



# Research report



## Housing Link Panel Status Lite Survey 2013

Prepared for: Wandsworth Council

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**Prepared for: Wandsworth Council**

**Prepared by: BMG Research**

**June 2013**

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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 417 tenants' and 239 leaseholders' questionnaires were completed, and the total is subject to a maximum standard error of  $\pm 2.6\%$  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 2.6% of the percentages reported. The tenants sample alone is subject to a maximum standard error of  $\pm 3.2\%$  at the 95% confidence level on an observed statistic of 50%, and the leaseholders sample is subject to a maximum standard error of  $\pm 4.4\%$ .

This overview is based on the 656 questionnaires completed with residents from an original total database of 1,207 contacts, providing an overall response rate of 54%; a response rate of 54% is around 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 2007<sup>1</sup> 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, whereupon it declined substantially to 66%. It has now recovered to the level it enjoyed in August 2012 – 77%. Overall satisfaction with services for leaseholders rose by seven percentage points from 63% in December 2011 to 70% in March 2012 but then dropped back again to 67% in August 2012 and declined further to 57% in November 2012. Leaseholders’ overall satisfaction has now gone up by twelve percentage points to 69%. Tenants’ satisfaction with overall service increased by four percentage points from 80% in March 2012 to 84% in August but then declined to 71% but it too has recovered and now stands at 81%, only just below the August finding.

**Table 1 Comparison of 2013, 2012, 2011 and 2007 survey results – all residents**

	2007 %	May '11 %	Dec '11 %	Mar '12 %	Aug '12 %	Nov '12 %	Mar '13 %	% point change since Nov '12
<b>Overall satisfaction with services</b>	68%	65%	75%	76%	77%	66%	77%	+11%

**Table 2 Comparison of 2013, 2012, 2011, 2008 and 2007 survey results – tenants only**

	2007 %	2008 %	May '11 %	Dec '11 %	Mar '12 %	Aug '12 %	Nov '12 %	Mar '13 %	% point change since Nov '12
<b>Overall satisfaction with services</b>	73%	70%	70%	82%	80%	84%	71%	81%	+10%

**Table 3 Comparison of 2013, 2012, 2011 and 2007 survey results – leaseholders only**

	2007 %	May '11 %	Dec '11 %	Mar '12 %	Aug '12 %	Nov '12 %	Mar '13 %	% point change since Nov '12
<b>Overall satisfaction with services</b>	64%	58%	63%	70%	67%	57%	69%	+12%

Just over three quarters (77%) of all residents are satisfied with the overall service provided by their landlord, whereas just over one in ten (11%) are dissatisfied. In November 2012, 66% of residents were satisfied and 18% dissatisfied. It can be seen, therefore, that this survey’s result is substantially higher than and, indeed, much improved from that produced in November 2012.

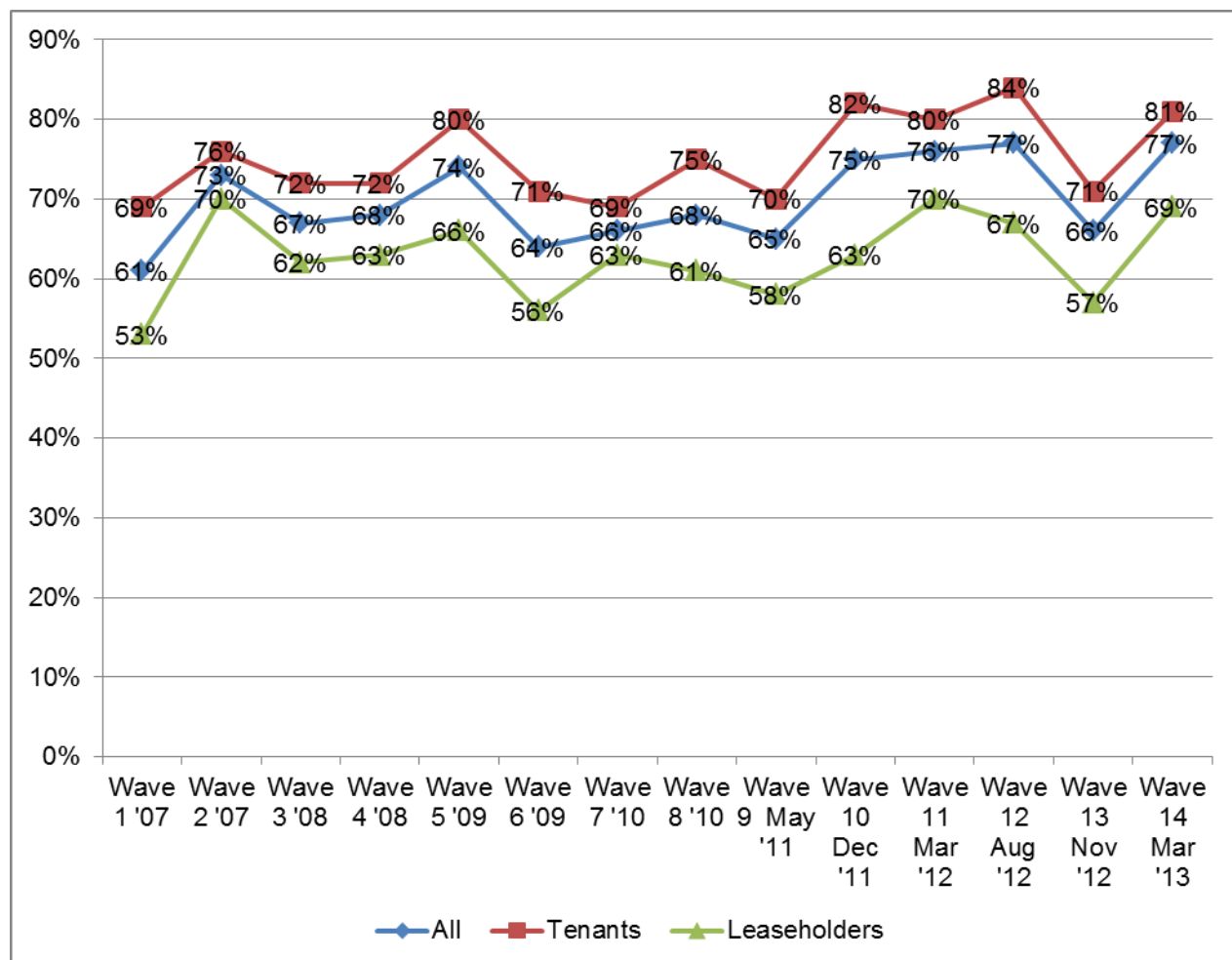
Satisfaction for leaseholders only is higher, increasing from 57% in November 2012 to 69% in March 2013, while for tenants only satisfaction has also increased, up from 71% in November to 81% in this current survey.

<sup>1</sup> Housing Link Panel Recruitment Survey 2007.



The following figure shows that while satisfaction is higher 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 fourteen percentage point difference reported in Wave 13 to twelve points in Wave 14.

**Figure 1 Satisfaction with overall service provided by the landlord (All responses<sup>2</sup>)**



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 (85% cf. 76%), although due to the

<sup>2</sup> 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; wave 14 = status lite.

small number of respondents interviewed who live in Co-op properties – just 41 residents - the margin of error is 10%. Co-op residents are also more likely to be satisfied with how the Council is running the local area than those living in Area Team properties (83% cf. 78%).

A similar rate of satisfaction is reported for the way the Council runs the local area. Almost eight in ten (79%) of all residents are satisfied with this while one in ten (10%) are dissatisfied and 12% is neither satisfied nor dissatisfied.

Tenants are as likely as leaseholders to express satisfaction with how the Council is running the local area (79% cf. 77%). Leaseholders, however, are significantly more likely than tenants to express *dissatisfaction* (13% cf. 7%).

Satisfaction for tenants increased marginally between March and August 2012 and then dropped back quite substantially between August and November 2012 but has now increased again, while dissatisfaction went up between August and November but has now dropped back again and currently stands at its lowest ever reported figure. Likewise, leaseholders' satisfaction with how the Council is running the local area decreased by seven percentage points between August and November but has now increased again by some ten percentage points to the 77% reported in this survey, while dissatisfaction had decreased from 20% in November 2012 to 13% in this survey.

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

	Mar 2012		Aug 2012		Nov 2012		Mar 2013	
	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %
<b>All residents</b>	80%	10%	79%	11%	71%	17%	79%	10%
<b>Tenants</b>	82%	9%	83%	9%	74%	15%	79%	7%
<b>Leaseholders</b>	76%	11%	74%	14%	67%	20%	77%	13%

Looking at housing and services, seven in ten (70%) panel members are satisfied with the general condition of their property; this represents a four percentage points increase in satisfaction since the last time this question was asked in May 2011 and, accompanied by a five percentage points decrease in dissatisfaction from 23% to 18%, means there has been an all-round improvement in residents' perception of their property. When this is considered in conjunction with the finding that satisfaction with the neighbourhood as a place to live has increased by some three percentage points from 79% in May 2011 to 82% this year (along with a 3% decrease in dissatisfaction), then this should be viewed as a success for the Council

When looking at satisfaction with value for money for rent and service charges, however, the picture is a little different in that the level of satisfaction with this has remained fairly static since May 2011 when 61% were satisfied compared with the 62% reported in this survey. Having said that, for satisfaction to hold up so well in the current general climate of austerity can be deemed satisfying in itself for Wandsworth Council.

If the Council needs to address any issue, however, it is its repairs and maintenance service. Satisfaction with this has dropped from 72% in December 2011 to 66% this year while dissatisfaction has gone up from 20% to 24%. This is an area in which the Council may wish to conduct further research to ascertain why its repairs service has suffered such a drop in satisfaction levels. One possible pointer to this is that the most frequently mentioned source of dissatisfaction is that repairs take too long and/or are too slow – 40% of dissatisfied panel members cited this.

Satisfaction with other aspects of the service provided by the Council has remained fairly static since the question was last asked in May 2011: the majority of residents (63%) are satisfied with grounds maintenance for external communal areas (63% in May 2011), with cleaning services for internal communal areas (56% cf. 54% in May 2011), and with cleaning services for external communal areas (60% cf. 63% in May 2011).

Two thirds (66%) of all panel members had contacted the Council in the 12 months preceding the survey. The main reason for contact (as is found with all other surveys undertaken by BMG) is repairs: 64% contacted the Council about repairs, way ahead of the next mentioned reason for contact, that of making a complaint, which 18% gave as a reason for contact.

Three quarters (74%) of residents who had been in contact with the Council found getting hold of the right person easy which represents a six percentage points increase on the 66% reported in May 2011. Along with this the majority of residents (84%) found the member of staff helpful which is a five percentage points increase on the 79% reported in May 2011. The Council can justly be pleased with both of these findings. However, when asked about their experience of the final outcome of their contact only 61% were satisfied while a quarter (25%) expressed dissatisfaction. In fact 15% were very dissatisfied and this is another area that the Council may wish to explore further in the future.

Six in ten (59%) residents are satisfied that the Housing Department takes their views into account (with tenants being significantly more likely than leaseholders to express satisfaction - 66% cf. 48%), compared with 20% who are dissatisfied and 12% neither satisfied nor dissatisfied, and with a further 9% unable to give a rating. For this indicator, although satisfaction is fairly low, the key figures here are those tenants who are ambivalent or who have no opinion. These two 'sub-groups', when summed together, account for just over a fifth of the total sample (21%) and it is this group of 'undecided' residents that Wandsworth must target if it wishes to raise satisfaction levels for this indicator.

Coupled with this is the finding that while three fifths (62%) of respondents agree that they know how they can get involved in decisions about what happens in their area, this still leaves 18% each who disagree or who are ambivalent, so it is this 36% that would need to be targeted by the Council to increase local awareness. Similarly, while 75% agree that their landlord keeps them informed about things that might affect them, 14% disagree and 10% neither agree nor disagree; one quarter, then, of all residents either disagree or are doubtful that the Council keeps them informed and again this group should be sought out by the Council.

One in five (19%) panel members claim to be members of a residents association, with leaseholders significantly more likely than tenants to be members (23% cf. 16%). As was found in the November 2012 survey, a large proportion (78%) 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.

Three fifths (60%) of all panel members have Internet access in their home which compares with the 63% reported in November 2012. In that report it was stated that recent surveys conducted by BMG across the country have found that home internet access has ranged from a low of 31% up to as high as 61%, so Wandsworth Council's figure is again high in this regard.

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 *significantly* more likely than leaseholders to be satisfied:

- With overall service (81% cf. 69%);
- With value for money of rent/service charge (70% cf. 48%);
- With the repairs and maintenance service (74% cf. 52%);
- With the final outcome of their last contact with the Council (65% cf. 53%); and
- That their views are taken into account (66% cf. 48%).

In addition, the economically inactive are significantly more likely than the active to be satisfied with overall service (81% cf. 70%), with the general condition of their property (75% cf. 62%), with the repairs and maintenance service (69% cf. 61%), that their views are taken into account by the housing dept. (63% cf. 54%), with the final outcome of their last contact with the Council (64% cf. 56%), and with the value for money of their rent/service charge (68% cf. 53%).

In support of this finding it can be seen that older panel members are significantly more likely to express satisfaction than younger, with 85% of non-working age residents satisfied with overall service compared with 71% of working age respondents, 79% of those of non-working age satisfied with the general condition of their property in comparison with 63% of working age panel members, non-working age residents more likely than working age to be satisfied with value for money of their rent/service charge (66% cf. 59%), that their views are taken into account by the housing dept. (65% cf. 56%), and with the way their landlord deals with repairs and maintenance (73% cf. 61%).

Finally, the following table shows comparisons between members and non-members of residents' associations for the two main key indicators and demonstrates that there is little or no difference between members and non-members.

**Table 5 Comparison of residents' association members and non-members**

	<b>Members %</b>	<b>Non-members %</b>	<b>% point difference</b>
<b>Overall satisfaction with services</b>	77%	77%	0
<b>Satisfaction with how the Council runs the local area</b>	78%	79%	-1

## 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 2<sup>nd</sup> and 24<sup>th</sup> February 2013.

In total 417 tenants' and 239 leaseholders' questionnaires were completed, and this is subject to a maximum standard error of  $\pm 2.6$  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 2.6% 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.

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
<b>All</b>	656	1,207	54%	+/-2.6%
<b>Tenants</b>	417	753	55%	+/-3.2%
<b>Leaseholders</b>	239	454	53%	+/-4.4%

As illustrated in the table above, the total residents' sample is subject to a maximum standard error of  $\pm 2.6\%$  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 2.6%.

A response rate of 54% is around 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

Three quarters (77%) of residents are satisfied with the services provided by the Council, with three in ten (30%) very satisfied. In contrast one in ten (10%) are dissatisfied and a further 13% are neither satisfied nor dissatisfied. In the November 2012 survey, two thirds (66%) of residents were satisfied with the services provided by the Council, with a fifth (19%) very satisfied. In contrast almost a fifth (18%) were dissatisfied and a further 16% were neither satisfied nor dissatisfied. It can be seen, therefore, that this survey's results show both a marked increase in satisfaction and decrease in dissatisfaction from those reported in November 2012.

Tenants are significantly more likely to express satisfaction than leaseholders (81% cf. 69%). Satisfaction for leaseholders has increased since November 2012 by 12%, while for tenants it has gone up by 10%.

There is no difference between those who are and are not members of a residents' association (77% of each 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% in August but then dropped back quite sharply to 71% in November; it has now increased again and returned to where it was in March 2012. 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 increased yet again by a further four percentage points to 15% in November but has now dropped back again to the 9% 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 the November survey and thence to recover to its March 2012 level.

This finding is in line with 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. Almost eight in ten (79%) are satisfied with how the Council is running the local area while one in ten (10%) are dissatisfied and 12% is neither satisfied nor dissatisfied. Tenants are marginally more likely than leaseholders to express satisfaction with how the Council is running the local area (79% cf. 77%).

Satisfaction for both tenants and leaseholders has increased since November 2012 while dissatisfaction has gone down for both groups.

There is little difference in satisfaction between members and non-members of residents' associations (78% cf. 79%).

## **2.3 Housing and Services**

### **2.3.1 The condition of the property**

Residents were asked to rate their level of satisfaction with the general condition of their property. Seven in ten (70%) are satisfied with the general condition of their property while fewer than one in five (18%) are dissatisfied. In May 2011, 66% of residents were satisfied and 23% dissatisfied meaning that satisfaction is higher (by four percentage points) while dissatisfaction is lower (by five points).

### **2.3.2 Value for money for rent/service charge**

All residents were asked to indicate their level of satisfaction with the value for money for their rent or service charge. The majority (62%) of respondents are satisfied that the rent/service charge for their property represents value for money, while 22% are dissatisfied. In May 2011, just over three fifths of residents (61%) said that the rent for their property represented good value for money with 25% stating it was poor value.

### **2.3.3 Satisfaction with the neighbourhood**

All residents were asked to rate their level of satisfaction or dissatisfaction with their neighbourhood as a place to live. More than four fifths (82%) are satisfied with their neighbourhood as a place to live. Conversely, 10% are dissatisfied with their neighbourhood. In May 2011, 79% of residents were satisfied with their neighbourhood as a place to live while 13% were dissatisfied. There has therefore been a slight increase in satisfaction levels for this indicator, by three percentage points.

### **2.3.4 Satisfaction with the repairs and maintenance service**

Asked to rate their level of satisfaction with the way in which their landlord deals with repairs and maintenance, two thirds (66%) of all respondents are satisfied, with a quarter (26%) feeling very satisfied. In contrast, a quarter (24%) are dissatisfied. In December 2011, almost three quarters (72%) of all respondents were satisfied (31% very satisfied) while a fifth (20%) were dissatisfied and 6% neither satisfied nor dissatisfied.



### 2.3.5 Satisfaction with aspects of the service provided by landlord

All residents were asked to indicate their level of satisfaction and dissatisfaction with a number of aspects of the service provided by their landlord.

The majority of residents (63%) are satisfied with grounds maintenance for external communal areas, whilst a further 8% are neither satisfied nor dissatisfied and 13% deem it not applicable. One in six (16%), however, are dissatisfied with grounds maintenance for external communal areas.

More than half (56%) of respondents are satisfied with cleaning services for internal communal areas. Conversely, a fifth (22%) are dissatisfied.

Three fifths (60%) of respondents are satisfied with cleaning services for external communal areas, while a further 8% are neither satisfied nor dissatisfied. A fifth (20%), however, are dissatisfied.

### 2.3.6 Contact with the Council

All residents were asked whether or not they had been in contact with the Council over the last twelve months. The majority (66%) indicated they had been in contact with the Council over the last twelve months while 32% have not.

Approaching two thirds (64%) contacted the Council about repairs while 18% made contact to make a complaint.

The majority (74%) of residents who had been in contact with the Council found getting hold of the right person easy, whereas 18% found it difficult. A further 8% found it neither easy nor difficult.

The majority of residents (84%) found the member of staff helpful, whereas 8% found them unhelpful. A further 7% found them neither helpful nor unhelpful.

Those who had been in contact with the Council in the last twelve months were also asked to rate their satisfaction with the final outcome. Three fifths (61%) reported they were satisfied with the final outcome of their last contact with the Council. Conversely, 25% expressed dissatisfaction and a further 8% were neither satisfied nor dissatisfied.

## 2.4 Communication and information

### 2.4.1 Taking into account residents' views

All residents were asked how satisfied or dissatisfied they are that their landlord takes into account their views. Three fifths (59%) of all respondents are satisfied that their landlord takes their views into account compared with 20% who are dissatisfied.

All residents' satisfaction that their views are taken into account has remained static since November 2012, while dissatisfaction has risen slightly by two percentage points.

### 2.4.2 Involvement in decision-making in the local area

All residents were read out four statements related to decision-making and asked to rate their level of agreement with each one.

Three fifths (62%) of all respondents agree that they know how to get involved in decisions about what happens in their local area if they choose to.

The majority (51%) *disagree* with the second statement that 'I am not interested in being involved in decisions about my area'. Conversely, 28% do agree. Just over half (51%) therefore agree that they *are* interested in being involved in decisions about their area while 28% disagree.

Three quarters (75%) agree with the third statement that 'My landlord keeps me informed about things that might affect me as a tenant/leaseholder'. Conversely, 14% disagree. This statement receives the highest level of agreement of all four statements related to decision-making.

The majority (62%) agree with the fourth and final statement that 'I am aware of my landlord's published service standards', while 26% disagree and 11% neither agree nor disagree.

## 2.5 Anti-social behaviour and other aspects of local services

### 2.5.1 Reporting Anti-Social Behaviour

Residents were asked to indicate whether or not they have reported any ASB to the Council/their landlord in the past 12 months. Around one in six (16%) has reported ASB. In 2008, a similar proportion (17%) of all respondents had reported ASB, while in May 2011 this rose to 19% and then dropped slightly to 18% in March 2012.

Those residents who had reported anti-social behaviour (16% of all respondents) were then asked to comment on a number of aspects related to their ASB report. Around two in five or more of the respondents reporting ASB expressed dissatisfaction regarding some aspect. For the final outcome of their ASB report, two fifths of respondents are satisfied (41%) whilst a similar proportion are dissatisfied (40%).

### 2.5.2 Neighbourhood problems

All panel members were provided with a list of 12 possible neighbourhood issues and were asked to indicate how much of a problem, if at all, they are in their local neighbourhood. Encouragingly for Wandsworth, for all but one of the issues (rubbish and litter) the majority of residents consider they are not a problem at all.

Rubbish or litter is identified as a big problem by 19% of residents with a further 33% saying it is a moderate problem (combined total = 52%), while noise is identified as a big problem for 9% of panel members with a further 21% identifying it as a moderate problem (combined total = 30%).

### 2.5.3 Rents and Service Charges

All residents were presented with two aspects of advice and support they receive from the finance department and asked to rate their level of satisfaction with each one.

Just over two fifths (44%) are satisfied with the advice and support they receive about claiming housing benefit and other welfare benefits, while approaching two thirds (63%) are satisfied with the advice they receive on managing their finances and paying rent and service charges. Notable for both aspects of advice and support

are the high proportions of residents who deem each to be not applicable to them. Consequently, while satisfaction levels may appear on the low side they are depressed more by the level of not applicable scores rather than by dissatisfaction which is low for both aspects.

#### **2.5.4 How residents feel about their landlord**

All respondents were asked to say which of a series of five statements comes closest to how they feel about their landlord.

Around one in six residents (16%) agree that they would speak highly of their landlord without being asked while a further 34% said that they would speak highly if they *were* asked. Half of all residents (50%), then, would speak highly of their landlord. Conversely, 16% would be critical about their landlord (10% if asked, 6% without being asked).

#### **2.5.5 Priorities**

Residents were presented with ten attributes and asked which they consider to be the three most important. The majority (56%) of respondents included repairs and maintenance within the three attributes they consider to be most important. Over a third (35%) highlighted listening to residents' views and acting upon them.

#### **2.5.6 Improvements to housing services**

Residents were also asked to name three main things that Wandsworth Council could do to improve the housing services they provide. Three in ten (31%) residents said that there is nothing the Council could do to make improvements, while better communication with residents is the most frequently mentioned improvement, with one in seven (14%) citing this.

