Research report

RMO Customer Satisfaction Survey 2013

Prepared for: Wandsworth Council

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Prepared for: Wandsworth Council

Prepared by: BMG Research

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Produced by BMG Research

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1 Executive summary

The following section of the report provides an overview of the opinions expressed by residents of Wandsworth Council. In total 428 tenants' and 202 leaseholders' questionnaires were completed, and the total is subject to a maximum standard error of ±3.4% at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 3.4% of the percentages reported. The tenants sample alone is subject to a maximum standard error of ±4.1% at the 95% confidence level on an observed statistic of 50%, and the leaseholders sample is subject to a maximum standard error of ±6.1%.

This overview is based on the 630 questionnaires completed with residents from an original total database of 2,537 contacts, providing an overall response rate of 25%; a response rate of 25% is a little low compared to what BMG would normally expect to achieve from a postal survey of residents – between 30% and 40% – but is still considered to be a robust response rate.

Because this is the first survey BMG has undertaken with RMO/Co-op customers on behalf of Wandsworth Council there are no previous figures against which to benchmark.

This report is meant to be read in conjunction with the full set of data tables that have also been produced and, as such, reference will not be made to *every* cross-tabulated variable.

Two thirds (66%) of residents are satisfied with the services provided by their RMO/Co-op, with almost a fifth (18%) dissatisfied and a further 13% neither satisfied nor dissatisfied. It is also worth noting that tenants and leaseholders are equally as likely to express satisfaction but that leaseholders are *statistically significantly* more likely than tenants to be dissatisfied with the overall service provided by their landlord. This is a finding that is in line with what BMG has found in numerous other satisfaction surveys.

A similar rate of satisfaction is reported for the way the Council runs the local area. Two thirds (66%) of all residents are satisfied with this while one in seven (14%) are dissatisfied and 15% is neither satisfied nor dissatisfied. While tenants are more likely than leaseholders to express satisfaction with how the Council is running the local area (67% cf. 63%), this is not a significant finding.

In terms of housing and local area, more than two thirds (69%) are satisfied with the general condition of their property, while one in five (21%) are dissatisfied and a smaller proportion (7%) is neither satisfied nor dissatisfied. Tenants are less likely than leaseholders to express satisfaction with the general condition of their property (67% cf. 74%). The latter, however, are significantly less likely than the former to express *dissatisfaction* (13% cf. 25%).

The majority (54%) of respondents are satisfied that the rent/service charge for their property represents value for money, while 22% are dissatisfied. Tenants and leaseholders are again equally as likely to be satisfied (55% cf. 53%), but leaseholders are significantly more likely than tenants to express dissatisfaction (30% cf. 17%).

Satisfaction with the neighbourhood fares better with three quarters (74%) of all residents satisfied with their neighbourhood as a place to live while only 13% are dissatisfied, while tenants are slightly more likely than leaseholders to express satisfaction (75% cf. 73%). When presented with a list of possible neighbourhood issues and asked to indicate how much of a problem, if at all, they are in their local neighbourhood, encouragingly for Wandsworth for most of the issues the majority of residents consider they are not a problem at all. Rubbish or litter is identified as a problem by 54% of residents (21% big problem, 33% moderate), while noise is identified as a problem for 45% of residents (12% big problem, 33% moderate problem.

There are no appreciable differences between tenants and leaseholders for satisfaction with repairs and maintenance while three fifths (62%) of all residents are satisfied and a quarter (24%) are dissatisfied.

Looking at communication with tenants, just under half (49%) of all respondents are satisfied that their RMO/Co-op takes their views into account compared with 19% who are dissatisfied. Although the satisfaction score is fairly low for this indicator, dissatisfaction is not inordinately high (although it could certainly be improved upon); it is more the 19% of respondents who gave a neutral response coupled with the 13% who either did not provide an answer or had no opinion (who, summed together, account for a third of the entire sample – 32%) who are depressing the satisfaction score. Clearly, it is this group of ‘undecided’ residents that Wandsworth must target if it wishes to raise satisfaction levels for this key indicator.

When asked whether or not they had been in contact with their RMO/Co-op over the last twelve months, the majority (72%) indicated they had been in contact. Encouragingly, the majority of residents (77%) found the member of staff they dealt with helpful, whereas 12% found them unhelpful and a further 10% found them neither helpful nor unhelpful. Similarly, the majority (73%) of residents who had been in contact with their RMO/Co-op found getting hold of the right person easy, whereas 14% found it difficult.

However, although these figures show a reasonable rate of satisfaction with contact, when asked to rate their satisfaction with the final outcome of their contact, almost two thirds (63%) reported they were satisfied with the final outcome of their last contact with their RMO/Co-op while a quarter (26%) expressed dissatisfaction, so there is scope for improvement here.

Looking at anti-social behaviour, just over one in five (22%) has reported ASB to their RMO/Co-op in the past 12 months. Compared with other surveys BMG has undertaken for other housing providers this figure is fairly high – most reportage figures seem to come out at around 10-12% with some lower still.

When asked to comment on a number of aspects related to their ASB report, at least a third of the respondents reporting ASB expressed dissatisfaction regarding some aspect. For the final outcome of their ASB report, just over a quarter of respondents are satisfied (27%) whilst more than a third (36%) are dissatisfied.

Finally, just over half (54%) of all residents have Internet access in their home. In recent surveys conducted by BMG across the country, home internet access has ranged from a low of 31% up to as high as 61%, so Wandsworth Council’s figure satisfactory in this regard.

2 Key Findings

2.1 Background

As part of its ongoing commitment to seek the views of its residents, in December 2012 Wandsworth Council commissioned BMG Research (BMG) to carry out a postal survey amongst its RMO/Co-op customers. The overall objective of this survey was to assess and explore residents' satisfaction with a number of specified criteria.

2.2 Methodology

In total, 2,537 questionnaires and letters were mailed out to residents between February and March 2013, with one full reminder mailing going out to those customers who did not or could not respond to the initial mailing.

In total 630 questionnaires were returned by post (428 tenants and 202 leaseholders), and this is subject to a maximum standard error of ±3.4% at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 3.4% of the percentages reported.

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

The number of returns, response rate and confidence interval is provided in the table below.

Table 1 Returns and response rate

	Returns	Mailed out	Response rate	Confidence interval
All residents	630	2,537	25%	+/-3.4%

The questionnaire used for residents was developed by BMG in conjunction with Wandsworth Council and included standard satisfaction questions.

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

Table 2 Returns and response rate

	Returns	Mailed out	Response rate	Confidence interval
All	630	2,537	25%	+/-3.4%
Tenants	428	1,642	26%	+/-4.1%
Leaseholders	202	895	23%	+/-6.1%

As illustrated in the table above, the total residents' sample is subject to a maximum standard error of +/-3.4% at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 3.4%.

