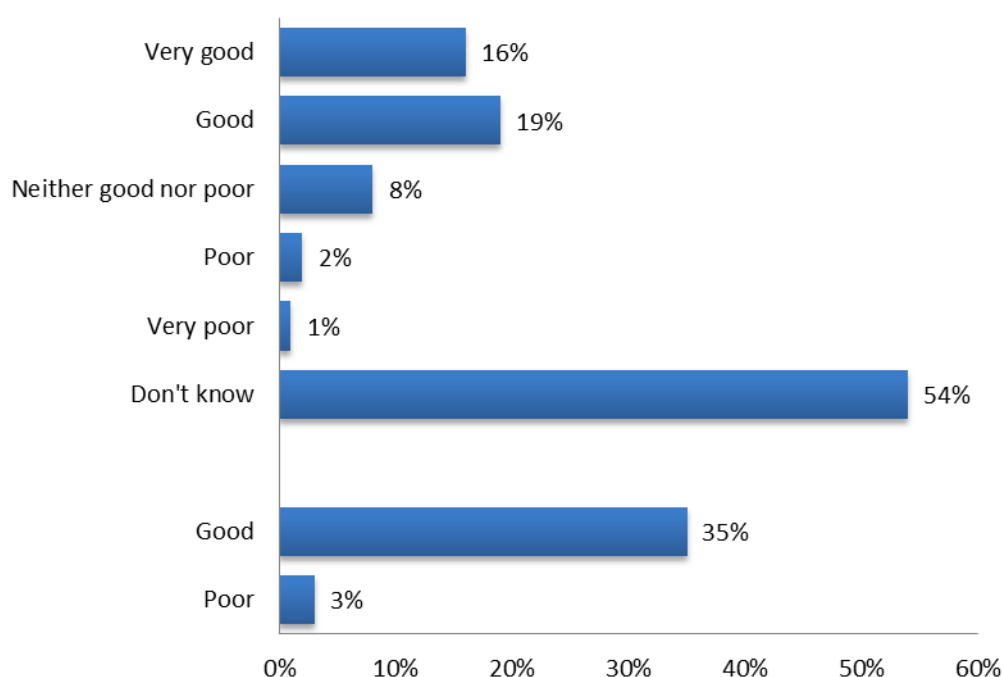
	Tenants [106]			Leaseholders [66]		
	Agree %	Disagree %	Neither %	Agree %	Disagree %	Neither %
Speed of removal	92%	3%	0%	80%	12%	3%
Quality of work	92%	1%	0%	85%	5%	6%
Ease of reporting graffiti	72%	1%	7%	71%	4%	10%
Unweighted sample bases in brackets						

11.4 Panel members whose block or estate does *not* receive visits from the Graffiti Removal Service

Panel members whose block or estate does *not* receive visits from the Graffiti Removal Service were asked to say how good or poor they thought the service is.

A third of respondents (35%) consider the service to be good while just 3% think it is poor. Of the remainder, 8% think the service is neither good nor poor and 54% do not know.

Figure 26 Which statement best describes your view of the service? (Respondents whose block or estate does *not* receive visits from the Graffiti Removal Service)



Unw

Weighted sample base: 409

Tenants are significantly more likely than leaseholders to rate the service as good (39% cf. 28%).

Table 57 Which statement best describes your view of the service? (Respondents whose block or estate does *not* receive visits from the Graffiti Removal Service)

	Good %	Neither %	Poor %	Don't know %
Total [409]	35%	8%	3%	54%
Tenants [261]	39%	7%	3%	51%
Leaseholders [148]	28%	9%	4%	59%
Unweighted sample bases in brackets				

Members of residents' associations (45%) are more likely than non-members (33%) to say the service is good, while those living in Co-op properties are *significantly* more likely to rate the service as good than those living in Area Team properties (60% cf. 33%).

Street property residents are again significantly less likely to rate the service as good than those from other estate types.

Table 58 Which statement best describes your view of the service? (Respondents whose block or estate does *not* receive visits from the Graffiti Removal Service)

	Good %	Neither %	Poor %	Don't know %
Total [409]	35%	8%	3%	54%
High density inner [135]	36%	7%	4%	53%
High density outer [122]	34%	8%	3%	55%
Small estates and infills [98]	49%	7%	1%	43%
Street properties [54]	14%	11%	6%	69%
Unweighted sample bases in brackets				