## **2.6 Profile Information**

#### **2.6.1 Membership of Residents' Associations**

All respondents were asked if they were members of a residents' association. While 19% of residents said they are members, leaseholders (23%) are significantly more likely than tenants (16%) to be members.

#### **2.6.2 On-line services**

Just under one fifth (18%) of all residents are registered to use the housing department's on-line services.

#### **2.6.3 Home Internet access**

Three fifths (60%) of all panel members have Internet access in their home.

### 3 Overall views of the Council

This section will look at residents' level of satisfaction with the overall services provided by Wandsworth Council as well as satisfaction with the way in which the Council is running the local area.

#### 3.1 Overall satisfaction with services provided by Wandsworth Council

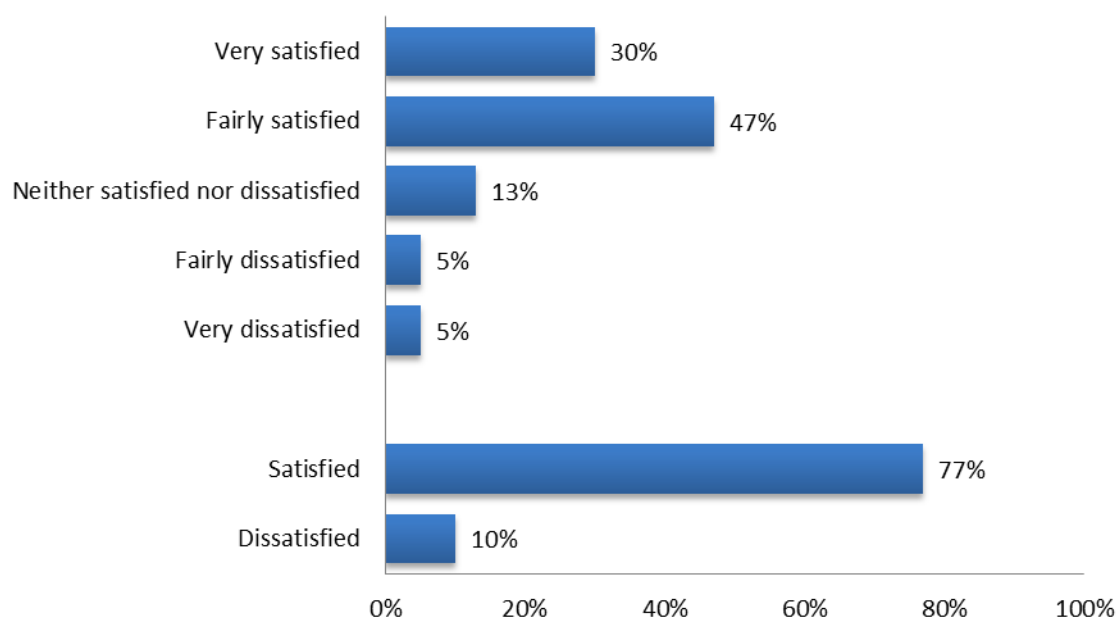
All respondents were asked to rate their level of satisfaction or dissatisfaction with the services provided by Wandsworth Council.

Three quarters (77%) of residents are satisfied with the services provided by the Council, with three in ten (30%) very satisfied. In contrast one in ten (10%) are dissatisfied and a further 13% are neither satisfied nor dissatisfied.

In the November 2012 survey, two thirds (66%) of residents were satisfied with the services provided by the Council, with a fifth (19%) very satisfied. In contrast almost a fifth (18%) were dissatisfied and a further 16% were neither satisfied nor dissatisfied.

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

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



Unw

Weighted sample base: 656

In terms of the split between tenants and leaseholders, the former are significantly more likely to express satisfaction than the latter (81% cf. 69%) while the latter are significantly more likely to be dissatisfied than the former (14% cf. 9%).

The following table shows that satisfaction for leaseholders has gone up since November 2012 by 12%, while for tenants it has increased by ten percentage points. Dissatisfaction has decreased for all three groups, by nine percentage points for leaseholders and by six percentage points for tenants, giving an overall decrease of eight 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% in August but then dropped back quite sharply to 71% in November; it has now increased again and returned to where it was in March 2012. 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 increased yet again by a further four percentage points to 15% in November but has now dropped back again to the 9% 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 the November survey and thence to recover to its March 2012 level.

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 the November 2012 survey which brought it back to the level reported in May 2011. It has now increased again and stands at the level reported in March 2012.

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

	May 2011		Dec 2011		Mar 2012		Aug 2012		Nov 2012		Mar 2013	
	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %
All residents [May '11: 1207; Dec '11: 659; Mar '12: 582; Aug '12: 581; Nov '12: 692; Mar '13: 656]	65%	21%	75%	17%	76%	10%	77%	14%	66%	18%	77%	10%
Tenants [May '11: 758; Dec '11: 414; Mar '12: 371; Aug '12: 367; Nov '12: 434; Mar '13: 417]	70%	19%	82%	12%	80%	9%	84%	11%	71%	15%	81%	9%
Leaseholders [ May '11: 449; Dec '11: 245; Mar '12: 211; Aug '12: 214; Nov '12: 258; Mar '13: 239]	58%	25%	63%	26%	70%	12%	67%	18%	57%	23%	69%	14%
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 the November 2012 survey but has now decreased again to the level

reported in March 2012 (9%), 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; it 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 November 2012. Happily it has now returned to the level reported in March 2012.

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

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
<b>2003/4 [849]*</b>	25%	46%	14%	8%	7%	71%	15%
<b>2006/7 [750]*</b>	24%	42%	17%	9%	8%	66%	17%
<b>2007 [630]*</b>	20%	53%	11%	13%	4%	72%	17%
<b>2008 [936]*</b>	30%	40%	14%	9%	8%	70%	16%
<b>May 2011 [758]</b>	33%	37%	11%	8%	11%	70%	19%
<b>Dec 2011 [414]</b>	38%	44%	6%	5%	7%	82%	12%
<b>Mar 2012 [371]</b>	37%	42%	12%	5%	4%	80%	9%
<b>Aug 2012 [367]</b>	39%	45%	5%	6%	4%	84%	11%
<b>Nov 2012 [434]</b>	25%	46%	14%	10%	5%	71%	15%
<b>Mar 2013 [417]</b>	39%	42%	10%	3%	5%	81%	9%
<b>Unweighted sample bases in brackets</b>							

\*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 now on a par with the highest level ever previously reported (70% in March 2012) while dissatisfaction is lower than that reported in the last two surveys.

**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%
Mar 2013 [239]	14%	54%	17%	9%	5%	69%	14%
Unweighted sample bases in brackets							

There is no difference between those who are and are not members of a residents' association (77% of each are satisfied).

Those living in Co-operative properties are more likely to be satisfied than those living in Area Team properties (85% cf. 76%), although the reader is reminded of the small number of respondents interviewed who live in Co-op properties – just 41 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 [656]	77%	13%	11%
High density inner [219]	76%	12%	12%
High density outer [220]	75%	15%	10%
Small estates and infills [147]	79%	12%	9%
Street properties [70]	79%	10%	11%
Unweighted sample bases in brackets			

Those living in houses (89%) are significantly more likely to be satisfied than those living in flats or maisonettes (75% each).

As BMG has found from its many other tenant satisfaction surveys, older respondents, especially those aged 65 and over, are significantly more likely to be satisfied with the overall services provided by their landlord (87% compared with 80% of those aged 55-64, 71% of 35-54 year olds and 54% of those aged 16-34), while those wholly retired from work (86%) are also more likely to express satisfaction.

The economically inactive are also significantly more likely to express satisfaction than the active (81% cf. 70%).

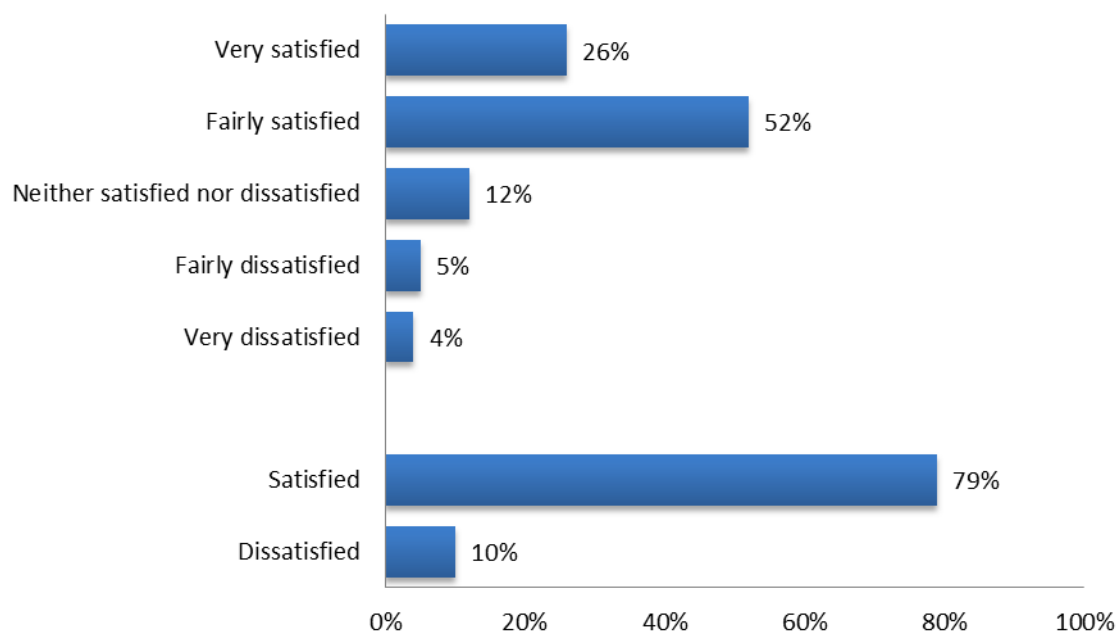
In terms of ethnicity Asian residents (85%) are more likely than White or Black residents to be satisfied (79% and 73% respectively).

Significantly, just over three fifths (62%) of respondents who are dissatisfied with the way the Council runs the local area are dissatisfied with the overall service it provides, as are 37% of those dissatisfied that their views are taken into account and 34% of those dissatisfied with the way their landlord deals with repairs and maintenance.

### 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. Almost eight in ten (79%) are satisfied with how the Council is running the local area while one in ten (10%) are dissatisfied and 12% is neither satisfied nor dissatisfied. Tenants are marginally more likely than leaseholders to express satisfaction with how the Council is running the local area (79% cf. 77%).

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



Weighted sample base: 656

Unw



The following table shows that satisfaction for both tenants and leaseholders has increased since November 2012 while dissatisfaction has gone down.

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

	Dec 2011		Mar 2012		Aug 2012		Nov 2012		Mar 2013	
	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %	Sat %	Dis %
All residents [Dec '11: 659; Mar '12: 582; Aug '12: 581; Nov '12: 692; Mar '13: 656]	76%	14%	80%	10%	79%	11%	71%	17%	79%	10%
Tenants [Dec '11: 414; Mar '12: 371; Aug '12: 367; Nov '12: 434; Mar '13: 417]	81%	11%	82%	9%	83%	9%	74%	15%	79%	7%
Leaseholders [Dec '11: 245; Mar '12: 211; Aug '12: 214; Nov '12: 258; Mar '13: 239]	68%	18%	76%	11%	74%	14%	67%	20%	77%	13%

Looking at tenants alone, it can be seen that satisfaction has increased by five percentage points between November 2012 and March 2013.

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

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
Dec 2011 [414]	35%	46%	9%	7%	4%	81%	11%
Mar 2012 [371]	35%	47%	9%	7%	3%	82%	9%
Aug 2012 [367]	37%	46%	8%	5%	4%	83%	9%
Nov 2012 [434]	26%	47%	12%	10%	4%	74%	15%
Mar 2013 [417]	29%	50%	13%	4%	4%	79%	7%
Unweighted sample bases in brackets							

Leaseholders' satisfaction is higher now than it was in November 2012 (by ten percentage points) while dissatisfaction is lower (by seven 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%
Mar 2013 [239]	20%	57%	10%	8%	5%	77%	13%
Unweighted sample bases in brackets							

Those living in Co-operative properties are more likely to be satisfied than those living in Area Team properties (83% cf. 78%), while there is little difference between members and non-members of residents' associations (78% cf. 79%).

Analysis by estate type shows that small estates and infills residents are most likely to be satisfied with how the Council is running the local area.

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

	Satisfied %	Neither %	Dissatisfied %
Total [656]	78%	12%	10%
High density inner [219]	78%	13%	10%
High density outer [220]	76%	14%	10%
Small estates and infills [147]	83%	9%	8%
Street properties [70]	78%	11%	11%
Unweighted sample bases in brackets			

House dwellers are more likely to be satisfied (82%) than those who live in flats or maisonettes (78% each), while satisfaction levels are once again higher amongst those aged 65+ (82%) compared with 55-64 year olds (80%), 78% of 35-54 year olds and 67% of 16-34 year olds. The economically inactive are also slightly more likely to express satisfaction than the active (80% cf. 77%).

In terms of ethnicity, Asian residents are most likely to express satisfaction (89%) compared with 74% of Black respondents and 80% of White residents.

Amongst those who expressed dissatisfaction with the overall service provided by their landlord, 57% are dissatisfied with how the Council runs the local area.

## 4 Housing and Services

This section will look at residents' level of satisfaction with the services provided by their landlord as well as views on the home, specifically their satisfaction levels with the condition of their home, their neighbourhood and value for money for rent.

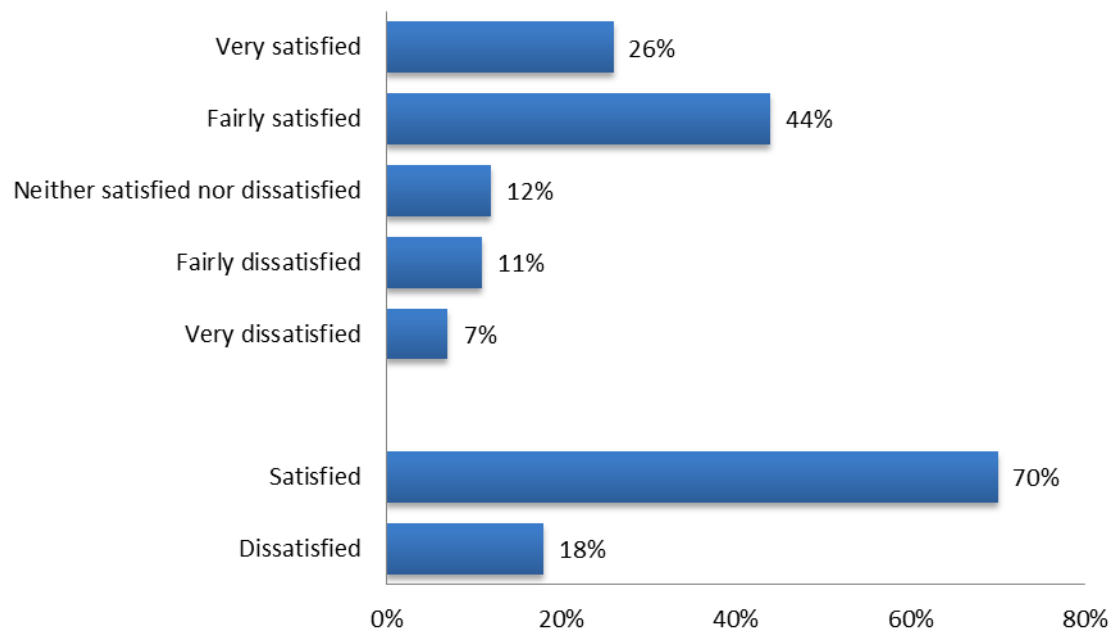
### 4.1 The condition of the property

Residents were asked to rate their level of satisfaction with the general condition of their property. Seven in ten (70%) are satisfied with the general condition of their property.

Fewer than one in five (18%) are dissatisfied with the general condition of their property while a smaller proportion (12%) is neither satisfied nor dissatisfied.

In May 2011, 66% of residents were satisfied and 23% dissatisfied meaning that satisfaction is now higher (by four percentage points) while dissatisfaction is lower (by five points).

**Figure 4 Satisfaction with the general condition of the property (All responses)**



Weighted sample base: 656

Unw

Tenants are more likely than leaseholders to express satisfaction with the general condition of their property (71% cf. 67%). The latter, however, are equally as likely as the former to express *dissatisfaction* (18% each).

The following table shows that satisfaction for tenants, after dropping slightly between 2007 and 2008, has now recovered and, indeed, has risen to its highest level so far. Satisfaction for leaseholders again slightly reduced between 2007 and May 2001 but has also recovered slightly. It should be noted here that in 2007 the question was asked differently<sup>3</sup> so direct comparisons must be treated with some caution.

**Table 15 Satisfaction with the general condition of the property (All responses)**

	2007		2008		May 2011		Mar 2012	
	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %
All residents [2007: 1212; May 2011: 1207; Mar 2013: 656]	68%	18%	N/A	N/A	66%	23%	70%	18%
Tenants [2007: 630; 2008: 868; May 2011: 758; Mar 2013: 417]	67%	20%	64%	24%	65%	26%	71%	18%
Leaseholders [2007: 582; 2008: N/A; May 2011: 449; Mar 2013: 239]	70%	16%	N/A	N/A	66%	20%	67%	18%
Unweighted sample bases in brackets								

Members of residents' associations are slightly less likely to be satisfied than those who are not members (68% cf. 70%).

<sup>3</sup> A different rating scale was used in 2007, a five point scale from very good to very poor.

Analysis by estate type shows that small estates and infills residents are most likely to be satisfied with the general condition of their property, while all others are *significantly* more likely to be dissatisfied than those who live in small estates and infills.

**Table 16 Satisfaction with the general condition of the property by estate type (All responses)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [656]</b>	70%	12%	18%
<b>High density inner [219]</b>	66%	13%	21%
<b>High density outer [220]</b>	70%	10%	20%
<b>Small estates and infills [147]</b>	76%	12%	12%
<b>Street properties [70]</b>	66%	11%	23%
<b>Unweighted sample bases in brackets</b>			

House dwellers are again more likely to be satisfied (77% cf. 70% flat dwellers and 67% of those who live in maisonettes).

Again satisfaction levels are significantly higher amongst those aged 65 and over (81%) compared with those aged 55-64 (67%), 66% of those aged 35-54 and 49% of 16-34 year olds. This is again reinforced by the finding that those who are wholly retired (79%) are more likely to be satisfied than any other employment group.

In terms of ethnicity, White and Asian respondents (72% and 77% respectively) are more likely to be satisfied than Black residents (65%).

Males are significantly more likely than females to be satisfied (75% cf. 66%) as are the economically inactive compared with the active (75% cf. 62%). Those with a disability in the household are also significantly more likely to be satisfied in this regard (75% cf. 67% those without a disability).

Amongst respondents who expressed dissatisfaction with the overall service provided by their landlord, two thirds (67%) are dissatisfied with the condition of their home.

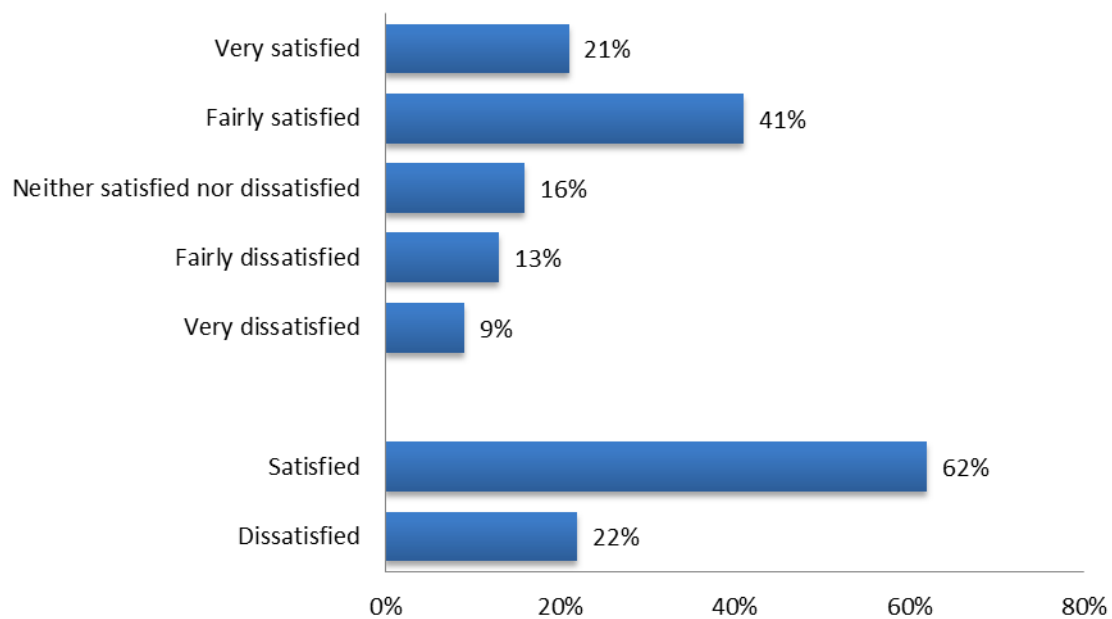
Respondents dissatisfied with the repairs and maintenance service are also more likely to be dissatisfied with the general condition of their property (46% cf. 8% satisfied).

## 4.2 Value for money for rent/service charge

All residents were asked to indicate their level of satisfaction with the value for money for their rent or service charge.

The majority (62%) of respondents are satisfied that the rent/service charge for their property represents value for money, while 22% are dissatisfied. In May 2011, just over three fifths of residents (61%) said that the rent for their property represented good value for money with 25% stating it was poor value. Taken at face value, then, the 2013 results show a very small improvement for Wandsworth Council.

**Figure 5 Satisfaction with value for money for rent/service charge (All responses)**



Unweighted sample base: 656

Tenants are significantly more likely to express satisfaction with the value for money of their rent or service charge than leaseholders (70% cf. 48%) while the obverse is true of dissatisfaction – leaseholders are significantly more likely to be dissatisfied than tenants (30% cf. 18%). The following table shows that satisfaction for leaseholders has gone up since May 2011, while for tenants it has gone down slightly.

**Table 17 Satisfaction with value for money for rent/service charge (All responses)**

	2007		2008		May 2011		Mar 2013	
	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %
All residents [2007: 1212; May 2011: 1207; Mar 2013: 656]	54%	27%	N/A	N/A	61%	25%	62%	22%
Tenants [2007: 630; 2008: 868; May 2011: 758; Mar 2013: 417]	60%	21%	65%	19%	72%	18%	70%	18%
Leaseholders [2007: 582; 2008: N/A; May 2011: 449; Mar 2013: 239]	45%	34%	N/A	N/A	44%	38%	48%	30%
Unweighted sample bases in brackets								

Those who are not members of residents’ associations are equally as likely to be satisfied as members (62% cf. 61%).

Looking at the data by estate type it can be seen that high density outer residents are least likely to be satisfied with the value for money of their rent or service charge while those from small estates and infills are most likely.

**Table 18 Satisfaction with value for money of rent/service charge by estate type (All responses)**

	Satisfied %	Neither %	Dissatisfied %
Total [656]	62%	16%	22%
High density inner [219]	63%	16%	21%
High density outer [220]	57%	18%	25%
Small estates and infills [147]	68%	15%	18%
Street properties [70]	59%	14%	27%
Unweighted sample bases in brackets			



House dwellers are more likely than those who live in maisonettes or flats to be satisfied with their rent or service charge (64% cf. 60% and 62% respectively).