A response rate of 25% is a little low compared to what BMG would normally expect to achieve from a postal survey of residents – between 30% and 40% – but is still 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.

Comparisons will be drawn, throughout the report, with the findings from the Housing Link Panel survey carried out in February 2013 but the reader is reminded that these are two distinct groups of respondents and so care should be exercised when analysing these comparisons.

2.3 Housing and Services

2.3.1 Overall satisfaction with Wandsworth Council

All respondents were asked to rate their level of satisfaction or dissatisfaction with the services provided by their RMO/Co-op. Two thirds (66%) of residents are satisfied with the services provided by their RMO/Co-op, with almost three in ten (28%) very satisfied. In contrast almost a fifth (18%) are dissatisfied and a further 13% are neither satisfied nor dissatisfied.

In terms of the split between tenants and leaseholders, the former are equally as likely to express satisfaction as the latter (66% each) while the latter are significantly less likely to be dissatisfied than the former (14% cf. 20%).

2.3.2 Satisfaction with how Wandsworth Council is running the local area

Residents were asked to rate their level of satisfaction with how the Council is running the local area. Two thirds (66%) are satisfied with how the Council is running the local area while one in seven (14%) are dissatisfied and 15% is neither satisfied nor dissatisfied. Tenants are more likely than leaseholders (although not significantly so) to express satisfaction with how the Council is running the local area (67% cf. 63%).

2.4 Housing and Services

2.4.1 The condition of the property

Residents were asked to rate their level of satisfaction with the general condition of their property. More than two thirds (69%) are satisfied with the general condition of their property. One in five (21%) are dissatisfied with the general condition of their property while a smaller proportion (7%) is neither satisfied nor dissatisfied.

Tenants are less likely than leaseholders to express satisfaction with the general condition of their property (67% cf. 74%). The latter, however, are significantly less likely than the former to express *dissatisfaction* (13% cf. 25%).

2.4.2 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 (54%) of respondents are satisfied that the rent/service charge for their property represents value for money, while 22% are dissatisfied.

Tenants and leaseholders are equally as likely to be satisfied (55% cf. 53%). The latter, however, are significantly more likely than the former to express dissatisfaction (30% cf. 17%).

2.4.3 Satisfaction with the neighbourhood

All residents were asked to rate their level of satisfaction or dissatisfaction with their neighbourhood as a place to live. Almost three quarters (74%) are satisfied with their neighbourhood as a place to live. Conversely, 13% of residents are dissatisfied with their neighbourhood.

Tenants are slightly more likely than leaseholders to express satisfaction (75% cf. 73%).

2.4.4 Satisfaction with the repairs and maintenance service

All residents were asked to rate their level of satisfaction with the way in which their RMO/Co-op deals with repairs and maintenance. Three fifths (62%) of all respondents are satisfied, with three in ten (30%) feeling very satisfied. In contrast, a quarter (24%) are dissatisfied.

In terms of the split between tenants and leaseholders, there are few if any differences.

2.4.5 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 RMO/Co-op.

The majority of residents (74%) are either very (39%) or fairly (35%) satisfied with grounds maintenance for external communal areas, whilst a further 9% are neither satisfied nor dissatisfied and 5% did not provide an answer. One in eight (12%), however, are dissatisfied with grounds maintenance for external communal areas.

Almost two thirds (65%) of respondents are satisfied with cleaning services for internal communal areas. Conversely, a fifth (21%) are dissatisfied. Tenants are again more likely than leaseholders to be satisfied with this aspect of service (67% cf. 61%).

Two thirds (66%) of respondents are satisfied with cleaning services for external communal areas, while a further 10% are neither satisfied nor dissatisfied. Almost a fifth (18%), however, are dissatisfied.

2.4.6 Contact with the RMO/Co-op

All residents were asked whether or not they had been in contact with their RMO/Co-op over the last twelve months. The majority (72%) indicated they had been in contact with their RMO/Co-op over the last twelve months while 18% have not.

2.4.7 Last contact

Residents were asked what their last contact was about. Half (49%) made contact about repairs while 7% made a complaint.

2.4.8 Getting hold of the right person

The majority (73%) of residents who had been in contact with their RMO/Co-op found getting hold of the right person easy, whereas 14% found it difficult. A further 9% found it neither easy nor difficult.

2.4.9 Helpfulness of staff

The majority of residents (77%) found the member of staff helpful, whereas 12% found them unhelpful. A further 10% found them neither helpful nor unhelpful.

2.4.10 Satisfaction with the final outcome

Residents who had been in contact with their RMO/Co-op in the last twelve months were also asked to rate their satisfaction with the final outcome. Almost two thirds (63%) reported they were satisfied with the final outcome of their last contact with their RMO/Co-op. Conversely, 26% expressed dissatisfaction and a further 9% were neither satisfied nor dissatisfied.

2.5 Contact and Communication

2.5.1 Communication

All residents were asked what communication they receive from their RMO/Co-op. Almost three quarters (72%) receive newsletters while approaching half see information displayed on estate notice boards or attend regular meetings (46% and 45% respectively). Only 6% said they receive no communication.

2.5.2 Receiving communication from RMO/Co-op

All residents were asked how satisfied or dissatisfied they are with the communication they receive from their RMO/Co-op. Two thirds (66%) of all respondents are satisfied with the communication they receive from their RMO/Co-op compared with 12% who are dissatisfied.

2.5.3 Taking into account residents' views

All residents were asked how satisfied or dissatisfied they are that their RMO/Co-op takes into account their views. Just under half (49%) of all respondents are satisfied that their RMO/Co-op takes their views into account compared with 19% who are dissatisfied.

Tenants are more likely to express satisfaction that their views are taken into account than leaseholders (50% cf. 46%). This is largely in keeping with other surveys undertaken by BMG in which leaseholders are usually found to be less satisfied than tenants.

2.5.4 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. The majority (63%) agree with the first statement that 'I know how I can get involved in decisions about what happens in my area if I choose to'. Conversely, only 24% agree with the statement 'I am not interested in being involved in decisions about my area'.

2.5.5 RMO/Co-op Board Members

Residents were asked if they were aware of the work their board does and the responsibilities the board has to provide them with housing management services. Half (50%) of all residents are aware, while tenants are less likely than leaseholders to be aware (48% cf. 55%).

All residents were asked if they had attended any RMO/Co-op meetings (including either committee or general meetings). Just over a third (35%) of all residents had attended meetings, while leaseholders are significantly more likely than tenants to have attended (43% cf. 31%).

Those who had not attended any RMO/Co-op meetings (57% of all residents) were asked why they had not attended. Just over half said that the timing of meetings had prevented them, while a quarter (26%) said they were just not interested in taking part.

Those who *had* attended RMO/Co-op meetings (35% of all residents) were asked if they found the meetings informative.

