

Research report



Housing Link Panel Participation 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 434 tenants' and 258 leaseholders' questionnaires were completed, and the total is subject to a maximum standard error of $\pm 2.4\%$ 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 2.4% of the percentages reported. The tenants sample alone is subject to a maximum standard error of $\pm 3.1\%$ at the 95% confidence level on an observed statistic of 50%, and the leaseholders sample is subject to a maximum standard error of $\pm 4.0\%$.

This overview is based on the 692 questionnaires completed with residents from an original total database of 1,207 contacts, providing an overall response rate of 57%; a response rate of 57% is at the top end of what BMG would expect to achieve from a telephone survey of panel members – between 50% and 60% hit rate – and 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; it then increased by one percentage point to 76% in March 2012 and advanced a further one percentage point to 77% in August 2012. It has now declined substantially to 66%. Overall satisfaction with services for leaseholders rose by seven percentage points from 63% in December 2011 to 70% in March but then dropped back again to 67% in August 2012 and has now dropped back further to 57%. Tenants' satisfaction with overall service increased by four percentage points from 80% in March 2012 to 84% in August but has now declined again to 71% (and which now represents a two percentage point decrease 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 %	Nov 2012 %	% point change since Aug 2012
Overall satisfaction with services	68%	65%	75%	76%	77%	66%	-11%

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

	2007 %	2008 %	May 2011 %	Dec 2011 %	Mar 2012 %	Aug 2012 %	Nov 2012 %	% point change since Aug 2012
Overall satisfaction with services	73%	70%	70%	82%	80%	84%	71%	-13%

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

	2007 %	May 2011 %	Dec 2011 %	Mar 2012 %	Aug 2012 %	Nov 2012 %	% point change since Aug 2012
Overall satisfaction with services	64%	58%	63%	70%	67%	57%	-10%

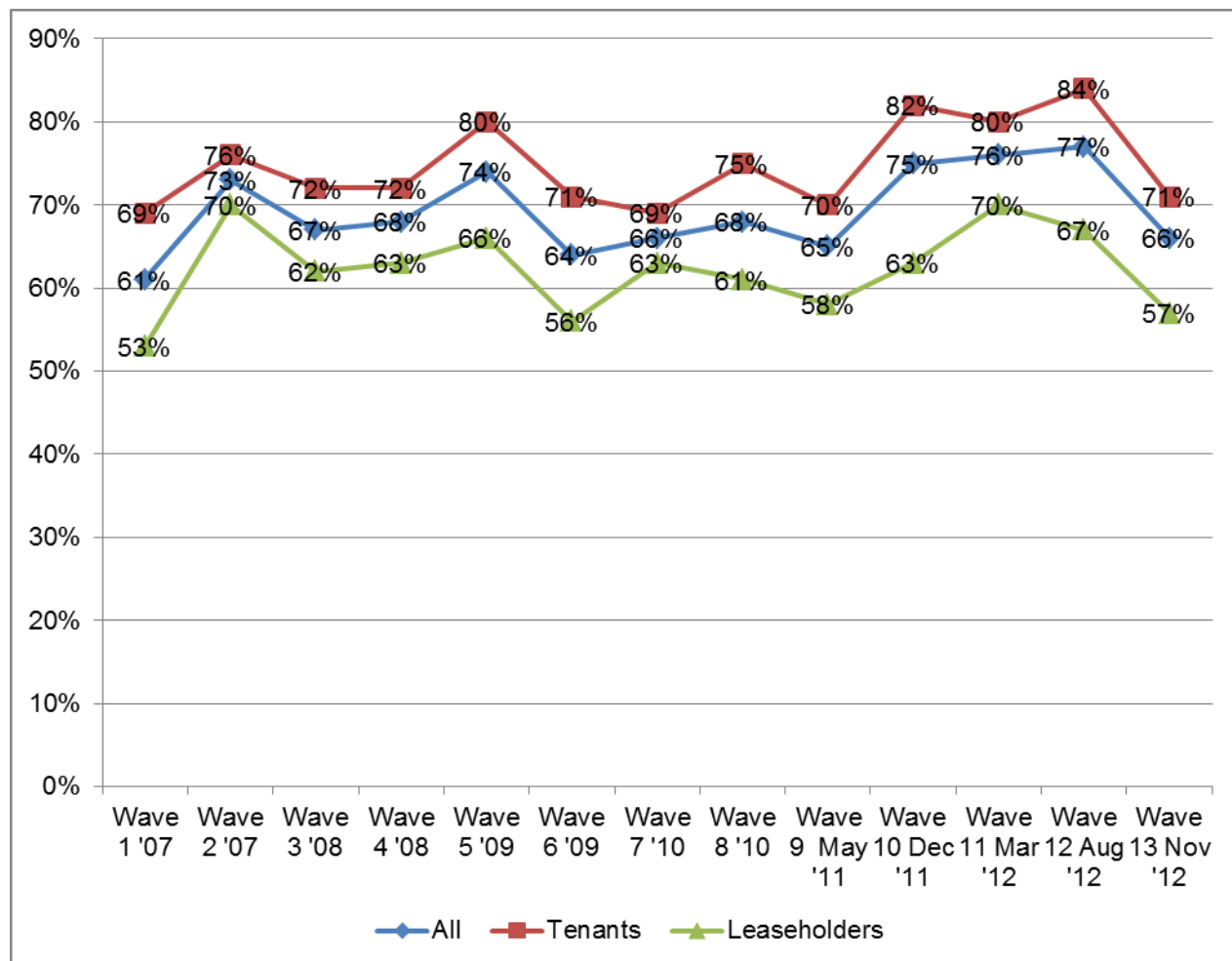
Two thirds (66%) of all residents are satisfied with the overall service provided by their landlord, whereas just under one in five (18%) are dissatisfied. In August 2012, 77% of residents were satisfied and 14% dissatisfied. It can be seen, therefore, that this survey's result is lower than that produced in both August and March 2012.

Satisfaction for leaseholders only is lower, falling from 67% in August 2012 to 57% in November 2012, while for tenants only satisfaction is considerably lower, down from 84% in August to 71% in this current survey.

¹ Housing Link Panel Recruitment Survey 2007.

The following figure shows that while satisfaction is lower for all residents and for tenants *and* leaseholders since the last wave of interviewing was completed, the gap between leaseholders and tenants has now decreased from the seventeen percentage point difference reported in Wave 12 to fourteen points in Wave 13.

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 (76% cf. 65%), although due to the small number of respondents interviewed who live in Co-op properties – just 42 residents - the margin of error is almost 10%. Co-op residents are also slightly more

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; wave 13 = participation

likely to be satisfied with how the Council is running the local area than those living in Area Team properties (76% cf. 71%).

A higher rate of satisfaction is reported for the way the Council runs the local area. Seven in ten (71%) of all residents are satisfied with this while around one in six (17%) are dissatisfied and 12% is neither satisfied nor dissatisfied.

While tenants are more likely than leaseholders to express satisfaction with how the Council is running the local area (74% cf. 67%), this is not a significant finding. Similarly, leaseholders are more likely than tenants to express *dissatisfaction* (20% cf. 15%) but, again, the difference is neither significant nor large.

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

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

	Dec 2011		Mar 2012		Aug 2012		Nov 2012	
	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %
All residents	76%	14%	80%	10%	79%	11%	71%	17%
Tenants	81%	11%	82%	9%	83%	9%	74%	15%
Leaseholders	68%	18%	76%	11%	74%	14%	67%	20%

In terms of their involvement in the work of the housing department and awareness of the current ways in which they can *become* involved, seven in ten are aware of Residents' Associations and, while this figure seems quite high it does mean that as many as three in ten are unaware. This, then, may be an area in which the Council could become more proactive, promoting the concept of RAs and the availability and possibility of membership of them. While one in nine (11%) claim to be unaware of *any* of the ways they can become involved, this figure rises to 14% for tenants as opposed to just 7% for leaseholders, so the Council may wish to target its tenant population, especially as leaseholders' awareness of Residents' Associations is significantly higher than that of tenants (76% cf. 64%).

Coupled with this is the finding that just under half (46%) of all panel members have a Residents' Association in their area which covers their property. The Council may wish to investigate this finding further in an effort to find out if this is a true reflection of the current situation regarding RA spread or merely an uninformed perception on the part of residents, and if the true figure *is* higher, then this provides more scope for the Council to promote Residents' Associations.

Three in ten (31%) panel members who said that they do have a Residents' Association in their area which covers their property claim to be members; of the 69% who are not members, the main reasons given for non-membership were lack of time and simple lack of interest (27% and 22% respectively). Interestingly, however, around one in eight (12%) gave their reason for non-membership as 'no one has asked me' and this, coupled with the 8% who said they do not know who to contact suggests that there certainly is scope for increased RA membership if the Council promotes it more vigorously.

There is also low awareness of Resident Participation Officers who are employed specifically to help residents become involved in the management of their homes: only three in ten (31%) residents are aware of these officers while 68% claim not to be. Again, there is an opportunity for the Council to become more active in promoting this service.

Only a quarter of all panel members (26%) are aware of the Council's Small Improvement Budget (SIB) which again affords the Council an opportunity for promotion of this initiative, and access to the SIB would make it more likely that around a third of all residents (32%) would join or set up a Residents' Association.

Only one in ten (10%) of all panel members claim to live in a TMO/Co-op managed property and of these seven in ten (69%) are satisfied with the services they provide. While 22% are dissatisfied, it must be borne in mind that this figure is based on a small sample of only 67 respondents.

More than three fifths (63%) of all panel members have Internet access in their home. In recent surveys conducted by BMG across the country, home internet access has ranged from a low of 31% up to as high as 61%, so Wandsworth Council's figure is very high in this regard.

Around one in eight (12%) of all respondents to the survey have looked at the Housing Department's web pages on the Wandsworth Council website concerning how they can get involved and of these (82 residents) almost two thirds (64%) said it was easy to find what they were looking for while 22% said it was difficult. When asked to say what improvements they think could be made to the website, two fifths (41%) mentioned more information on the ways of getting involved.

Moving onto future involvement in the work of the Housing Department, almost two fifths of all respondents (39%) said they would like to become more involved (10% definitely, 29% possibly) while almost half (48%) would *not* like to become more involved (18% are happy with their current level of involvement and 30% simply do not want to be more involved). Of those who would like to be become more involved more than four fifths (82%) said they would prefer to be involved via receiving information through a newsletter while 78% said through a Residents' Association which once again suggests that the Council should perhaps do more to promote RAs.

Six in ten (59%) residents are satisfied that the Housing Department takes their views into account, compared with 18% who are dissatisfied and 19% neither satisfied nor dissatisfied, and with a further 4% unable to give a rating (with tenants being significantly more likely than leaseholders to express satisfaction - 63% cf. 52%), while more than half (54%) of residents are satisfied with the way their landlord

deals with resident participation and around one in seven (14%) are dissatisfied and a further 23% are neither satisfied nor dissatisfied and 9% unable to give a rating. For both of these indicators, satisfaction levels are at a fairly depressed level, and for both the key figures here are those tenants who are ambivalent or who have no opinion. These two 'sub-groups', when summed together, account for almost a quarter of the total sample (23%) for views being taken into account and a third (32%) for satisfaction with resident participation and clearly it is this group of 'undecided' residents that Wandsworth must target if it wishes to raise satisfaction levels for these indicators.

Finally, a recurring theme is found when looking at the main satisfaction indicators, in that certain sub-groups of residents are more likely than others to express satisfaction. Tenants are more likely than leaseholders to be satisfied:

- With overall service (71% cf. 57% - a significant finding);
- With how the Council runs the local area (74% cf. 67%);
- That their views are taken into account by the housing dept. (63% cf. 52% - a significant finding); and
- With the way their landlord deals with resident participation (58% cf. 47% - a significant finding).

In addition, the economically inactive are significantly more likely than the active to be satisfied with overall service (72% cf. 56%), with how the Council runs the local area (75% cf. 65%), that their views are taken into account by the housing dept. (63% cf. 53%) and with the way their landlord deals with resident participation (58% cf. 47%).

In support of this finding it can be seen that older panel members are significantly more likely to express satisfaction than younger, with 76% of non-working age residents satisfied with overall service compared with 58% of working age respondents, 79% of those of non-working age satisfied with how the Council runs the local area in comparison with 66% of working age panel members, non-working age residents more likely than working age to be satisfied that their views are taken into account by the housing dept. (67% cf. 53%) and 63% of non-working age residents satisfied with the way their landlord deals with resident participation compared with 47% of those of working age.

Finally, although members of Residents' Associations are more likely to express satisfaction with most services than non-members, 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 only 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	69%	65%	+4
Satisfaction with how the Council runs the local area	74%	71%	+3

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 (753 tenants and 454 leaseholders) and the current survey of panel members was carried out between 24th September and 14th October 2012.

In total 434 tenants' and 258 leaseholders' questionnaires were completed, and this is subject to a maximum standard error of ± 2.4 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 2.4% 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	692	1,207	57%	+/-2.4%
Tenants	434	753	58%	+/-3.1%
Leaseholders	258	454	57%	+/-4.0%

As illustrated in the table above, the total residents' sample is subject to a maximum standard error of ± 2.4 % 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 2.4%.

A response rate of 57% is at the top end of what BMG would expect to achieve from a telephone survey of panel members – between 50% and 60% hit rate – and is considered to be a robust response rate.

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%.

Throughout the report, in tables and in graphs, the symbol * is used to denote any figure that is less than 0.5%.

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

Two thirds (66%) of residents are satisfied with the services provided by the Council, with a fifth (19%) very satisfied. In contrast almost a fifth (18%) are dissatisfied and a further 16% are neither satisfied nor dissatisfied. In the August 2012 survey, three quarters (77%) of residents were satisfied with the services provided by the Council, with three in ten (31%) very satisfied. In contrast around one in seven (14%) were dissatisfied and a further 9% were neither satisfied nor dissatisfied. It can be seen, therefore, that this survey's results show a marked decrease in satisfaction from those reported in August 2012.

Tenants are significantly more likely to express satisfaction than leaseholders (71% cf. 57%). Satisfaction for leaseholders has decreased since August 2012 by 10%, while for tenants it has dropped by thirteen percentage points.

There is a difference of some four percentage points in overall satisfaction between those who are and are not members of a residents' association (69% of the former and 65% of the latter are satisfied).