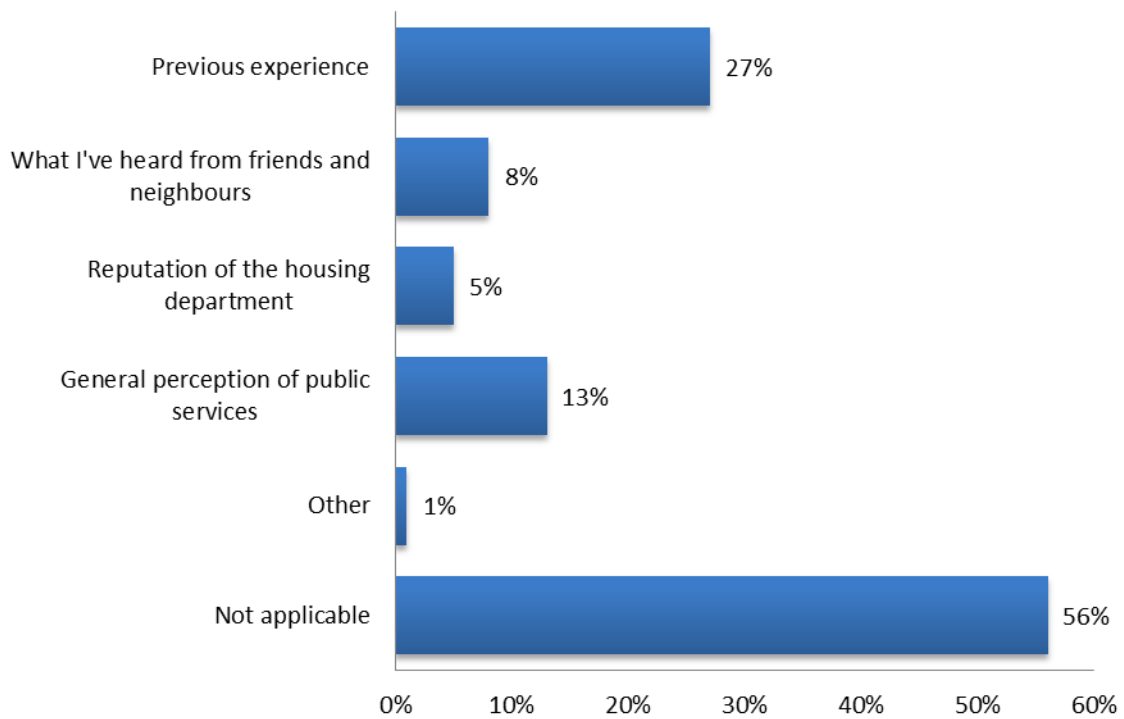
Respondents living in maisonettes and flats (36% and 35% respectively) are slightly more likely to rate the service as good than house dwellers (29%).

Those aged over 65 are significantly more likely to consider the service to be good (42%) compared with 30% of those aged under 65.

Males and females are equally as likely to consider the service to be good (35% each) while Asian and Black residents (41% and 40% respectively) are more likely to say it is good than White residents (33%).

Asked to say what their view is based on, more than a quarter (27%) said it was based on previous experience while 13% said it was based on their general perception of public services.

Figure 27 What is this view based on? (Respondents whose block or estate does *not* receive visits from the Graffiti Removal Service)



Unw

ighted sample base: 409

Tenants are more likely than leaseholders to say their view was based on previous experience (30% and 23% respectively).

12 Estate Parking

There are two types of controlled parking in Wandsworth – the Controlled Parking Zone (CPZ) system which operates on the public highways, and the Parking Regulation System (PRS) which operates on housing estates. The final section will explore panel members’ experience of the Parking Regulation System (PRS) which is run by the housing department.

12.1 Parking Regulation System (PRS)

All panel members were asked if their property, block or estate has controlled car parking under the Parking Regulation System (PRS) run by the housing department.

Two thirds (68%) of all panel members said their property, block or estate does have controlled car parking under the Parking Regulation System.

Tenants are equally as likely to have controlled car parking under the Parking Regulation System as leaseholders.

Table 59 Does your property/block/estate have controlled car parking under the Parking Regulation System (PRS) run by the housing department? (All responses)

	Yes %	No %	Don't know %
Total [581]	68%	23%	9%
Tenants [367]	69%	21%	10%
Leaseholders [214]	68%	27%	6%
Unweighted sample bases in brackets			

Members of residents’ associations (73%) are more likely than non-members (67%) to have controlled car parking under the Parking Regulation System, while those living in Co-op properties are *significantly* more likely to have PRS controlled parking than those living in Area Team properties (83% cf. 67%).

Street property residents are less likely to have controlled car parking under the Parking Regulation System than those from other estate types.

Table 60 Does your property/block/estate have controlled car parking under the Parking Regulation System (PRS) run by the housing department by estate type (All responses)

	Yes %	No %	Don't know %
Total [581]	68%	23%	9%
High density inner [203]	83%	7%	10%
High density outer [191]	60%	33%	7%
Small estates and infills [129]	67%	23%	11%
Street properties [58]	52%	43%	5%
Unweighted sample bases in brackets			