Three quarters (74%) of residents did find the meetings informative, while tenants are less likely than leaseholders to have found them so (69% cf. 81%).

2.6 Anti-social behaviour and other aspects of local services

2.6.1 Reporting Anti-Social Behaviour

Residents were asked to indicate whether or not they have reported any ASB to their RMO/Co-op in the past 12 months. Just over one in five (22%) has reported ASB.

2.6.2 Satisfaction with aspects of how ASB was dealt with

Those residents who had reported anti-social behaviour (22% of all respondents) were then asked to comment on a number of aspects related to their ASB report.

At least a third of the respondents reporting ASB expressed dissatisfaction regarding some aspect. For the final outcome of their ASB report, just over a quarter of respondents are satisfied (27%) whilst more than a third are dissatisfied (36%).

2.6.3 Neighbourhood problems

All residents 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 most of the issues the majority of residents consider they are not a problem at all.

Rubbish or litter is identified as a big problem by 21% of residents with a further 33% saying it is a moderate problem (combined total = 54%), while noise is identified as a big problem for 12% of residents with a further 33% identifying it as a moderate problem (combined total = 45%).

2.6.4 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. Two fifths (42%) are satisfied with the advice and support they receive about claiming housing benefit and other welfare benefits, while half (50%) are satisfied with the advice they receive on managing their finances and paying rent and service charges.

2.6.5 Claiming housing benefit and other welfare benefits

Two fifths (42%) of all respondents are satisfied with the advice and support they receive about claiming housing benefit and other welfare benefits, while around one in twelve (8%) are dissatisfied.

2.6.6 Managing your finances and paying rent and service charges

Half of all residents (50%) are also satisfied with the second aspect of advice and support received, that of managing finances and paying rent and service charges. Conversely, 10% are dissatisfied.

2.6.7 How residents feel about their RMO/Co-op

All respondents were asked to say which of a series of five statements comes closest to how they feel about their RMO/Co-op.

Around one in five residents (21%) agree that they would speak highly of their RMO/Co-op without being asked while a further 23% said that they would speak highly if they *were* asked. More than two fifths (44%), then, would speak highly of their RMO/Co-op. Conversely, a fifth (22%) would be critical about their RMO/Co-op (15% if asked, 7% without being asked).

2.6.8 Being involved in the work of the RMO/Co-op

All residents were asked if they would like to become more involved in the work of their RMO/Co-op. Almost a fifth of all respondents (19%) would like to become more involved.

Tenants are less likely than leaseholders to express interest in becoming more involved in the work of their RMO/Co-op (17% cf. 23%).

2.6.9 Priorities

Residents were presented with ten attributes and asked which they consider to be the three most important. The majority (83%) of respondents included repairs and maintenance within the three attributes they consider to be most important. Over three fifths (63%) cited keeping residents informed.

2.7 Home Internet access

Just over half (54%) of all residents have Internet access in their home.

Leaseholders are significantly more likely than tenants to have home Internet access (69% cf. 46%).

3 Comparison with Panel survey data

Wandsworth Council also conducts satisfaction surveys with its Housing Link Panel. The following table provides a comparison of key questions between the Housing Link Panel and RMO Customer surveys.

Table 3 Comparison with previous survey data

Question	RMO %	Panel %	Difference = RMO-Panel
Satisfied with the overall service			
% Satisfied	66%	77%	**-11%**
Satisfied with how the Council runs the local area			
% Satisfied	66%	79%	**-13%**
Satisfied with condition of property			
% Satisfied	69%	70%	**-1%**
Satisfied with value for money for rent/service charge			
% Satisfied	54%	62%	**-8%**
Satisfied with the neighbourhood as a place to live			
% Satisfied	74%	82%	**-8%**
Made contact with Council			
% Contacted	72%	66%	**+6%**
Ease of getting hold of right person			
% Easy	73%	74%	**-1%**
Helpfulness of staff			
% Helpful	77%	84%	**-7%**
Satisfied with final outcome of contact			
% Satisfied	63%	61%	**+2%**
Reported ASB			
% Reported	22%	16%	**+6%**
Satisfied with repairs and maintenance			
% Satisfied	62%	66%	**-4%**
Satisfied that views are taken into account by landlord			
% Satisfied	49%	59%	**-10%**
Home Internet access			
% Have	54%	60%	**-6%**

4 Overall views of the Council

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

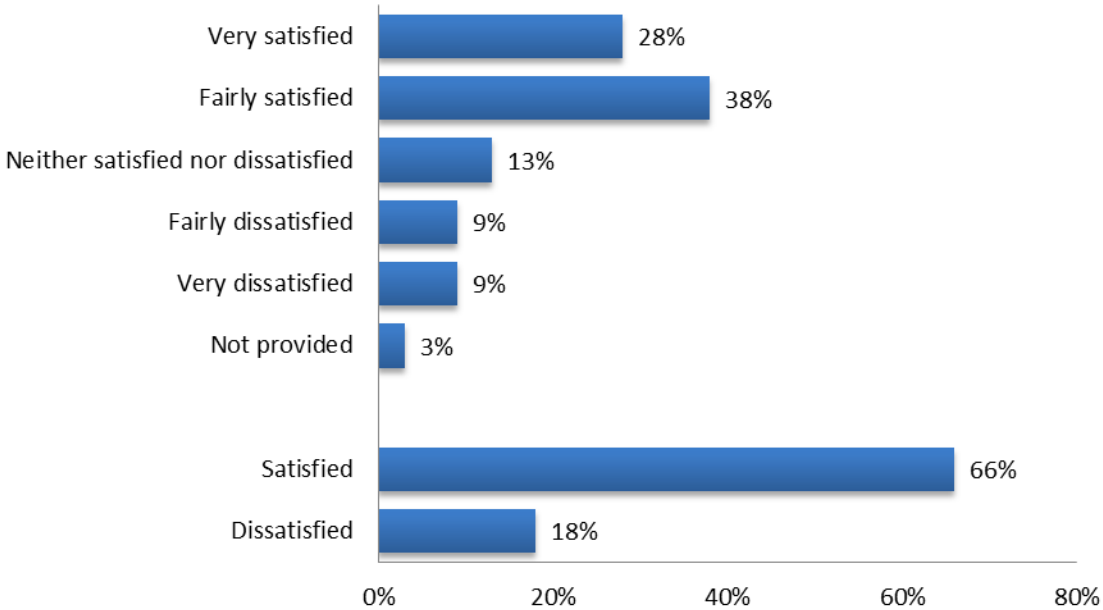
4.1 Overall satisfaction with services provided by RMO/Co-ops

All respondents were asked to rate their level of satisfaction or dissatisfaction with the services provided by their RMO/Co-op.

Two thirds (66%) of residents are satisfied with the services provided by their RMO/Co-op, with almost three in ten (28%) very satisfied. In contrast almost a fifth (18%) are dissatisfied and a further 13% are neither satisfied nor dissatisfied.