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 and then increased again to 84%; it has now dropped back to where it was in May 2011. Dissatisfaction dropped back by three percentage points from 12% to 9% between December 2011 and March 2012 but then increased slightly by two percentage points to 11% in August 2012 and has increased yet again by a further four percentage points to the 15% recorded in this current survey. 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 high of 84% through December 2011, March 2012 and August 2012 but then to drop back to its 2011 level in this survey. This finding runs *against* the 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. Seven in ten (71%) are satisfied with how the Council is running the local area while one in six (17%) are dissatisfied and 12% is neither satisfied nor dissatisfied. Tenants are more likely than leaseholders (although not significantly so) to express satisfaction with how the Council is running the local area (74% cf. 67%).

Members are slightly more likely than non-members of residents' associations to be satisfied (74% cf. 71%).

2.3 Participation

2.3.1 Involvement

All residents were asked if they were aware of the current ways in which they can become involved in the work of the housing department. Seven in ten (69%) were aware of Residents' Associations while 61% were aware of telephone surveys and 47% had heard of Estate Inspections.

2.3.2 Resident Participation Officers

Asked to say if they were aware that the housing department has Resident Participation Officers who are employed specifically to help residents become involved in the management of their homes, 31% said they were aware while 68% said they were not and 1% did not know.

2.4 Residents' Associations

2.4.1 Local Residents' Associations

Panel members were then asked if there is a residents' association in their area which covers their property. Just under half (46%) of all residents said there is a residents' association in their area which covers their property, while tenants and leaseholders are equally as likely to have a local residents' association.

2.4.2 Membership of Residents' Associations

Those who said that they do have a residents' association in their area which covers their property (46% of all panel members) were then asked if they were members. While 31% of residents said they are members, leaseholders are significantly more likely than tenants to be members.

Those who are members of a residents' association were asked to say what communication they receive from them. Regular meetings are the most frequently mentioned form of communication (76% said they receive these), followed by newsletters (73%).

2.4.3 Reasons for non membership

Those who are *not* members of a residents' association and who do not have a residents' association in their area were then asked to say why they are not

members. Around a quarter (27%) said they do not have time while just over a fifth (22%) said that they are just not interested and 12% said that no one had asked them.

2.4.4 Joining a Residents' Association

Those who said that they do have a residents' association in their area which covers their property were then asked to say what would make it more likely for them to join a residents' association. Just over half (54%) said the Housing Department should give a higher priority to resident association requests, while 50% mentioned more community events such as community gardens and fun days.

2.4.5 Financial support for Residents' Associations

Just over a third of all residents (36%) are aware that the council provides financial support to residents' associations while the remainder (65%) are not.

Asked if they thought the financial support is sufficient, two fifths (39%) of those who are aware that the council provides financial support to residents' associations said that it is sufficient.

2.5 Small Improvement Budgets

2.5.1 Awareness of SIBs

Just over a quarter (26%) of all residents are aware of the Housing Department's Small Improvement Budget.

2.5.2 Access to SIBs

Respondents were then asked whether access to the SIB makes it more likely that they would join or set up a residents' association. Around a third (32%) said it would make them more likely while 11% said less likely. Just under half (48%) said it would make no difference and one in ten (10%) did not know.

2.5.3 TMO/Co-op managed properties

All panel members were given a brief explanation of what a TMO/Co-op is and were then asked if they live in a TMO/Co-op managed property. One in ten (10%) said they do while 77% said they do not. A further one in eight (13%) did not know.

Those who do live in a TMO/Co-op managed property were asked how satisfied they are with the services they provide. Seven in ten (69%) are satisfied while a further 8% are neither satisfied nor dissatisfied. Just over a fifth (22%), then, are dissatisfied.

2.6 Internet access

2.6.1 Home Internet access

Just over three fifths (63%) of all panel members have Internet access in their home.

2.6.2 The Housing Department's web pages

All respondents were then asked if they had ever looked at the Housing Department's web pages on the Wandsworth Council website concerning how they can get involved. One in eight (12%) have looked at the web pages while 71% have not and 16% do not have access to the Internet.

Those who have looked at the Housing Department's web pages on the Wandsworth Council website concerning how they can get involved were asked how easy it was to find what they were looking for. Almost two thirds (64%) said it was easy to find what they were looking for, while 22% said it was difficult and 15% said it was neither easy nor difficult.

2.6.3 Improvements to the website

Asked to say what improvements they think could be made to the website, a third (35%) said none were needed, while 41% mentioned more information on the ways of getting involved.

2.7 Involvement in the Housing Department

2.7.1 Future involvement

All panel members were asked if they would like to become more involved in the work of the Housing Department in the future. Almost two fifths of all respondents (39%) would like to become more involved (10% definitely, 29% possibly). Almost half (48%) would not like to become more involved (18% are happy with their current level of involvement and 30% simply do not want to be more involved), however, while a further 13% are not sure.

Asked to say how they would like to be involved in the work of the Housing Department, more than four fifths (82%) said they would prefer just to receive information through a newsletter while 78% said through a residents' association.

Two fifths (41%) of all panel members are aware of who to contact to learn more about the schemes.

2.8 Future communication

Asked how they would like to be communicated with in the future, the following figure shows that more than seven in ten residents said letters would be their first preference (73%) followed by newsletters and the telephone (71% and 60% respectively). Just over one in twenty (6%), however, said they do not want to be communicated with.

2.9 Becoming involved

All panel members were then asked to say how the housing department could make it easier for them to become involved. Three in ten (30%) residents said that nothing would make it easier for them to become involved as they are happy with the current opportunities, while a further 15% said they do not want to participate. Of the remainder, 48% cited telephone surveys while 46% each mentioned increasing financial support to residents' associations and better local meeting facilities.

2.10 Satisfaction that views are taken into account

All residents were asked how satisfied or dissatisfied they are that the housing department listens to their views. Six in ten (59%) residents are satisfied that the

housing department does take their views into account, compared with 18% who are dissatisfied. A further 19% are neither satisfied nor dissatisfied.

2.11 Satisfaction with resident participation

Finally, all panel members were asked how satisfied or dissatisfied they are with the way their landlord deals with resident participation. More than half (54%) of tenants are satisfied with the way their landlord deals with resident participation, with a further 23% who are neither satisfied nor dissatisfied. Around one in seven (14%) are dissatisfied.

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

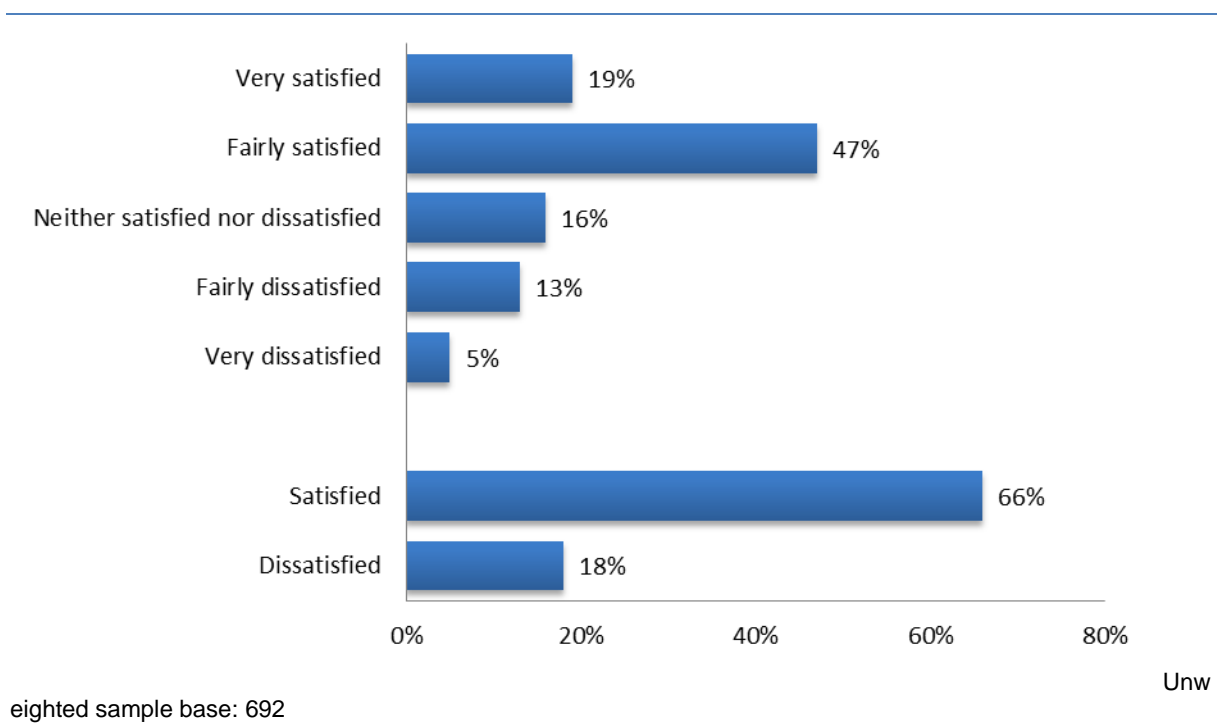
All respondents were asked to rate their level of satisfaction or dissatisfaction with the services provided by Wandsworth Council.

Two thirds (66%) of residents are satisfied with the services provided by the Council, with a fifth (19%) very satisfied. In contrast almost a fifth (18%) are dissatisfied and a further 16% are neither satisfied nor dissatisfied.

In the August 2012 survey, three quarters (77%) of residents were satisfied with the services provided by the Council, with three in ten (31%) very satisfied. In contrast around one in seven (14%) were dissatisfied and a further 9% were neither satisfied nor dissatisfied.

It can be seen, therefore, that this survey's results show a marked decrease in satisfaction from those reported in August 2012.

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



In terms of the split between tenants and leaseholders, the former are significantly more likely to express satisfaction than the latter (71% cf. 57%) while the latter are significantly more likely to be dissatisfied than the former (23% cf. 15%).

The following table shows that satisfaction for leaseholders has gone down since August 2012 by 10%, while for tenants it has dropped by thirteen percentage points. Dissatisfaction has increased for all three groups, by five percentage points for leaseholders and by four 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 and then increased again to 84%; it has now dropped back to where it was in May 2011. Dissatisfaction dropped back by three percentage points from 12% to 9% between December 2011 and March 2012 but then increased slightly by two percentage points to 11% in August 2012 and has increased yet again by a further four percentage points to the 15% recorded in this current survey. 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 high of 84% through December 2011, March 2012 and August 2012 but then to drop back to its 2011 level in this survey.

Leaseholders' satisfaction with overall service increased by some seven percentage points between December 2011 and March 2012 but then dropped back slightly by three percentage points in August 2012 and again by a further ten points in this survey bringing it back to the level reported in May 2011.

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

	2008		May 2011		Dec 2011		Mar 2012		Aug 2012		Nov 2012	
	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %
All residents [May 2011: 1207; Dec 2011: 659; Mar 2012: 582; Aug 2012: 581; Nov 2012: 692]	N/A	N/A	65%	21%	75%	17%	76%	10%	77%	14%	66%	18%
Tenants [2008: 936; May 2011: 758; Dec 2011: 414; Mar 2012: 371; Aug 2012: 367; Nov 2012: 434]	70%	16%	70%	19%	82%	12%	80%	9%	84%	11%	71%	15%
Leaseholders [2008: N/A; May 2011: 449; Dec 2011: 245; Mar 2012: 211; Aug 2012: 214; Nov 2012: 258]	N/A	N/A	58%	25%	63%	26%	70%	12%	67%	18%	57%	23%
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 then went up slightly again in August 2012 and again in this current survey, 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, increased again to 84% in August 2012 but then dropped back to the 71% 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%
Nov 2012 [434]	25%	46%	14%	10%	5%	71%	15%
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 the lowest level ever previously reported (58% in May 2011) while dissatisfaction is higher than that reported in the last two surveys but still lower than that reported in May and December 2011.

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%
Nov 2012 [258]	9%	48%	20%	17%	6%	57%	23%
Unweighted sample bases in brackets							

There is a difference of some four percentage points between those who are and are not members of a residents' association (69% of the former and 65% of the latter are satisfied). Those who live in a TMO/Co-op managed property are also more likely (though not significantly so) than those who do not to be satisfied (75% cf. 65%).

Those living in Co-operative properties are more likely to be satisfied than those living in Area Team properties (76% cf. 65%), although the reader is reminded of the small number of respondents interviewed who live in Co-op properties – just 42 residents (and this applies throughout the summary report).

The following table shows levels of overall satisfaction by estate type. It can be seen that there is little difference in satisfaction between the four groups.

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

	Satisfied %	Neither %	Dissatisfied %
Total [692]	66%	16%	18%
High density inner [221]	68%	15%	17%
High density outer [226]	64%	16%	19%
Small estates and infills [174]	64%	19%	18%
Street properties [71]	69%	13%	18%
Unweighted sample bases in brackets			

Those living in houses and flats (74% and 67% respectively) are significantly more likely to be satisfied than those living in maisonettes (57%).

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 (78% compared with 69% of those aged 55-64, 56% of 35-54 year olds and 50% of those aged 16-34), while those wholly retired from work (76%) are also more likely to express satisfaction.

Males are also significantly more likely to express satisfaction than females (71% cf. 62%) as are the economically inactive compared with the active (72% cf. 56%).