Those respondents aged 65 and over are more likely to be satisfied (67% compared with 61% of those aged 55-64, 57% of 35-54 year olds and 59% of 16-34 year olds). Perhaps not surprisingly, economically inactive residents (68%) are significantly more likely to be satisfied than their active counterparts (53%).

**Table 19 Satisfaction with value for money of rent/service charge (All responses)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [656]</b>	62%	16%	22%
<b>Economically active [255]</b>	53%	17%	30%
<b>Economically inactive [401]</b>	68%	15%	17%
<b>16-34 years old [68]</b>	59%	15%	26%
<b>35-54 years old [231]</b>	57%	15%	28%
<b>55-64 years old [127]</b>	61%	18%	21%
<b>65+ years old [229]</b>	67%	17%	16%
<b>Unweighted sample bases in brackets</b>			

In terms of ethnicity, Black respondents are most likely to be dissatisfied (27%) while White and Asian are least likely (20% each).

Those with a longstanding illness or disability in the household are also more likely to be satisfied in this regard (66% cf. 60% those without a disability).

Seven in ten (70%) respondents who are dissatisfied with the overall service provided by their landlord are dissatisfied with the value for money the rent they pay represents, as are similar proportions of those dissatisfied with the repairs and maintenance service (47%) and dissatisfied that their views are being taken into account by their landlord (52%).

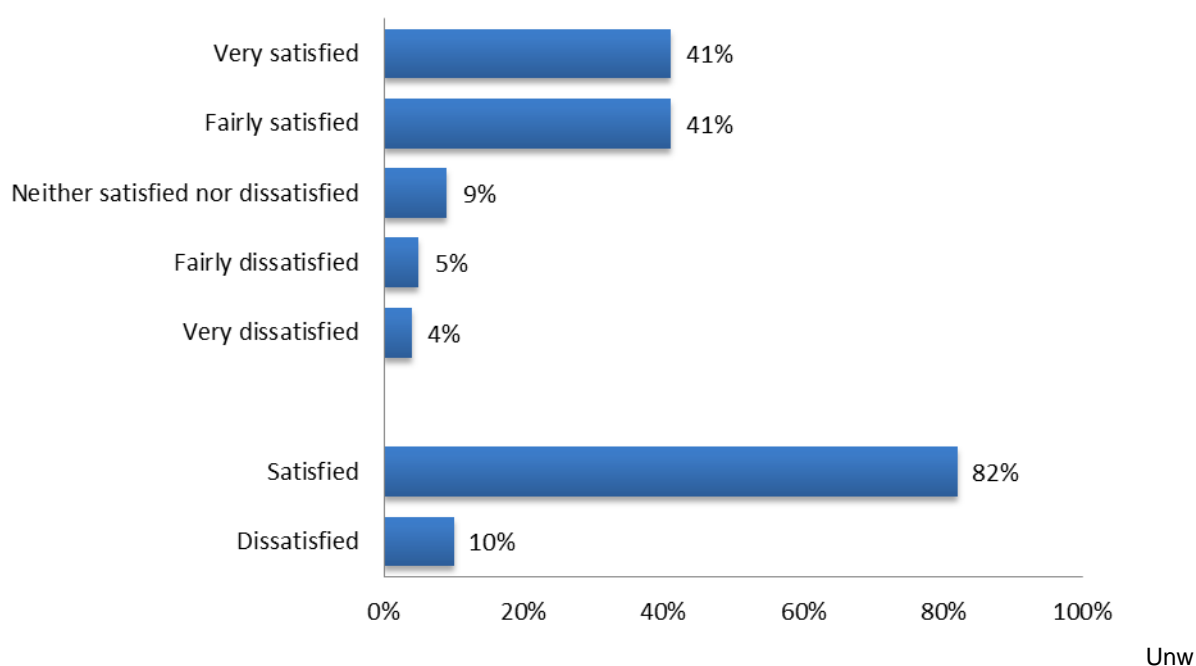
### 4.3 Satisfaction with the neighbourhood

All residents were asked to rate their level of satisfaction or dissatisfaction with their neighbourhood as a place to live.

More than four fifths (82%) are satisfied with their neighbourhood as a place to live. Conversely, 10% are dissatisfied with their neighbourhood.

In May 2011, 79% of residents were satisfied with their neighbourhood as a place to live while 13% were dissatisfied. There has therefore been a slight increase in satisfaction levels for this indicator, by three percentage points.

**Figure 6 Satisfaction with the neighbourhood as a place to live (All responses)**



ighted sample base: 656

Tenants are slightly more likely to express satisfaction with their neighbourhood as a place to live than leaseholders (82% cf. 81%). Satisfaction for leaseholders has remained static since May 2011, while for tenants' satisfaction with their neighbourhood, after going down from 76% in 2007 to 71% in 2008, then recovered to 79% in May 2011 and has gone up again to 82%.

**Table 20 Satisfaction with the neighbourhood as a place to live (All responses)**

	2007		2008		May 2011		Mar 2013	
	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %	Satisfied %	Dis-satisfied %
<b>All residents [2007: 1212; May 2011: 1207; Mar 2013: 656]</b>	77%	14%	N/A	N/A	79%	13%	82%	10%
<b>Tenants [2007: 630; 2008: 859; 2011: 758; Mar 2013: 417]</b>	76%	15%	71%	17%	79%	14%	82%	8%
<b>Leaseholders [2007: 582; 2008: N/A; 2011: 449; Mar 2013: 239]</b>	77%	13%	N/A	N/A	81%	11%	81%	12%
<b>Unweighted sample bases in brackets</b>								

Residents' association members are marginally more likely to be satisfied than non-members (82% cf. 81%).

Analysis by estate type shows that the highest levels of satisfaction are found in street properties and small estates and infills while residents of high density inner properties are more likely to be dissatisfied.

**Table 21 Satisfaction with the neighbourhood as a place to live by estate type (All responses)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [656]</b>	82%	9%	10%
<b>High density inner [219]</b>	73%	13%	14%
<b>High density outer [220]</b>	81%	7%	11%
<b>Small estates and infills [147]</b>	90%	7%	3%
<b>Street properties [70]</b>	89%	4%	7%
<b>Unweighted sample bases in brackets</b>			

House dwellers (89%) are more likely than those who live in maisonettes (80%) or flats (81%) to be satisfied with their neighbourhood.

Non-working age respondents are significantly more likely to be satisfied than those of working age (87% cf. 78%). Those wholly retired from work are also more likely to be satisfied with their neighbourhood (86%) than any other employment group.

Economically inactive residents are once again more likely to express satisfaction than their active counterparts (83% cf. 80%).

Significantly, a quarter (26%) of respondents who are dissatisfied that their views are being taken into account by their landlord are dissatisfied with the neighbourhood as a place to live. Amongst respondents who expressed dissatisfaction with the overall service 40% are dissatisfied with the neighbourhood as are 39% who are dissatisfied with the way the Council runs the local area.

### **4.4 Satisfaction with the repairs and maintenance service**

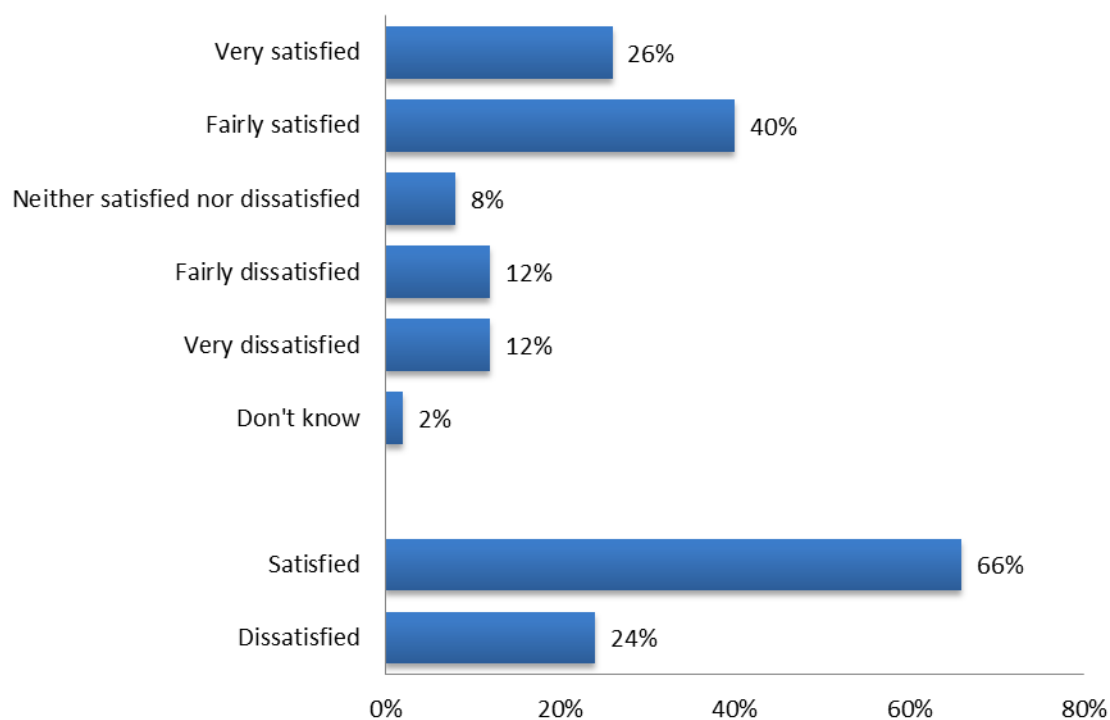
All residents were asked to rate their level of satisfaction with the way in which their landlord deals with repairs and maintenance.

Two thirds (66%) of all respondents are satisfied, with a quarter (26%) feeling very satisfied. In contrast, a quarter (24%) are dissatisfied.

In December 2011, almost three quarters (72%) of all respondents were satisfied (31% very satisfied) while a fifth (20%) were dissatisfied and 6% neither satisfied nor dissatisfied.

It is evident, therefore, that satisfaction with the repairs service has decreased substantially in the time between the last survey and this one, while dissatisfaction has seen a smaller but not insubstantial decrease.

**Figure 7 Level of satisfaction with the repairs and maintenance service (All responses)**



Unw

Weighted sample base: 656

In terms of the split between tenants and leaseholders, the former are significantly more likely to express satisfaction than the latter (74% cf. 52%) while the latter are significantly more likely to be dissatisfied than the former (30% cf. 20%).

**Table 22 Level of satisfaction with the repairs and maintenance service (All responses)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [656]</b>	66%	8%	24%
<b>Tenants [417]</b>	74%	6%	20%
<b>Leaseholders [239]</b>	52%	12%	30%
<b>Unweighted sample bases in brackets</b>			

Satisfaction with repairs and maintenance increased from 57% in May 2011 to 72% in December 2011 but has since decreased to the 66% reported in this survey, a substantial drop of 6%.

**Table 23 Level of satisfaction with the repairs and maintenance service (All responses)**

	2007 %	May 2011 %	Dec 2011 %	Mar 2013 %	% point change since Dec 2011

<b>Satisfaction with repairs and maintenance</b>	76%	57%	72%	66%	-6%
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\*2007 figures are from the 2007 Housing Link Repairs Survey.

Looking only at tenants, it can be seen that since the last survey was conducted in December 2011 dissatisfaction has gone up (from 14% to 20%) while satisfaction has decreased by six percentage points from 80% to 74%.

**Table 24 Level of satisfaction with the repairs and maintenance service – Tenants only (All responses)**

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
<b>2007 [223]</b>	32%	48%	8%	7%	5%	80%	12%
<b>2008 [955]</b>	30%	38%	10%	8%	15%	67%	23%
<b>May 2011 [758]</b>	36%	29%	9%	12%	14%	65%	26%
<b>Dec 2011 [414]</b>	41%	39%	5%	6%	9%	80%	14%
<b>Mar 2013 [417]</b>	33%	41%	6%	8%	12%	74%	20%
<b>Unweighted sample bases in brackets</b>							

\*2007 figures are from the 2007 Housing Link Repairs Survey.

Similarly, when looking solely at leaseholders, it can be seen that since the last survey was conducted dissatisfaction has gone up slightly (from 29% to 30%) while satisfaction has decreased by seven percentage points from 59% to 52%.

**Table 25 Level of satisfaction with the repairs and maintenance service – Leaseholders only (All responses)**

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
<b>2007 [112]</b>	11%	55%	17%	13%	4%	66%	17%
<b>May 2011 [449]</b>	12%	31%	24%	16%	17%	43%	33%
<b>Dec 2011 [245]</b>	14%	45%	7%	12%	16%	59%	29%
<b>Mar 2013 [239]</b>	13%	39%	12%	19%	11%	52%	30%
<b>Unweighted sample bases in brackets</b>							

\*2007 figures are from the 2007 Housing Link Repairs Survey.

Non-members of residents' associations (68%) are significantly more likely than members (58%) to be satisfied, those living in Co-op properties are also more likely to be satisfied than those living in Area Team properties (72% cf. 66%).

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

**Table 26 Level of satisfaction with the repairs and maintenance service by estate type (All responses)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [656]</b>	66%	8%	24%
<b>High density inner [219]</b>	66%	9%	23%
<b>High density outer [220]</b>	66%	5%	25%
<b>Small estates and infills [147]</b>	65%	10%	23%
<b>Street properties [70]</b>	70%	6%	24%
<b>Unweighted sample bases in brackets</b>			

Respondents living in houses (77%) are significantly more likely to be satisfied with the way in which their landlord deals with repairs and maintenance than maisonette or flat dwellers (61% and 66% respectively).

Those aged over 65 are more likely to be satisfied with the way in which their landlord deals with repairs and maintenance (75%) compared with 65% of those aged 55-64, 60% of those aged 35-54 and 58% of those aged 16-34, which is in line with previous surveys undertaken by BMG.

Males and females are equally as likely to be satisfied (66% each) while there is very little difference in terms of ethnicity with 68% of White residents satisfied compared with 67% of Black and 67% of Asian respondents.

Economically inactive residents are also significantly more likely than their active counterparts to be satisfied (69% cf. 61%).

More than three quarters (77%) of respondents who are dissatisfied with the overall service their landlord provides are dissatisfied with the repairs and maintenance service – a significant finding.

#### 4.4.1 Reasons for satisfaction

Those who are satisfied with the repairs service (66% of all residents) were then asked to give their reasons for satisfaction. The landlord's quick response is the most frequently mentioned reason for satisfaction. The top five reasons for satisfaction are as follows:

- Quick response/rapid repairs/they come straight away 46%
- Work has been carried out 35%
- Generally happy/satisfied with the service 31%
- Work is carried out correctly/properly/efficiently 22%
- Always do whatever is needed/requested 19%

#### 4.4.2 Reasons for dissatisfaction

Similarly, those who are *dissatisfied* with the repairs service (24% of all respondents) were asked to give their reasons for dissatisfaction. The top five reasons for dissatisfaction are as follows:

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- Repairs take too long/too slow 40%
- No repairs/nothing gets done 40%
- Lack of communication 24%
- Issues/complaints left unsolved/not dealt with 22%
- Poor quality workmanship/repairs 21%



## 4.5 Satisfaction with aspects of the service provided by landlord

All residents were asked to indicate their level of satisfaction and dissatisfaction with a number of aspects of the service provided by their landlord.

**Table 27 Satisfaction with aspects of the service provided by landlord (All responses)**

<b>Grounds maintenance for external communal areas [656]</b>	24%	39%	8%	9%	7%	13%	63%	16%
<b>Cleaning services for internal communal areas [656]</b>	21%	35%	6%	10%	13%	16%	56%	22%
<b>Cleaning services for external communal areas [656]</b>	22%	38%	8%	9%	10%	12%	60%	20%
<b>Unweighted sample bases in brackets</b>								

### 4.5.1 Grounds maintenance for external communal areas

The majority of residents (63%) are either very (24%) or fairly (39%) satisfied with grounds maintenance for external communal areas (63% in May 2011), whilst a further 8% are neither satisfied nor dissatisfied and 13% deem it not applicable. One in six (16%), however, are dissatisfied with grounds maintenance for external communal areas (20% in May 2011).

Tenants are slightly less likely to express satisfaction than leaseholders (62% cf. 64%). Those who are members of residents' associations are also slightly less likely to be satisfied than non-members (62% cf. 63%).

### 4.5.2 Cleaning services for internal communal areas

More than half (56%) of respondents are satisfied with cleaning services for internal communal areas (54% in May 2011). Conversely, a fifth (22%) are dissatisfied (22% in May 2011). Tenants are slightly more likely than leaseholders to be satisfied with this aspect of service (57% cf. 55%), as are members of residents' associations compared with non-members (60% cf. 55%).

### 4.5.3 Cleaning services for external communal areas

Three fifths (60%) of respondents are satisfied with cleaning services for external communal areas (63% in May 2011), while a further 8% are neither satisfied nor dissatisfied. A fifth (20%), however, are dissatisfied (18% in May 2011). Once again, tenants are more likely than leaseholders to be satisfied (63% cf. 55%).

Members of residents' associations are equally as likely to be satisfied as non-members (60% each).

The following table shows that for all of the services in question, dissatisfaction is higher amongst leaseholders than tenants.

**Table 28 Satisfaction with aspects of the service provided by landlord (All responses)**

Grounds maintenance for external communal areas – all residents [656]	63%	8%	16%	13%
Grounds maintenance for external communal areas – tenants [417]	62%	7%	14%	17%
Grounds maintenance for external communal areas – leaseholders [239]	64%	9%	20%	7%
Cleaning services for internal communal areas – all residents [656]	56%	6%	22%	16%
Cleaning services for internal communal areas – tenants [417]	57%	6%	20%	17%
Cleaning services for internal communal areas – leaseholders [239]	55%	7%	26%	13%
Cleaning services for external communal areas – all residents [656]	60%	8%	20%	12%
Cleaning services for external communal areas – tenants [417]	63%	6%	17%	14%
Cleaning services for external communal areas – leaseholders [239]	55%	11%	24%	10%
Unweighted sample bases in brackets				

As may be seen from the following table, for all of the services dissatisfaction is higher amongst high density outer residents.

**Table 29 Satisfaction with aspects of the service provided by landlord by estate type (All responses)**

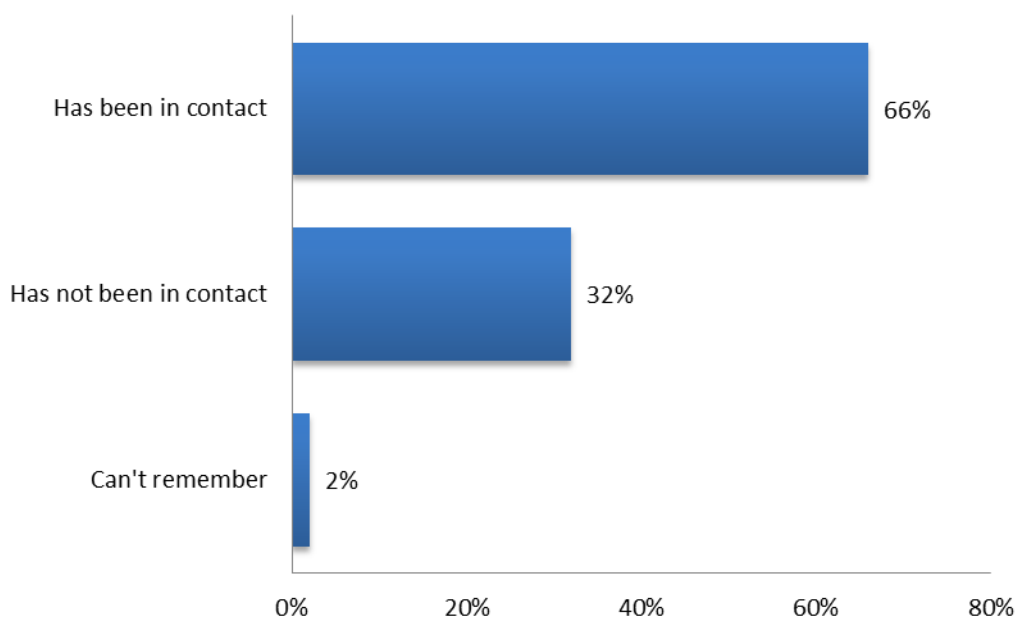
Grounds maintenance for external communal areas – all residents [656]	63%	8%	16%	13%
Grounds maintenance for external communal areas – High density inner [219]	63%	12%	15%	11%
Grounds maintenance for external communal areas – High density outer [220]	68%	7%	18%	7%
Grounds maintenance for external communal areas – Small estates and infills [147]	67%	5%	18%	9%
Grounds maintenance for external communal areas – Street properties [70]	33%	3%	11%	53%
Cleaning services for internal communal areas – all residents [656]	56%	6%	22%	16%
Cleaning services for internal communal areas – High density inner [219]	63%	7%	25%	5%
Cleaning services for internal communal areas – High density outer [220]	56%	7%	29%	7%
Cleaning services for internal communal areas – Small estates and infills [147]	62%	4%	16%	18%
Cleaning services for internal communal areas – Street properties [70]	16%	4%	8%	72%
Cleaning services for external communal areas – all residents [656]	60%	8%	20%	12%
Cleaning services for external communal areas – High density inner [219]	67%	7%	23%	4%
Cleaning services for external communal areas – High density outer [220]	57%	8%	27%	9%
Cleaning services for external communal areas – Small estates and infills [147]	64%	10%	13%	13%

Cleaning services for external communal areas – Street properties [70]	34%	6%	4%	56%
Unweighted sample bases in brackets				

#### 4.6 Contact with the Council

All residents were asked whether or not they had been in contact with the Council over the last twelve months. The majority (66%) indicated they had been in contact with the Council over the last twelve months while 32% have not.

**Figure 8 Contact with the Council (All responses)**



Unweighted sample base: 656

A higher proportion of tenants than leaseholders has contacted the Council, as may be seen from the following table.

**Table 30 Contact with the Council (All responses)**

	Has been in contact %	Has not been in contact %
<b>Total [656]</b>	66%	32%
<b>Tenants [417]</b>	68%	30%
<b>Leaseholders [239]</b>	62%	36%
Unweighted sample bases in brackets		

Analysis by estate type shows that there is very little difference in levels of contact between the four groups of residents.

**Table 31 Contact with the Council by estate type (All responses)**

	Has contacted %	Has not contacted %
<b>Total [656]</b>	66%	32%
<b>High density inner [219]</b>	67%	31%
<b>High density outer [220]</b>	64%	33%
<b>Small estates and infills [147]</b>	66%	33%
<b>Street properties [70]</b>	67%	31%
<b>Unweighted sample bases in brackets</b>		

Those who live in maisonettes (73%) are more likely to have made contact than those who live in flats or houses (63% and 69% respectively). Working age residents are also more likely to have contacted the Council in the last year (72%) compared with those of non-working age (58%) - a significant finding.