This compares with three quarters (77%) of the Housing Link panel who are satisfied with overall service provided by the Council.

Figure 1 Satisfaction with services provided by RMO/Co-op (All responses)



Unw
eighted sample base: 630

In terms of the split between tenants and leaseholders, the former are equally as likely to express satisfaction as the latter (66% each) while the latter are significantly less likely to be dissatisfied than the former (14% cf. 20%).

Panel tenants are more likely than RMO to be satisfied while there is little difference between leaseholders.

Table 4 Satisfaction with services provided (All responses)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Satisfied	66%	81%	66%	69%
Dissatisfied	14%	9%	20%	14%
Neither	11%	10%	18%	17%

The following table shows levels of overall satisfaction by estate type. High density inner residents are significantly more likely to express dissatisfaction and significantly less likely to express satisfaction.

Table 5 Satisfaction with services provided by RMO/Co-op by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [630]	66%	13%	18%
High density inner [357]	57%	16%	24%
High density outer [147]	79%	9%	10%
Small estates and infills [126]	82%	11%	5%
Unweighted sample bases in brackets			

Those living in vacant lease properties (89%) are significantly more likely to be satisfied than those living in secure weekly or right to buy properties (65% and 60% respectively).

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 RMO/Co-op (75% compared with 68% of those aged 55-64, 57% of 35-54 year olds and 53% of those aged 16-34).

Females are significantly more likely to express dissatisfaction than males (22% cf. 15%).

There is little difference in terms of ethnicity with 67% of White, 66% of Black and 62% of Asian residents satisfied.

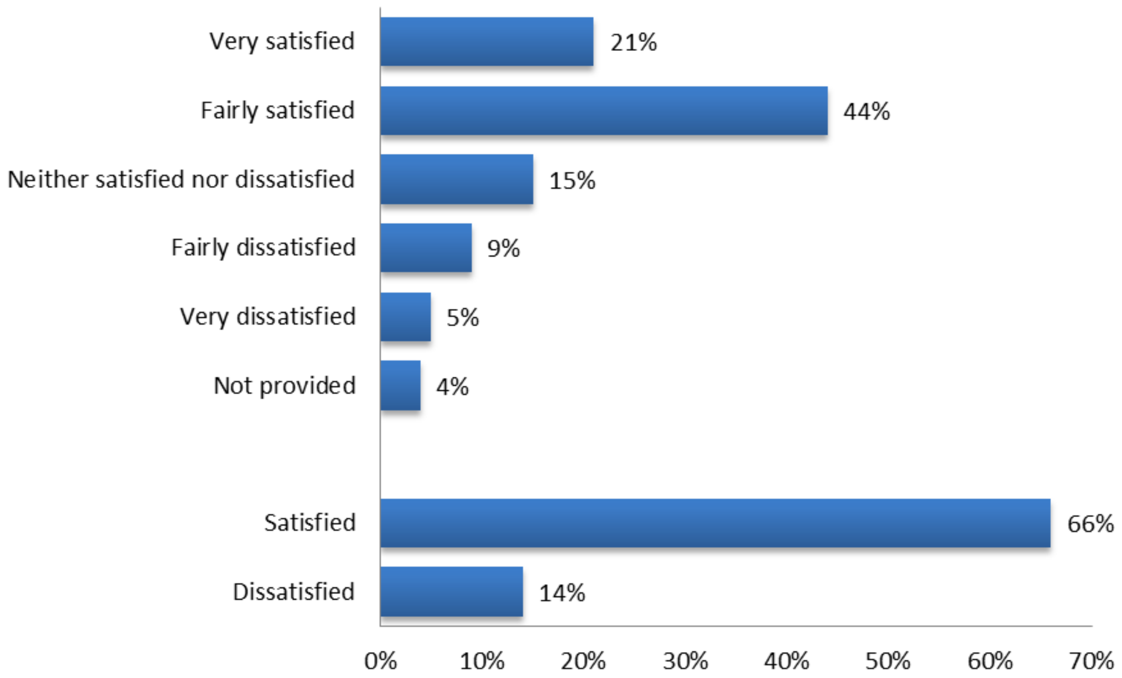
Significantly, two thirds (66%) of respondents who are dissatisfied with the way the Council runs the local area are dissatisfied with the overall service provided by their RMO/Co-op, as are 68% of those dissatisfied that their views are taken into account.

4.2 Satisfaction with how Wandsworth Council is running the local area

Residents were asked to rate their level of satisfaction with how the Council is running the local area. Two thirds (66%) are satisfied with how the Council is running the local area while one in seven (14%) are dissatisfied and 15% is neither satisfied nor dissatisfied.

In the Panel survey it was found that 79% were satisfied with the way in which the Council runs the local area, a difference of some thirteen percentage points.

Figure 2 Satisfaction with how Wandsworth Council is running the local area (All responses)



Unweighted sample base: 630

Tenants are more likely than leaseholders (although not significantly so) to express satisfaction with how the Council is running the local area (67% cf. 63%).

Both Panel tenants and leaseholders are more likely than RMO tenants and leaseholders to be satisfied.

Table 6 Satisfaction with how Wandsworth Council is running the local area (All responses)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Satisfied	67%	79%	63%	77%
Dissatisfied	15%	7%	13%	13%
Neither	13%	13%	19%	10%

Analysis by estate type shows that high density inner residents are most likely to be dissatisfied with how the Council is running the local area while those from small estates and infills are least likely.

Table 7 Satisfaction with how Wandsworth Council is running the local area (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [630]	66%	15%	14%
High density inner [357]	61%	17%	16%
High density outer [147]	75%	10%	13%
Small estates and infills [126]	71%	16%	8%
Unweighted sample bases in brackets			

Again satisfaction levels are significantly higher amongst those aged 65 and over (75%) compared with 62% of those aged 16-64.

In terms of ethnicity, White and Black residents are significantly more likely to express satisfaction (69% each) compared with Asian respondents (51%).

Amongst respondents who expressed dissatisfaction with the overall service provided by their landlord, 53% are dissatisfied with how the Council is running the local area.