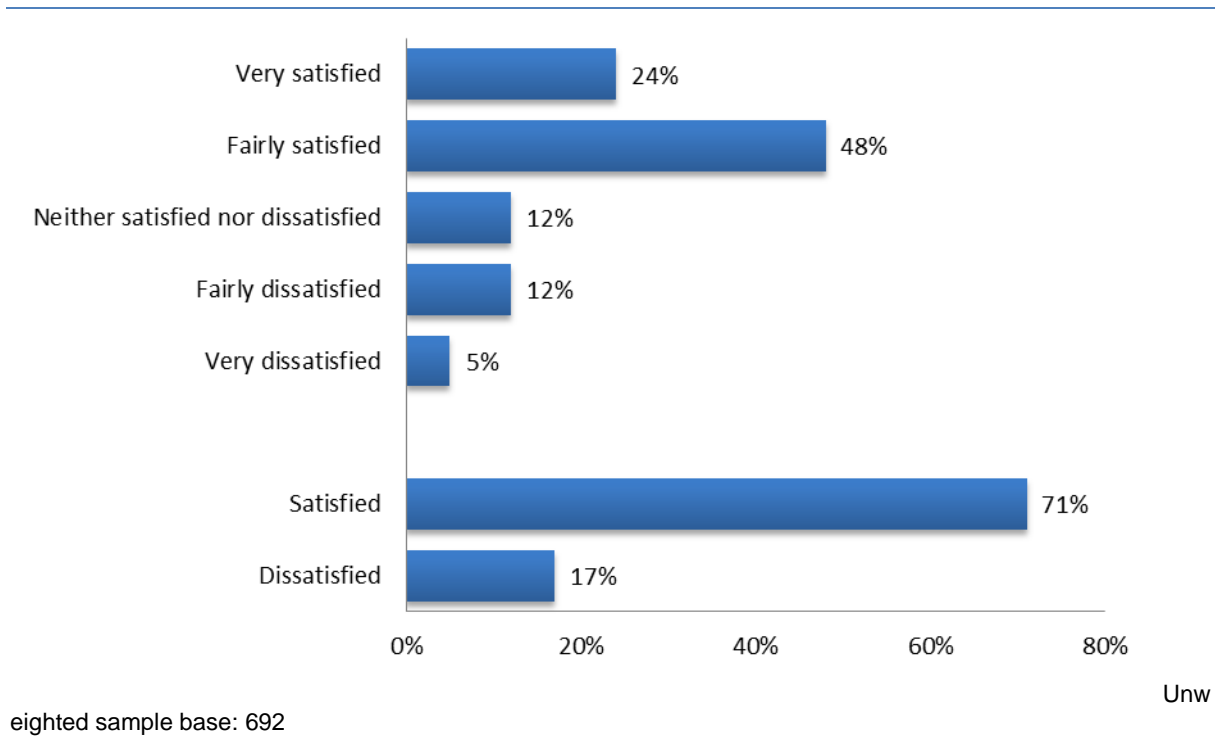
There is little difference in terms of ethnicity with 69% each of White and Asian residents satisfied compared with 60% of Black respondents.

Significantly, just over half (54%) of respondents who are dissatisfied with the way the Council runs the local area are dissatisfied with the overall service it provides, as are 60% of those dissatisfied that their views are taken into account and 64% of those dissatisfied with the way their landlord deals with resident participation.

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. Seven in ten (71%) are satisfied with how the Council is running the local area while one in six (17%) are dissatisfied and 12% is neither satisfied nor dissatisfied. Tenants are more likely than leaseholders (although not significantly so) to express satisfaction with how the Council is running the local area (74% cf. 67%).

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



The following table shows that satisfaction for both tenants and leaseholders has decreased since August 2012 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		Nov 2012	
	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %
All residents [Dec 2011: 659; Mar 2012: 582; Aug 2012: 581; Nov 2012: 692]	76%	14%	80%	10%	79%	11%	71%	17%
Tenants [Dec 2011: 414; Mar 2012: 371; Aug 2012: 367; Nov 2012: 434]	81%	11%	82%	9%	83%	9%	74%	15%
Leaseholders [Dec 2011: 245; Mar 2012: 211; Aug 2012: 214; Nov 2012: 258]	68%	18%	76%	11%	74%	14%	67%	20%

Looking at tenants alone, it can be seen that satisfaction has decreased by nine percentage points between August and November 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 %
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Housing Link Panel Participation Survey 2012

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%
Nov 2012 [434]	26%	47%	12%	10%	4%	74%	15%
Unweighted sample bases in brackets							

Looking at leaseholders only, it can be seen that satisfaction is lower now than it was in August 2012 (by seven percentage points) while dissatisfaction is higher (by six percentage points).

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%
Nov 2012 [258]	19%	48%	13%	15%	5%	67%	20%
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 (76% cf. 71%), as are members compared with non-members of residents' associations (74% cf. 71%).

Those who live in a TMO/Co-op managed property are also more likely (though not significantly so) than those who do not to be satisfied (76% cf. 70%).

Analysis by estate type shows that high density inner residents are most likely to be satisfied with how the Council is running the local area while those from street properties are least likely.

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

	Satisfied %	Neither %	Dissatisfied %
Total [692]	71%	12%	17%
High density inner [221]	73%	11%	16%
High density outer [226]	71%	10%	19%
Small estates and infills [174]	72%	14%	14%
Street properties [71]	65%	16%	19%
Unweighted sample bases in brackets			

Flat dwellers are marginally more likely to be satisfied (72%) than those who live in houses or maisonettes (70% and 69% respectively).

Again satisfaction levels are significantly higher amongst those aged 65 and over (80%) compared with those aged 55-64 (76%), 63% of those aged 35-54 and 60% of 16-34 year olds. This is again reinforced by the finding that those who are wholly retired (80%) are more likely to be satisfied than any other employment group. Those

who are economically inactive are also significantly more likely to express satisfaction than those who are active (75% cf. 65%).

In terms of ethnicity, White residents are most likely to express satisfaction (75%) compared with 62% of Black respondents and 72% of Asian residents, while males are more likely to express satisfaction in comparison with females (74% cf. 69%).

Amongst respondents who expressed dissatisfaction with the overall service provided by their landlord, 50% are dissatisfied with how the Council is running the local area.

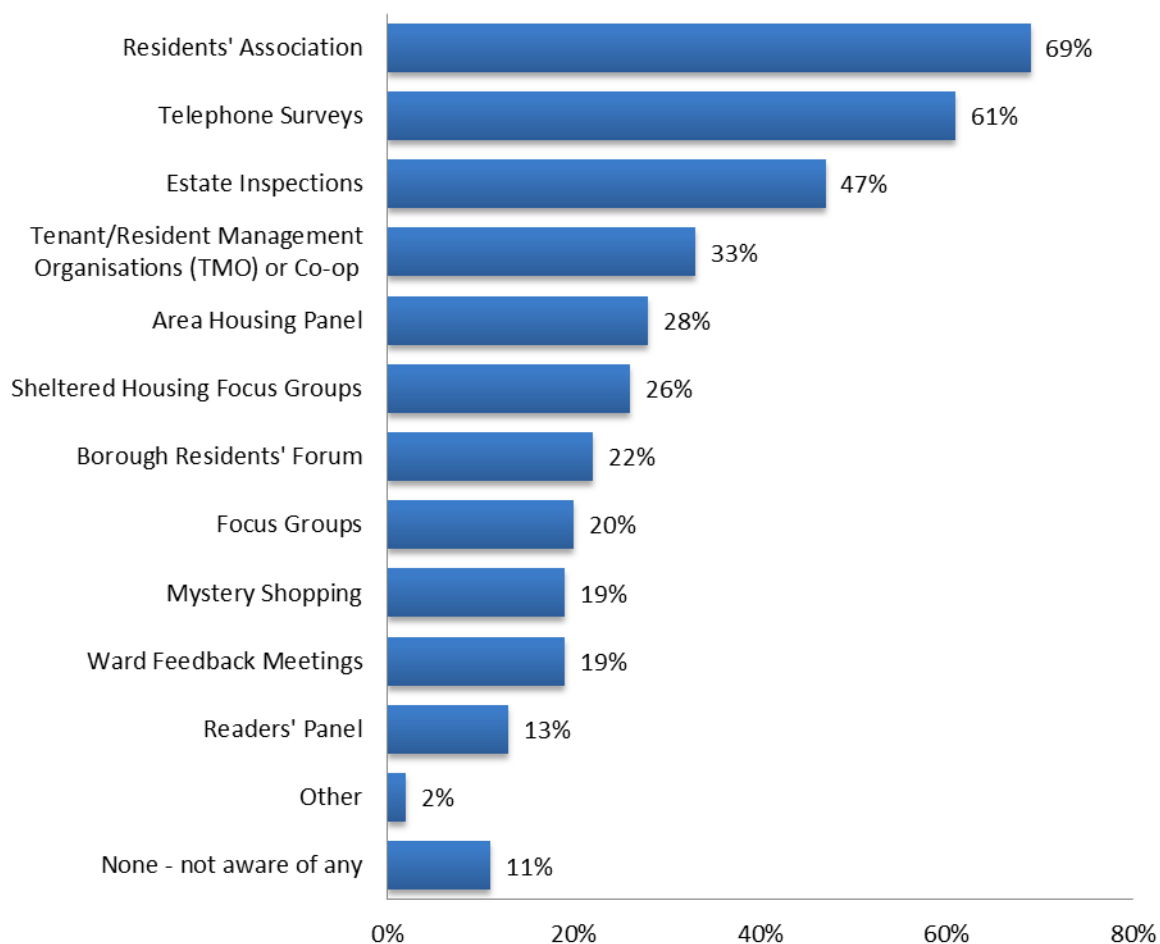
4 Participation

This section will focus on panel members' experience of participating and becoming involved in the work of the housing department, looking particularly at Residents Associations and membership of them, and will also look at the issue of internet access.

4.1 Involvement

All residents were asked if they were aware of the current ways in which they can become involved in the work of the housing department. Seven in ten (69%) were aware of Residents' Associations while 61% were aware of telephone surveys and 47% had heard of Estate Inspections.

Figure 4 Are you aware of the current ways in which you can become involved in the work of the housing department? (All responses)



Unweighted sample base: 692

Tenants were significantly³ more likely than leaseholders not to be aware of *any* ways in which they can become involved in the work of the housing department (14% cf. 7%).

Table 15 Are you aware of the current ways in which you can become involved in the work of the housing department? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
Residents' Associations	69%	64%	<u>76%</u>
Telephone Surveys	61%	59%	66%
Estate Inspections	47%	44%	<u>53%</u>
Tenant/Residents Management Organisations (TMO) or Co-op	33%	32%	36%
Area Housing Panel	28%	26%	<u>33%</u>
Sheltered Housing Focus Group	26%	26%	25%
Borough Residents' Forum	22%	21%	23%
Focus Groups	20%	19%	21%
Mystery Shopping	19%	20%	19%
Ward Feedback Meetings	19%	19%	20%
Readers' Panel	13%	13%	15%
Other	2%	2%	1%
None – not aware of any	11%	<u>14%</u>	7%
Unweighted sample bases in brackets			

³ Emboldened and underlined figures indicate statistically significant differences

4.1.1 Resident Participation Officers

Asked to say if they were aware that the housing department has Resident Participation Officers who are employed specifically to help residents become involved in the management of their homes, 31% said they were aware while 68% said they were not and 1% did not know.

Tenants are equally as likely to be aware as leaseholders, as the following table shows.

Table 16 Are you aware that the housing department has Resident Participation Officers who are employed specifically to help residents become involved in the management of their homes? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
Yes	31%	30%	33%
No	68%	69%	65%
Don't know	1%	1%	2%
Unweighted sample bases in brackets			

Members of residents' associations (47%) are significantly more likely than non-members (27%) to be aware, as are those who live in a TMO/Co-op managed property than those who do not (43% cf. 31%), while street property residents are less likely to be aware that the housing department has Resident Participation Officers who are employed specifically to help residents become involved in the management of their homes.

Table 17 Are you aware that the housing department has Resident Participation Officers who are employed specifically to help residents become involved in the management of their homes? (All responses)

	Yes %	No %	Don't know %
Total [692]	31%	68%	1%
High density inner [221]	33%	66%	1%
High density outer [226]	34%	65%	1%
Small estates and infills [174]	27%	71%	1%
Street properties [71]	25%	73%	3%
Unweighted sample bases in brackets			

Those living in Co-op properties are more likely to be aware than those living in Area Team properties (40% cf. 30%).

Males are significantly more likely than females to be aware (36% cf. 28%), as are those aged 65+ (39%) compared with those aged 55-64, 35-54 and 16-34 (32%, 26% and 19% respectively).

4.2 Residents' Associations

4.2.1 Local Residents' Associations

Panel members were then asked if there is a residents' association in their area which covers their property.

Just under half (46%) of all residents said there is a residents' association in their area which covers their property, while tenants and leaseholders are equally as likely to have a local residents' association.

Table 18 Is there a residents' association in your area which covers your property? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
Yes	46%	46%	47%
No	30%	29%	32%
Don't know	24%	25%	21%
Unweighted sample bases in brackets			

Those who live in a TMO/Co-op managed property are significantly more likely than those who do not to have a local residents' association (66% cf. 44%). Members of residents' associations (85%) are significantly more likely than non-members (36%) to have a local residents' association, while street property residents are significantly less likely to have a residents' association in their area which covers their property.

Table 19 Is there a residents' association in your area which covers your property? (All responses)

	Yes %	No %	Don't know %
Total [692]	46%	30%	24%
High density inner [221]	60%	18%	22%
High density outer [226]	45%	32%	23%
Small estates and infills [174]	40%	36%	25%
Street properties [71]	22%	51%	27%
Unweighted sample bases in brackets			

Those living in Co-op properties are significantly more likely to have a local residents' association than those living in Area Team properties (73% cf. 44%), as are respondents living in maisonettes or flats (50% and 48% respectively) compared with house dwellers (21%).

Black residents (55%) are more likely to have a local residents' association than White or Asian residents (44% and 40% respectively).

4.2.2 Membership of Residents' Associations

Those who said that they do have a residents' association in their area which covers their property (46%) of all panel members were then asked if they were members.

While 31% of residents said they are members, leaseholders are significantly more likely than tenants to be members.

Table 20 Are you a member of a residents' association? (Respondents who have a Residents' Association in their area)

	Total [317] %	Tenants [194] %	Leaseholders [123] %
Yes	31%	20%	49%
No	69%	80%	51%
Unweighted sample bases in brackets			

Street property residents are least likely to be members of a residents' association, as the following table shows, while those living in small estates and infills (43%) are significantly more likely than high density inner residents (25%) to be members.

Table 21 Are you a member of a residents' association? (Respondents who have a Residents' Association in their area)

	Yes %	No %
Total [317]	31%	69%
High density inner [132]	25%	75%
High density outer [101]	33%	67%
Small estates and infills [68]	43%	57%
Street properties [16]	18%	82%

Those living in Co-op properties are equally as likely to be members as those living in Area Team properties (30% cf. 31%).