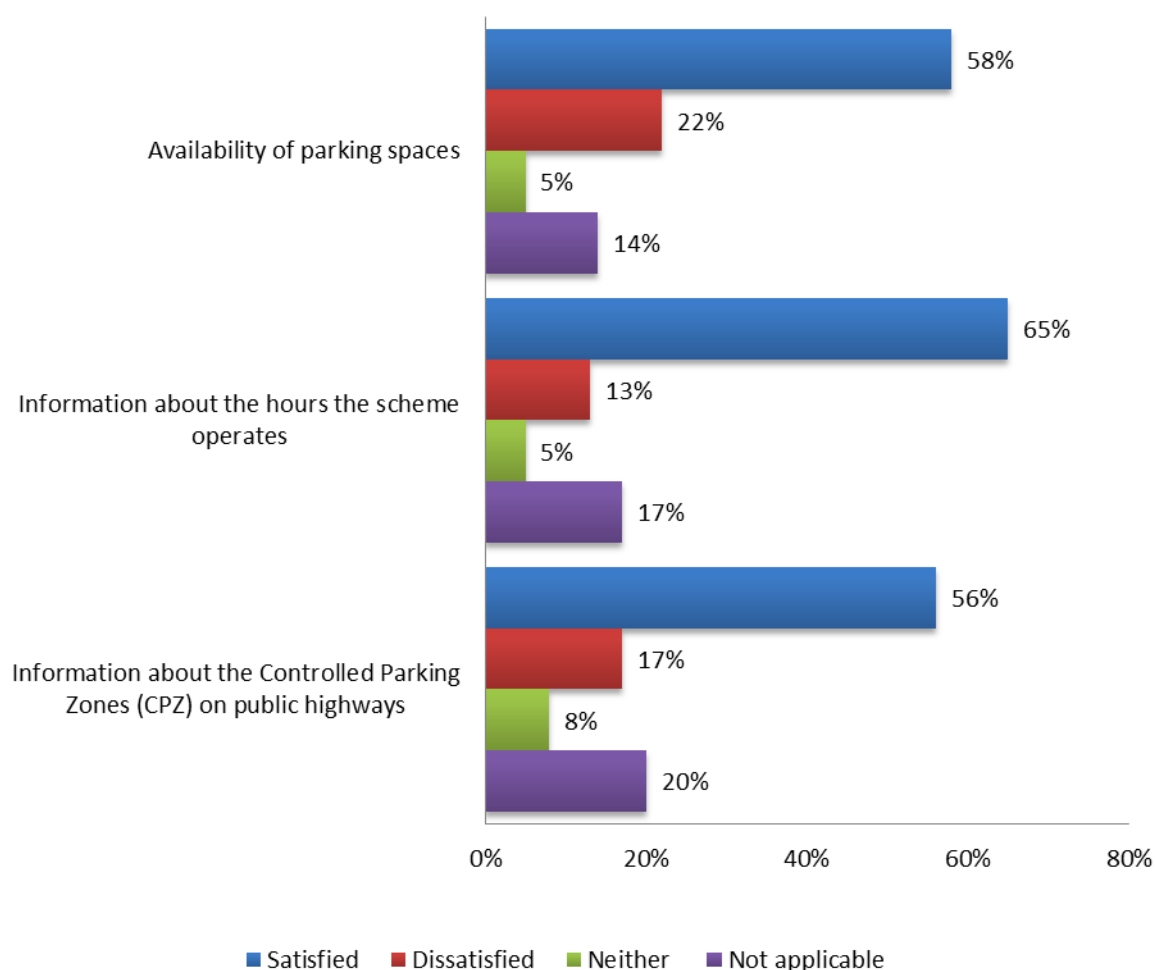
Respondents living in flats (72%) are more likely to have controlled car parking under PRS than maisonette or house dwellers (62% and 63% respectively), while those aged under 65 are also more likely to have controlled car parking under PRS (71%) compared with 65% of those aged 65+.

Males and females are equally as likely to have controlled car parking under PRS (67% and 69% respectively) while White residents (65%) are less likely to have controlled car parking under PRS than Asian or Black residents (73% and 76% respectively).

12.2 Satisfaction with elements of the service

Panel members whose property, block or estate does have controlled car parking under the Parking Regulation System were then presented with a list of statements regarding the service and asked to give their level of satisfaction with each one.

Figure 28 Thinking about the parking on your estate, how satisfied or dissatisfied are you with the following? (Respondents whose property/block/estate does have controlled car parking under the Parking Regulation System)



Unweighted sample base: 401

As the above figure shows, satisfaction is highest with the information about the hours the scheme operates (65% are satisfied with this), while lowest with the information about the CPZ on public highways (56%). Dissatisfaction is also highest with the availability of parking spaces (just over a fifth - 22% - of all residents are dissatisfied with this).

The following table shows responses for the aspects broken down by resident type and shows that for all of the aspects there is very little difference between the two groups.

Table 61 Thinking about the parking on your estate, how satisfied or dissatisfied are you with the following? (Respondents whose property/block/estate does have controlled car parking under the Parking Regulation System)

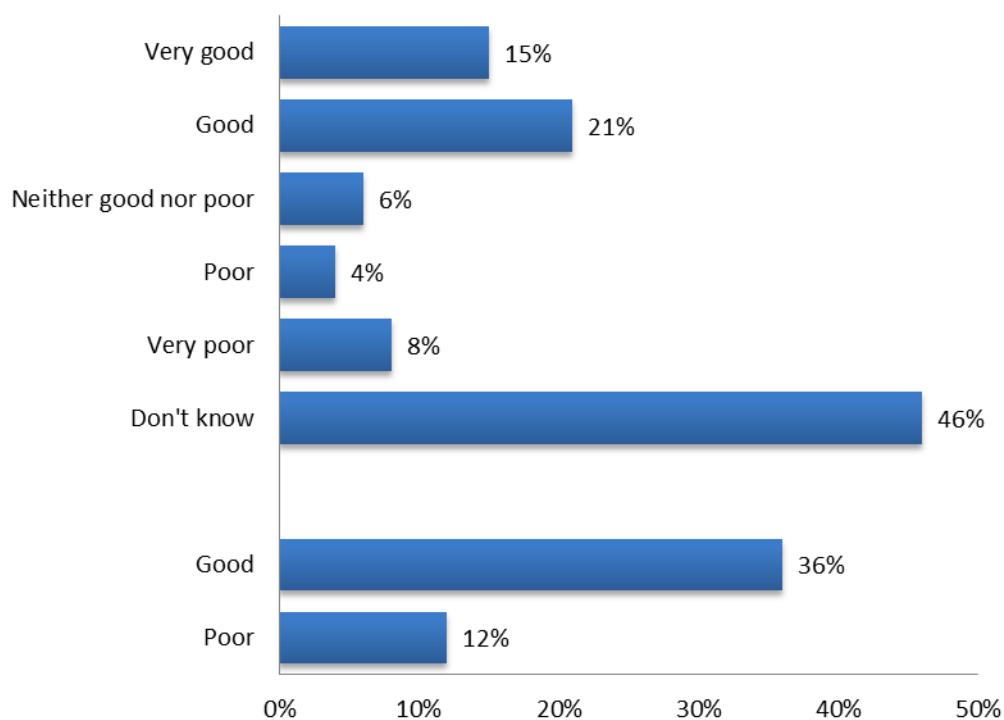
	Tenants [254]			Leaseholders [147]		
	Agree %	Disagree %	Neither %	Agree %	Disagree %	Neither %
Availability of parking spaces	57%	23%	5%	59%	22%	5%
Information about the hours the scheme operates	65%	12%	4%	64%	16%	7%
Information about the Controlled Parking Zones (CPZ) on public highways	53%	16%	9%	60%	18%	6%
Unweighted sample bases in brackets						