5 Housing and Services

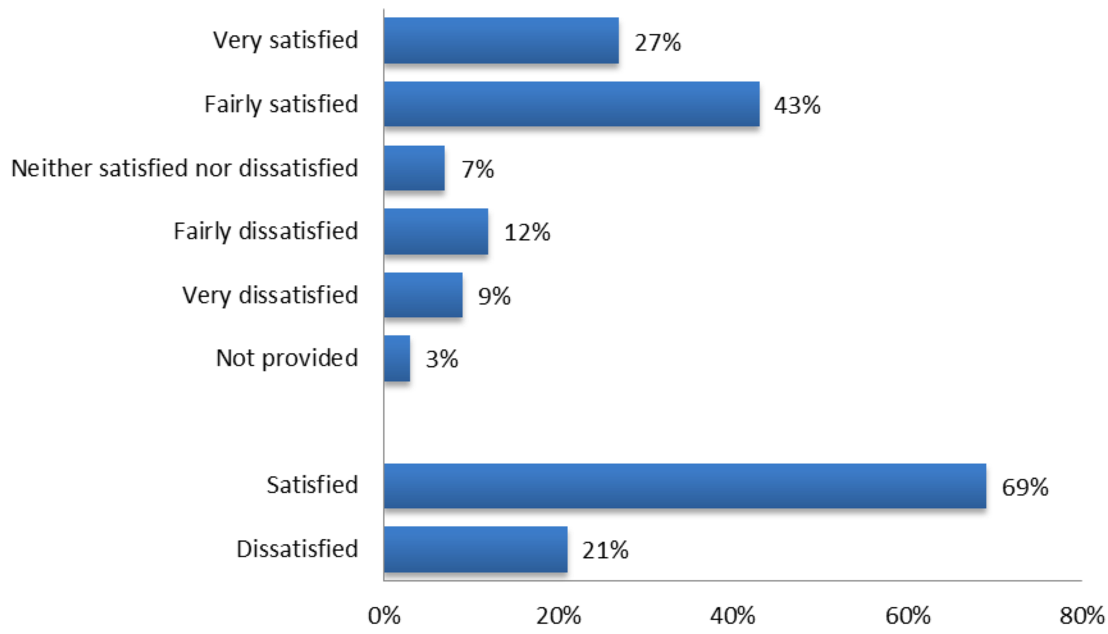
This section will look at residents' level of satisfaction with the services provided by their RMO/Co-op and Wandsworth Council as well as views on the home, specifically their satisfaction levels with the condition of their home, their neighbourhood and value for money for rent.

5.1 The condition of the property

Residents were asked to rate their level of satisfaction with the general condition of their property. More than two thirds (69%) are satisfied with the general condition of their property, showing very little difference to the 70% reported in the Panel survey.

One in five (21%) are dissatisfied with the general condition of their property while a smaller proportion (7%) is neither satisfied nor dissatisfied.

Figure 3 Satisfaction with the general condition of the property (All responses)



Unweighted sample base: 630

Tenants are less likely than leaseholders to express satisfaction with the general condition of their property (67% cf. 74%). The latter, however, are significantly less likely than the former to express *dissatisfaction* (13% cf. 25%).

Panel tenants are more likely than RMO tenants to be satisfied, while the reverse is found for leaseholders.

Table 8 Satisfaction with the general condition of the property (All responses)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Satisfied	67%	71%	74%	67%
Dissatisfied	13%	18%	25%	18%
Neither	6%	10%	10%	15%

Analysis by estate type shows that high density inner residents are significantly more likely to be dissatisfied with the general condition of their property while those from small estates and infills and high density outer are significantly more likely to be satisfied.

Table 9 Satisfaction with the general condition of the property by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [630]	69%	7%	21%
High density inner [357]	60%	7%	29%
High density outer [147]	81%	7%	12%
Small estates and infills [126]	87%	8%	4%
Unweighted sample bases in brackets			

Males are significantly more likely to be satisfied than females (78% cf. 61%).

Again satisfaction levels are significantly higher amongst older residents: those aged 65 and over (80%) and those aged 55-64 (71%) compared with 55% of those aged 35-54 and 52% of 16-34 year olds.

In terms of ethnicity, White and Black respondents (70% and 68% respectively) are more likely to be satisfied than Asian residents (52%).

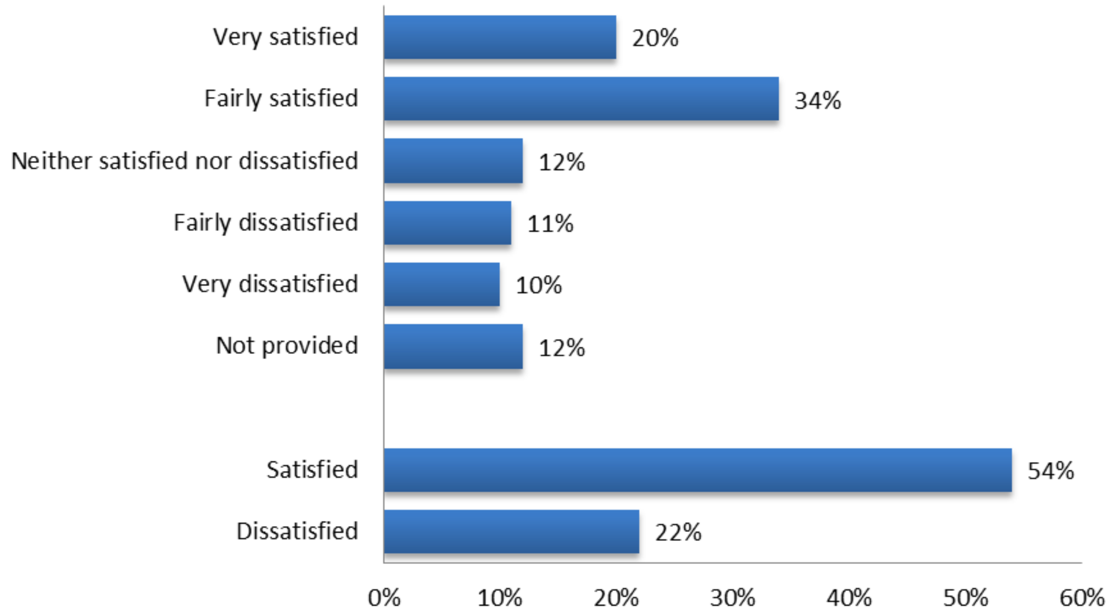
Amongst respondents who expressed dissatisfaction with the overall service provided by their RMO/Co-op, three quarters (75%) are dissatisfied with the condition of their home.

5.2 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 (54%) of respondents are satisfied that the rent/service charge for their property represents value for money, while 22% are dissatisfied. In the Housing Link Panel survey it was reported that 62% of residents were satisfied (eight percentage points higher than for RMOs) while 22% were dissatisfied and 16% neither satisfied nor dissatisfied.

Figure 4 Satisfaction with value for money for rent/service charge (All responses)



Unweighted sample base: 630

Tenants and leaseholders are equally as likely to be satisfied (55% cf. 53%). The latter, however, are significantly more likely than the former to express dissatisfaction (30% cf. 17%).

Panel tenants are again more likely than RMO tenants to be satisfied. However, panel leaseholders are less likely to be satisfied.