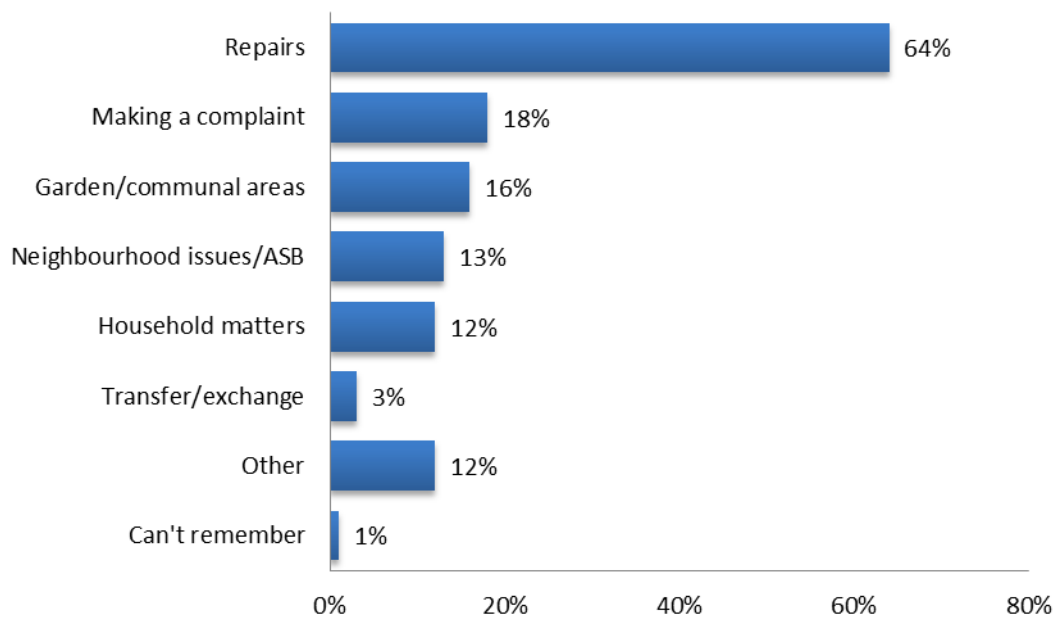
## 4.7 Contact experience

All residents who had been in contact with the Council in the last twelve months were asked a number of questions about their contact experience.

### 4.7.1 Last contact

Residents were asked what their last contact was about. Approaching two thirds (64%) contacted the Council about repairs (74% tenants, 44% leaseholders – a significant finding) while 18% made contact to make a complaint (16% tenants, 24% leaseholders – also a significant finding).

**Figure 9 What was the last contact about? (Respondents who contacted the Council)**

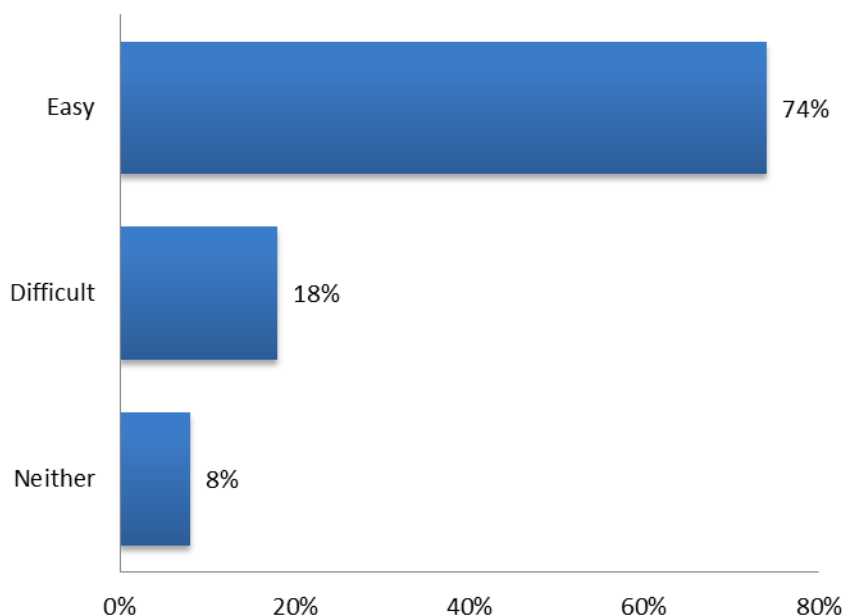


Unweighted sample base: 430

#### 4.7.2 Getting hold of the right person

The majority (74%) of residents who had been in contact with the Council found getting hold of the right person easy, whereas 18% found it difficult. A further 8% found it neither easy nor difficult.

**Figure 10 Ease of getting hold of the right person (Respondents who contacted the Council)**



Unweighted sample base: 430

By tenancy type, tenants are more likely to have found it easy to get hold of the right person than leaseholders.

**Table 32 Ease of getting hold of the right person (Respondents who contacted the Council)**

	Easy %	Neither %	Difficult %
<b>Total [430]</b>	74%	8%	18%
<b>Tenants [284]</b>	76%	7%	17%
<b>Leaseholders [146]</b>	71%	9%	20%
Unweighted sample bases in brackets			

Since the May 2011 survey was undertaken, there has been a decrease in those finding it difficult to get hold of the right person from 22% to 18% in 2013. Meanwhile, there has been an accompanying increase in those finding it easy from 68% in May 2011 to 74% in 2013.

**Table 33 Ease of getting hold of the right person (Respondents who contacted the Council)**

	Easy %	Neither %	Difficult %
May 2011 [777]	68%	9%	22%
Mar 2013 [430]	74%	8%	18%
Unweighted sample bases in brackets			

Looking at tenants only, the trend is for the proportion of those finding it difficult to get hold of the right person to reduce over time, going down from 28% in 2006/7 to 23% in 2008, again to 21% in 2011 and once again to 17% in March 2013. Meanwhile, there has been an accompanying increase in those finding it easy from 58% in 2006/7 to 64% in 2008, 71% in 2011 and 76% in this survey.

**Table 34 Ease of getting hold of the right person – Tenants only (Respondents who contacted the Council)**

	Easy %	Neither %	Difficult %
2006/7 [431]	58%	13%	28%
2008 [634]	64%	13%	23%
May 2011 [493]	71%	6%	21%
Mar 2013 [284]	76%	7%	17%
Unweighted sample bases in brackets			

Similarly, looking only at leaseholders, the trend is for the proportion of those finding it difficult to get hold of the right person to reduce over time, going down from 23% in May 2011 to 20% this year. Meanwhile, there has been an accompanying increase in those finding it easy from 63% in May 2011 to 71% in his survey.

**Table 35 Ease of getting hold of the right person – Leaseholders only (Respondents who contacted the Council)**

	Easy %	Neither %	Difficult %
May 2011 [284]	63%	13%	23%
Mar 2013 [146]	71%	9%	20%
Unweighted sample bases in brackets			

Residents' association members are equally as likely as non-members to have found it easy (75% cf. 74%).

Those living in small estates and infills are more likely to state that they found getting hold of the right person easy than those living in other estate types (79% found this easy).

**Table 36 Ease of getting hold of the right person by estate type (Respondents who contacted the Council)**

	Easy %	Neither %	Difficult %
<b>Total [430]</b>	74%	8%	18%
<b>High density inner [146]</b>	71%	9%	20%
<b>High density outer [141]</b>	74%	8%	18%
<b>Small estates and infills [97]</b>	79%	4%	17%
<b>Street properties [46]</b>	74%	11%	15%
<b>Unweighted sample bases in brackets</b>			

Non-working age respondents are significantly more likely to have found it easy to get hold of the right person compared with those of working age (82% cf. 70%).

Economically inactive respondents are significantly more likely than active residents to have found it easy to get hold of the right person (78% cf. 69%).

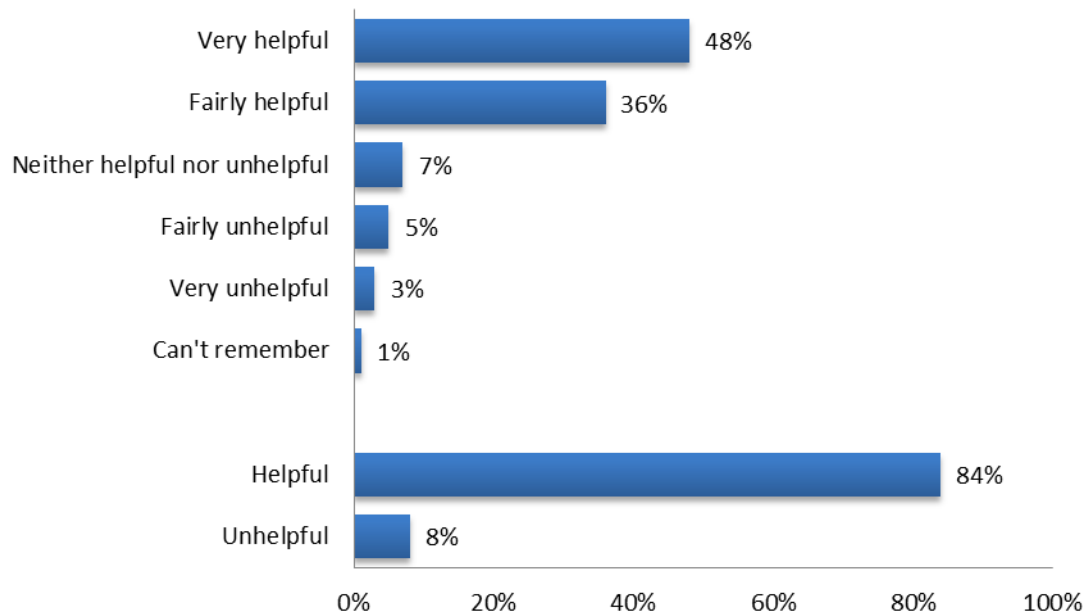
Significantly, 41% of respondents who are dissatisfied that their landlord takes their views into account found getting hold of the right person difficult. Similarly, 47% of those dissatisfied with overall service highlighted this.



### 4.7.3 Helpfulness of staff

The majority of residents (84%) found the member of staff helpful, whereas 8% found them unhelpful. A further 7% found them neither helpful nor unhelpful.

**Figure 11 Helpfulness of staff (Respondents who contacted the Council)**



Unweighted sample base: 430

Tenants are more likely than leaseholders to have found the member of staff helpful (86% cf. 80%).

**Table 37 Helpfulness of staff (Respondents who contacted the Council)**

	Helpful %	Neither %	Unhelpful %
<b>Total [430]</b>	84%	7%	8%
<b>Tenants [284]</b>	86%	6%	8%
<b>Leaseholders [146]</b>	80%	9%	8%
<b>Unweighted sample bases in brackets</b>			

Since the question was last asked in May 2011, there has been a slight decrease in those finding staff unhelpful from 11% to 8% in 2013. Meanwhile, there has been an accompanying increase in those finding staff helpful from 79% in May 2011 to 84% in 2013.

**Table 38 Helpfulness of staff (Respondents who contacted the Council)**

	Helpful %	Neither %	Unhelpful %
May 2011 [777]	79%	10%	11%
Mar 2013 [430]	84%	7%	8%
Unweighted sample bases in brackets			

Again, looking only at tenants, the trend is once more for the proportion of those finding staff helpful to go up over time: in 2006/7 72% found the staff member they spoke to helpful and this went up in 2008 to 76% and again to 83% in 2011 and then to its current level of 86%. There has been a small reduction in those finding the staff member unhelpful from 13% each in 2006/7 and 2008 to 9% in 2011 and then to 8% in 2013.

**Table 39 Helpfulness of staff – Tenants only (Respondents who contacted the Council)**

	Helpful %	Neither %	Unhelpful %
2006/7 [431]	72%	15%	13%
2008 [634]	76%	11%	13%
May 2011 [493]	83%	8%	9%
Mar 2013 [284]	86%	6%	8%
Unweighted sample bases in brackets			

Similarly, looking only at leaseholders, the trend is also for the proportion of those finding the staff member they spoke to unhelpful to reduce over time, going down from 14% in May 2011 to 8% this year, while those finding staff helpful has risen from 71% in May 2011 to 80% this year.

**Table 40 Helpfulness of staff – Leaseholders only (Respondents who contacted the Council)**

	Helpful %	Neither %	Unhelpful %
May 2011 [284]	71%	13%	14%
Mar 2013 [146]	80%	9%	8%

<b>Unweighted sample bases in brackets</b>
--

Those who are members of a residents' organisation are marginally more likely to have found staff helpful (85% cf. 83%).

Those living in high density outer properties are more likely to state that they found the member of staff unhelpful than those living in other estate types (14% found them unhelpful). The following table shows analysis by estate type.

**Table 41 Helpfulness of staff by estate type (Respondents who contacted the Council)**

	<b>Helpful %</b>	<b>Neither %</b>	<b>Unhelpful %</b>
<b>Total [430]</b>	84%	7%	8%
<b>High density inner [146]</b>	87%	9%	4%
<b>High density outer [141]</b>	79%	6%	14%
<b>Small estates and infills [97]</b>	86%	5%	7%
<b>Street properties [46]</b>	81%	11%	4%
<b>Unweighted sample bases in brackets</b>			

Non-working age residents are more likely to have found staff helpful compared with those of working age (88% cf. 82%).

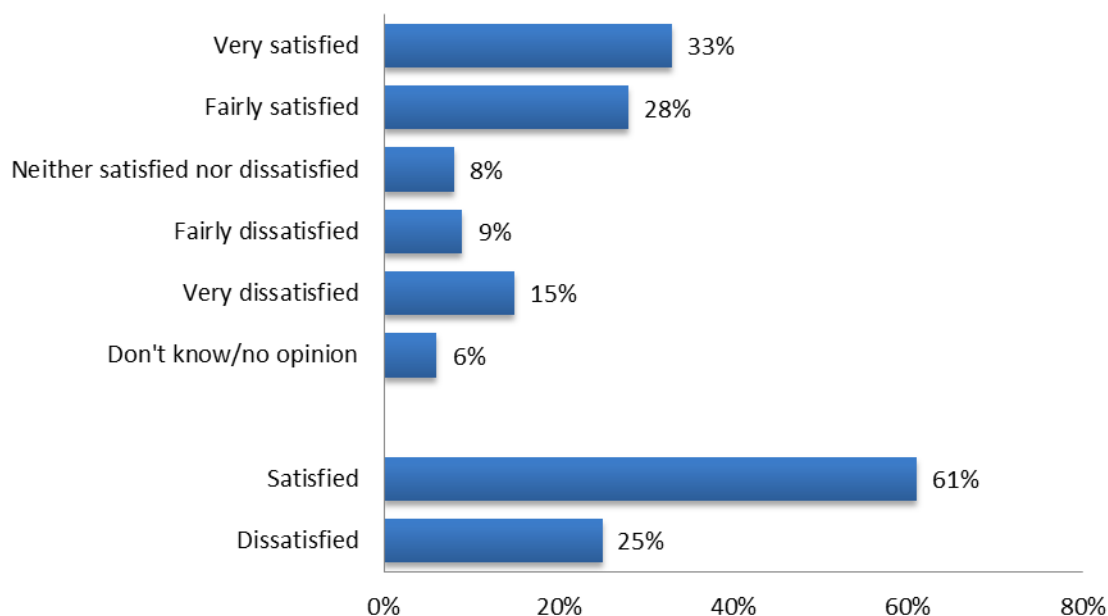
Economically inactive respondents are again significantly more likely than active residents to have found the member of staff helpful (88% cf. 77%).

Again, significantly, 19% of respondents who are dissatisfied that their landlord takes their views into account found the member of staff unhelpful. Similarly, 31% of residents dissatisfied with the overall service provided by their landlord highlighted this.

#### 4.7.4 Satisfaction with the final outcome

Those who had been in contact with the Council in the last twelve months were also asked to rate their satisfaction with the final outcome. Three fifths (61%) reported they were satisfied with the final outcome of their last contact with the Council. Conversely, 25% expressed dissatisfaction and a further 8% were neither satisfied nor dissatisfied. Note that this question was not asked in the 2011 survey so year on year comparisons are not possible.

**Figure 12 Satisfaction with final outcome (Respondents who contacted the Council)**



Unweighted sample base: 430

Tenants are significantly more likely than leaseholders to express satisfaction with the final outcome (65% cf. 53%).

**Table 42 Satisfaction with final outcome (Respondents who contacted the Council)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [430]</b>	61%	8%	25%
<b>Tenants [284]</b>	65%	7%	22%
<b>Leaseholders [146]</b>	53%	10%	30%
<b>Unweighted sample bases in brackets</b>			

Those living in street properties are less likely to express satisfaction than those living in other estate types (51% were satisfied). The following table shows analysis by estate type.

**Table 43 Satisfaction with final outcome by estate type (Respondents who contacted the Council)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [430]</b>	61%	8%	25%
<b>High density inner [146]</b>	62%	8%	25%
<b>High density outer [141]</b>	60%	6%	29%
<b>Small estates and infills [97]</b>	64%	11%	19%
<b>Street properties [46]</b>	51%	8%	24%
<b>Unweighted sample bases in brackets</b>			

Non-working age residents are again more likely to be satisfied compared with those of working age (66% cf. 58%), as are economically inactive respondents compared with active residents (64% cf. 56%).

Again, significantly, 59% of respondents who are dissatisfied that their landlord takes their views into account were dissatisfied with the final outcome. Similarly, 74% of residents dissatisfied with the overall service provided by their landlord highlighted this.



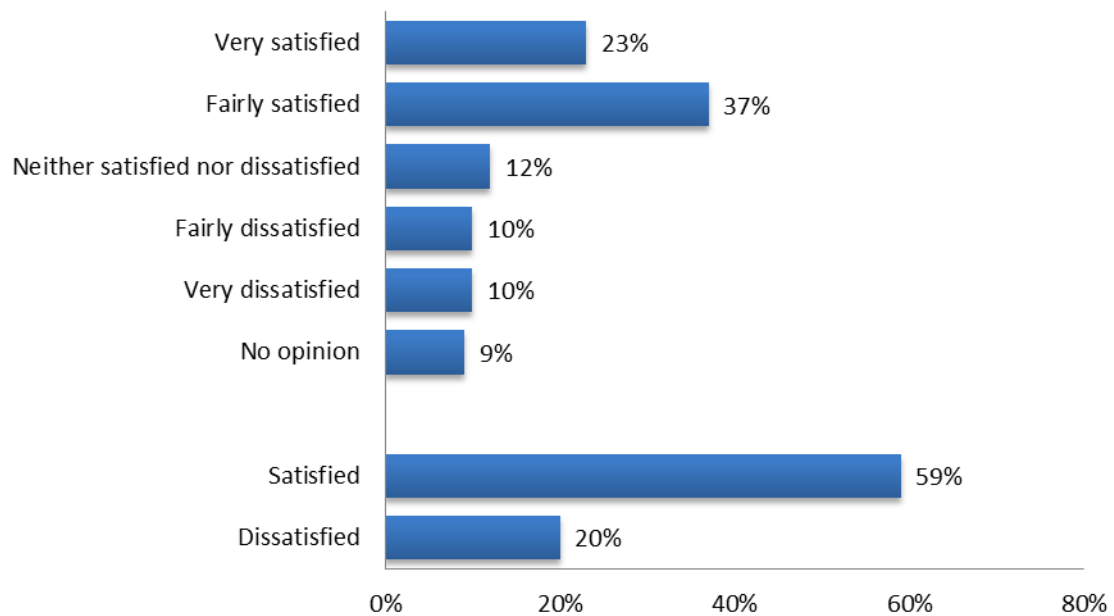
## 5 Communication and information

This section will look at the level of communication between residents and their landlord. Issues will be examined surrounding how satisfied they are that their views are taken into account.

### 5.1 Taking into account residents' views

All residents were asked how satisfied or dissatisfied they are that their landlord takes into account their views. Three fifths (59%) of all respondents are satisfied that their landlord takes their views into account compared with 20% who are dissatisfied.

**Figure 13 Level of satisfaction that residents' views are being taken into account (All responses)**



ighted sample base: 656

Unw

Tenants are significantly more likely to express satisfaction that their views are taken into account than leaseholders (66% cf. 48%). This is largely in keeping with other surveys undertaken by BMG in which leaseholders are usually found to be less satisfied than tenants.

**Table 44 Level of satisfaction that residents' views are being taken into account (All responses)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [656]</b>	59%	12%	20%
<b>Tenants [417]</b>	66%	9%	16%
<b>Leaseholders [239]</b>	48%	16%	27%
Unweighted sample bases in brackets			

All residents' satisfaction that their views are taken into account has remained static since November 2012, while dissatisfaction has risen slightly by two percentage points.

**Table 45 Level of satisfaction that residents' views are being taken into account (All responses)**

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
<b>Nov 2012 [692]</b>	16%	43%	19%	11%	7%	59%	18%
<b>Mar 2013 [656]</b>	23%	37%	12%	10%	10%	59%	20%
Unweighted sample bases in brackets							

Tenants' satisfaction that their views are taken into account went up from 57% in 2008 to 62% in 2011, to 63% in November 2012 and then again to 66% this year, while dissatisfaction has also decreased slightly from 18% in November 2012 to 16% in this survey.

**Table 46 Level of satisfaction that residents' views are being taken into account – Tenants only (All responses)**

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
<b>2008 [847]</b>	22%	35%	23%	10%	10%	57%	20%
<b>2011 [758]</b>	30%	32%	11%	9%	12%	62%	21%
<b>Nov 2012 [434]</b>	18%	45%	16%	10%	7%	63%	18%
<b>Mar 2013 [417]</b>	29%	37%	9%	7%	9%	66%	16%



Unweighted sample bases in brackets

Leaseholders' satisfaction that their views are taken into account has gone down from 52% in November 2012 to 48% in March 2013, while dissatisfaction has gone up by seven percentage points from 20% to 27%.

**Table 47 Level of satisfaction that residents' views are being taken into account – Leaseholders only (All responses)**

	Very Satisfied %	Fairly Satisfied %	Neither %	Fairly Dissatisfied %	Very Dissatisfied %	Satisfied %	Dissatisfied %
<b>Nov 2012 [258]</b>	13%	39%	24%	13%	7%	52%	20%
<b>Mar 2013 [239]</b>	12%	36%	16%	14%	13%	48%	27%
<b>Unweighted sample bases in brackets</b>							

Residents' association members are equally as likely to be satisfied as non-members (59% cf. 60%).

Co-op residents are significantly more likely to be satisfied that their views are taken into account than are Area Team residents (79% cf. 58%).

As the following table shows, the estate type in which respondents are more likely to be satisfied that their views are being taken into account is high density inner (62%).

**Table 48 Level of satisfaction that residents' views are being taken into account by estate type (All responses)**

	Satisfied %	Neither %	Dissatisfied %
<b>Total [656]</b>	59%	12%	20%
<b>High density inner [219]</b>	62%	11%	21%
<b>High density outer [220]</b>	56%	12%	21%
<b>Small estates and infills [147]</b>	61%	15%	18%
<b>Street properties [70]</b>	55%	8%	21%
<b>Unweighted sample bases in brackets</b>			

Satisfaction that their views are taken into account by their landlord is significantly higher amongst house dwellers than those who live in maisonettes or flats (71% cf. 57% and 58% respectively).

Older residents (67% of those aged 65+) are significantly more likely to express satisfaction than younger age groups (56% of 55-64 year olds, 56% of 35-54 year olds and 51% of 16-34 year olds).