12.3 Panel members whose property, block or estate does *not* have controlled car parking under the Parking Regulation System

Panel members whose property, block or estate does *not* have controlled car parking under the Parking Regulation System were asked to say how good or poor they thought the service is.

Approaching two fifths of respondents (36%) consider the service to be good while 12% think it is poor. Of the remainder, 6% think the service is neither good nor poor and 46% do not know.

Figure 29 Which statement best describes your view of the service? (Respondents whose property/block/estate does *not* have controlled car parking under the Parking Regulation System)



ighted sample base: 180

Unw

Tenants are more likely than leaseholders to rate the service as good as may be seen from the following table.

Table 62 Which statement best describes your view of the service? (Respondents whose property/block/estate does *not* have controlled car parking under the Parking Regulation System)

	Good %	Neither %	Poor %	Don't know %
Total [180]	36%	6%	12%	46%
Tenants [113]	41%	5%	15%	39%
Leaseholders [67]	27%	9%	8%	56%
Unweighted sample bases in brackets				

Members of residents' associations (54%) are more likely than non-members (33%) to say the service is good, while those living in Co-op properties are also more likely to rate the service as good than those living in Area Team properties (62% cf. 34% - but beware low sample base of only 8 Co-op property residents).

Street property residents are again less likely to rate the service as good than those from other estate types.

Table 63 Which statement best describes your view of the service? (Respondents whose property/block/estate does *not* have controlled car parking under the Parking Regulation System)

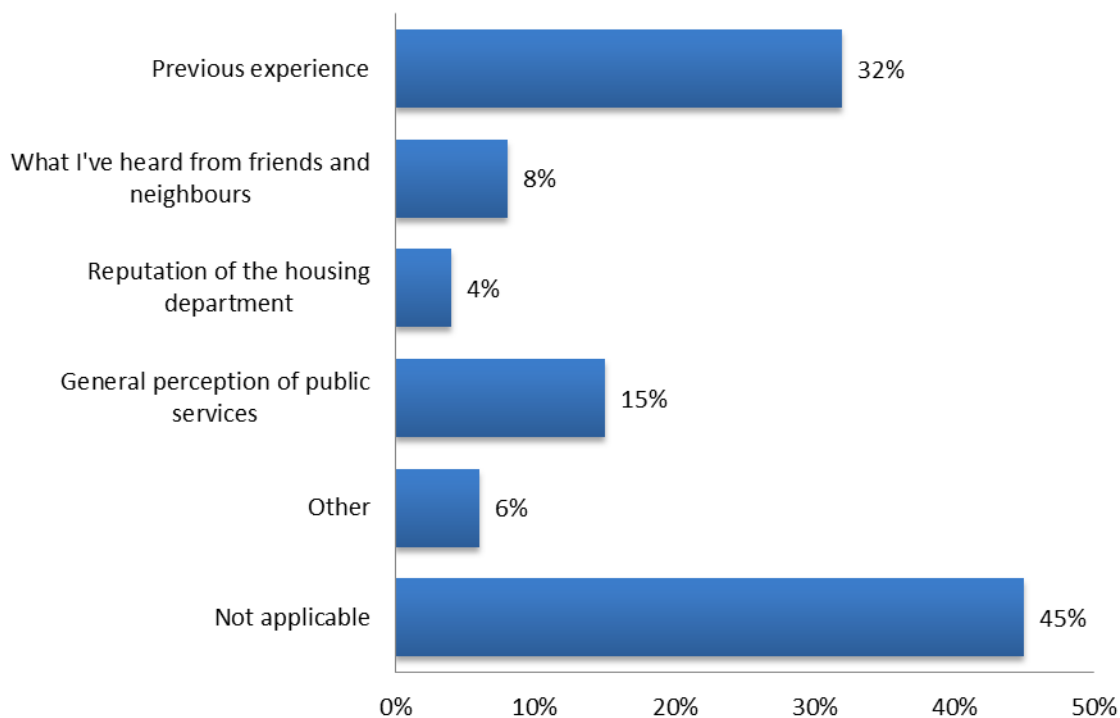
	Good %	Neither %	Poor %	Don't know %
Total [180]	36%	6%	12%	46%
High density inner [34]	49%	3%	12%	36%
High density outer [76]	39%	6%	13%	41%
Small estates and infills [43]	40%	2%	12%	47%
Street properties [27]	10%	15%	13%	62%
Unweighted sample bases in brackets				

Respondents living in flats (41%) are more likely to rate the service as good than maisonette or house dwellers (31% and 24% respectively).