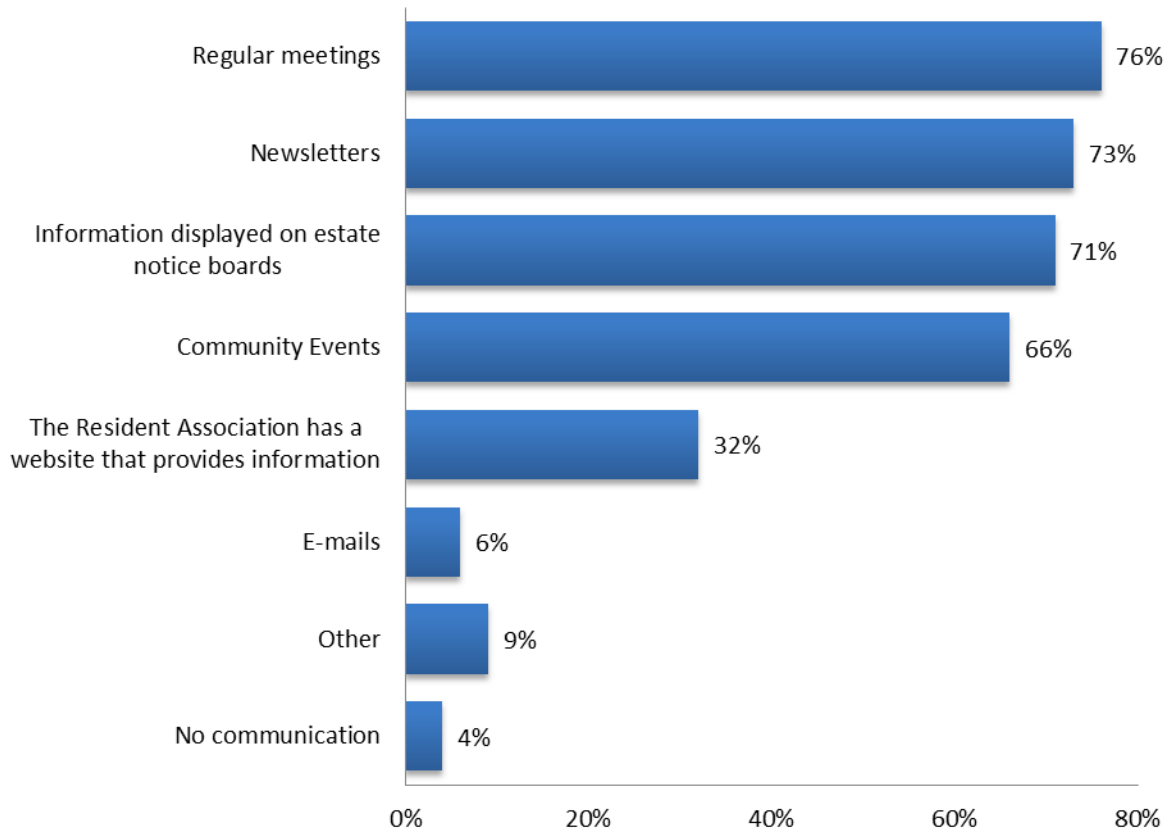
Non-working age residents are significantly more likely to be members (39%) compared with 25% of those of working age.

White residents (37%) are also significantly more likely to be members than Black residents (20%).

Interestingly, only four fifths (83%) of the panel members who are flagged on the Council's resident database as being members of a residents' association actually answered positively at this question (while all of those who are flagged as non-members answered negatively) suggesting either that the Council might need to update its RA membership records or that residents do not totally understand their membership roles.

Those who are members of a residents' association were asked to say what communication they receive from them. Regular meetings are the most frequently mentioned form of communication (76% said they receive these), followed by newsletters (73%).

Figure 5 If yes, what communication do you receive from them? (Respondents who are members of a Residents' Association)

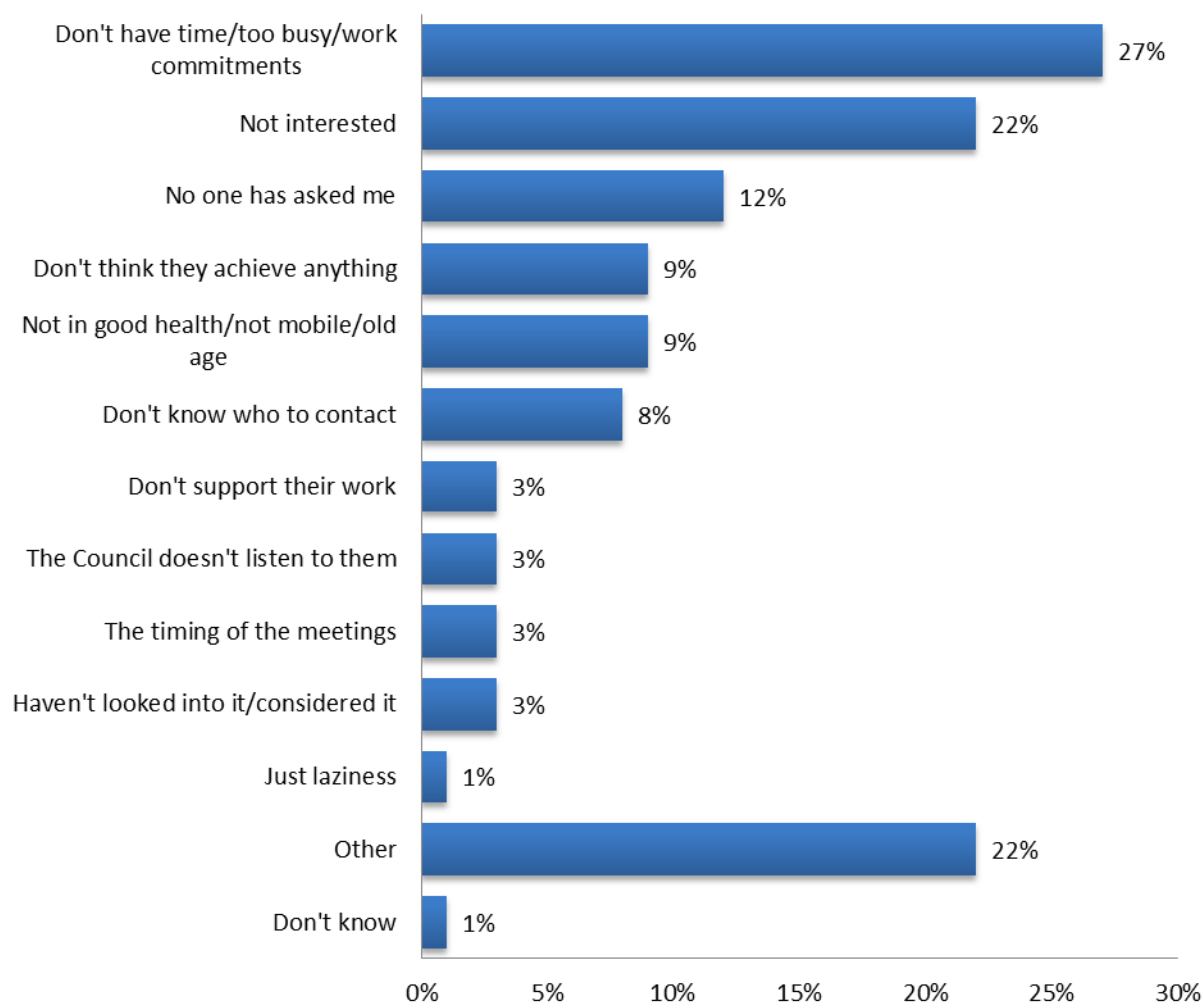


Unweighted sample base: 98

4.2.3 Reasons for non membership

Those who are *not* members of a residents' association and who do not have a residents' association in their area were then asked to say why they are not members. Around a quarter (27%) said they do not have time while just over a fifth (22%) said that they are just not interested and 12% said that no one had asked them.

Figure 6 Why aren't you a member? (Respondents who are *not* members of a Residents' Association)



Unweighted sample base: 219

In terms of tenure, it can be seen that there are few differences between tenants and leaseholders for each of the specified reasons for non-membership.

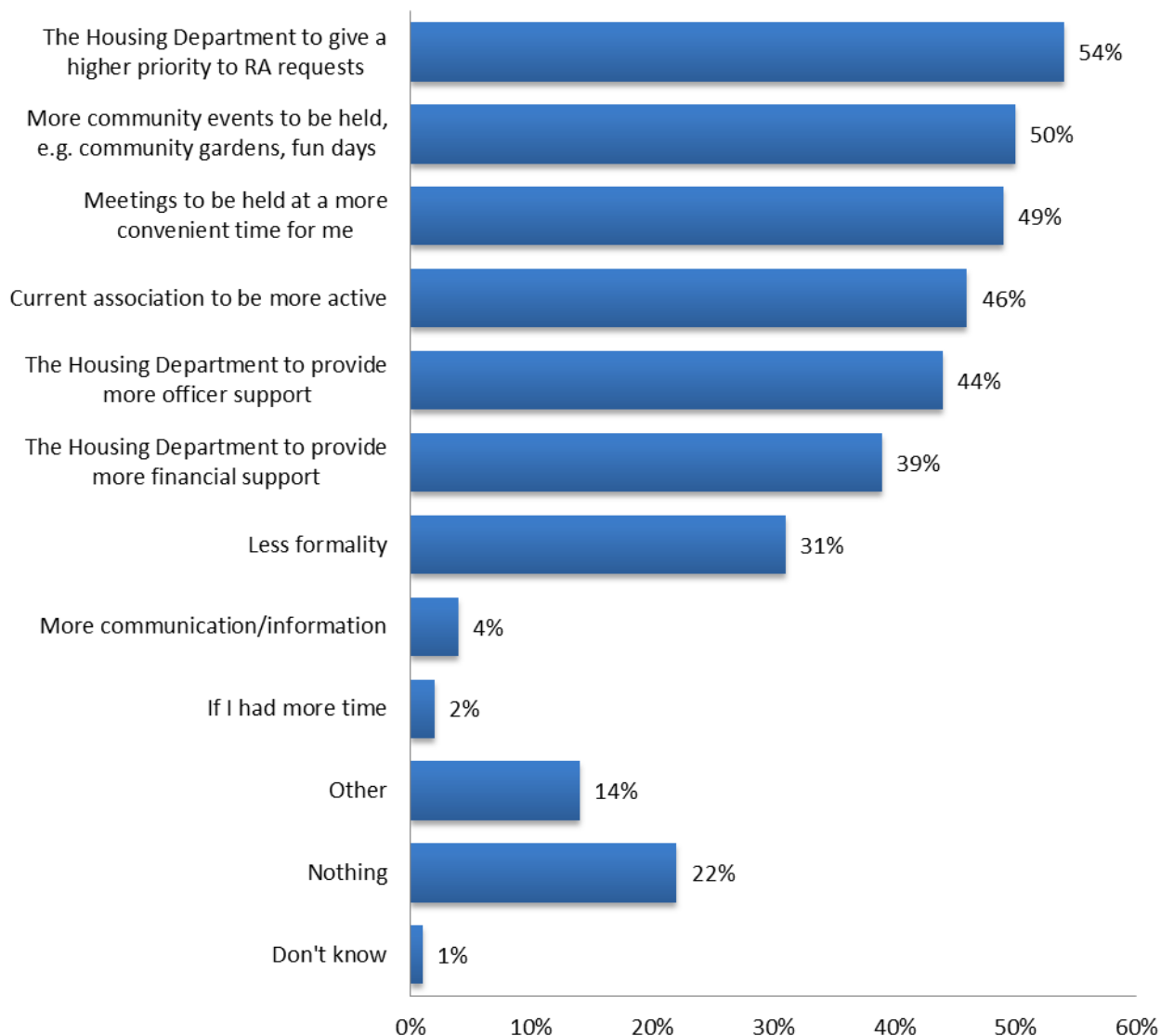
Table 22 Why aren't you a member? (Respondents who are *not* members of a Residents' Association)

	All [219] %	Tenants [155] %	Leaseholders [64] %
Don't have time/too busy/work commitments	27%	26%	31%
Not interested	22%	23%	21%
No one has asked me	12%	13%	11%
Don't think they achieve anything	9%	7%	12%
Not in good health/not mobile/old age	9%	10%	4%
Don't know who to contact	8%	8%	6%
The Council doesn't listen to them	3%	3%	1%
Don't support their work	3%	2%	4%
The timing of the meetings	3%	3%	0%
Haven't looked into it/considered it	3%	2%	3%
Just laziness	1%	1%	3%
Other	22%	21%	23%
Don't know	1%	1%	0%
Unweighted sample bases in brackets			

4.2.4 Joining a Residents' Association

Those who said that they do have a residents' association in their area which covers their property were then asked to say what would make it more likely for them to join a residents' association. Just over half (54%) said the Housing Department should give a higher priority to resident association requests, while 50% mentioned more community events such as community gardens and fun days.

Figure 7 What would make it more likely for you to join a Residents' Association? (Respondents who have a Residents' Association in their area)



Unweighted sample base: 219

Tenants are more likely than leaseholders to say that the Housing Department should give a higher priority to resident association requests and more community events would make it more likely for them to join a residents' association.

Table 23 What would make it more likely for you to join a Residents' Association? (Respondents who have a Residents' Association in their area)

	All [219] %	Tenants [155] %	Leaseholders [64] %
The Housing Department to give a higher priority to resident association requests	54%	56%	48%
More community events to be held, e.g. community gardens, fun days	50%	53%	44%
Meetings to be held at a more convenient time for me	49%	51%	44%
Current association to be more active	46%	47%	43%
The Housing Department to provide more officer support	44%	44%	42%
The Housing Department to provide more financial support	39%	40%	34%
Less formality	31%	34%	25%
More communication/information	4%	4%	5%
If I had more time	2%	3%	1%
Other	14%	12%	19%
Nothing	22%	21%	26%
Don't know	1%	1%	0%
Unweighted sample bases in brackets			

4.2.5 Financial support for Residents' Associations

Just over a third of all residents (36%) are aware that the council provides financial support to residents' associations while the remainder (65%) are not. Leaseholders are significantly more likely than tenants to be aware of this.