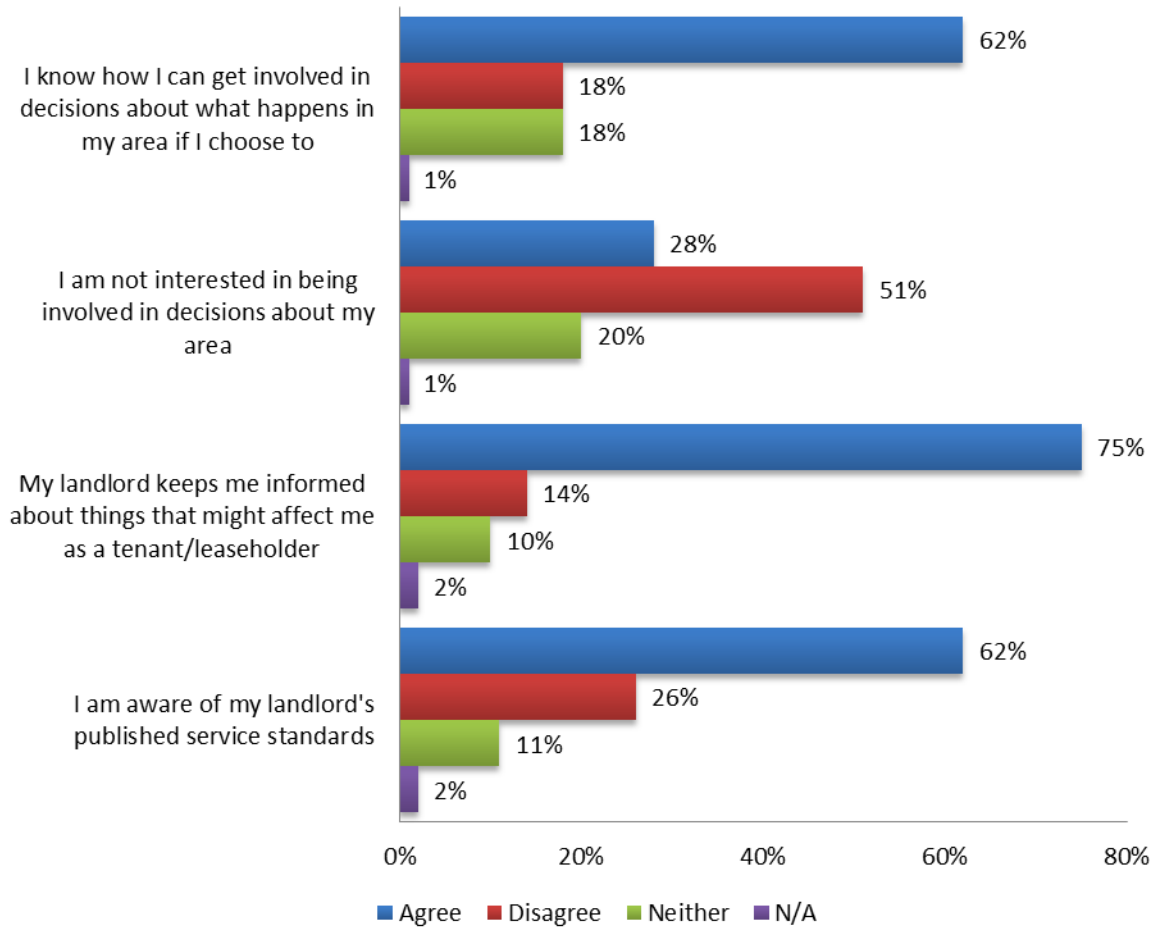
Residents who are economically inactive are also significantly more likely to be satisfied than those who are active (63% cf. 54%).

Significantly, 71% of respondents who are dissatisfied with the overall service are dissatisfied that their landlord takes their views into account.

## 5.2 Involvement in decision-making in the local area

All residents were read out four statements related to decision-making and asked to rate their level of agreement with each one.

**Figure 14 Level of agreement with statements about involvement in decision-making in the local area (All responses)**



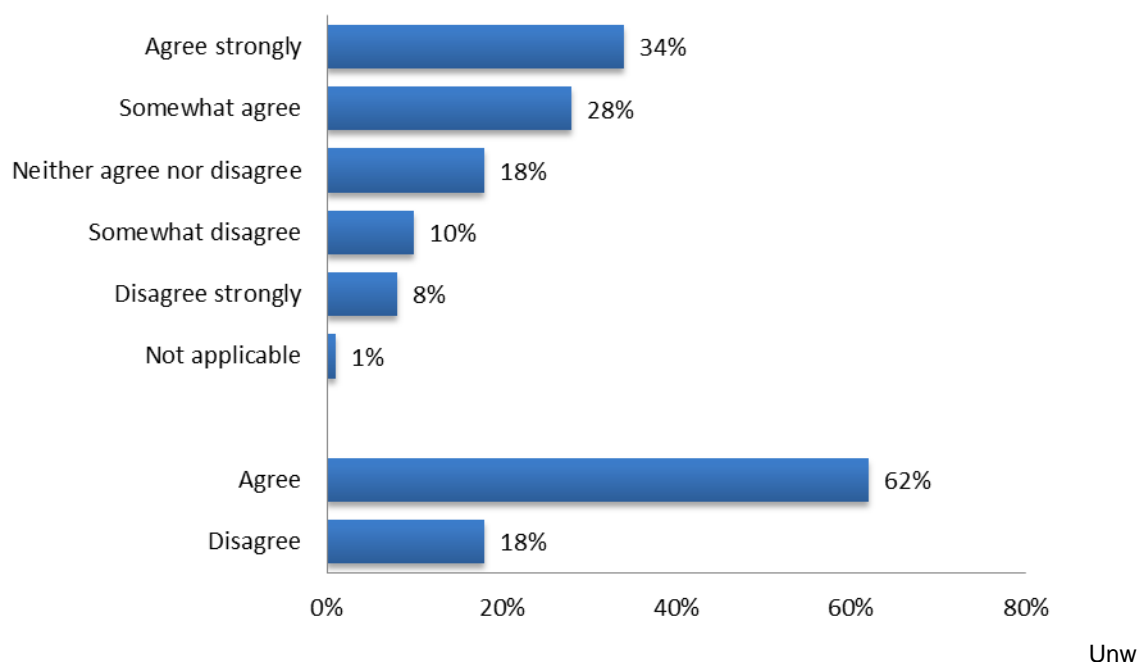
Unweighted sample base: 656

The majority (75%) agree with the statement that ‘My landlord keeps me informed about things that might affect me as a tenant/leaseholder’. Conversely, only 28% agree with the statement ‘I am not interested in being involved in decisions about my area’.

**5.2.1 'I know how I can get involved in decisions about what happens in my area if I choose to'**

Three fifths (62%) of all respondents agree that they know how to get involved in decisions about what happens in their local area if they choose to.

**Figure 15 Level of agreement with statements about involvement in decision-making in the local area – I know how I can get involved in decisions about what happens in my area if I choose to (All responses)**



Weighted sample base: 656

Unw

Tenants and leaseholders are equally as likely to agree with this statement.

**Table 49 Level of agreement with statements about involvement in decision-making in the local area – I know how I can get involved in decisions about what happens in my area if I choose to (All responses)**

	Agree %	Neither %	Disagree %
<b>Total [656]</b>	62%	18%	18%
<b>Tenants [417]</b>	62%	16%	20%
<b>Leaseholders [239]</b>	61%	23%	14%
<b>Unweighted sample bases in brackets</b>			

Not surprisingly, those who are members of a residents' organisation are more likely (although not significantly so) to agree that they know how to get involved in decisions about what happens in their area if they choose to than those who are not

members (67% cf. 60%). Conversely, non-members are more likely than members to disagree (20% cf. 14%).

Street property residents are least likely to be satisfied that their views are being taken into account (49%).

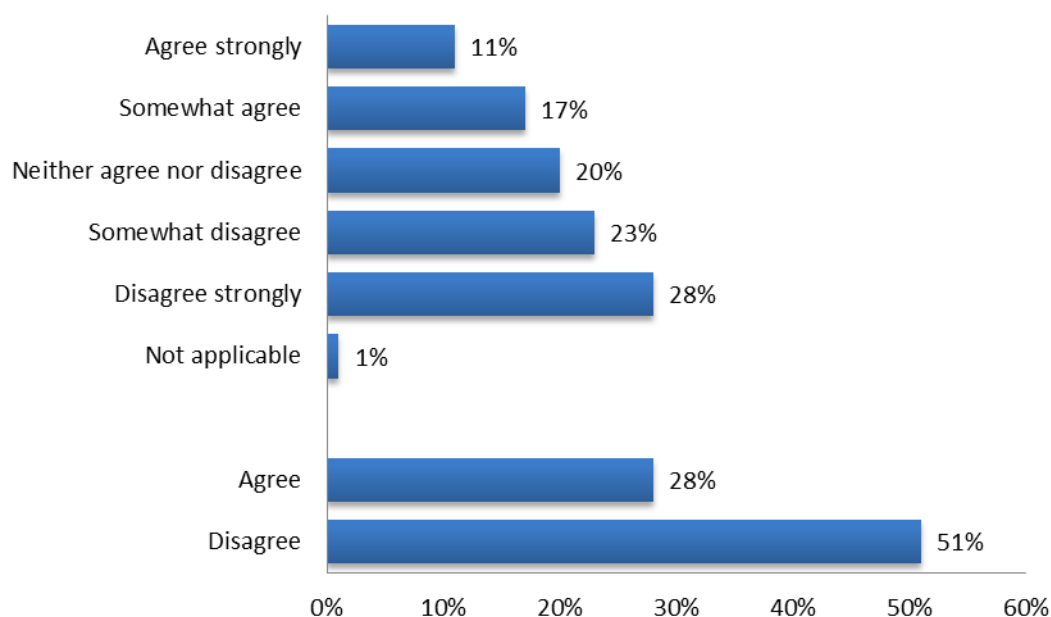
**Table 50 Level of agreement with statements about involvement in decision-making in the local area – I know how I can get involved in decisions about what happens in my area if I choose to by estate type (All responses)**

	Agree %	Neither %	Disagree %
Total [656]	62%	18%	18%
High density inner [219]	61%	21%	17%
High density outer [220]	65%	15%	19%
Small estates and infills [147]	65%	16%	18%
Street properties [70]	49%	30%	20%
Unweighted sample bases in brackets			

**5.2.2 ‘I am not interested in being involved in decisions about my area’**

The majority (51%) *disagree* with the second statement that ‘I am not interested in being involved in decisions about my area’. Conversely, 28% do agree. Just over half (51%) therefore agree that they *are* interested in being involved in decisions about their area while 28% disagree.

**Figure 16 Level of agreement with statements about involvement in decision-making in the local area – I am not interested in being involved in decisions about my area (All responses)**



Unweighted sample base: 656

Unw

Tenants are significantly more likely to agree with this statement than are leaseholders (33% cf. 20%) while the latter are significantly more likely than the former to disagree (64% cf. 44%). Looked at another way, leaseholders are significantly more likely *to be interested* in being involved in decisions than are tenants.

**Table 51 Level of agreement with statements about involvement in decision-making in the local area – I am not interested in being involved in decisions about my area (All responses)**

	Agree %	Neither %	Disagree %
<b>Total [656]</b>	51%	20%	28%
<b>Tenants [417]</b>	33%	23%	44%
<b>Leaseholders [239]</b>	20%	16%	64%
<b>Unweighted sample bases in brackets</b>			

As would be expected, members of a residents' organisation are more likely (again, significantly so) to *disagree* that they are not interested in being involved in decisions about their area than those who are not members (68% cf. 46%). Agreement with the statement is significantly higher amongst non-members (31% cf. 18% members).

As the following table shows, the estate type in which respondents are more likely to agree with this statement is high density outer (30%); these residents are, therefore, less likely to want to be involved in decisions about their area than those from other estate types.

**Table 52 Level of agreement with statements about involvement in decision-making in the local area – I am not interested in being involved in decisions about my area by estate type (All responses)**

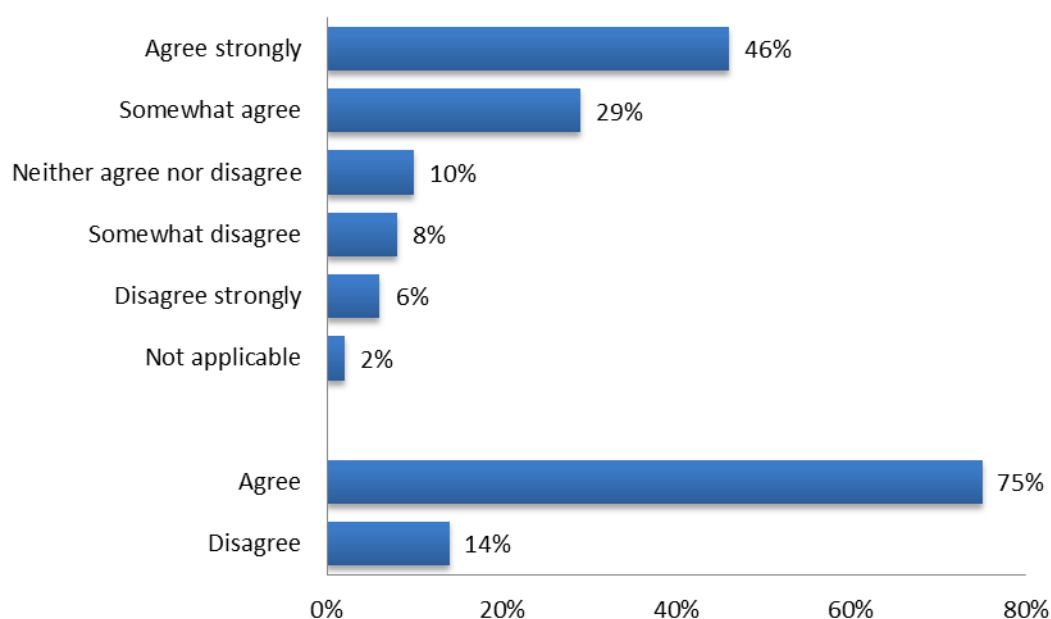
	Agree %	Neither %	Disagree %
<b>Total [656]</b>	51%	20%	28%
<b>High density inner [219]</b>	28%	23%	49%
<b>High density outer [220]</b>	30%	16%	53%
<b>Small estates and infills [147]</b>	26%	20%	53%
<b>Street properties [70]</b>	29%	24%	45%
<b>Unweighted sample bases in brackets</b>			

Economically active respondents are significantly more likely than their inactive counterparts to disagree with this statement (56% cf. 47%) meaning that they *are* more interested in being involved in decisions about their area than inactive residents even though the inactive would, in all probability, have more free time available to them.

**5.2.3 ‘My landlord keeps me informed about things that might affect me as a tenant/leaseholder’**

Three quarters (75%) agree with the third statement that ‘My landlord keeps me informed about things that might affect me as a tenant/leaseholder’. Conversely, 14% disagree. This statement receives the highest level of agreement of all four statements related to decision-making.

**Figure 17 Level of agreement with statements about involvement in decision-making in the local area – My landlord keeps me informed about things that might affect me as a tenant/leaseholder (All responses)**



Unw

Weighted sample base: 656

Tenants are more likely (but not significantly) to agree with this statement than are leaseholders (77% cf. 69%) while the latter are more likely than the former to disagree (17% cf. 12%).

**Table 53 Level of agreement with statements about involvement in decision-making in the local area – My landlord keeps me informed about things that might affect me as a tenant/leaseholder (All responses)**

	Agree %	Neither %	Disagree %
<b>Total [656]</b>	75%	10%	14%
<b>Tenants [417]</b>	77%	9%	12%
<b>Leaseholders [239]</b>	69%	12%	17%
Unweighted sample bases in brackets			

Residents' association members are less likely than non-members to agree that their landlord keeps them informed about things that might affect them as a tenant/leaseholder (72% cf. 75%).

Street property residents are the least likely to agree with this statement than those from other estate types.

**Table 54 Level of agreement with statements about involvement in decision-making in the local area – My landlord keeps me informed about things that might affect me as a tenant/leaseholder by estate type (All responses)**

	Agree %	Neither %	Disagree %
<b>Total [656]</b>	75%	10%	14%
<b>High density inner [219]</b>	74%	13%	12%
<b>High density outer [220]</b>	75%	9%	15%
<b>Small estates and infills [147]</b>	78%	6%	14%
<b>Street properties [70]</b>	65%	11%	19%
<b>Unweighted sample bases in brackets</b>			

Economically inactive respondents are significantly more likely than their active counterparts to agree with this statement (78% cf. 70%).

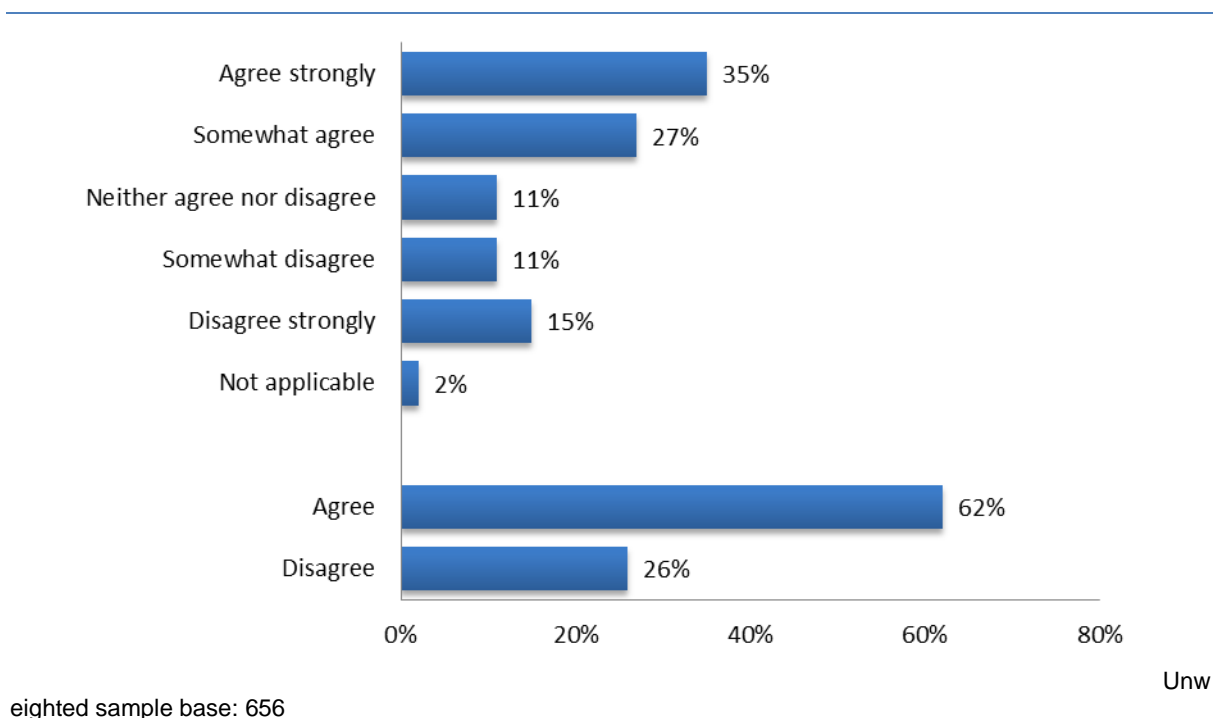
Those who are dissatisfied that their views are taken into account are significantly more likely than those who are satisfied to disagree that their landlord keeps them informed about things that might affect them as a tenant/leaseholder (37% cf. 6%).



### 5.2.4 'I am aware of my landlord's published service standards'

Just over three in five (62%) agree with the fourth and final statement that 'I am aware of my landlord's published service standards', while 26% disagree and 11% neither agree nor disagree.

**Figure 18 Level of agreement with statements about involvement in decision-making in the local area – I am aware of my landlord's published service standards (All responses)**



Tenants are significantly more likely to agree with this statement than are leaseholders (65% cf. 55%).

**Table 55 Level of agreement with statements about involvement in decision-making in the local area – I am aware of my landlord's published service standards (All responses)**

	Agree %	Neither %	Disagree %
<b>Total [656]</b>	62%	11%	26%
<b>Tenants [417]</b>	65%	9%	25%
<b>Leaseholders [239]</b>	55%	14%	28%
<b>Unweighted sample bases in brackets</b>			

As might be expected again, members of a residents' association are more likely (significantly so) to agree that they are aware of their landlord's published service standards than those who are not members (68% cf. 59%). Disagreement with the statement is equally as likely amongst members and non-members (25% and 26% respectively).

As the following table shows, the estate type in which respondents are more likely to agree with this statement is high density inner (65%).

**Table 56 Level of agreement with statements about involvement in decision-making in the local area – I am aware of my landlord’s published service standards by estate type (All responses)**

	Agree %	Neither %	Disagree %
<b>Total [656]</b>	62%	11%	26%
<b>High density inner [219]</b>	65%	13%	21%
<b>High density outer [220]</b>	59%	8%	30%
<b>Small estates and infills [147]</b>	61%	10%	28%
<b>Street properties [70]</b>	59%	16%	24%
<b>Unweighted sample bases in brackets</b>			

Economically active respondents are significantly more likely than their inactive counterparts to disagree with this statement (30% cf. 23%), as are working age residents in comparison with non-working age respondents (31% cf. 18%).

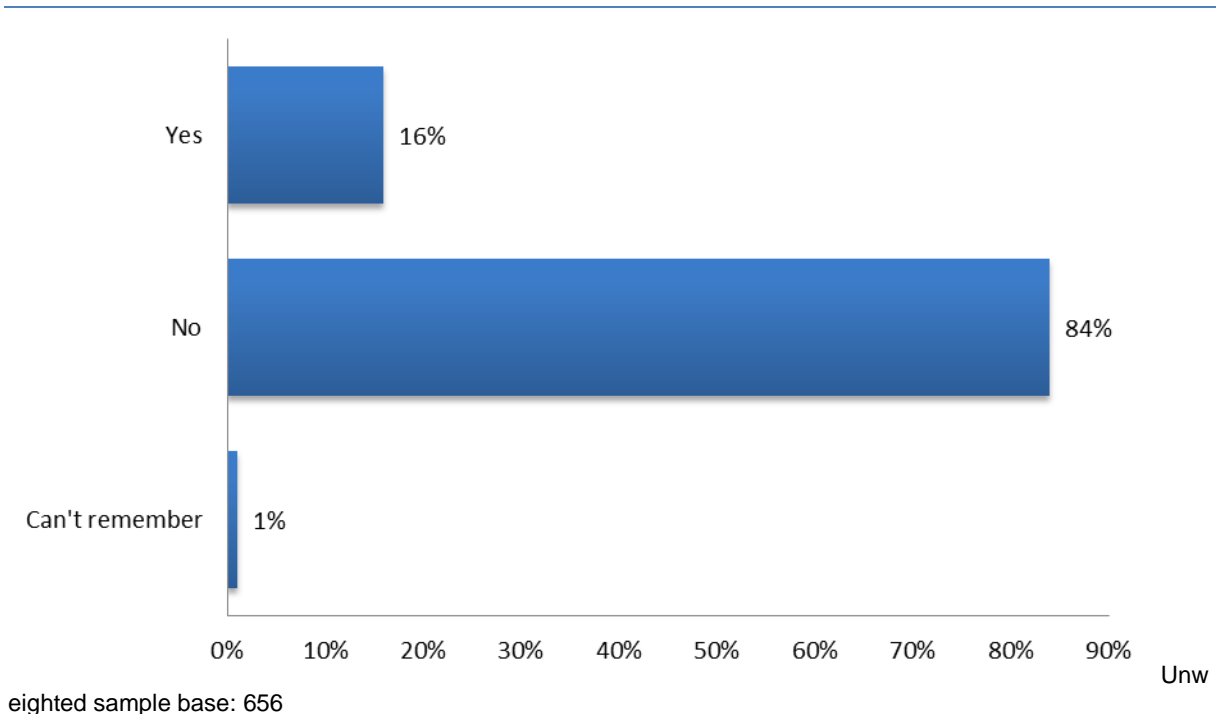
## 6 Anti-social behaviour and other aspects of local services

The following section will examine levels of reporting ASB to the Council and also aspects of how the ASB report was dealt with, as well as looking at rents and service charges and how residents feel about their landlord.