Table 10 Satisfaction with value for money for rent/service charge (All responses)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Satisfied	55%	70%	53%	48%

Dissatisfied	17%	18%	30%	30%
Neither	13%	13%	12%	22%

Analysis by estate type shows that high density inner residents are once again significantly more likely to be dissatisfied while those from small estates and infills and high density outer are significantly more likely to be satisfied.

Table 11 Satisfaction with value for money of rent/service charge by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [630]	54%	12%	22%
High density inner [357]	46%	13%	27%
High density outer [147]	67%	12%	13%
Small estates and infills [126]	67%	12%	13%
Unweighted sample bases in brackets			

Vacant lease property dwellers are significantly more likely than those who live in secure weekly or right to buy properties to be satisfied with their rent or service charge (71% cf. 54% and 50% respectively).

Non-working age respondents (those aged 65 and over) are significantly more likely to be satisfied (65% compared with 43% of those aged 55-64, 49% of 35-54 year olds and 43% of 16-34 year olds), as are males in comparison with females (59% cf. 50%).

In terms of ethnicity, White respondents are most likely to be satisfied (58%) compared with 48% of Black and 38% of Asian respondents.

More than three fifths (63%) of respondents who are dissatisfied with the overall service provided by their RMO/Co-op are dissatisfied with the value for money the rent/service charge they pay represents, as are similar proportions of those dissatisfied with their neighbourhood (61%) and dissatisfied that their views are being taken into account by their landlord (56%).

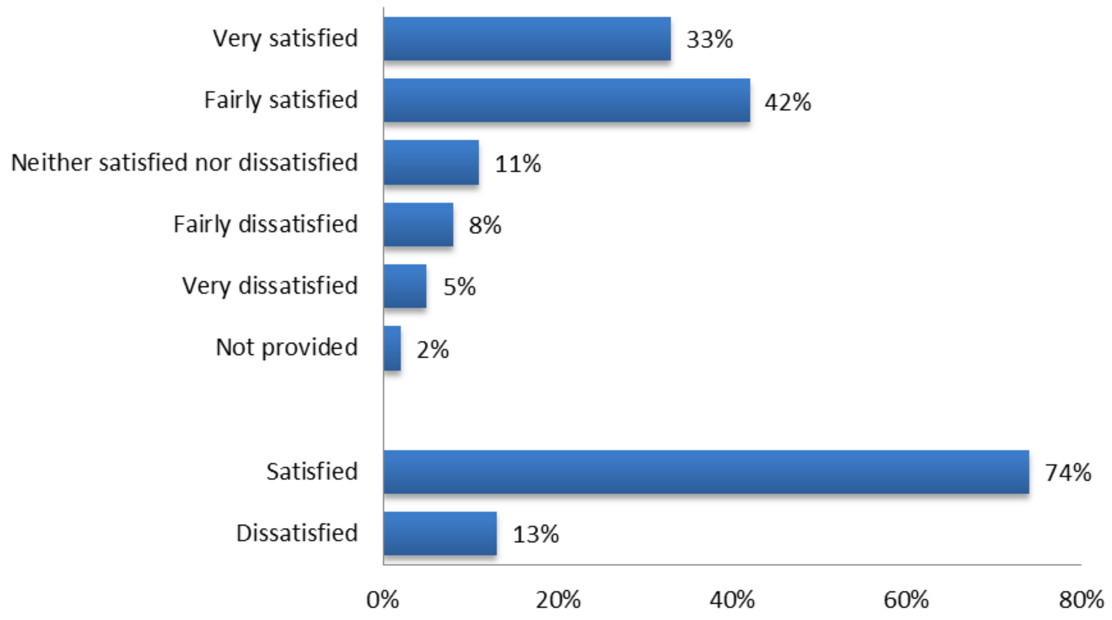
5.3 Satisfaction with the neighbourhood

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

Almost three quarters (74%) are satisfied with their neighbourhood as a place to live. Conversely, 13% of residents are dissatisfied with their neighbourhood.

The Housing Link Panel findings showed that 82% were satisfied while 10% were dissatisfied and 9% neither satisfied nor dissatisfied.

Figure 5 Satisfaction with the neighbourhood as a place to live (All responses)



Unweighted sample base: 630

Tenants are slightly more likely than leaseholders to express satisfaction (75% cf. 73%).

Both Panel tenants and leaseholders are more likely than RMO tenants and leaseholders to be satisfied.

Table 12 Satisfaction with the neighbourhood as a place to live (All responses)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Satisfied	75%	82%	73%	81%
Dissatisfied	13%	8%	11%	12%

Neither	9%	10%	15%	6%

Analysis by estate type shows that high density outer and small estates and infills residents are significantly more likely to be satisfied than those from high density inner properties.

Table 13 Satisfaction with the neighbourhood as a place to live by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [630]	74%	11%	13%
High density inner [357]	66%	13%	17%
High density outer [147]	87%	7%	5%
Small estates and infills [126]	88%	8%	4%
Unweighted sample bases in brackets			

Vacant lease property dwellers are significantly more likely than those who live in secure weekly or right to buy properties to be satisfied with their neighbourhood (97% cf. 75% and 67% respectively).

Older respondents (those aged 65 and over) are significantly more likely to be satisfied than those aged under 65 (80% cf. 71%), while Black and White residents (79% and 75% respectively) are also significantly more likely to be satisfied with their neighbourhood than Asian respondents (53%).

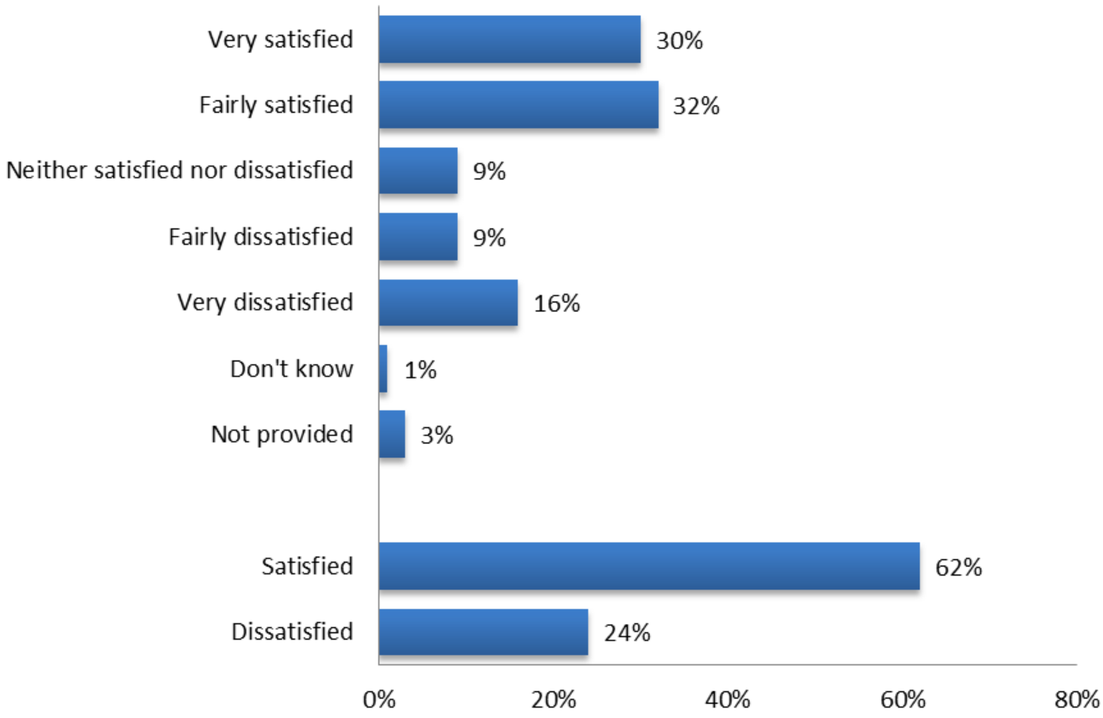
Significantly, almost two fifths (38%) of respondents who are dissatisfied that their views are being taken into account by their landlord are dissatisfied with the neighbourhood as a place to live. Amongst respondents who expressed dissatisfaction with the overall service 41% are dissatisfied with the neighbourhood.