Table 24 Are you aware that the Council provides financial support to residents' associations? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
Yes	36%	31%	44%
No	64%	69%	56%
Unweighted sample bases in brackets			

Street property residents are the least likely to be aware that the council provides financial support to residents' associations.

Table 25 Are you aware that the Council provides financial support to residents' associations? (All responses)

	High density inner [221] %	High density outer [226] %	Small estates and infills [174] %	Street properties [71] %
Yes	36%	36%	38%	26%
No	64%	64%	62%	74%
Unweighted sample bases in brackets				

Those living in Co-op properties are more likely to be aware than those living in Area Team properties (40% cf. 35%).

Respondents living in houses (28%) are less likely to be aware than maisonette or flat dwellers (33% and 37% respectively), while those aged 55-64 and over 65 (48% and 43% respectively) are significantly more likely to be aware compared with 27% of those aged 35-54 and 15% of 16-34 year olds.

White residents (40%) are more likely to be aware that the council provides financial support to residents' associations than Asian or Black residents (30% and 24% respectively).

Not surprisingly, members of residents' associations are significantly more likely than non-members to be aware (69% cf. 27%), while those who are aware of the Small Improvement Budget are also significantly more likely than those who are not aware to be aware also that the council provides financial support to residents' associations (65% cf. 25%).

Asked if they thought the financial support is sufficient, two fifths (39%) of those who are aware that the council provides financial support to residents' associations said that it is sufficient. Tenants are more likely than leaseholders to think it is sufficient, as the following table demonstrates.

Table 26 If yes, do you think that the financial support is sufficient? (Respondents who are aware that the council provides financial support to residents' associations)

	All [245] %	Tenants [133] %	Leaseholders [112] %
Yes	39%	44%	34%
No	61%	56%	66%
Unweighted sample bases in brackets			

High density inner residents are the least likely to think that the financial support is sufficient.

Table 27 If yes, do you think that the financial support is sufficient? (Respondents who are aware that the council provides financial support to residents' associations)

	High density inner [82] %	High density outer [81] %	Small estates and infills [64] %	Street properties [18] %
Yes	31%	42%	42%	61%
No	69%	58%	58%	39%
Unweighted sample bases in brackets				

Members are more likely than non-members of residents' associations (although not significantly) to think the financial support is sufficient (43% cf. 37%)

4.3 Small Improvement Budgets

4.3.1 Awareness of SIBs

Just over a quarter (26%) of all residents are aware of the Housing Department's Small Improvement Budget. Tenants (25%) are slightly less likely than leaseholders (28%) to be aware.

Table 28 Are you aware of the Housing Department's Small Improvement Budget? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
Yes	26%	25%	28%
No	74%	75%	72%
Unweighted sample bases in brackets			

High density outer residents are the most likely to be aware of the Housing Department's Small Improvement Budget.

Table 29 Are you aware of the Housing Department's Small Improvement Budget? (All responses)

	High density inner [221] %	High density outer [226] %	Small estates and infills [174] %	Street properties [71] %
Yes	27%	29%	23%	23%
No	73%	71%	77%	77%
Unweighted sample bases in brackets				

RA members are significantly more likely than non-members to be aware of the SIB (48% cf. 21%) as are those living in Co-op properties compared with those living in Area Team properties (46% cf. 25%).

Those who live in a TMO/Co-op managed property are also significantly more likely than those who do not to be aware of the Housing Department’s Small Improvement Budget (37% cf. 25%).

Older respondents (31% of those of non-working age) are significantly more likely to be aware than younger residents (23% of working age residents).

Asian residents (36%) are more likely to be aware of the Housing Department’s Small Improvement Budget than White or Black residents (26% and 23% respectively).

4.3.2 Access to SIBs

Respondents were then read a brief explanation of what a Small Improvement Budget is and were asked whether access to the SIB makes it more likely that they would join or set up a residents’ association. Around a third (32%) said it would make them more likely while 11% said less likely. Just under half (48%) said it would make no difference and one in ten (10%) did not know.

Leaseholders (38%) are significantly more likely than tenants (28%) to say access to the Small Improvement Budget would make them more likely to join or set up a residents’ association, while the latter are *significantly* more likely than the former to say it would make no difference (51% cf. 42%).

Table 30 Does access to the Small Improvement Budget make it more likely that you would join or set up a residents’ association? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
More likely	32%	28%	<u>38%</u>
Less likely	11%	11%	9%
About the same	48%	<u>51%</u>	42%
Don’t know	10%	10%	11%
Unweighted sample bases in brackets			

High density outer residents are the most likely to say access to the Small Improvement Budget would make them more likely to join or set up a residents' association.

Table 31 Does access to the Small Improvement Budget make it more likely that you would join or set up a residents' association? (All responses)

	High density inner [221] %	High density outer [226] %	Small estates and infills [174] %	Street properties [71] %
More likely	32%	<u>36%</u>	30%	21%
Less likely	10%	11%	13%	6%
About the same	50%	43%	45%	<u>60%</u>
Don't know	8%	9%	13%	14%
Unweighted sample bases in brackets				

Looking at those who said it would make them more likely to join or set up a residents' association, males are significantly more likely than females to say this (37% cf. 28%), as are working age residents compared to non-working age (37% cf. 25%) and the economically active in comparison with the inactive (40% cf. 27%).

4.3.3 TMO/Co-op managed properties

All panel members were given a brief explanation of what a TMO/Co-op is and were then asked if they live in a TMO/Co-op managed property. One in ten (10%) said they do while 77% said they do not. A further one in eight (13%) did not know.

Tenants are more likely than leaseholders to live in a TMO/Co-op managed property (11% cf. 7%).

Table 32 Do you live in a TMO/Co-op managed property? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
Yes	10%	11%	7%
No	77%	76%	79%
Don't know	13%	13%	14%
Unweighted sample bases in brackets			

RA members are significantly more likely than non-members to live in a TMO/Co-op managed property (17% cf. 8%).

High density inner residents are significantly more likely to live in a TMO/Co-op managed property than those from other property types.

Table 33 Do you live in a TMO/Co-op managed property? (All responses)

	High density inner [221] %	High density outer [226] %	Small estates and infills [174] %	Street properties [71] %
Yes	<u>17%</u>	8%	6%	3%
No	70%	<u>79%</u>	<u>79%</u>	<u>89%</u>
Don't know	13%	13%	15%	8%
Unweighted sample bases in brackets				

Those who do live in a TMO/Co-op managed property were then asked how satisfied they are with the services they provide.

Seven in ten (69%) are satisfied while a further 8% are neither satisfied nor dissatisfied. Just over a fifth (22%), then, are dissatisfied.

Tenants are less likely than leaseholders to express satisfaction with the services provided by their TMO/Co-op managed property (67% cf. 76%).

Table 34 If yes, how satisfied are you with the services they provide? (Respondents who live in TMO/Co-op managed properties)

	All [67] %	Tenants [47] %	Leaseholders [20] %
Very satisfied	26%	26%	26%
Satisfied	44%	41%	51%
Neither satisfied nor dissatisfied	8%	8%	9%
Dissatisfied	10%	11%	10%
Very dissatisfied	12%	15%	5%
Satisfied	69%	67%	76%
Dissatisfied	22%	25%	15%
Unweighted sample bases in brackets			

Residents of small estates and infills are more likely than other groups to express satisfaction, but small sample bases should be taken into consideration when interpreting these results.

Table 35 If yes, how satisfied are you with the services they provide? (Respondents who live in TMO/Co-op managed properties)

	High density inner [37] %	High density outer [18] %	Small estates and infills [10] %	Street properties [2] %
Satisfied	70%	72%	73%	0%
Dissatisfied	27%	12%	18%	50%
Unweighted sample bases in brackets				

4.4 Internet access

4.4.1 Home Internet access

Just over three fifths (63%) of all panel members have Internet access in their home.

Leaseholders are significantly more likely than tenants to have home Internet access (71% cf. 59%).

Table 36 Do you have Internet access in your home? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
Yes	63%	59%	<u>71%</u>
No	37%	<u>41%</u>	29%
Unweighted sample bases in brackets			

High density inner and outer residents are significantly more likely than those from small estates and infills to have Internet access in their home.

Table 37 Do you have Internet access in your home? (All responses)

	High density inner [221] %	High density outer [226] %	Small estates and infills [174] %	Street properties [71] %
Yes	<u>64%</u>	<u>72%</u>	53%	60%
No	36%	28%	<u>47%</u>	40%
Unweighted sample bases in brackets				

Non-members of residents' associations are significantly more likely than members to have access (66% cf. 54%), while those living in Co-op properties are equally as likely to have home Internet access as those living in Area Team properties (63% each).

Respondents living in maisonettes (71%) are more likely to have home Internet access than house or flat dwellers (61% each), access decreases with age so that while 87% of 16-24 year olds and 84% of those aged 35-54 have access this decreases to 60% of 55-64 year olds and 39% of those aged 65 and over.

Asian residents (79%) are more likely to have home Internet access than White or Black residents (60% and 64% respectively).

Those without a disability are significantly more likely than those with to have home access to the Internet (70% cf. 51%), as are the economically active compared to the inactive (85% cf. 50%).

4.4.2 The Housing Department's web pages

All respondents were then asked if they had ever looked at the Housing Department's web pages on the Wandsworth Council website concerning how they can get involved. One in eight (12%) have looked at the web pages while 71% have not and 16% do not have access to the Internet.

Tenants are significantly more likely than leaseholders not to have access to the Internet (19% cf. 11%), while the latter are significantly more likely than the former not to have looked at the web pages (76% cf. 69%).

Table 38 Have you ever looked at the Housing Department's web pages on the Wandsworth Council website concerning how you can get involved? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
Yes	12%	12%	13%
No	71%	69%	76%
Don't know	*%	*%	1%
No access to the Internet	16%	19%	11%
Unweighted sample bases in brackets			

Small estates and infill residents are the least likely to have looked at the web pages and also most likely not to have Internet access.

Table 39 Have you ever looked at the Housing Department's web pages on the Wandsworth Council website concerning how you can get involved? (All responses)

	High density inner [221] %	High density outer [226] %	Small estates and infills [174] %	Street properties [71] %
Yes	13%	13%	10%	13%
No	70%	76%	68%	71%
Don't know	*%	0%	1%	1%
No access to the Internet	17%	11%	21%	16%
Unweighted sample bases in brackets				

Younger respondents are more likely to have looked at the web pages than older residents: 20% 16-34, 15% 35-54 and 9% each of those aged 55-64 and 65+.

Those who have looked at the Housing Department’s web pages on the Wandsworth Council website concerning how they can get involved were then asked how easy it was to find what they were looking for.

Almost two thirds (64%) said it was easy to find what they were looking for (23% very easy) while 22% said it was difficult and 15% said it was neither easy nor difficult.

Tenants are more likely than leaseholders to have found it easy to find what they were looking for (68% cf. 56%).

Table 40 If yes, how easy was it to find what you were looking for? (Respondents who have looked at the Housing Department’s web pages on the Wandsworth Council website)

	All [82] %	Tenants [50] %	Leaseholders [32] %
Very easy	23%	<u>32%</u>	9%
Easy	40%	36%	47%
Neither easy nor difficult	15%	7%	<u>27%</u>
Difficult	17%	20%	12%
Very difficult	5%	4%	6%
Easy	64%	68%	56%
Difficult	22%	24%	17%
Unweighted sample bases in brackets			

High density outer residents are the most likely to have found it easy to find what they were looking for when looking at the Housing Department’s web pages on the Wandsworth Council website, but small sample bases should be taken into consideration when interpreting these results.

Table 41 If yes, how easy was it to find what you were looking for? (Respondents who have looked at the Housing Department’s web pages on the Wandsworth Council website)

	High density inner [28] %	High density outer [28] %	Small estates and infills [17] %	Street properties [9] %
Easy	68%	72%	52%	45%
Difficult	29%	8%	25%	35%
Unweighted sample bases in brackets				

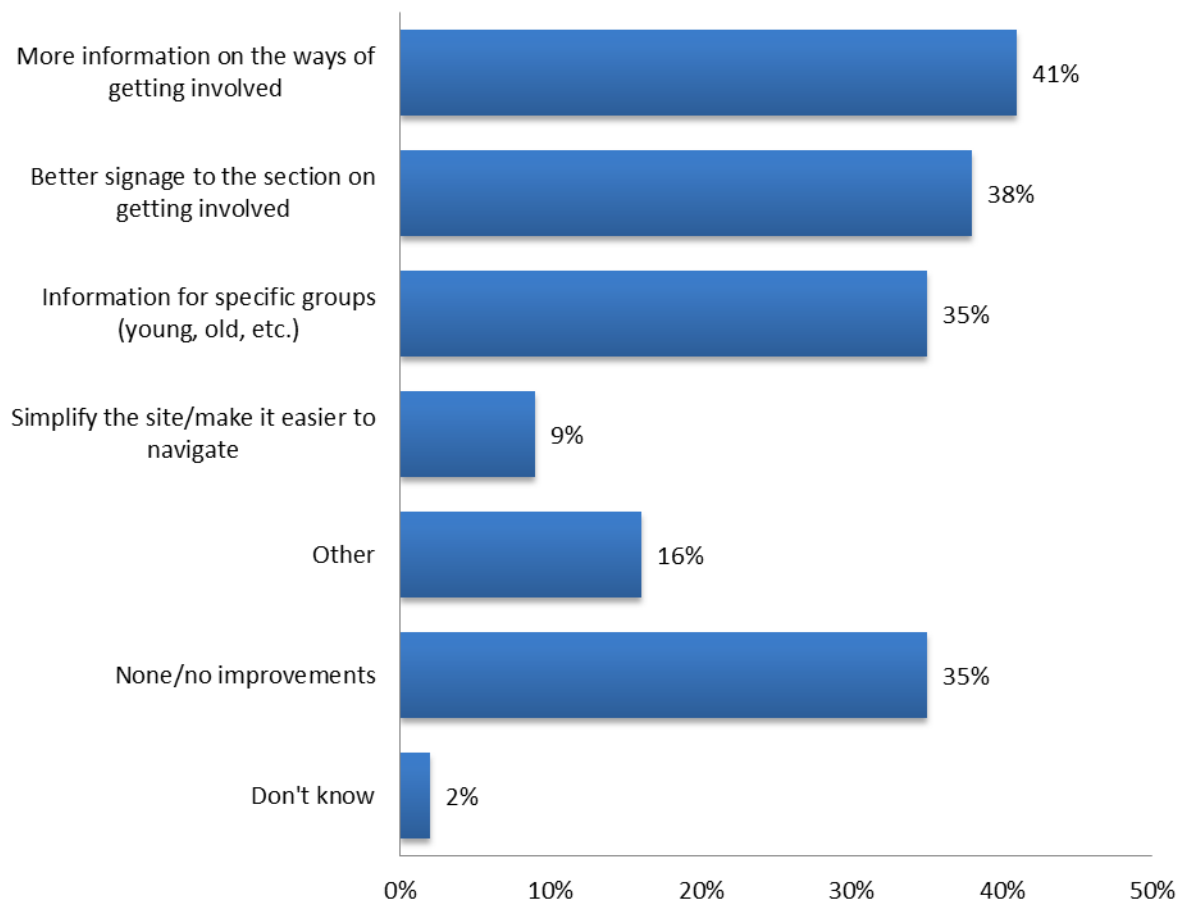
Those who found it difficult to find what they were looking for when looking at Housing Department’s web pages on the Wandsworth Council website (just 17 respondents) were asked to say why they found it difficult. The most frequently mentioned reason was that the website design is not clear:

- Website design not clear/not user friendly 65% (12 respondents)
- Needs to be more apparent who to contact 30% (4 respondents)
- None 6% (1 respondent)

4.4.3 Improvements to the website

Asked to say what improvements they think could be made to the website, a third (35%) said none were needed, while 41% mentioned more information on the ways of getting involved.