### 6.1 Reporting Anti-Social Behaviour

Residents were asked to indicate whether or not they have reported any ASB to the Council/their landlord in the past 12 months. Around one in six (16%) has reported ASB. In 2008, a similar proportion (17%) of all respondents had reported ASB, while in May 2011 this rose to 19% and then dropped slightly to 18% in March 2012.

**Figure 19 Whether or not reported ASB in the past 12 months (All responses)**



Leaseholders are significantly more likely than tenants to have made an ASB report in the last 12 months (20% cf. 13%).

**Table 57 Whether or not reported ASB in the past 12 months (All responses)**

	Have reported ASB %	Have not reported ASB %
<b>Total [656]</b>	16%	84%
<b>Tenants [417]</b>	13%	86%
<b>Leaseholders [239]</b>	20%	79%
<b>Unweighted sample bases in brackets</b>		

Respondents living in street properties are least likely to have made an ASB report (just 7% reported anti-social behaviour in the past 12 months).

**Table 58 Whether or not reported ASB in the past 12 months by estate type (All responses)**

	Have reported ASB %	Have not reported ASB %
<b>Total [656]</b>	16%	84%
<b>High density inner [219]</b>	18%	81%
<b>High density outer [220]</b>	16%	84%
<b>Small estates and infills [147]</b>	16%	84%
<b>Street properties [70]</b>	7%	91%
<b>Unweighted sample bases in brackets</b>		

Both maisonette and flat dwellers (17% each) are significantly more likely than those who live in houses (7%) to have reported ASB in the last 12 months.

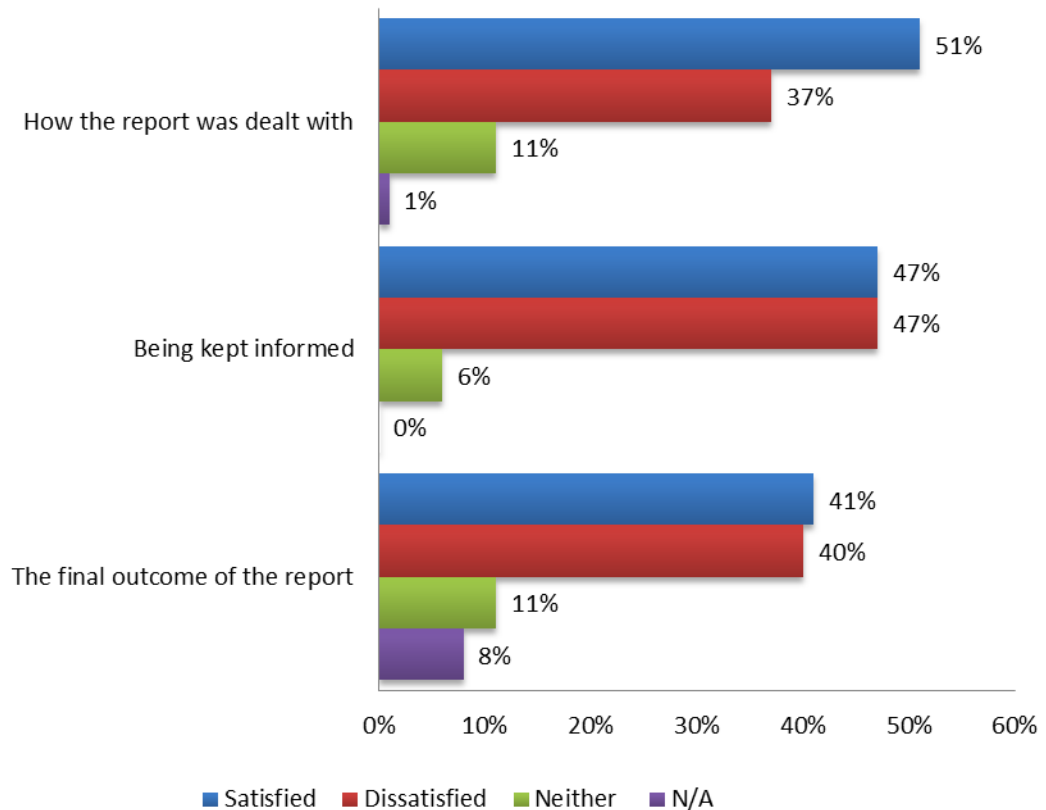
The economically active are also significantly more likely to have made an ASB report compared with those who are inactive (21% cf. 13%).

## 6.2 Satisfaction with aspects of how ASB was dealt with

Those residents who had reported anti-social behaviour (16% of all respondents) were then asked to comment on a number of aspects related to their ASB report. The following results are based on a sample of 103 respondents and the margin of error for 103 is +/-9.2% so the sample size is a fairly small one which must be borne in mind when analysing the following data. For this reason no sub-group analysis other than by tenancy type has been added.

The results are summarised in the following figure. Around two in five or more of the respondents reporting ASB expressed dissatisfaction regarding some aspect. For the final outcome of their ASB report, two fifths of respondents are satisfied (41%) whilst a similar proportion are dissatisfied (40%).

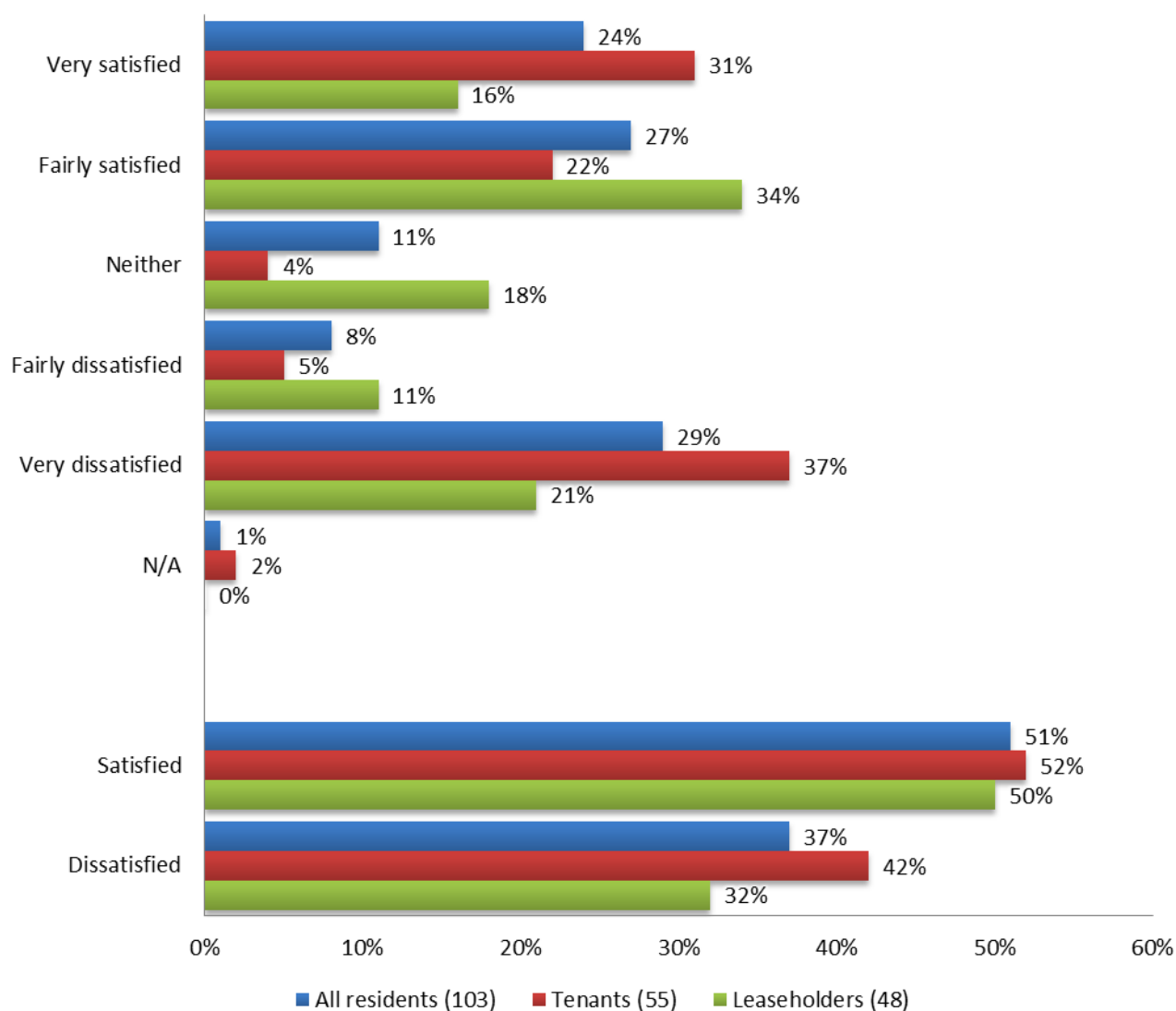
**Figure 20 Satisfaction with aspects of reporting the ASB (Respondents who had reported ASB)**



Unweighted sample base: 103

Leaseholders are equally as likely to be satisfied as tenants with how their report was dealt with although they are less likely to be dissatisfied, as may be seen from the following figure.

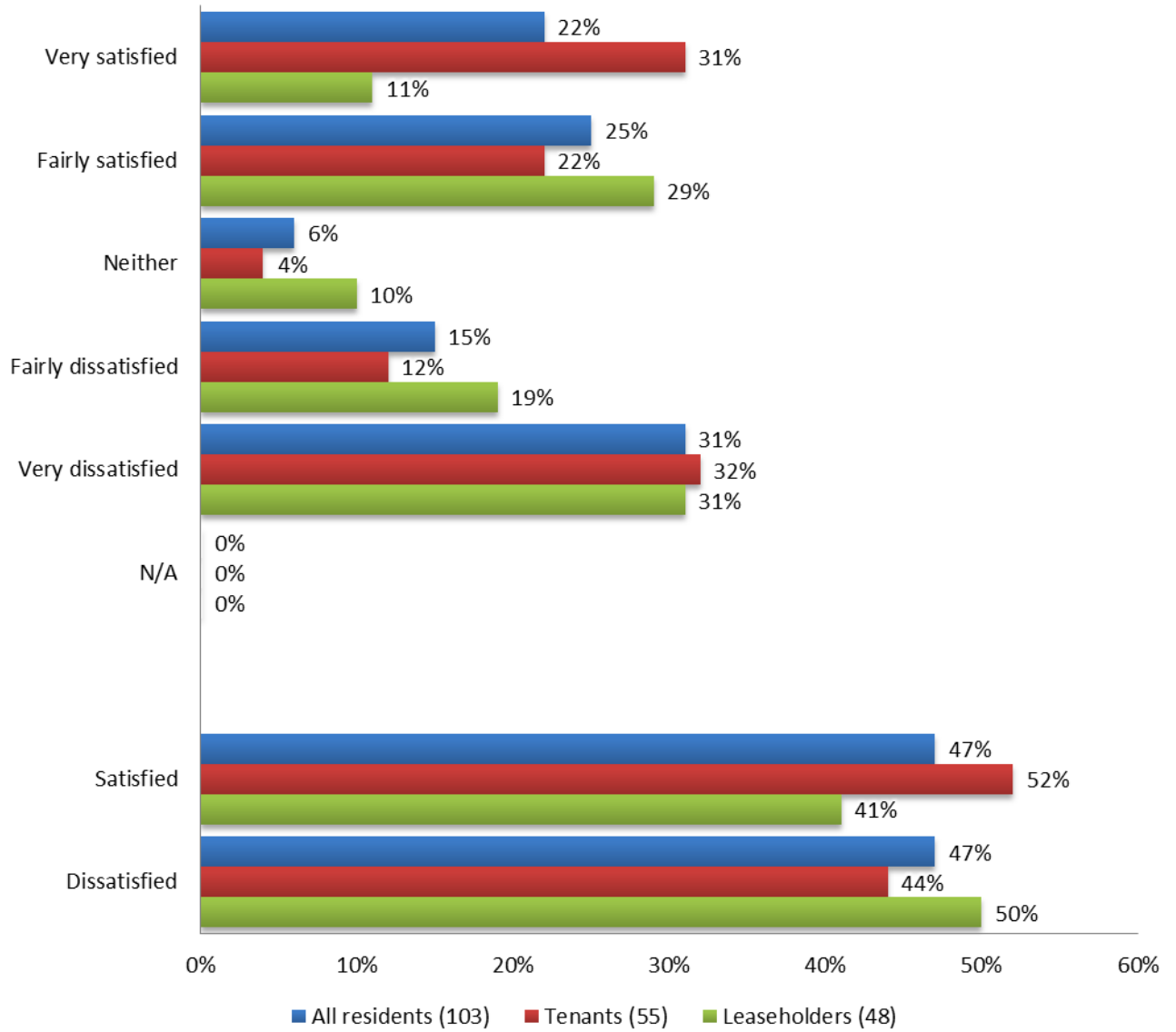
**Figure 21 Satisfaction with aspects of reporting the ASB – how the report was dealt with (Respondents who had reported ASB)**



Unweighted sample bases in brackets

The following figure shows that for being kept informed tenants' satisfaction levels are higher than those of leaseholders.

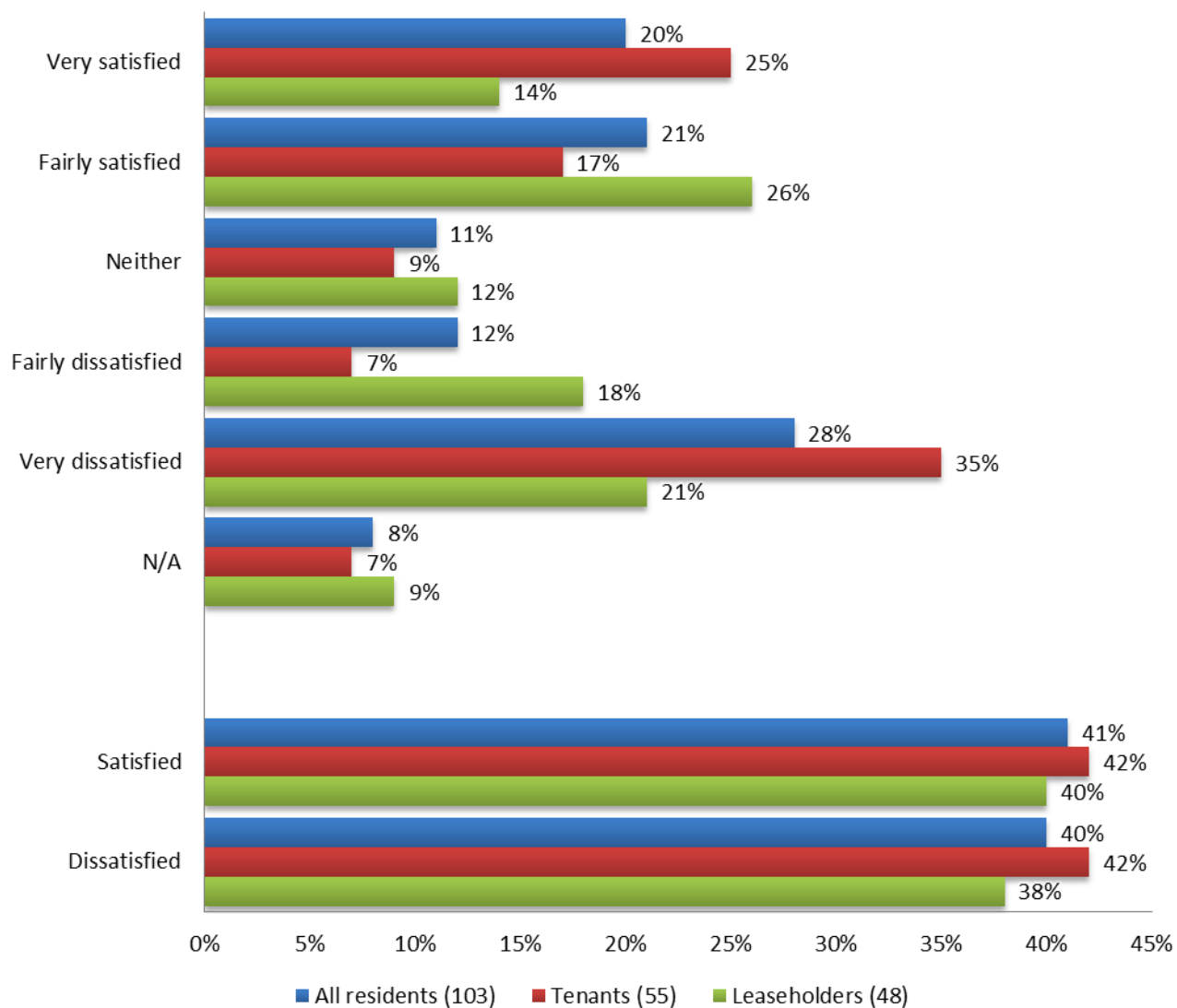
**Figure 22 Satisfaction with aspects of reporting the ASB – being kept informed (Respondents who had reported ASB)**



Unweighted sample bases in brackets

For the final outcome of their report there is little difference in satisfaction between leaseholders and tenants.

**Figure 23 Satisfaction with aspects of reporting the ASB – the final outcome (Respondents who had reported ASB)**



Unweighted sample bases in brackets



The following table shows comparisons of the three indicators for tenants only over the three surveys. This year's results are based on a sample of 55 respondents and the margin of error for 55 is +/-12.3% and so not particularly robust, while 2011 results were based on 132 respondents and the margin of error for 132 is +/-7.7%; the results from 2008 are based on a similar sample and are therefore equally robust – around +/-7.7% - therefore the three surveys are not directly comparable.

**Table 59 Satisfaction with aspects of reporting the ASB – Tenants only (Respondents who had reported ASB)**

	2008		May 2011		Mar 2013	
	Satisfied %	Dissatisfied %	Satisfied %	Dissatisfied %	Satisfied %	Dissatisfied %
How the report was dealt with [2008: 137; May '11: 132; Mar '13: 55]	37%	43%	41%	50%	52%	42%
Being kept informed [2008: 136; May '11: 132; Mar '13: 55]	36%	41%	39%	52%	52%	44%
The final outcome [2008: 143; May 2011: 132; Mar '13: 55]	27%	51%	41%	34%	42%	42%

Similarly, the following table shows comparisons of the three indicators for leaseholders only but for the May 2011 and March 2013 surveys only, the 2008 survey being conducted only with tenants. This year's results are based on a sample of 48 respondents and the margin of error for 48 is +/-12.7% and so not particularly robust, while 2011 results were based on 101 respondents and the margin of error for 101 is +/-8.6%. care should therefore be exercised when comparing results from the two surveys.

**Table 60 Satisfaction with aspects of reporting the ASB – Tenants only (Respondents who had reported ASB)**

	2008		May 2011		Mar 2013	
	Satisfied %	Dissatisfied %	Satisfied %	Dissatisfied %	Satisfied %	Dissatisfied %
How the report was dealt with [May '11: 101; Mar '13: 48]	N/A	N/A	48%	38%	50%	32%
Being kept informed [May '11: 101; Mar '13: 48]	N/A	N/A	41%	39%	41%	50%
The final outcome [May 2011: 101; Mar '13: 48]	N/A	N/A	42%	37%	40%	38%

Finally, the following table shows comparisons for all residents and demonstrates that satisfaction has gone up since the last survey for how the report was dealt with and being kept informed, while for the final outcome it has remained static.

**Table 61 Satisfaction with aspects of reporting the ASB (Respondents who had reported ASB)**

	2008		May 2011		Mar 2013	
	Satisfied %	Dissatisfied %	Satisfied %	Dissatisfied %	Satisfied %	Dissatisfied %
How the report was dealt with [May '11: 101; Mar '13: 48]	N/A	N/A	44%	45%	51%	37%
Being kept informed [May '11: 101; Mar '13: 48]	N/A	N/A	40%	46%	47%	47%
The final outcome [May 2011: 101; Mar '13: 48]	N/A	N/A	41%	35%	41%	40%

### 6.3 Neighbourhood problems

All panel members were provided with a list of 12 possible neighbourhood issues and were asked to indicate how much of a problem, if at all, they are in their local neighbourhood.

Encouragingly for Wandsworth, for all but one of the issues (rubbish and litter) the majority of residents consider they are not a problem at all.

Rubbish or litter is identified as a big problem by 19% of panel members with a further 33% saying it is a moderate problem (combined total = 52%).

Noise is identified as a big problem for 9% of panel members with a further 21% identifying it as a moderate problem (combined total = 30%).