5.4 Satisfaction with the repairs and maintenance service

All residents were asked to rate their level of satisfaction with the way in which their RMO/Co-op deals with repairs and maintenance.

Three fifths (62%) of all respondents are satisfied, with three in ten (30%) feeling very satisfied. In contrast, a quarter (24%) are dissatisfied. These findings are similar to those reported in the Housing Link Panel survey which showed that 66% were satisfied, 24% dissatisfied and 8% indifferent.

Figure 6 Level of satisfaction with the repairs and maintenance service (All responses)



Unweighted sample base: 630

In terms of the split between tenants and leaseholders, there are few if any differences.

Table 14 Level of satisfaction with the repairs and maintenance service (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [630]	62%	9%	24%
Tenants [428]	62%	8%	25%

Leaseholders [202]	61%	10%	23%
Unweighted sample bases in brackets			

Panel tenants are more likely than RMO tenants to be satisfied while RMO leaseholders are more likely than Panel leaseholders to express satisfaction.

Table 15 Level of satisfaction with the repairs and maintenance service (All responses)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Satisfied	62%	74%	61%	52%
Dissatisfied	25%	20%	23%	30%
Neither	8%	6%	10%	12%

High density inner residents are significantly less likely to express satisfaction than those from other estate types, while also being significantly more likely to be dissatisfied.

Table 16 Level of satisfaction with the repairs and maintenance service by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [630]	62%	9%	24%
High density inner [357]	53%	11%	30%
High density outer [147]	77%	5%	16%
Small estates and infills [126]	75%	7%	16%
Unweighted sample bases in brackets			

Those aged over 65 are more likely to be satisfied with the way in which their landlord deals with repairs and maintenance (69%) compared with 62% of those aged 55-64, 53% of those aged 35-54 and 48% of those aged 16-34, which is in line with previous surveys undertaken by BMG.

Eight in ten (80%) respondents who are dissatisfied with the overall service their RMO/Co-op provides are dissatisfied with the repairs and maintenance service – a significant finding.

Respondents were then asked to give their reasons for being satisfied or dissatisfied. Three in ten (31%) did not provide an answer while a further 1% said nothing. Of the remainder the following responses are the most frequently given:

Positive responses

- Quick response/rapid repairs/they come straight away 16%
- Generally happy/satisfied with service/good service 5%
- Good levels of customer service 4%

- Always done whatever is needed/requested 3%

Negative responses

- Repairs take too long/too slow 10%
- Poor quality of repairs/workmanship 6%
- Issues/complaints left unresolved/not dealt with 3%
- Mould/damp needs to be addressed 3%

5.5 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 RMO/Co-op.

Table 17 Satisfaction with aspects of the service provided by RMO/Co-op (All responses)

	Very satisfied	Fairly satisfied	Neither	Fairly dis-satisfied	Very dis-satisfied	Not provided	Satisfied	Dis-satisfied
Grounds maintenance for external communal areas	39%	35%	9%	7%	5%	5%	74%	12%
Cleaning services for internal communal areas	34%	31%	10%	9%	121%	5%	65%	21%
Cleaning services for external communal areas	35%	32%	10%	9%	9%	6%	66%	18%
Unweighted sample base: 630								

5.5.1 Grounds maintenance for external communal areas

The majority of residents (74%) are either very (39%) or fairly (35%) satisfied with grounds maintenance for external communal areas, whilst a further 9% are neither satisfied nor dissatisfied and 5% did not provide an answer. One in eight (12%), however, are dissatisfied with grounds maintenance for external communal areas.

In comparison, 63% of Panel members were satisfied while 16% were dissatisfied, showing that RMO residents are more likely to express satisfaction than are Council residents.

Tenants are slightly more likely to express satisfaction than leaseholders (75% cf. 73%). Those living in high density inner properties are significantly more likely to be dissatisfied than those living in high density outer or small estates and infills (14% cf. 9% and 7% respectively).

5.5.2 Cleaning services for internal communal areas

Almost two thirds (65%) of respondents are satisfied with cleaning services for internal communal areas. Conversely, a fifth (21%) are dissatisfied. Tenants are again more likely than leaseholders to be satisfied with this aspect of service (67% cf. 61%).

Again, RMO residents are more likely than Council residents to express satisfaction (65% cf. 56% Panel members) but equally as likely to be dissatisfied (21% cf. 22% Panel members).

Those living in high density inner properties are again significantly more likely to be dissatisfied than those living in high density outer or small estates and infills (29% cf. 12% and 4% respectively).

5.5.3 Cleaning services for external communal areas

Two thirds (66%) of respondents are satisfied with cleaning services for external communal areas, while a further 10% are neither satisfied nor dissatisfied. Almost a fifth (18%), however, are dissatisfied. This compares favourably with Panel members, of whom 60% were satisfied and 20% dissatisfied.

Once again, tenants are more likely than leaseholders to be satisfied (69% cf. 62%), while those living in high density inner properties are again significantly more likely to be dissatisfied than those living in high density outer or small estates and infills (24% cf. 12% and 4% respectively).

As may be seen from the following table, for all of the services satisfaction is significantly lower amongst high density inner residents.