Figure 8 What improvements could be made to the website? (Respondents who have looked at the Housing Department’s web pages on the Wandsworth Council website)



Unweighted sample base: 82

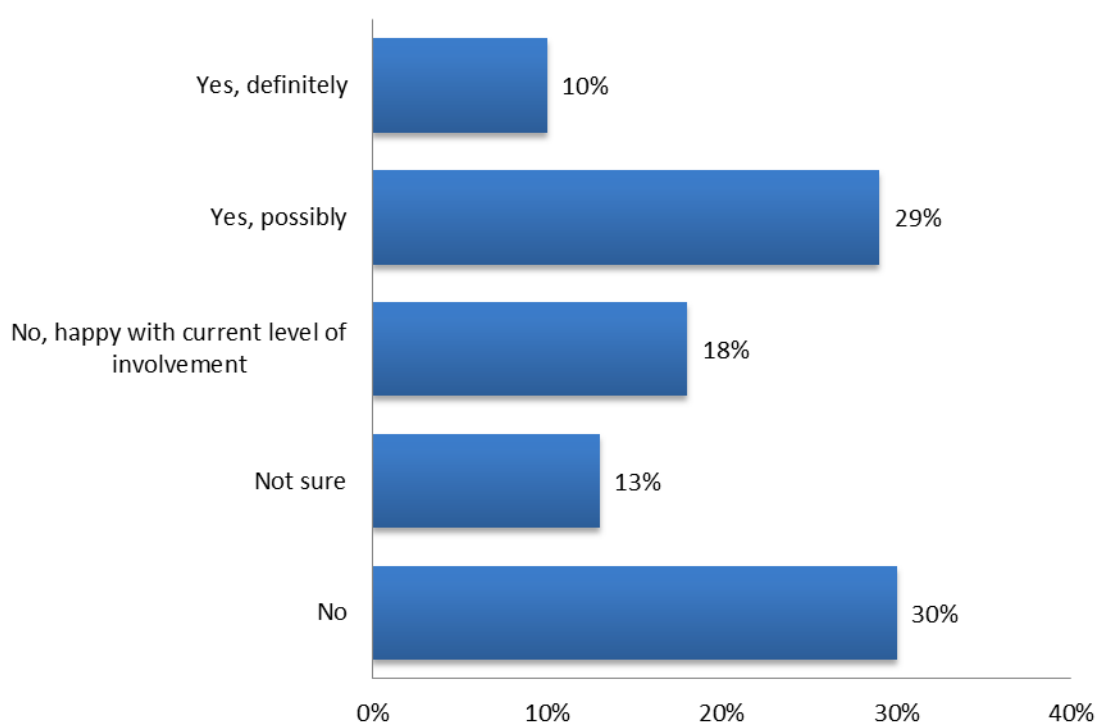
4.5 Involvement in the Housing Department

4.5.1 Future involvement

All panel members were asked if they would like to become more involved in the work of the Housing Department in the future.

Almost two fifths of all respondents (39%) would like to become more involved (10% definitely, 29% possibly). Almost half (48%) would not like to become more involved (18% are happy with their current level of involvement and 30% simply do not want to be more involved), however, while a further 13% are not sure.

Figure 9 Taking everything we have discussed into account, would you like to become more involved in the work of the Housing Department in the future? (All responses)



Weighted sample base: 692

Unw

Tenants are less likely than leaseholders to express interest in becoming more involved in the work of the Housing Department in the future (36% cf. 43%).

Table 42 Taking everything we have discussed into account, would you like to become more involved in the work of the Housing Department in the future? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
Yes, definitely	10%	9%	11%
Yes, possibly	29%	27%	32%
No, happy with current level of involvement	18%	17%	20%
Not sure	13%	15%	10%
No	30%	32%	27%
Unweighted sample bases in brackets			

High density outer residents are the most likely to want to become more involved in the work of the Housing Department in the future.

Table 43 Taking everything we have discussed into account, would you like to become more involved in the work of the Housing Department in the future? (All responses)

	High density inner [221] %	High density outer [226] %	Small estates and infills [174] %	Street properties [71] %
Yes, definitely	11%	10%	10%	6%
Yes, possibly	28%	32%	24%	35%
No, happy with current level of involvement	22%	14%	20%	15%
Not sure	14%	14%	12%	9%
No	25%	30%	34%	36%
Unweighted sample bases in brackets				

In terms of ethnicity, Black and Asian respondents (57% and 54% respectively) are more likely than White (30%) to definitely or possibly want to become more involved in the work of the Housing Department in the future.

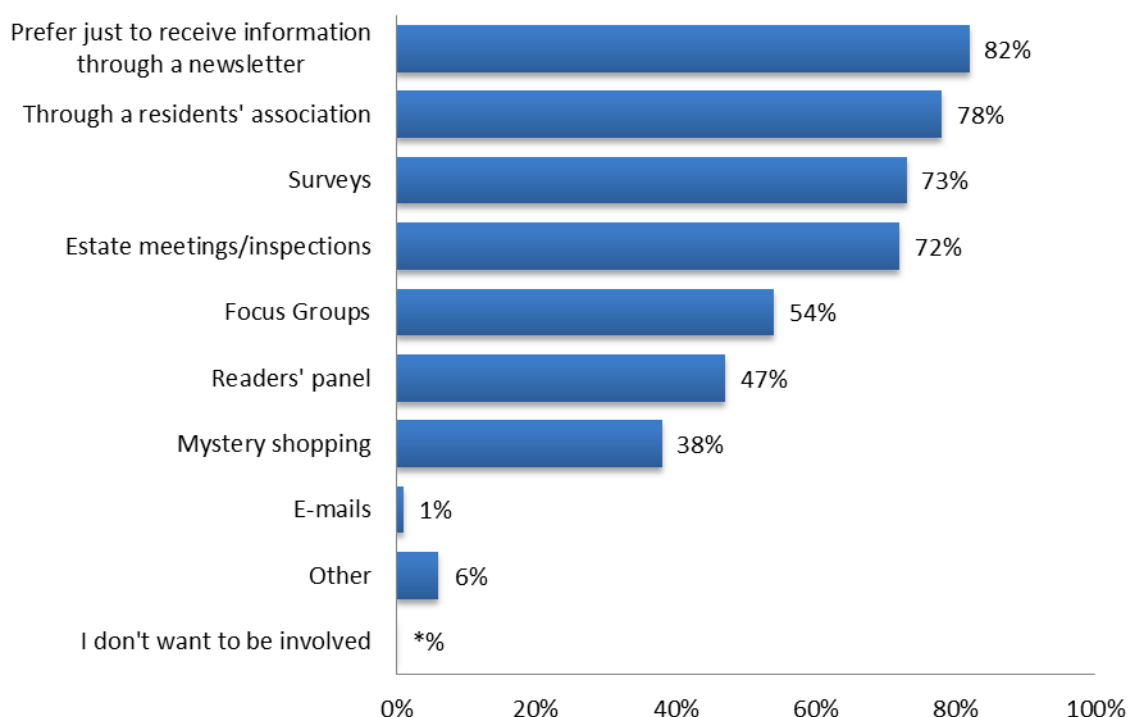
Younger residents are more likely than older to want to become more involved in the future, with 58% of those aged 16-34 and 49% of 35-54 year olds wanting to become involved compared with 41% of 55-64 year olds and just 23% of those aged 65+.

Table 44 Taking everything we have discussed into account, would you like to become more involved in the work of the Housing Department in the future? (All responses)

	16-34 [70] %	35-54 [241] %	55-64 [133] %	65+ [247] %
Yes, definitely	<u>17%</u>	<u>13%</u>	8%	6%
Yes, possibly	<u>41%</u>	<u>36%</u>	<u>33%</u>	17%
No, happy with current level of involvement	11%	13%	15%	<u>27%</u>
Not sure	16%	14%	13%	11%
No	16%	24%	<u>32%</u>	<u>40%</u>
Unweighted sample bases in brackets				

Asked to say how they would like to be involved in the work of the Housing Department, more than four fifths (82%) said they would prefer just to receive information through a newsletter while 78% said through a residents' association.

**Figure 10 How would you like to be involved in the work of the Housing Department?
(Respondents who would like to become more involved in the work of the Housing Department in the future)**



Unw

Weighted sample base: 271

Those who said they would like to become more involved through either a readers' panel (47%), mystery shopping (38%) or focus groups (54%) were then asked if they were happy for their details to be shared with the Housing Department. Almost nine in ten (89%) said they would be happy for this to happen.

Two fifths (41%) of all panel members are aware of who to contact to learn more about the schemes. Tenants are less likely than leaseholders to be aware (37% cf. 47%).

**Table 45 Are you aware of who to contact to learn more about these schemes?
(Respondents who would like to become more involved in the work of the Housing Department in the future)**

	All [271] %	Tenants [158] %	Leaseholders [113] %
Yes	41%	37%	47%
No	57%	61%	50%
Don't know	3%	2%	4%
Unweighted sample bases in brackets			

High density inner and outer residents are more likely to be aware of who to contact to learn more about the schemes than those living in street properties or small estates and infills.

**Table 46 Are you aware of who to contact to learn more about these schemes?
(Respondents who would like to become more involved in the work of the Housing Department in the future)**

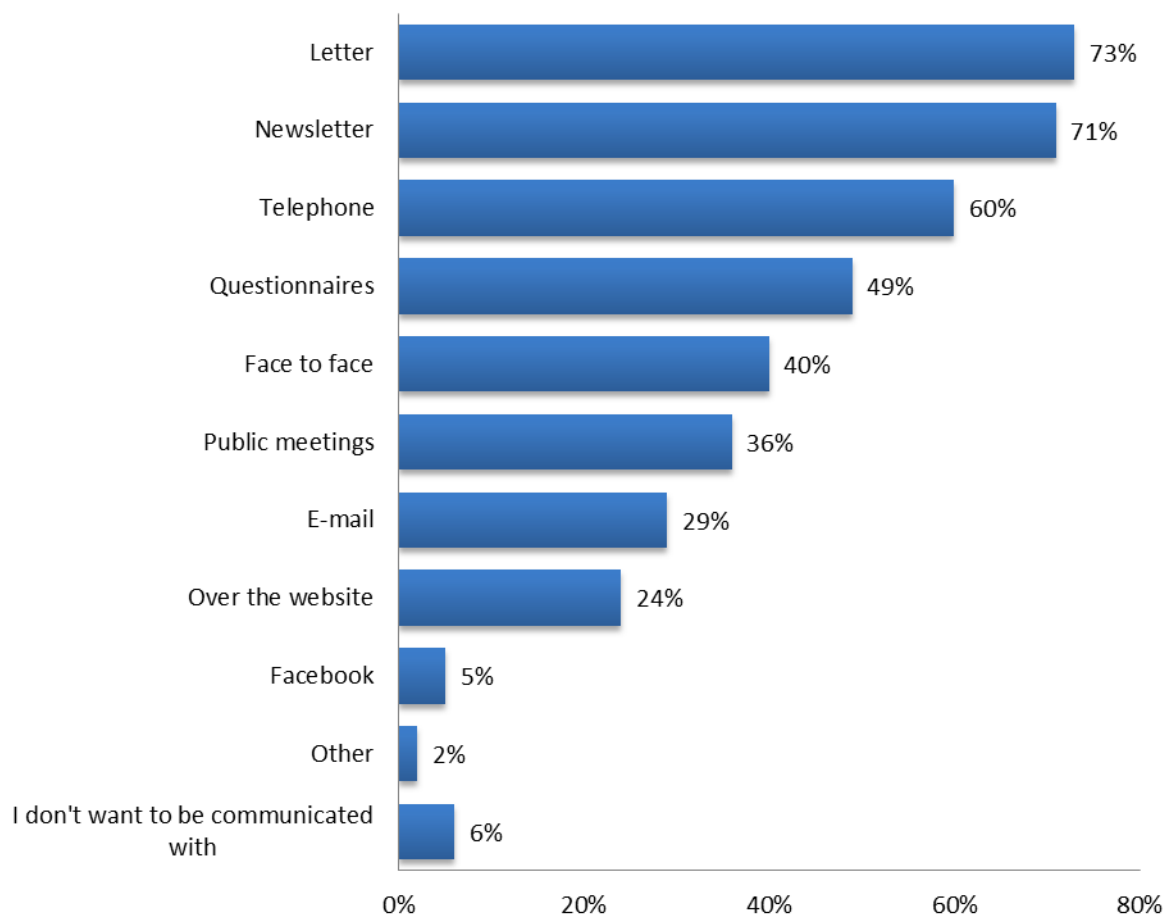
	High density inner [87] %	High density outer [95] %	Small estates and infills [60] %	Street properties [29] %
Yes	43%	45%	40%	20%
No	56%	51%	56%	80%
Don't know	1%	4%	3%	0%
Unweighted sample bases in brackets				

RA members are significantly more likely to be aware than non-members (63% cf. 36%), as are those who live in TMO/Co-op managed properties compared with those who do not (60% cf. 37%).