Those aged over 65 are more likely to consider the service to be good (83%) compared with 75% of those aged 55-64, 60% of those aged 35-54 and 60% of those aged 16-34.

Asked to say what their view is based on, one third (32%) said it was based on previous experience.

Figure 30 What is this view based on? (Respondents whose property/block/estate does *not* have controlled car parking under the Parking Regulation System)



Weighted sample base: 180

Unw

Tenants are significantly more likely than leaseholders to say their view was based on previous experience (38% and 23% respectively).

13 Profile Information

The following tables outline the unweighted demographic profile of the sample.

Table 64 Profile table

Tenant	63	367
Leaseholder	37	214
Under 1 year	3	16
1 – 2 years	8	45
3 – 5 years	8	49
6 – 10 years	15	85
11 – 20 years	25	145
21+ years	41	240
Can't recall	<0.5	1
White – English/Welsh/Scottish/Northern Irish/British	58	339
White – Irish	3	20
White – other	4	23
Mixed (White and Asian)	1	3
Mixed (White and Black African)	1	3
Mixed (White and Black Caribbean)	1	5
Mixed – other	1	4
Asian – Bangladeshi	1	4
Asian – Indian	3	15
Asian – Pakistani	3	15
Asian – Chinese	<0.5	2
Asian – other	1	3
Black – African	7	42
Black – Caribbean	13	78
Black – other	1	5
Other	3	20

Table 65 Profile table continued...

Male	39	227
Female	61	354
Yes	34	200
No	64	374
Refused	1	7
Employee in full time job (30 hours or more per week)	23	136
Employee in part time job (less than 30 hours per week)	10	60
Self-employed (full- or part-time)	4	25
Government supported training	<0.5	1
Unemployed & available for work	7	43
Wholly retired from work	38	220
Full-time education at school etc.	<0.5	2
Looking after the family or home	7	39
Permanently sick or disabled	7	40
Doing something else	3	15
Area Team	92	535
Co-op	8	46

Table 66 Profile table continued...

16 – 24 years	1	7
25 – 34 years	8	46
35 – 44 years	18	104
45 – 54 years	20	116
55 – 59 years	8	45
60 – 64 years	10	61
65 – 74 years	18	106
75+ years	17	96
Yes	15	88
No	85	493
High Density – Inner	35	203
High Density – Outer	33	191
Small Estates and Infills	22	129
Street Properties	10	58

Table 67 Profile table continued...

Balham	2	10
Bedford	2	13
Earlsfield	4	25
East Putney	4	25
Fairfield	3	16
Furzedown	5	29
Graveney	3	19
Latchmere	17	100
Nightingale	1	7
Northcote	1	8
Queenstown	8	47
Roehampton	13	75
Shaftesbury	3	16
Southfields	3	18
St Mary's Park	5	31
Thamesfield	2	10
Tooting	3	19
Wandsworth Common	2	12
West Hill	9	54
West Putney	8	47
Bungalow	1	4
Flat	66	382
House	12	68
Maisonette	22	127

14 Appendix 'A' – Confidence intervals

The following table shows the confidence interval for every cross-tabulated variable for *full* sample bases.

Table 68 Confidence intervals for cross tabulated variables based on full sample bases – i.e. all responses

	Dbase total	Sample	Confidence interval % +/-
Tenant	758	367	3.7%
Leaseholder	449	214	4.9%
Management type – Area Team	1126	535	3.1%
Management type – Co-op	81	46	9.6%
Estate type – High density - inner	404	203	4.9%
Estate type – High density - outer	384	191	5.0%
Estate type – Small estates and infills	270	129	6.3%
Estate type – Street properties	149	58	10.1%
Dwelling type - Bungalow	6	4	31.0%
Dwelling type - Flat	809	382	3.7%
Dwelling type - House	133	68	8.3%
Dwelling type - Maisonette	259	127	6.2%
Ward – Balham	36	10	26.7%
Ward – Bedford	32	13	21.3%
Ward – Earlsfield	43	25	12.8%
Ward – East Putney	61	25	15.2%
Ward – Fairfield	40	16	19.2%
Ward – Furzedown	55	29	12.6%
Ward – Graveney	36	19	15.7%
Ward – Latchmere	192	100	6.8%
Ward – Nightingale	13	7	26.2%
Ward – Northcote	22	8	28.3%
Ward – Queenstown	89	47	9.9%
Ward – Roehampton	154	75	8.1%
Ward – Shaftesbury	28	16	16.3%
Ward – Southfields	38	18	17.0%
Ward – St Mary's Park	84	31	14.1%
Ward – Thamesfield	22	10	23.4%
Ward – Tooting	41	19	16.7%
Ward – Wandsworth Common	22	12	19.5%
Ward – West Hill	107	54	9.4%
Ward – West Putney	89	47	9.9%
Residents association member	167	88	7.2%
Residents association non-member	1040	493	3.2%
Gender – male	444	227	4.6%
Gender – female	763	354	3.8%