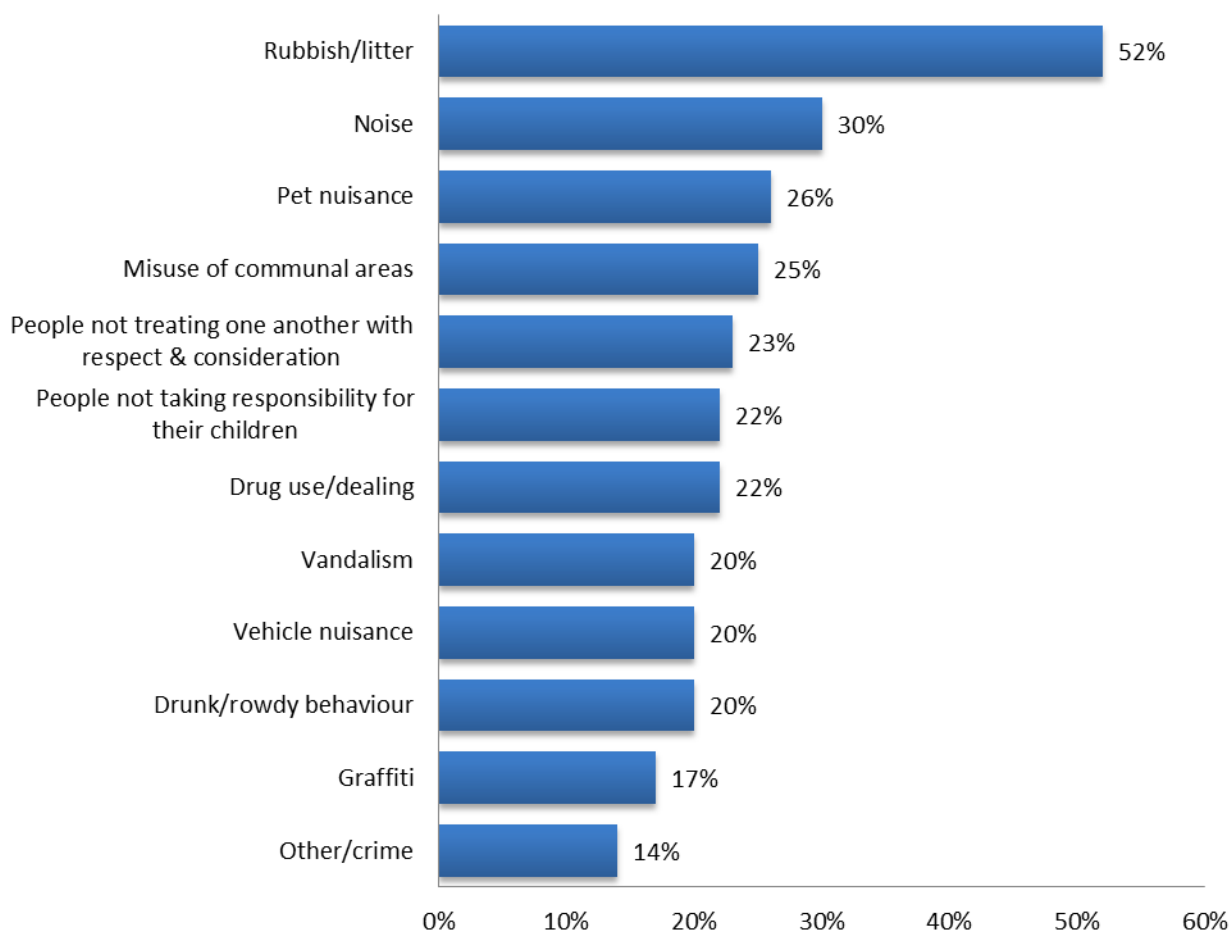
Pet nuisance is identified as a big problem for 10% of panel members with a further 16% identifying them as a moderate problem (combined total = 26%).

**Table 62 Thinking about your local neighbourhood, how much of a problem are the following? (All responses)**

	%	%	%	%
<b>Rubbish or litter</b>	19%	33%	48%	*%
<b>Noise</b>	9%	21%	69%	1%
<b>Pet nuisance</b>	10%	16%	74%	*%
<b>Vandalism</b>	5%	15%	80%	*%
<b>Graffiti</b>	2%	15%	83%	*%
<b>Drug use or dealing</b>	10%	12%	72%	7%
<b>Vehicle nuisance</b>	8%	12%	79%	1%
<b>Drunk/rowdy behaviour</b>	7%	13%	80%	1%
<b>Misuse of communal areas</b>	10%	15%	71%	4%
<b>People not taking responsibility for their own children</b>	7%	15%	76%	2%
<b>People not treating one another with respect &amp; consideration</b>	7%	16%	74%	2%
<b>Other/crime</b>	5%	9%	85%	1%
<b>Unweighted sample base: 656</b>				

The following figure shows the possible problems encountered by residents in rank order, showing percentages of those who rated each as a big or moderate problem and demonstrates that the highest ranked problem is rubbish and litter while the least cited is other/crime.

**Figure 24 Thinking about your local neighbourhood, how much of a problem are the following? (All responses)**

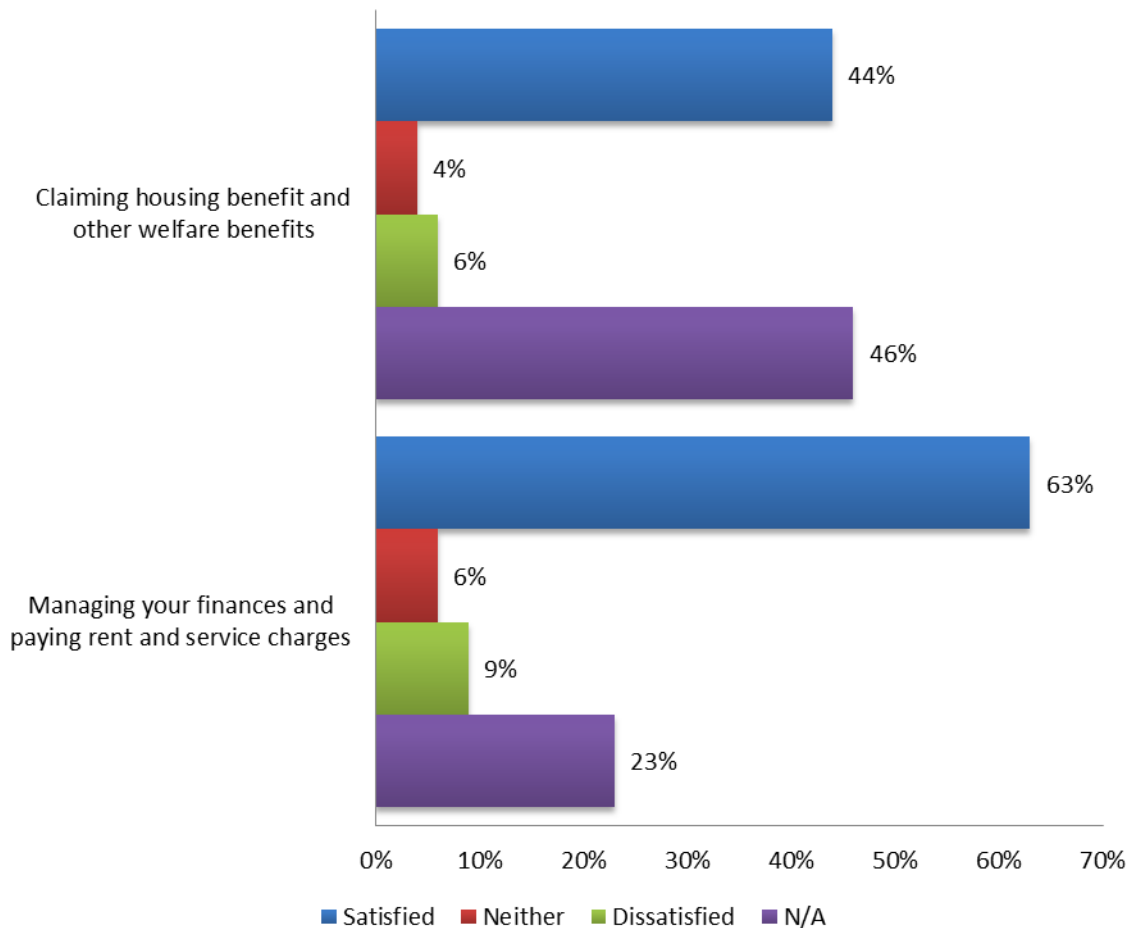


Unweighted sample base: 656

## 6.4 Rents and Service Charges

All residents were presented with two aspects of advice and support they receive from the finance department and asked to rate their level of satisfaction with each one.

**Figure 25 Level of satisfaction with aspects of advice and support received from the finance department (All responses)**



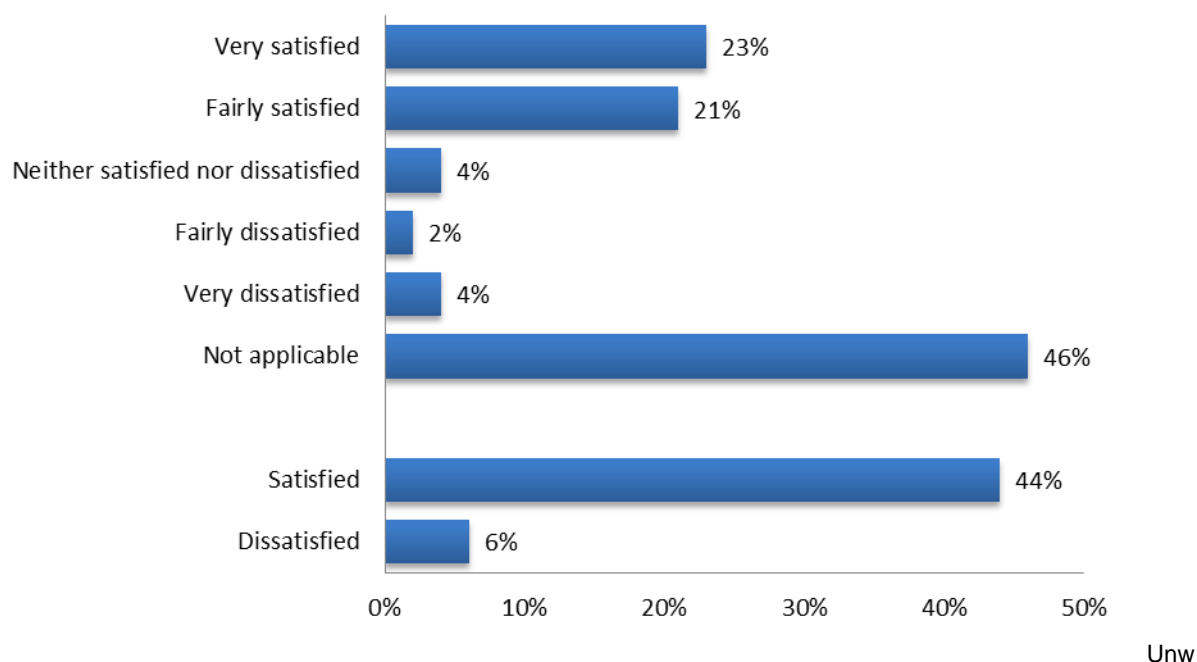
Unweighted sample base: 656

Just over two fifths (44%) are satisfied with the advice and support they receive about claiming housing benefit and other welfare benefits, while approaching two thirds (63%) are satisfied with the advice they receive on managing their finances and paying rent and service charges. Notable for both aspects of advice and support are the high proportions of residents who deem each to be not applicable to them. Consequently, while satisfaction levels may appear on the low side they are depressed more by the level of not applicable scores rather than by dissatisfaction which is low for both aspects.

### 6.4.1 Claiming housing benefit and other welfare benefits

More than two fifths (44%) of all respondents are satisfied with the advice and support they receive from the finance department about claiming housing benefit and other welfare benefits, while just 6% are dissatisfied.

**Figure 26 Level of satisfaction with aspects of advice and support received from the finance department: Claiming housing benefit and other welfare benefits (All responses)**



Weighted sample base: 656

Although tenants are significantly more likely than leaseholders to be satisfied with this aspect of advice and support, the very high proportion of leaseholders who rate this as not applicable should be taken into account here.

**Table 63 Level of satisfaction with aspects of advice and support received from the finance department: Claiming housing benefit and other welfare benefits (All responses)**

	Satisfied %	Neither %	Dissatisfied %	Not Applicable %
<b>Total [656]</b>	44%	4%	6%	46%
<b>Tenants [417]</b>	63%	5%	8%	24%
<b>Leaseholders [239]</b>	11%	2%	2%	85%
<b>Unweighted sample bases in brackets</b>				

Non-members of a residents' organisation are more likely (significantly so) to express satisfaction than those who are members (47% cf. 37%).

Street property residents are more likely to be satisfied with this aspect (51%).

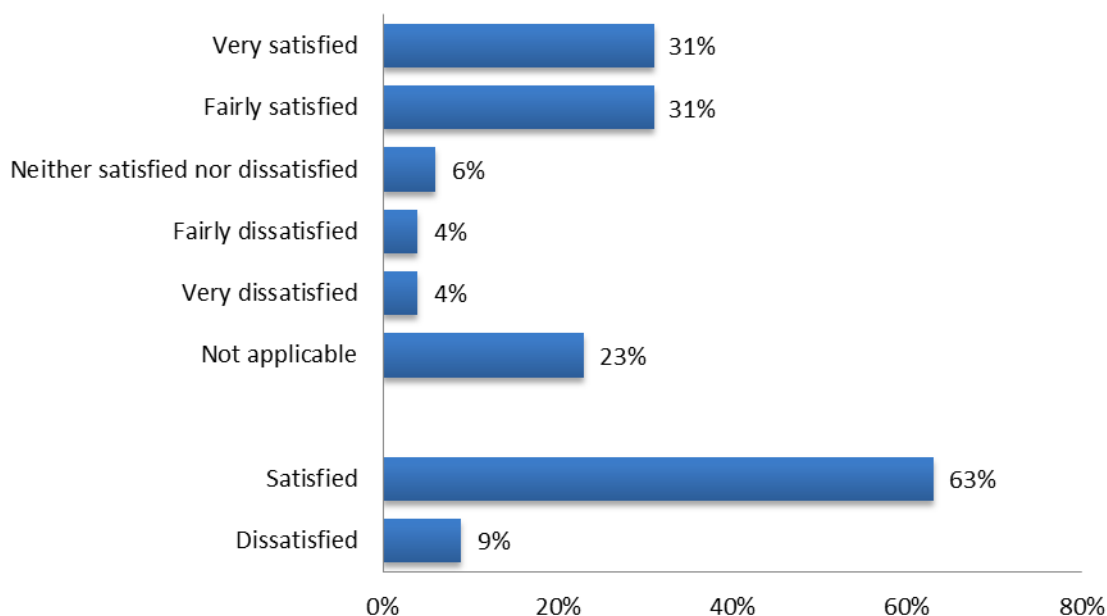
**Table 64 Level of satisfaction with aspects of advice and support received from the finance department: Claiming housing benefit and other welfare benefits by estate type (All responses)**

	Satisfied %	Neither %	Dissatisfied %	Not Applicable %
Total [656]	44%	4%	6%	46%
High density inner [219]	46%	5%	8%	41%
High density outer [220]	45%	4%	6%	45%
Small estates and infills [147]	40%	1%	3%	56%
Street properties [70]	51%	1%	4%	43%
Unweighted sample bases in brackets				

#### 6.4.2 Managing your finances and paying rent and service charges

The majority (63%) are also satisfied with the second aspect of advice and support received from the finance department, that of managing finances and paying rent and service charges. Conversely, 9% are dissatisfied.

**Figure 27 Level of satisfaction with aspects of advice and support received from the finance department: Managing your finances and paying rent and service charges (All responses)**



Unweighted sample base: 656

Unw



Tenants are significantly more likely to express satisfaction with this aspect than are leaseholders (72% cf. 46%) but, again, the higher proportion of leaseholders who rate this as not applicable should be taken into account.

**Table 65 Level of satisfaction with aspects of advice and support received from the finance department: Managing your finances and paying rent and service charges (All responses)**

	Satisfied %	Neither %	Dissatisfied %	Not Applicable %
<b>Total [656]</b>	63%	6%	9%	23%
<b>Tenants [417]</b>	72%	6%	9%	13%
<b>Leaseholders [239]</b>	46%	6%	8%	40%
<b>Unweighted sample bases in brackets</b>				

Members of a residents' association are less likely to be satisfied with this aspect of advice and support than those who are not members (58% cf. 64%).

As the following table shows, the estate type in which respondents are more likely to express satisfaction is street properties (72%).

**Table 66 Level of satisfaction with aspects of advice and support received from the finance department: Managing your finances and paying rent and service charges by estate type (All responses)**

	Satisfied %	Neither %	Dissatisfied %	Not Applicable %
<b>Total [656]</b>	63%	6%	9%	23%
<b>High density inner [219]</b>	65%	8%	9%	18%
<b>High density outer [220]</b>	62%	5%	10%	23%
<b>Small estates and infills [147]</b>	57%	4%	7%	32%
<b>Street properties [70]</b>	72%	7%	6%	15%
<b>Unweighted sample bases in brackets</b>				

Economically inactive respondents are significantly more likely than their active counterparts to be satisfied with this aspect (66% cf. 57%).

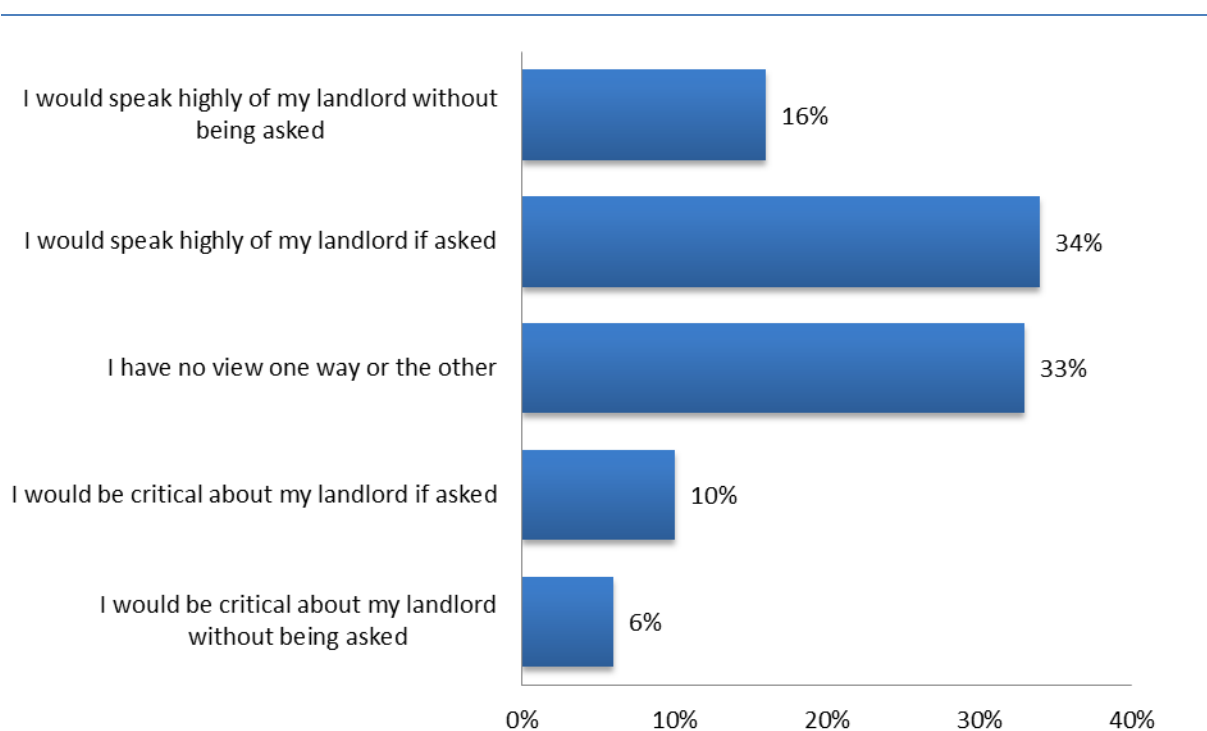
## 6.5 How residents feel about their landlord

All respondents were asked to say which of a series of five statements comes closest to how they feel about their landlord.

Around one in six residents (16%) agree that they would speak highly of their landlord without being asked while a further 34% said that they would speak highly if they were asked. Half of all residents (50%), then, would speak highly of their landlord.

Conversely, 16% would be critical about their landlord (10% if asked, 6% without being asked).

**Figure 28 Which of the following statements comes closest to how you feel about your landlord? (All responses)**



nweighted sample base: 656

U

In terms of the split between tenants and leaseholders, the former are more likely to speak highly of their landlord than the latter (55% cf. 43%) while the latter are more likely to be critical than the former (21% cf. 13%). Of note here is that tenants are significantly more likely than leaseholders to speak highly of their landlord without being asked (20% cf. 10%), while leaseholders are significantly more likely than tenants to be critical about their landlord *if* asked (14% cf. 7%).

**Table 67 Which of the following statements comes closest to how you feel about your landlord? (All responses)**

	All residents [656] %	Tenants [417] %	Leaseholders [239] %
I would speak highly of my landlord without being asked	16%	20%	10%
I would speak highly of my landlord if asked	34%	35%	33%
I have no view one way or the other	33%	32%	36%
I would be critical about my landlord if asked	10%	7%	14%
I would be critical about my landlord without being asked	6%	6%	7%
Unweighted sample bases in brackets			

In terms of estate type, residents of small estates and infills are more likely to speak highly of their landlord than those from other estate types (56%) while high density outer and inner residents are more likely to be critical than others (19% and 18% respectively).

**Table 68 Which of the following statements comes closest to how you feel about your landlord?...by estate type (All responses)**

	All residents [656] %	High density inner [219] %	High density outer [220] %	Small estates & infills [147] %	Street properties [70] %
I would speak highly of my landlord without being asked	16%	14%	18%	17%	12%
I would speak highly of my landlord if asked	34%	34%	32%	39%	30%
I have no view one way or the other	33%	34%	31%	32%	43%
I would be critical about my landlord if asked	10%	12%	11%	5%	11%
I would be critical about my landlord without being asked	6%	6%	8%	6%	4%
Unweighted sample bases in brackets					

Comparing this year’s findings with those reported in May 2011, it can be seen that there has been an increase in the proportion of respondents who would speak highly of their landlord (43% May 2011 cf. 50% March 2013) while the proportion who would be critical has decreased from 26% in May 2011 to 16% in this survey.

This is reflected in accompanying increases for both tenants and leaseholders who would speak highly of their landlord: for tenants this has risen from 48% to 55% and for leaseholders from 36% to 43%. Likewise, there have been decreases in the proportions who would be critical: 23% of tenants said they would be critical in May 2011 compared with just 13% in this survey, and the proportion of critical leaseholders has dropped from 32% in May 2011 to 21% in March 2013.

**Table 69 Which of the following statements comes closest to how you feel about your landlord? (All responses)**

	All residents		Tenants		Leaseholders	
	May '11 %	Mar '13 %	May '11 %	Mar '13 %	May '11 %	Mar '13 %
I would speak highly of my landlord without being asked	15%	16%	19%	20%	8%	10%
I would speak highly of my landlord if asked	28%	34%	29%	35%	28%	33%
I have no view one way or the other	30%	33%	29%	32%	32%	36%
I would be critical about my landlord if asked	16%	10%	15%	7%	19%	14%
I would be critical about my landlord without being asked	10%	6%	8%	6%	13%	7%
Unweighted sample bases in brackets						

There is very little difference in terms of members and non-members of residents’ associations with 55% of the former likely to speak highly of their landlord in comparison with 50% of the latter and 15% of the latter likely to be critical compared with 19% of the former.

In terms of age, those of non-working age are more likely to speak highly of their landlord than working age respondents (58% cf. 45%) and are *significantly* more likely to speak highly both if asked (39% cf. 31%) and without being asked (19% cf. 14%). Conversely, those of working age are more likely than their non-working age counterparts to be critical (19% cf. 11%), and are *significantly* more likely to be critical if asked (12% cf. 6%).

Males are more likely to speak highly of their landlord than females (50% cf. 40%) and are *significantly* more likely to speak highly without being asked (20% cf. 12%). Both groups are equally as likely to be critical – 24% males cf. 27% females.