4.6 Future communication

Asked how they would like to be communicated with in the future, the following figure shows that more than seven in ten residents said letters would be their first preference (73%) followed by newsletters and the telephone (71% and 60% respectively). Just over one in twenty (6%), however, said they do not want to be communicated with.

Figure 11 How would you like to be communicated with in the future? (All responses)



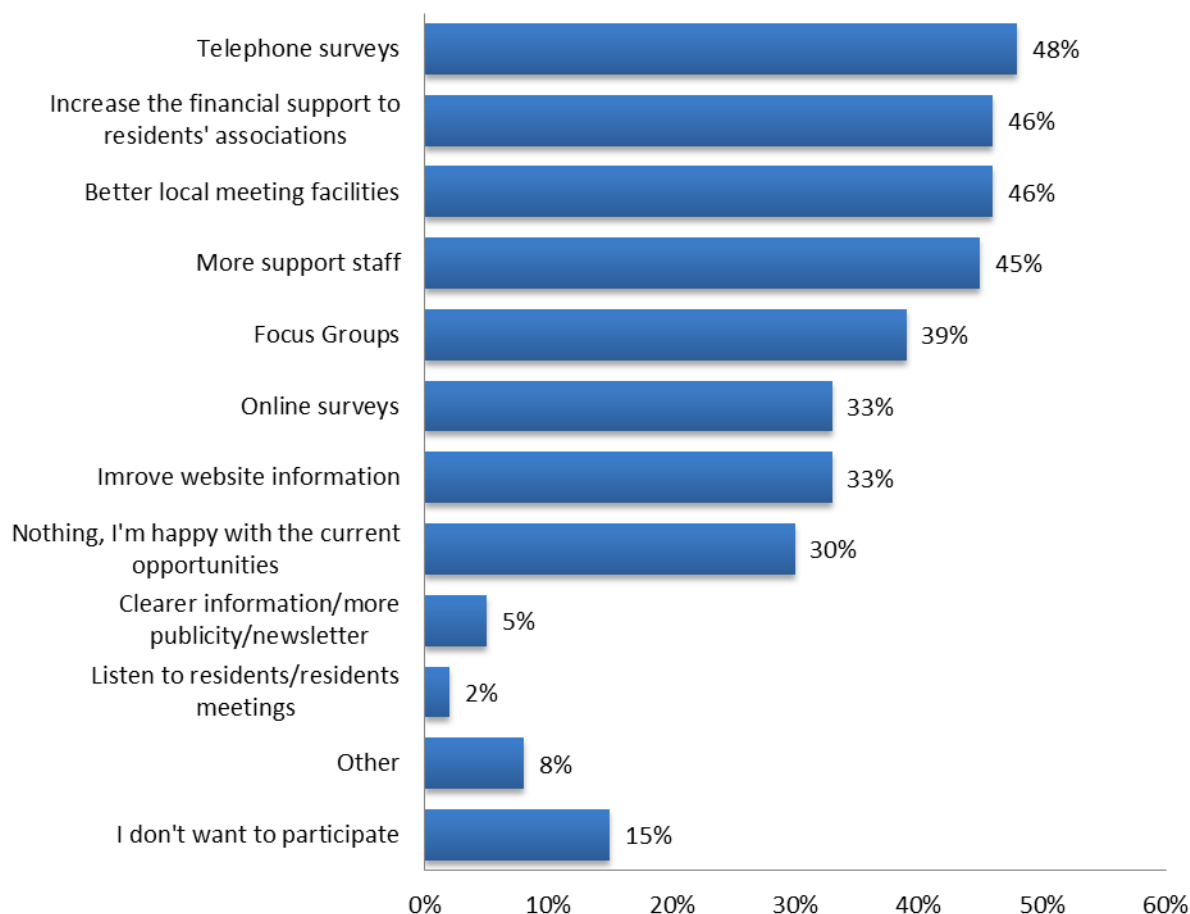
Unweighted sample base: 692

Very few differences can be seen between tenants and leaseholders preference for future communication. However, tenants are significantly more likely than leaseholders to say that they do not want to be communicated with (7% cf. 2%).

4.7 Becoming involved

All panel members were then asked to say how the housing department could make it easier for them to become involved. The following figure shows that three in ten (30%) residents said that nothing would make it easier for them to become involved as they are happy with the current opportunities while a further 15% said they do not want to participate. Of the remainder, 48% cited telephone surveys while 46% each mentioned increasing financial support to residents' associations and better local meeting facilities.

Figure 12 How could the housing department make it easier for you to become involved? (All responses)



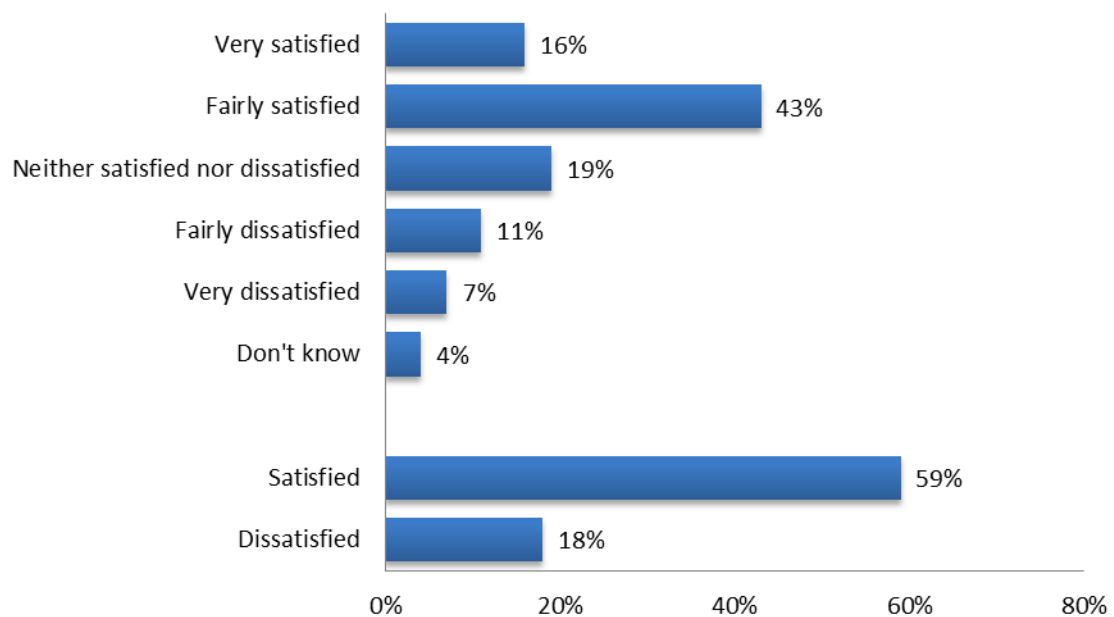
Unweighted sample base: 692

4.8 Satisfaction that views are taken into account

All residents were asked how satisfied or dissatisfied they are that the housing department listens to their views.

Six in ten (59%) residents are satisfied that the housing department does take their views into account, compared with 18% who are dissatisfied. A further 19% are neither satisfied nor dissatisfied.

Figure 13 How satisfied are you that your views are taken into account by the housing department? (All responses)



ighted sample base: 692

Unw

Tenants are significantly more likely than leaseholders to express satisfaction that the housing department listens to their views (63% cf. 52%).

Table 47 How satisfied are you that your views are taken into account by the housing department? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
Very satisfied	16%	18%	13%
Satisfied	43%	45%	39%
Neither satisfied nor dissatisfied	19%	16%	24%
Dissatisfied	11%	10%	13%
Very dissatisfied	7%	7%	7%
Don't know	4%	4%	5%
Satisfied	59%	63%	52%
Dissatisfied	18%	18%	20%
Unweighted sample bases in brackets			

Analysis by estate type shows that high density inner and outer residents (61% and 63% respectively) are more likely to be satisfied than those from small estates and infills or street properties (54% each).

Table 48 How satisfied are you that your views are taken into account by the housing department? (All responses)

	High density inner [221] %	High density outer [226] %	Small estates and infills [174] %	Street properties [71] %
Very satisfied	18%	18%	13%	10%
Satisfied	43%	45%	41%	44%
Neither satisfied nor dissatisfied	18%	15%	22%	22%
Dissatisfied	9%	11%	14%	9%
Very dissatisfied	6%	8%	6%	11%
Don't know	5%	3%	4%	4%
Satisfied	61%	63%	54%	54%
Dissatisfied	16%	19%	20%	20%
Unweighted sample bases in brackets				

Those living in Co-operative properties are significantly more likely to be satisfied than those living in Area Team properties (75% cf. 58%), while members are slightly

more likely than non-members of residents' associations to be satisfied (64% cf. 58%). Those who live in TMO/Co-op managed properties are also significantly more likely than those who do not to be satisfied (75% cf. 58%).

Satisfaction levels are higher amongst those aged 65 and over (69%) compared with those aged 55-64 (61%), 51% of those aged 35-54 and 48% of 16-34 year olds.

In terms of ethnicity Asian residents are most likely to express satisfaction (66%) compared with 57% of Black respondents and 60% of White residents, while the economically inactive are significantly more likely to express satisfaction in comparison with those who are active (63% cf. 53%).

Amongst respondents who expressed dissatisfaction with the overall service provided by their landlord, 61% are dissatisfied that the housing department takes their views into account, as are 52% of those dissatisfied with the way the Council runs the local area.

4.9 Further comments about resident participation

Panel members were asked if they had any further comments about resident participation.

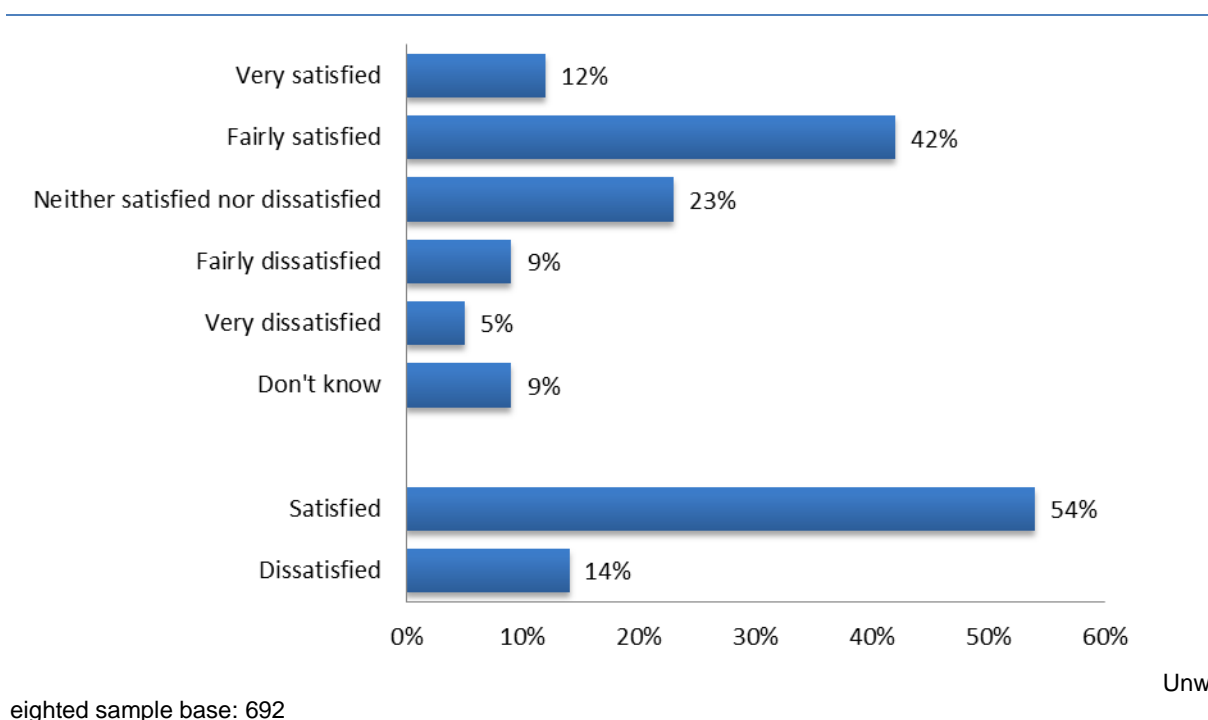
More than three quarters (77%) had none, and of the remainder 2% each said nothing gets done/no action is taken and the Council should listen to residents and communicate with them.

4.10 Satisfaction with resident participation

Finally, all panel members were asked how satisfied or dissatisfied they are with the way their landlord deals with resident participation.

More than half (54%) of residents are satisfied with the way their landlord deals with resident participation, with a further 23% who are neither satisfied nor dissatisfied. Around one in seven (14%) are dissatisfied.

Figure 14 How satisfied are you with the way your landlord deals with resident participation? (All responses)



Tenants are significantly more likely than leaseholders to express satisfaction with the way their landlord deals with resident participation (58% cf. 47%).

Table 49 How satisfied are you with the way your landlord deals with resident participation? (All responses)

	All [692] %	Tenants [434] %	Leaseholders [258] %
Very satisfied	12%	<u>14%</u>	8%
Satisfied	42%	44%	39%
Neither satisfied nor dissatisfied	23%	21%	26%
Dissatisfied	9%	9%	10%
Very dissatisfied	5%	4%	6%

Don't know	9%	8%	11%
Satisfied	54%	58%	47%
Dissatisfied	14%	13%	16%
Unweighted sample bases in brackets			

Analysis by estate type shows that high density inner residents are most likely to be satisfied while those from small estates and infills are least 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 50 How satisfied are you with the way your landlord deals with resident participation? (All responses)

	High density inner [221] %	High density outer [226] %	Small estates and infills [174] %	Street properties [71] %
Very satisfied	12%	11%	13%	10%
Satisfied	46%	42%	37%	46%
Neither satisfied nor dissatisfied	23%	21%	25%	21%
Dissatisfied	7%	12%	8%	14%
Very dissatisfied	6%	5%	4%	5%
Don't know	7%	10%	13%	4%
Satisfied	58%	53%	50%	56%
Dissatisfied	12%	16%	12%	19%
Unweighted sample bases in brackets				

Those living in Co-operative properties are significantly more likely to be satisfied than those living in Area Team properties (74% cf. 58%), while members are significantly more likely to be satisfied than non-members of residents' associations (65% cf. 51%). Those who live in TMO/Co-op managed properties are also significantly more likely to be satisfied than those who do not (70% cf. 53%).