Appendix 'A' – Confidence intervals

Age – 16-34	177	53	11.3%
Age – 35-54	497	220	4.9%
Age – 55-64	181	106	6.1%
Age – 65+	352	202	4.5%
Age – Working age	855	339	4.1%
Age – Non-working age	352	242	3.5%
Ethnicity – White	769	382	3.6%
Ethnicity – Mixed	29	15	17.9%
Ethnicity – Asian	80	37	11.9%
Ethnicity – Black	283	125	6.6%
Ethnicity – Other	46	22	15.3%
Disability – yes	378	200	4.8%
Disability – no	821	374	3.7%
Length of residency in home – Under 1 year	51	16	20.5%
Length of residency in home – 1-2 years	100	45	10.9%
Length of residency in home – 3-5 years	144	49	11.4%
Length of residency in home – 6-10 years	194	85	8.0%
Length of residency in home – 11-20 years	302	145	5.9%
Length of residency in home – 21+ years	413	240	4.1%
Employment status – employed full time	293	136	6.2%
Employment status – employed part time	132	60	9.4%
Employment status – self-employed	77	25	16.2%
Employment status – Government training	2	1	98.0%
Employment status – unemployed	93	43	11.0%
Employment status – retired	375	220	4.3%
Employment status – full time education	18	2	67.2%
Employment status – looking after family/home	98	39	12.2%
Employment status – permanently sick	81	40	11.1%
Employment status – other	38	15	20.0%
Economic activity – active	597	199	5.7%
Economic activity – inactive	610	382	3.1%
Satisfaction with overall service – satisfied	1207	452	3.7%
Satisfaction with overall service – neither	1207	52	13.3%
Satisfaction with overall service – dissatisfied	1207	77	10.8%
Satisfaction with how Council runs area – satisfied	1207	462	3.6%
Satisfaction with how Council runs area – neither	1207	58	12.6%
Satisfaction with how Council runs area – dissatisfied	1207	61	12.2%
Satisfaction with overall service provided by Estate Services – satisfied	1207	465	3.6%
Satisfaction with overall service provided by Estate Services – neither	1207	44	14.5%
Satisfaction with overall service provided by Estate Services – dissatisfied	1207	63	12.0%

15 Appendix 'B' – Questionnaire

**Wandsworth Council Panel
Estate Services Survey Questionnaire**

INTERVIEWER NAME:				INTERVIEW DATE:						
INTERVIEWER I.D. NUMBER				INTERVIEW DAY:						
				MON 1	TUE 2	WED 3	THU 4	FRI 5	SAT 6	SUN 7

RECORD DATABASE REF NUMBER FROM CONTACTS: _____

ASK TO SPEAK TO THE NAMED CONTACT #TenantName#.

Good morning/afternoon/evening. My name is and I am calling from BMG Research, an independent research company carrying out a survey on behalf of Wandsworth Council. We are conducting research amongst tenants and leaseholders of council properties in the borough concerning their opinions and experiences of the Housing Department's services.

The housing department provides a number of services to its blocks and estates including an emergency out of hours service, estate parking and cleaning, graffiti removal, garden maintenance and lighting. In order to help us find how these services can be improved we are seeking your views on how they are currently delivered.

The survey will take 10 - 15 minutes to complete and all of the answers you give me will be treated in the strictest confidence. Your own responses will not be passed back to Wandsworth Council; they will only receive the overall responses from this survey grouped together. By taking part in this survey you will be providing information that can be used by Wandsworth Council to improve the service they provide to their residents.

- NOTE: IF CHALLENGED PLEASE LEAVE THE TELEPHONE AND CONTACT DETAILS FOR:

Daniel Lloyd, Policy and Performance Officer, Wandsworth Council, Tel: 020 8871 7513

RESIDENT TYPE (FROM DATABASE)

1. LEASEHOLDER
2. TENANT

IF NOT CONVENIENT, ARRANGE TIME / DAY FOR CALL BACK

Q1 Am I speaking to (named contact)..... or his/her partner? CODE ONE ONLY

Yes	1	Continue
No	2	Ask to speak to relevant person

Could I now ask you some questions about your experience of the Estate Services Team?

Wandsworth Emergency Control

ASK ALL

Q1 Have you had to call the Wandsworth Emergency Control, the Housing Department's out of hours service, over the past 2 years? **CODE ONE ONLY**

Yes	1	GO TO Q2
No	2	GO TO Q4
Don't Know	3	GO TO Q4

If Yes go to Q2 – Q3 then to Q6, if No/Dk go to Q4

Q2 Why have you called Wandsworth Emergency Control? **READ OUT AND CODE ALL THAT APPLY**

To report anti social behaviour	1
To report an emergency repair	2
To report noise nuisance	3
Other (please state) _____	4

Q3 If yes, how satisfied or dissatisfied were you with the following? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Time taken to answer call by Wandsworth Emergency Control?	1	2	3	4	5	6
Time taken to respond by Wandsworth Emergency Control?	1	2	3	4	5	6
Attitude of WEC staff?	1	2	3	4	5	6
Information provided about emergency service?	1	2	3	4	5	6
Follow up service from housing department to issue raised?	1	2	3	4	5	6

NOW GO TO Q6

IF NO/DK AT Q1 ASK:

- Q4 Which statement best describes your view of the service offered by WEC staff?
READ OUT AND CODE ONE ONLY