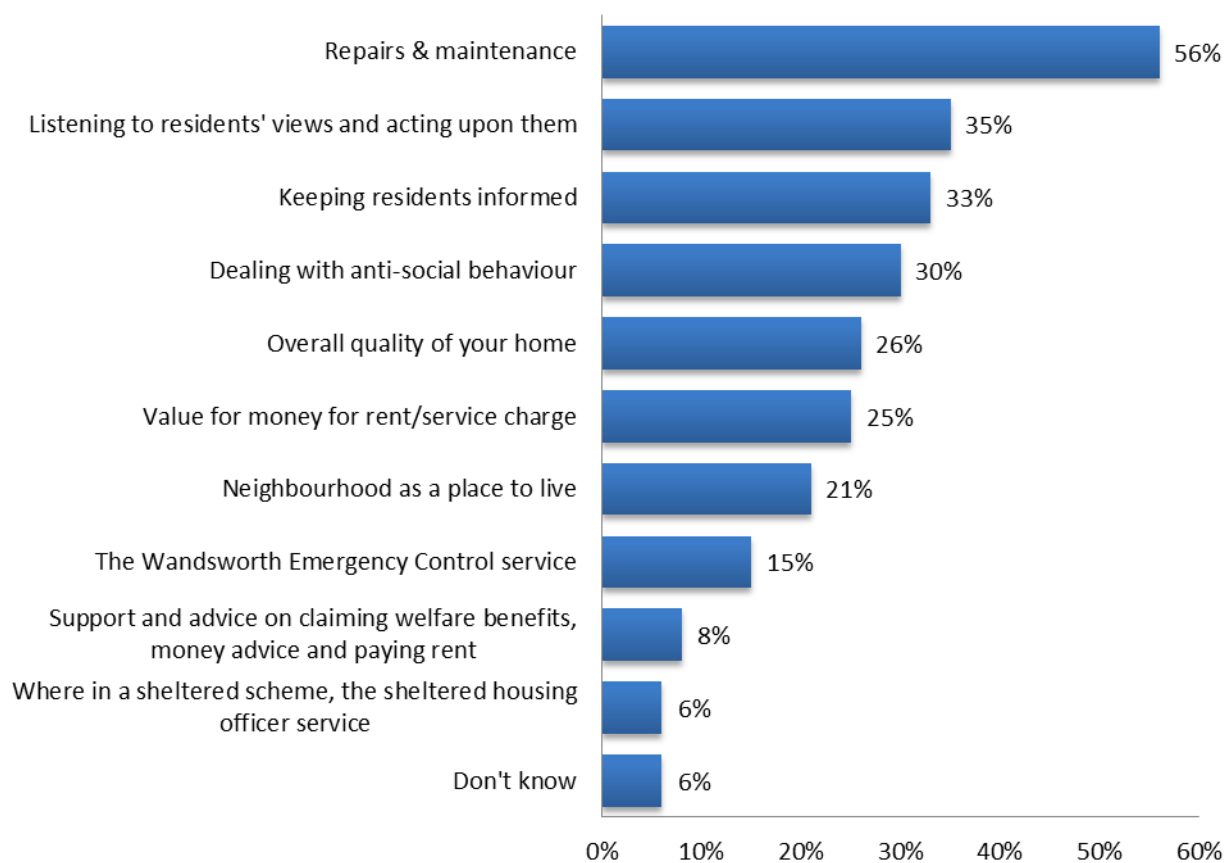
## 6.6 Priorities

Residents were presented with ten attributes and asked which they consider to be the three most important.

As the following figure illustrates, the majority (56%) of respondents included repairs and maintenance within the three attributes they consider to be most important. Over a third (35%) highlighted listening to residents' views and acting upon them.

One third (33%) of tenants also included keeping residents informed as one of the three attributes they consider to be most important.

**Figure 29 Which of the following services would you consider to be priorities? (All responses)**



Unweighted sample base: 656

In terms of the split between tenants and leaseholders, the former are significantly more likely than the latter to rank support and advice on claiming welfare benefits, money advice and paying rent, and the sheltered housing officer as priorities. Conversely, leaseholders are significantly more likely than tenants to rate dealing with ASB and value for money for rent and service charge as priorities.

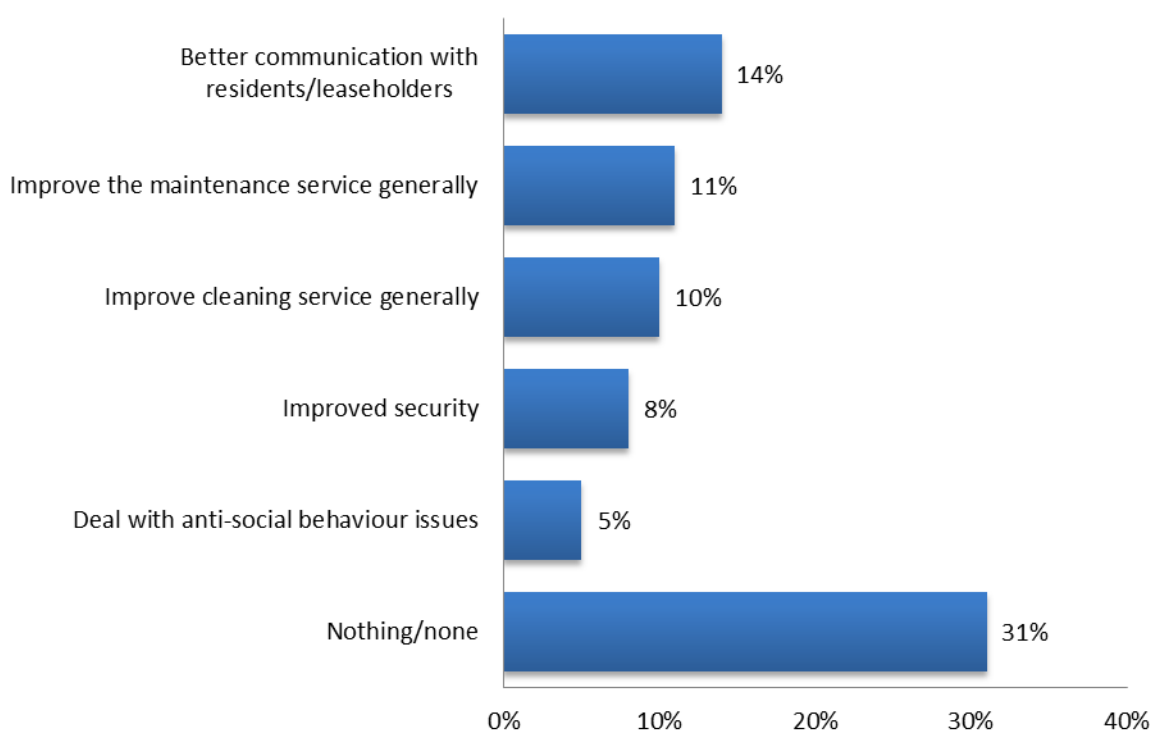
**Table 70 Which of the following services would you consider to be priorities? (All responses)**

	All residents [656] %	Tenants [417] %	Leaseholders [239] %
Repairs and maintenance	56%	57%	53%
Listening to residents' views and acting upon them	35%	33%	39%
Keeping residents informed	33%	35%	31%
Dealing with anti-social behaviour	30%	27%	36%
The overall quality of your home	26%	27%	24%
Value for money for your rent/service charge	25%	22%	31%
Your neighbourhood as a place to live	21%	19%	25%
The Wandsworth Emergency Control service	15%	14%	18%
Support and advice on claiming welfare benefits, money advice and paying rent	8%	11%	3%
Where in a sheltered scheme, the sheltered housing officer service	6%	8%	2%
Don't know	6%	7%	5%
Unweighted sample bases in brackets			

### 6.6.1 Improvements to housing services

Residents were also asked to name three main things that Wandsworth Council could do to improve the housing services they provide. The following figure shows the five most frequently quoted responses and also demonstrates that three in ten (31%) residents said that there is nothing the Council could do to make improvements. Better communication with residents is the most frequently mentioned improvement, with one in seven (14%) citing this. The reader is directed to the tabulations for a full list of all suggestions made by residents.

**Figure 30 Three main things Wandsworth Council could do to improve the housing services it provides – top five responses only (All responses)**



Unweighted sample base: 656





## 7 Profile Information

### 7.1 Membership of Residents' Associations

All respondents were asked if they were members of a residents' association. While 19% of residents said they are members, leaseholders are significantly more likely than tenants to be members.

**Table 71 Are you a member of a residents' association? (Respondents who have a Residents' Association in their area)**

	Total [656] %	Tenants [417] %	Leaseholders [239] %
Yes	19%	16%	23%
No	81%	84%	77%
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 high density inner properties (28%) are significantly more likely than all other residents to be members.

**Table 72 Are you a member of a residents' association? (Respondents who have a Residents' Association in their area)**

	Yes %	No %
Total [656]	18%	82%
High density inner [219]	28%	72%
High density outer [220]	13%	87%
Small estates and infills [147]	18%	82%
Street properties [70]	5%	95%

Those living in Co-op properties are significantly more likely to be members than those living in Area Team properties (41% cf. 17%).

Non-working age residents are more likely to be members (21%) compared with 17% of those of working age, although this is not a significant finding.

Interestingly, only four fifths (78%) 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.

### 7.1.1 On-line services

Just under a fifth (18%) of all residents are registered to use the housing department's on-line services. Tenants are significantly more likely than leaseholders to be registered for use (21% cf. 14%).

## 7.2 Internet access

### 7.2.1 Home Internet access

Three fifths (60%) of all residents have Internet access in their home; this compares with the 63% reported in November 2012. Leaseholders are significantly more likely than tenants to have home access (70% cf. 55%).

**Table 73 Do you have Internet access in your home? (All responses)**

	Total [656] %	Tenants [417] %	Leaseholders [239] %
<b>Yes</b>	60%	55%	70%
<b>No</b>	40%	45%	30%
Unweighted sample bases in brackets			

Street property residents are more likely than others to have home Internet access.

**Table 74 Do you have Internet access in your home? (All responses)**

	High density inner [219] %	High density outer [220] %	Small estates and infills [147] %	Street properties [70] %
<b>Yes</b>	60%	64%	55%	67%
<b>No</b>	40%	36%	45%	33%
Unweighted sample bases in brackets				

Non-members of residents' associations are equally as likely as members to have access (60% cf. 61%). Respondents living in maisonettes (69%) are significantly more likely to have home Internet access than house or flat dwellers (54% and 58% respectively), while access decreases with age so that while 88% of 16-24 year olds and 80% of those aged 35-54 have access this decreases to 58% of 55-64 year olds and 35% of those aged 65 and over.

Asian residents (76%) are more likely to have home Internet access than White or Black residents (56% and 64% respectively).

Those without a disability are significantly more likely than those with to have home access to the Internet (69% cf. 45%), as are the economically active compared to the inactive (84% cf. 46%).

Two fifths of all panel members (38%) said that it would be possible to contact them in the future by e-mail for other research (35% tenants, 44% leaseholders).

## 8 Profile Information

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

**Table 75 Profile table**

<b>Tenant</b>	64	417
<b>Leaseholder</b>	36	239
<b>Under 1 year</b>	3	20
<b>1 – 2 years</b>	8	54
<b>3 – 5 years</b>	11	69
<b>6 – 10 years</b>	16	102
<b>11 – 20 years</b>	25	165
<b>21+ years</b>	38	246
<b>White</b>	65	424
<b>Mixed</b>	3	18
<b>Asian</b>	7	46
<b>Black</b>	22	143
<b>Other</b>	4	24
<b>Yes</b>	37	242
<b>No</b>	62	409
<b>Refused</b>	1	5
<b>Area Team</b>	94	615
<b>Co-op</b>	6	41

Table 76 Profile table continued...

<b>Male</b>	39	257
<b>Female</b>	61	399
<b>Employee in full time job (30 hours or more per week)</b>		
	22	146
<b>Employee in part time job (less than 30 hours per week)</b>		
	10	67
<b>Self-employed (full- or part-time)</b>		
	5	30
<b>Unemployed</b>		
	7	43
<b>Wholly retired from work</b>		
	38	252
<b>Full-time education at school etc.</b>		
	1	8
<b>Looking after the family or home</b>		
	7	43
<b>Permanently sick or disabled</b>		
	8	49
<b>Doing something else</b>		
	3	18
<b>16 – 34 years</b>		
	10	68
<b>35 – 54 years</b>		
	35	231
<b>55 – 64 years</b>		
	19	127
<b>65+ years</b>		
	35	229
<b>Yes</b>		
	15	97
<b>No</b>		
	85	559
<b>High Density – Inner</b>		
	33	219
<b>High Density – Outer</b>		
	34	220
<b>Small Estates and Infills</b>		
	22	147
<b>Street Properties</b>		
	11	70

**Table 77 Profile table continued...**

<b>Balham</b>	3	19
<b>Bedford</b>	2	15
<b>Earlsfield</b>	2	16
<b>East Putney</b>	5	31
<b>Fairfield</b>	3	22
<b>Furzedown</b>	4	26
<b>Graveney</b>	3	20
<b>Latchmere</b>	16	105
<b>Nightingale</b>	1	9
<b>Northcote</b>	1	7
<b>Queenstown</b>	8	50
<b>Roehampton</b>	15	96
<b>Shaftesbury</b>	2	10
<b>Southfields</b>	2	16
<b>St Mary's Park</b>	7	47
<b>Thamesfield</b>	2	13
<b>Tooting</b>	2	16
<b>Wandsworth Common</b>	2	15
<b>West Hill</b>	8	55
<b>West Putney</b>	10	67
<b>Bungalow</b>	1	4
<b>Flat</b>	65	426
<b>House</b>	11	75
<b>Maisonette</b>	23	151



## 9 Appendix 'A' – Confidence intervals

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

**Table 78 Confidence intervals for cross tabulated variables based on full sample bases – i.e. all responses**

	Dbase total	Sample	Confidence interval % +/-
Tenant	753	417	3.2%
Leaseholder	454	239	4.4%
Management type – Area Team	1134	615	2.7%
Management type – Co-op	73	41	10.2%
Estate type – High density - inner	387	219	4.4%
Estate type – High density - outer	403	220	4.5%
Estate type – Small estates and infills	294	147	5.7%
Estate type – Street properties	123	70	7.7%
Dwelling type - Bungalow	7	4	34.7%
Dwelling type - Flat	796	426	3.2%
Dwelling type - House	126	75	7.2%
Dwelling type - Maisonette	278	151	5.4%
Ward – Balham	29	19	13.4%
Ward – Bedford	27	15	17.2%
Ward – Earlsfield	37	16	18.7%
Ward – East Putney	66	31	12.9%
Ward – Fairfield	39	22	14.0%
Ward – Furzedown	51	26	13.6%
Ward – Graveney	28	20	11.9%
Ward – Latchmere	185	105	6.3%
Ward – Nightingale	14	9	20.3%
Ward – Northcote	23	7	31.6%
Ward – Queenstown	87	50	9.1%
Ward – Roehampton	176	96	6.8%
Ward – Shaftesbury	21	10	23.0%
Ward – Southfields	34	16	18.1%
Ward – St Mary's Park	81	47	9.3%
Ward – Thamesfield	24	13	18.8%
Ward – Tooting	35	16	18.3%
Ward – Wandsworth Common	29	15	17.9%
Ward – West Hill	111	55	9.4%
Ward – West Putney	108	67	7.4%
Residents association member	173	97	6.6%
Residents association non-member	1034	559	2.8%
Gender – male	466	257	4.1%
Gender – female	741	399	3.3%



Appendix 'A' – Confidence intervals

Age – 16-34	158	68	9.0%
Age – 35-54	472	231	4.6%
Age – 55-64	201	127	5.3%
Age – 65+	376	229	4.1%
Age – Working age	831	426	3.3%
Age – Non-working age	376	229	4.1%
Ethnicity – White	775	424	3.2%
Ethnicity – Mixed	31	18	15.2%
Ethnicity – Asian	83	46	9.7%
Ethnicity – Black	273	143	5.7%
Ethnicity – Other	45	24	13.8%
Disability – yes	381	242	3.8%
Disability – no	817	409	3.4%
Length of residency in home – Under 1 year	37	20	15.1%
Length of residency in home – 1-2 years	107	54	9.4%
Length of residency in home – 3-5 years	155	69	8.8%
Length of residency in home – 6-10 years	204	102	6.9%
Length of residency in home – 11-20 years	311	165	5.2%
Length of residency in home – 21+ years	390	246	3.8%
Employment status – employed full time	304	146	5.9%
Employment status – employed part time	129	67	8.3%
Employment status – self-employed	63	30	13.1%
Employment status – Government training	2	0	N/A
Employment status – unemployed	88	43	10.8%
Employment status – retired	419	252	3.9%
Employment status – full time education	15	8	24.5%
Employment status – looking after family/home	78	43	10.1%
Employment status – permanently sick	76	49	8.4%
Employment status – other	32	18	15.5%
Economic activity – active	586	255	4.6%
Economic activity – inactive	620	401	2.9%
Satisfaction with overall service – satisfied	1207	502	3.3%
Satisfaction with overall service – neither	1207	84	10.3%
Satisfaction with overall service – dissatisfied	1207	70	11.4%
Satisfaction with how Council runs area – satisfied	1207	513	3.3%
Satisfaction with how Council runs area – neither	1207	79	10.7%
Satisfaction with how Council runs area – dissatisfied	1207	64	11.9%

## 10 Appendix 'B' – Questionnaire

**Wandsworth Council Panel  
Status Lite 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. It is important for the council to understand how residents feel about the services they are providing so that they can be sure that they are delivering them in the way and to the standard that residents want.

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

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

**Housing and Services**

**Could I now ask you some questions about your housing and the services you receive from Wandsworth Council? Wandsworth Council’s housing department provides day-to-day housing management services including repairs, block and estate cleaning, grounds maintenance, removing graffiti and dealing with complaints of anti-social behaviour amongst other things**

**Q2** Overall how satisfied or dissatisfied are you with the following? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
The general condition of the property	1	2	3	4	5
The value for money for your rent/service charge	1	2	3	4	5
<b>The next question relates to your neighbourhood. This could be your estate or the immediate area where you live.</b> The neighbourhood as a place to live.	1	2	3	4	5

**The housing department has responsibility for the repairs inside a tenant's home and for repairs to blocks and communal areas**

**Q3a** Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance? **READ OUT AND CODE ONE ONLY**

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

**Q3b** Why do you say that? **WRITE IN VERBATIM**

**Q4** Overall how satisfied or dissatisfied are you with the following services provided by your landlord? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	N/A
Grounds maintenance for external communal areas	1	2	3	4	5	6
Cleaning services for internal communal areas	1	2	3	4	5	6

Cleaning services for external communal areas	1	2	3	4	5	6
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**Q5** Have you contacted the Council in the last 12 months? **CODE ONE ONLY**

Yes	1	Go to Q6
No	2	Go to Q10
Can't remember	3	Go to Q10

**Q6** What was the last contact about? **READ OUT AND CODE ALL THAT APPLY**

Household Matters e.g. enquiries about your tenancy/lease agreement	1
Transfer/Exchange	2
Neighbourhood issues/ASB	3
Garden/communal areas	4
Repairs	5
Making a complaint	6
Other	7
Can't remember	8

**Q7** When you last had contact, was getting hold of the right person.....? **READ OUT AND CODE ONE ONLY**

Easy	1
Difficult	2
Neither	3
Can't remember	4

**Q8** How helpful were the staff you spoke to.....? **READ OUT AND CODE ONE ONLY**

Very helpful	1
Helpful	2
Neither	3
Unhelpful	4
Very unhelpful	5
Can't remember	6

**Q9** Were you satisfied with the final outcome? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/No opinion	6



**Communication and information**

**Q10** Generally, how satisfied or dissatisfied are you that your views are being taken into account by your landlord? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/No opinion	6

**Q11** Overall how would you rate your level of agreement with each of the following statements where 1 represents completely agree and 5 completely disagree? **READ OUT AND CODE ONE ONLY FOR EACH**

	Agree strongly	Somewhat agree	Neither/nor	Somewhat disagree	Disagree strongly	N/A
I know how I can get involved in decisions about what happens in my area if I choose to	1	2	3	4	5	6
I am not interested in being involved in decisions about my area	1	2	3	4	5	6
My landlord keeps me informed about things that might affect me as a tenant/leaseholder	1	2	3	4	5	6
I am aware of my landlord's published service standards	1	2	3	4	5	6

**Anti-Social Behaviour**

**Q12** Have you reported anti-social behaviour to the Council/landlord (i.e. not police) in the past 12 months? **CODE ONE ONLY**

Yes	1	Go to Q13
No	2	Go to Q14
Can't remember	3	Go to Q14

**Q13** How satisfied or dissatisfied were you with the following aspects of how your report was handled? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	N/A
How the report was dealt with	1	2	3	4	5	6



Being kept informed	1	2	3	4	5	6
The final outcome of your report	1	2	3	4	5	6

**Q14** Thinking about your local neighbourhood, how much of a problem are the following...? **READ OUT AND CODE ONE ONLY FOR EACH**

	Big problem	Moderate problem	Not a problem	Don't know
Rubbish/ Litter	1	2	3	4
Noise	1	2	3	4
Pet Nuisance	1	2	3	4
Vandalism	1	2	3	4
Graffiti	1	2	3	4
Drug Use/ Dealing	1	2	3	4
Vehicle Nuisance	1	2	3	4
Drunk/ Rowdy Behaviour	1	2	3	4
Misuse of Communal Areas	1	2	3	4
People not taking responsibility for their children	1	2	3	4
People not treating one another with respect and consideration	1	2	3	4
Other/ Crime	1	2	3	4

### Rents and Service Charges

**The Finance Department has responsibility for providing advice and support and ensuring that rent and service charges are paid on time**

**Q15** Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Finance Department with the following? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Claiming housing benefit and other welfare benefits	1	2	3	4	5	6
Managing your finances and paying rent and service charges	1	2	3	4	5	6

**General**

**Q16** Which of the following statements comes closest to how you feel about your landlord?

**READ OUT AND CODE ONE ONLY**

I would speak highly of my landlord without being asked	1
I would speak highly of my landlord if asked	2
I have no view one way or the other	3
I would be critical about my landlord if asked	4
I would be critical of my landlord without being asked	5

**Q17** Which of the following services would you consider to be priorities? **READ OUT AND**

**CODE UP TO THREE ONLY**

Keeping residents informed	1
The overall quality of your home	2
Listening to residents' views and acting upon them	3
Repairs and maintenance	4
Dealing with anti-social behaviour	5
Your neighbourhood as a place to live	6
Value for money for your rent/service charge	7
Support and advice on claiming welfare benefits, money advice and paying rent	8
The Wandsworth Emergency Control service	9
Where in a sheltered scheme, the sheltered housing officer service	10

**Q18** Thinking about the services Wandsworth Council provides, what are the three main things they could do to improve the housing services they provide to you? Please try to name **up to** three but **no more** than three. **WRITE IN VERBATIM UP TO THREE ONLY**

	1
	2
	3
96 NOTHING 97 DON'T KNOW	

**Q19** Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3

Fairly dissatisfied	4
Very dissatisfied	5

**Q20** 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

**Q21** Are you currently a member of a Residents' Association? **CODE ONE ONLY**

Yes	1
No	2

**Q22a** Are you registered to use the housing department's on-line services? **CODE ONE ONLY**

Yes	1
No	2

**Q22b** Do you have access to the Internet at home? **CODE ONE ONLY**

Yes	1
No	2

**Q23** Would it be possible to contact you in the future, by e-mail, for other research? **CODE ONE ONLY**

Yes	1	<b>GO TO Q24</b>
No	2	<b>THANK AND CLOSE</b>

**Q24** What is your e-mail address? **WRITE IN VERBATIM**

98 Ref
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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