House and flat dwellers are significantly more likely to be satisfied (61% and 55% respectively) than those who live in maisonettes (46%).

Satisfaction levels are significantly higher amongst those aged 65 and over (64%) compared with those aged 55-64 (57%), 45% of those aged 35-54 and 44% of 16-34 year olds.

In terms of ethnicity Asian and White residents (67% and 56% respectively) are significantly more likely to express satisfaction than Black respondents (46%), as are the economically inactive compared with the active (58% cf. 47%).

Amongst respondents who expressed dissatisfaction with the overall service provided by their landlord, 51% are dissatisfied with the way their landlord deals with resident participation, as are 45% of those dissatisfied with the way the Council runs the local area and 47% of those dissatisfied with their views being taken into account by the housing department.

5 Profile Information

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

Table 51 Profile table

Tenant	63	434
Leaseholder	37	258
Under 1 year	3	22
1 – 2 years	8	58
3 – 5 years	11	75
6 – 10 years	15	103
11 – 20 years	25	170
21+ years	38	264
White	67	464
Mixed	3	17
Asian	6	43
Black	21	144
Other	3	22
Yes	35	240
No	65	446
Refused	1	6
Area Team	94	650
Co-op	6	42

Table 52 Profile table continued...

Male	39	270
Female	61	422
Employee in full time job (30 hours or more per week)	22	152
Employee in part time job (less than 30 hours per week)	10	68
Self-employed (full- or part-time)	4	27
Government supported training	<0.5	1
Unemployed	7	45
Wholly retired from work	40	279
Full-time education at school etc.	1	8
Looking after the family or home	6	44
Permanently sick or disabled	7	47
Doing something else	3	20
16 – 34 years	10	70
35 – 54 years	35	241
55 – 64 years	19	133
65+ years	36	247
Yes	20	138
No	80	554
High Density – Inner	32	221
High Density – Outer	33	226
Small Estates and Infills	25	174
Street Properties	10	71

Table 53 Profile table continued...

Balham	2	14
Bedford	2	13
Earlsfield	4	27
East Putney	6	38
Fairfield	4	30
Furzedown	4	28
Graveney	3	20
Latchmere	15	102
Nightingale	1	9
Northcote	2	14
Queenstown	7	45
Roehampton	13	91
Shaftesbury	2	11
Southfields	3	17
St Mary's Park	7	48
Thamesfield	2	11
Tooting	4	24
Wandsworth Common	2	16
West Hill	10	66
West Putney	10	68
Bungalow	1	4
Flat	66	458
House	12	81
Maisonette	22	149

6 Appendix 'A' – Confidence intervals

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

Table 54 Confidence intervals for cross tabulated variables based on full sample bases – i.e. all responses

	Dbase total	Sample	Confidence interval % +/-
Tenant	753	434	3.1%
Leaseholder	454	258	4.0%
Management type – Area Team	1134	650	2.5%
Management type – Co-op	73	42	9.9%
Estate type – High density - inner	387	221	4.3%
Estate type – High density - outer	403	226	4.3%
Estate type – Small estates and infills	294	174	4.8%
Estate type – Street properties	123	71	7.6%
Dwelling type - Bungalow	7	4	34.7%
Dwelling type - Flat	796	458	3.0%
Dwelling type - House	126	81	6.5%
Dwelling type - Maisonette	278	149	5.5%
Ward – Balham	29	14	19.2%
Ward – Bedford	27	13	19.9%
Ward – Earlsfield	37	27	9.9%
Ward – East Putney	66	38	10.4%
Ward – Fairfield	39	30	8.7%
Ward – Furzedown	51	28	12.6%
Ward – Graveney	28	20	11.9%
Ward – Latchmere	185	102	6.5%
Ward – Nightingale	14	9	20.3%
Ward – Northcote	23	14	16.8%
Ward – Queenstown	87	45	10.2%
Ward – Roehampton	176	91	7.2%
Ward – Shaftesbury	21	11	20.9%
Ward – Southfields	34	17	17.1%
Ward – St Mary's Park	81	48	9.1%
Ward – Thamesfield	24	11	22.2%
Ward – Tooting	35	24	11.4%
Ward – Wandsworth Common	29	16	16.7%
Ward – West Hill	111	66	7.7%
Ward – West Putney	108	68	7.3%
Residents association member	173	138	3.8%
Residents association non-member	1034	554	2.8%
Gender – male	466	270	3.9%
Gender – female	741	422	3.1%
Age – 16-34	158	70	8.8%
Age – 35-54	472	241	4.4%
Age – 55-64	201	133	5.0%

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Age – 65+	376	247	3.6%
Age – Working age	831	444	3.2%
Age – Non-working age	376	247	3.6%
Ethnicity – White	775	464	2.9%
Ethnicity – Mixed	31	17	16.2%
Ethnicity – Asian	83	43	10.4%
Ethnicity – Black	273	144	5.6%
Ethnicity – Other	45	22	15.1%
Disability – yes	381	240	3.9%
Disability – no	817	446	3.1%
Length of residency in home – Under 1 year	37	22	13.5%
Length of residency in home – 1-2 years	107	58	8.8%
Length of residency in home – 3-5 years	155	75	8.2%
Length of residency in home – 6-10 years	204	103	6.8%
Length of residency in home – 11-20 years	311	170	5.1%
Length of residency in home – 21+ years	390	264	3.4%
Employment status – employed full time	304	152	5.6%
Employment status – employed part time	129	68	8.2%
Employment status – self-employed	63	27	14.4%
Employment status – Government training	2	1	98.0%
Employment status – unemployed	88	45	10.3%
Employment status – retired	419	279	3.4%
Employment status – full time education	15	8	24.5%
Employment status – looking after family/home	78	44	9.8%
Employment status – permanently sick	76	47	8.9%
Employment status – other	32	20	13.6%
Economic activity – active	586	265	4.5%
Economic activity – inactive	620	426	2.7%
Satisfaction with overall service – satisfied	1207	456	3.6%
Satisfaction with overall service – neither	1207	112	8.8%
Satisfaction with overall service – dissatisfied	1207	124	8.3%
Satisfaction with how Council runs area – satisfied	1207	492	3.4%
Satisfaction with how Council runs area – neither	1207	83	10.4%
Satisfaction with how Council runs area – dissatisfied	1207	117	8.6%

7 Appendix 'B' – Questionnaire

**Wandsworth Council Panel
Participation 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.

The housing department is keen to encourage residents to participate in the management of their homes to the level they choose. The aim of this survey is to find out how well we are achieving this objective.

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:

Kay Willman, Policy and Performance Officer, Wandsworth Council, Tel: 020 8871 6596

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

ASK ALL

Q1 Are you aware of the current ways in which you can become involved in the work of the housing department? **READ OUT AND CODE ALL THAT APPLY**

Residents' Association	1
Telephone Surveys	2
Mystery Shopping	3
Readers' Panel	4
Tenant/Resident Management Organisations (TMO) or Co-op	5
Estate Inspections	6
Area Housing Panel	7
Borough Residents' Forum	8
Sheltered Housing Focus Group	9
Ward Feedback Meetings	10
Focus Groups	11
Other Specify _____	95
None – not aware of any	96

Q2 Are you aware that the housing department has Resident Participation Officers who are employed specifically to help residents become involved in the management of their homes? **CODE ONE ONLY**

Yes	1
No	2
Don't know	3

Q3 Is there a residents' association in your area which covers your property? **CODE ONE ONLY**

Yes	1	GO TO Q4
No	2	GO TO Q8
Don't Know	3	GO TO Q8

IF YES (CODE 1 AT Q3) ASK:

Q4 Are you a member of a residents' association? **CODE ONE ONLY**

Yes	1	GO TO Q5
No	2	GO TO Q6

IF YES (CODE 1 AT Q4) ASK:

Q5 If yes, what communication do you receive from them? **READ OUT AND CODE ALL THAT APPLY**

Newsletters	1
The Resident Association has a website that provides information	2
Regular meetings	3
Information displayed on estate notice boards	4
Community Events	5
Other Specify _____	95
No communication	96

NOW GO TO Q8

IF NO (CODE 2 AT Q4) ASK:

Q6 Why aren't you a member? **DO NOT PROMPT AND CODE ALL THAT APPLY**

Not interested	1
Don't support their work	2
No one has asked me	3
Don't think they achieve anything	4
The Council doesn't listen to them	5
Don't know who to contact	6
Other Specify _____	95

Q7 What would make it more likely for you to join a residents' association? **READ OUT AND CODE ALL THAT APPLY**

Less formality	1
The Housing Department to provide more financial support	2
The Housing Department to provide more officer support	3
Current association to be more active	4
Meetings to be held at a more convenient time for me	5
The Housing Department to give a higher priority to resident association requests	6
More community events to be held, e.g. community gardens, fun days	7
Other Specify _____	95
Nothing	96

ASK ALL

Q8 Are you aware that the council provides financial support to residents associations? **CODE ONE ONLY**

Yes	1	GO TO Q9
No	2	GO TO Q10

IF YES (CODE 1 AT Q8) ASK:

Q9 If yes, do you think that the financial support is sufficient? **CODE ONE ONLY**

Yes	1	
No	2	

ASK ALL

Q10 Are you aware of the Housing Department's Small Improvement Budget? **CODE ONE ONLY**

Yes	1	
No	2	

Interviewer Note; the Small Improvement Budget is a scheme where residents' associations can request the housing department to carry out small works (up to £20,000 in cost) in communal areas on estates and/or blocks to enhance the area. They are not usually re-chargeable to leaseholders and must benefit all residents. Common themes include security and landscaping.

Q11 Does access to the Small Improvement Budget make it more likely that you would join/set up a residents' association? **READ OUT AND CODE ONE ONLY**

More likely	1
Less likely	2
About the same	3
Don't Know	4

Interviewer Note; A TMO/Co-op is a form of participation in which the tenants and leaseholders in an area take on the responsibility for day-to-day management and repairs.

Q12 Do you live in a TMO/Co-op managed Property? **CODE ONE ONLY**

Yes	1	GO TO Q13
No	2	GO TO Q14
Don't know	3	GO TO Q14

IF YES (CODE 1 AT Q12) ASK:

Q13 If yes, how satisfied are you with the services they provide? **READ OUT AND CODE ONE ONLY**

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

ASK ALL

Q14 Do you have Internet access in your home? **CODE ONE ONLY**

Yes	1
No	2

Q15 Have you ever looked at the Housing Department's web pages on the Wandsworth Council website concerning how you can get involved? **CODE ONE ONLY**

Yes	1	GO TO Q16
No	2	GO TO Q19
Don't know	3	GO TO Q19
No access to the Internet	4	GO TO Q19

IF YES (CODE 1 AT Q15) ASK:

Q16 If yes, how easy was it to find out what you were looking for? **READ OUT AND CODE ONE ONLY**

Very Easy	1	GO TO Q18
Easy	2	GO TO Q18
Neither Easy nor Difficult	3	GO TO Q18
Difficult	4	GO TO Q17
Very Difficult	5	GO TO Q17

IF DIFFICULT OR VERY DIFFICULT (CODES 4 OR 5 AT Q16) ASK:

Q17 Why was this? **WRITE IN BELOW**

Q18 What improvements could be made to the web-site? **READ OUT AND CODE ALL THAT APPLY**

Better signage to the section on getting involved	1	
More information on the ways to get involved	2	
Information for specific groups (young, old, etc.)	3	
Other Specify _____	95	
None/no improvements	96	

ASK ALL

Q19 Taking everything we have discussed into account, would you like to become more involved in the work of the housing department in the future? **CODE ONE ONLY**

Yes, definitely	1	GO TO Q20
Yes, possibly	2	GO TO Q20
No, happy with current level of involvement	3	GO TO Q22
Not sure	4	GO TO Q22
No	5	GO TO Q22

IF YES (CODES 1 OR 2 AT Q19) ASK

Q20a How would you like to be involved in the work of the housing department? **READ OUT AND CODE ALL THAT APPLY**

Through a residents' association	1	
Estate meetings/inspections	2	
Prefer just to receive information through a newsletter	3	
*Readers panel	4	
*Mystery shopping	5	
*Focus groups	6	
Surveys	7	
Other Specify _____	95	
I don't want to be involved	96	

* Interviewer Note: If the interviewee says yes to those marked * ask if they are happy for their details to be shared with the Housing Department

Q20b Are you happy for your details to be shared with the Housing Department? **CODE ONE ONLY**

Yes	1	
No	2	

Q21 Are you aware of who to contact to learn more about these schemes? **CODE ONE ONLY**

Yes	1	
No	2	
Don't know	3	

Q22 How would you like to be communicated with in the future? **READ OUT AND CODE ALL THAT APPLY**

E-mail Write in address _____	1
Telephone	2
Letter	3
Face to face	4
Newsletter	5
Facebook	6
Questionnaires	7
Over the website	8
Public meetings	9
Other Specify _____	95
I don't want to be communicated with	96

Q23 How could the housing department make it easier for you to become involved? **READ OUT AND CODE ALL THAT APPLY**

More support staff	1
Improve website information	2
Nothing, I'm happy with the current opportunities	3
Increase the financial support to residents' associations	4
Better local meeting facilities	5
Focus Groups	6
Telephone surveys	7
Online surveys	8
Other Specify _____	95
I don't want to participate	96

ASK ALL

Q24 How satisfied are you that your views are taken into account by the housing department? **READ OUT AND CODE ONE ONLY**

Very Satisfied	1
Satisfied	2
Neither satisfied nor dissatisfied	3
Dissatisfied	4
Very Dissatisfied	5
Don't know	6

Q25 Do you have any further comments about resident participation? **WRITE IN BELOW**

Q26 Generally, how satisfied or dissatisfied are you with the way your landlord deals with resident participation? **READ OUT AND CODE ONE ONLY**

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

Q27 Finally, taking everything into account, how satisfied are you with the services 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

Q28 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