Very Good	1
Good	2
Neither Good nor Poor	3
Poor	4
Very Poor	5
Don't Know	6

- Q5 What is this view based on? **READ OUT AND CODE ALL THAT APPLY**

Previous experience	1
What I've heard from friends & neighbours	2
Reputation of the housing department	3
General perception of public services	4
Other (please state) _____	95
Not applicable	94

Repairs**ASK ALL**

- Q6 Have you contacted Wandsworth Emergency Services for an emergency repair?
CODE ONE ONLY

Yes	1	GO TO Q7
No	2	GO TO Q8
Don't Know	3	GO TO Q8

If Yes Q7 then Q10, if No/Dk Q8 – Q9

- Q7 If yes, thinking about the repair how satisfied or dissatisfied were you with the following? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Time taken to respond by Contractors	1	2	3	4	5	6
Attitude of contractors	1	2	3	4	5	6
Workmanship of contractors	1	2	3	4	5	6
Follow up service from housing department to orders raised in an emergency	1	2	3	4	5	6

NOW GO TO Q10

IF NO/DK AT Q6 ASK:

Q8 What statement best describes your view of the service? **READ OUT AND CODE ONE ONLY**

Very Good	1
Good	2
Neither Good nor Poor	3
Poor	4
Very Poor	5
Don't Know	6

Q9 What is this view based on? **READ OUT AND CODE ALL THAT APPLY**

Previous experience	1
What I've heard from friends & neighbours	2
Reputation of the housing department	3
General perception of public services	4
Other (please state) _____	95
Not applicable	94

Gardening Maintenance Service

ASK ALL

Q10 To your knowledge does your block/estate have communal garden/grass areas that are maintained by the housing department? **CODE ONE ONLY**

Yes	1	GO TO Q11
No	2	GO TO Q12
Don't Know	3	GO TO Q12

If Yes go to Q11 then skip to Q14, If No/dk go to Q12 – Q13

Q11 If yes, thinking about gardening maintenance service how satisfied or dissatisfied are you with the following? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Frequency of service	1	2	3	4	5	6
Quality of work carried out	1	2	3	4	5	6
Clearing up of garden waste properly	1	2	3	4	5	6
Attitude of staff (contractor)	1	2	3	4	5	6
Attitude of staff (housing department)	1	2	3	4	5	6
Other (please state) _____	1	2	3	4	5	6

NOW GO TO Q14

IF NO/DK AT Q10 ASK:

Q12 What statement best describes your view of the service? **READ OUT AND CODE ONE ONLY**

Very Good	1
Good	2
Neither Good nor Poor	3
Poor	4
Very Poor	5
Don't Know	6

Q13 What is this view based on? **READ OUT AND CODE ALL THAT APPLY**

Previous experience	1
What I've heard from friends & neighbours	2
Reputation of the housing department	3
General perception of public services	4
Other (please state) _____	95
Not applicable	94

Cleaning Service for External Areas (outside of your block)

ASK ALL

Q14 Does your property/block/estate receive cleaning to the external areas (pathways, play areas etc) from the housing departments contractors? **CODE ONE ONLY**

Yes	1	GO TO Q15
No	2	GO TO Q16
Don't Know	3	GO TO Q16

If Yes go to Q15 then skip to Q18, if No/DK go to Q16

Q15 If Yes, thinking about the external cleaning service how satisfied or dissatisfied are you with the following? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Frequency of cleaning	1	2	3	4	5	6
Quality of work	1	2	3	4	5	6
Amount of areas cleaned	1	2	3	4	5	6
Cleaning completed on time	1	2	3	4	5	6
Attitude of staff (contractors)	1	2	3	4	5	6
Other (please state)	1	2	3	4	5	6

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NOW GO TO Q18

IF NO/DK AT Q14 ASK:

Q16 What statement best describes your view of the service? **READ OUT AND CODE ONE ONLY**

Very Good	1
Good	2
Neither Good nor Poor	3
Poor	4
Very Poor	5
Don't Know	6

Q17 What is this view based on? **READ OUT AND CODE ALL THAT APPLY**

Previous experience	1
What I've heard from friends & neighbours	2
Reputation of the housing department	3
General perception of public services	4
Other (please state) _____	95
Not applicable	94

Cleaning Service for Internal Areas (inside your block)

ASK ALL

Q18 Does your property/block/estate receive cleaning to the internal areas (stairs, entrance halls etc) from the housing departments contractors? **CODE ONE ONLY**

Yes	1	GO TO Q19
No	2	GO TO Q20
Don't Know	3	GO TO Q20

If Yes go to Q19 then skip to Q20, if No/DK go to Q20

Q19 If Yes, thinking about the internal cleaning service how satisfied or dissatisfied are you with the following? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Frequency of cleaning	1	2	3	4	5	6
Quality of work	1	2	3	4	5	6
Amount of areas cleaned	1	2	3	4	5	6
Cleaning completed on time	1	2	3	4	5	6
Attitude of staff (contractors)	1	2	3	4	5	6
Other (please state) _____	1	2	3	4	5	6

NOW GO TO Q22

IF NO/DK AT Q18 ASK:

Q20 What statement best describes your view of the service? **READ OUT AND CODE ONE ONLY**

Very Good	1
Good	2
Neither Good nor Poor	3
Poor	4
Very Poor	5
Don't Know	6

Q21 What is this view based on? **READ OUT AND CODE ALL THAT APPLY**

Previous experience	1
What I've heard from friends & neighbours	2
Reputation of the housing department	3
General perception of public services	4
Other (please state) _____	95
Not applicable	94

Estate/Block Lighting

ASK ALL

Q22 Does your property/block/estate have lighting in communal areas (stairwells, paths etc?). **CODE ONE ONLY**

Yes	1	GO TO Q23
No	2	GO TO Q24
Don't Know	3	GO TO Q24

If Yes go to Q23 then skip to Q26a, if No/DK go to Q24

Q23 If Yes, thinking about the communal lighting how much do you agree or disagree with the following statements? **READ OUT AND CODE ONE ONLY FOR EACH**

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
Lights are always broken	1	2	3	4	5
There is sufficient lighting	1	2	3	4	5
There are too many lights	1	2	3	4	5
Lights are bright enough	1	2	3	4	5

Light bulbs are replaced promptly	1	2	3	4	5
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NOW GO TO Q26a**IF NO/DK AT Q22 ASK:**

Q24 What statement best describes your view of the service? **READ OUT AND CODE ONE ONLY**

Very Good	1
Good	2
Neither Good nor Poor	3
Poor	4
Very Poor	5
Don't Know	6

Q25 What is this view based on? **READ OUT AND CODE ALL THAT APPLY**

Previous experience	1
What I've heard from friends & neighbours	2
Reputation of the housing department	3
General perception of public services	4
Other (please state) _____	95
Not applicable	94

Graffiti Service**ASK ALL**

Q26a Would you say that your block/estate suffers from graffiti? **CODE ONE ONLY**

Yes	1
No	2
Don't Know	3

ASK ALL

Q26b To your knowledge does the Graffiti Removal Service visit your block/estate? **CODE ONE ONLY**

Yes	1	GO TO Q27
No	2	GO TO Q28
Don't Know	3	GO TO Q28

If Yes go to Q27 then skip to Q30, if No/DK go to Q28

Q27 If Yes, thinking about the graffiti service how satisfied or dissatisfied are you with the following? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Speed of removal	1	2	3	4	5	6
Quality of work	1	2	3	4	5	6
Ease of reporting graffiti	1	2	3	4	5	6

NOW GO TO Q30

IF NO/DK AT Q26b ASK:

Q28 What statement best describes your view of the service? **READ OUT AND CODE ONE ONLY**

Very Good	1
Good	2
Neither Good nor Poor	3
Poor	4
Very Poor	5
Don't Know	6

Q29 What is this view based on? **READ OUT AND CODE ALL THAT APPLY**

Previous experience	1
What I've heard from friends & neighbours	2
Reputation of the housing department	3
General perception of public services	4
Other (please state) _____	95
Not applicable	94

Estate Parking

Interviewer Note; there are two types of controlled parking in Wandsworth, the Controlled Parking Zone (CPZ) system which operates on the public highways and the Parking Regulation System (PRS) which operates on housing estates.

ASK ALL

Q30 Does your property/block/estate have controlled car parking under the Parking Regulation System (PRS) run by the housing department? **CODE ONE ONLY**

Yes	1	GO TO Q31
No	2	GO TO Q32
Don't Know	3	GO TO Q32

If Yes go to Q31, then skip to Q32, if No/DK go to Q36

Q31 If Yes, thinking about the parking on your estate how satisfied or dissatisfied are you with the following? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Availability of parking spaces	1	2	3	4	5	6
Information about the hours the scheme operates	1	2	3	4	5	6
Information about the Controlled Parking Zones (CPZ) on public highways	1	2	3	4	5	6

NOW GO TO Q34

IF NO/DK AT Q30 ASK:

Q32 What statement best describes your view of the service? **READ OUT AND CODE ONE ONLY**

Very Good	1
Good	2
Neither Good nor Poor	3
Poor	4
Very Poor	5
Don't Know	6

Q33 What is this view based on? **READ OUT AND CODE ALL THAT APPLY**

Previous experience	1
What I've heard from friends & neighbours	2
Reputation of the housing department	3
General perception of public services	4
Other (please state) _____	95
Don't Know	97

ASK ALL

Q34 Thinking about Estate Services overall, generally how satisfied or dissatisfied are you with the following? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Generally the overall service provided by Estate Services	1	2	3	4	5	6
Value for money of overall service provided by Estate Services	1	2	3	4	5	6
The overall appearance of the estate	1	2	3	4	5	6

Q35 Finally, taking everything into account, how satisfied are you with the overall service provided by your landlord? **READ OUT AND CODE ONE ONLY**

Very Satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very Dissatisfied	5

Q36 Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very dissatisfied	5

Thank you very much for taking the time to answer my questions. Just to remind you my name is XXXX and I have been calling from BMG Research.

As a market research agency BMG Research complies with the Market Research Society's Code of Conduct. This ensures that your replies will be treated confidentially. If you want to check that BMG Research is a genuine market research agency please call the Market Research Society's freephone number – 0500 396 999 – Office hours only

Because people matter, we listen.

With some 20 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

Our business is about understanding people; because they matter. Finding out what they really need; from the type of information they use to the type of services they require. In short, finding out about the kind of world people want to live in tomorrow.

BMG serves both the social public sector and the commercial private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of technologies such as portals and information systems to ensure that market and customer intelligence is widely distributed