Table 18 Satisfaction with aspects of the service provided by RMO/Co-op by estate type (All responses)

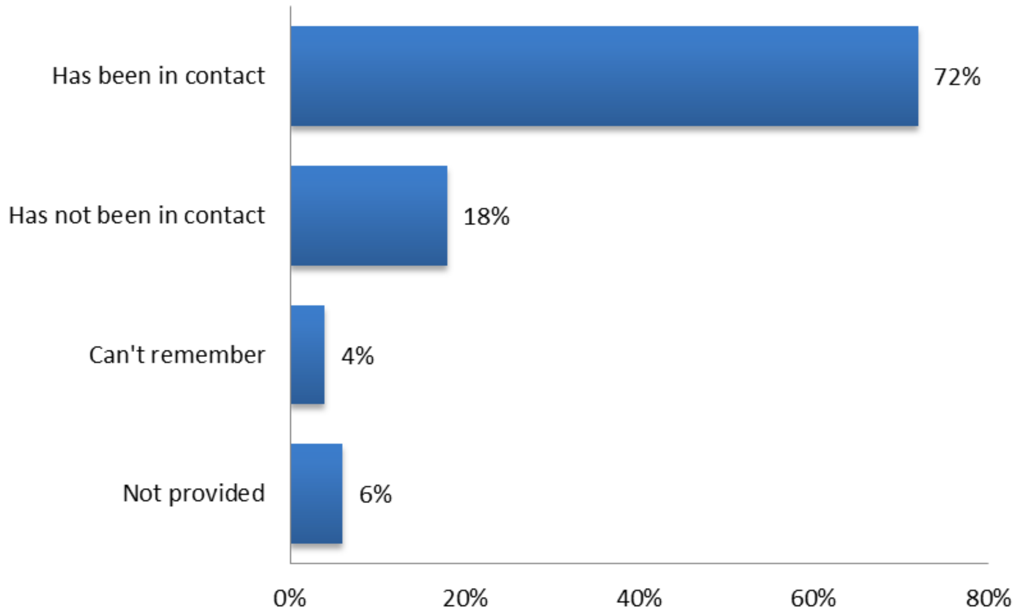
	Satisfied	Neither	Dis-satisfied	N/P
Grounds maintenance for external communal areas – all residents [630]	74%	9%	12%	5%
Grounds maintenance for external communal areas – High density inner [357]	69%	10%	14%	7%
Grounds maintenance for external communal areas – High density outer [147]	80%	8%	9%	3%
Grounds maintenance for external communal areas – Small estates and infills [126]	87%	5%	7%	1%
Cleaning services for internal communal areas – all residents [630]	65%	10%	21%	5%
Cleaning services for internal communal areas – High density inner [357]	54%	12%	29%	5%
Cleaning services for internal communal areas – High density outer [147]	77%	8%	12%	4%
Cleaning services for internal communal areas – Small estates and infills [126]	88%	6%	4%	3%
Cleaning services for external communal areas – all residents [630]	66%	10%	18%	6%
Cleaning services for external communal areas – High density inner [357]	58%	11%	24%	7%
Cleaning services for external communal areas – High density outer [147]	75%	9%	12%	5%
Cleaning services for external communal areas – Small estates and infills [126]	86%	8%	4%	2%
Unweighted sample bases in brackets				

5.6 Contact with the RMO/Co-op

All residents were asked whether or not they had been in contact with their RMO/Co-op over the last twelve months. The majority (72%) indicated they had been in contact with their RMO/Co-op over the last twelve months while 18% have not.

Panel members were less likely to have made contact, with 66% contacting the Council in the last 12 months.

Figure 7 Contact with the RMO/Co-op (All responses)



Unweighted sample base: 630

A higher proportion of tenants than leaseholders has contacted their RMO/Co-op, as may be seen from the following table.

Table 19 Contact with the RMO/Co-op (All responses)

	Has been in contact %	Has not been in contact %
Total [630]	72%	18%
Tenants [428]	74%	18%
Leaseholders [202]	69%	19%
Unweighted sample bases in brackets		

RMO tenants and leaseholders are more likely than Panel tenants and leaseholders to have made contact.

Table 20 Made contact (All responses)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Has been in contact	74%	68%	69%	62%
Has not been in contact	18%	30%	19%	36%

There are few differences by estate type, as the following table shows.

Table 21 Contact with the RMO/Co-op by estate type (All responses)

	Has contacted %	Has not contacted %
Total [630]	72%	18%
High density inner [357]	71%	18%
High density outer [147]	74%	19%
Small estates and infills [126]	75%	17%
Unweighted sample bases in brackets		

Those who live in flats (74%) are significantly more likely to have made contact than those who live in maisonettes (65%). Working age residents (those aged under 65) are also more likely to have contacted their RMO/Co-op in the last year (77%) compared with those aged over 65 (65%) - a significant finding.

Secure weekly and vacant lease residents (73% and 82% respectively) are also significantly more likely to have made contact than those who live in right to buy properties (64%).

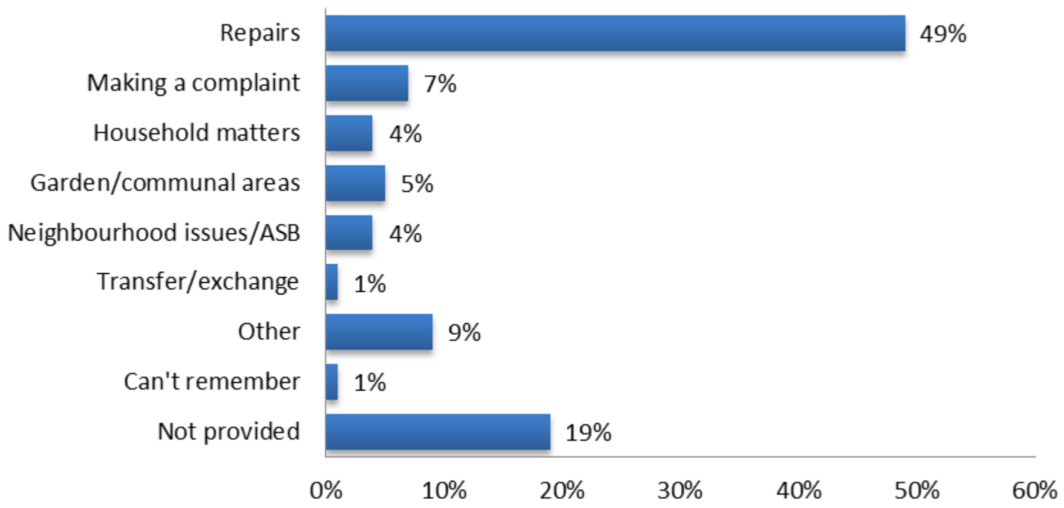
5.7 Contact experience

All residents who had been in contact with their RMO/Co-op in the last twelve months were asked a number of questions about their contact experience.

5.7.1 Last contact

Residents were asked what their last contact was about. Half (49%) made contact about repairs while 7% made a complaint. Contact regarding repairs is lower than for Panel members, of whom 64% made contact with the Council.

Figure 8 What was the last contact about? (Respondents who contacted their RMO/Co-op)



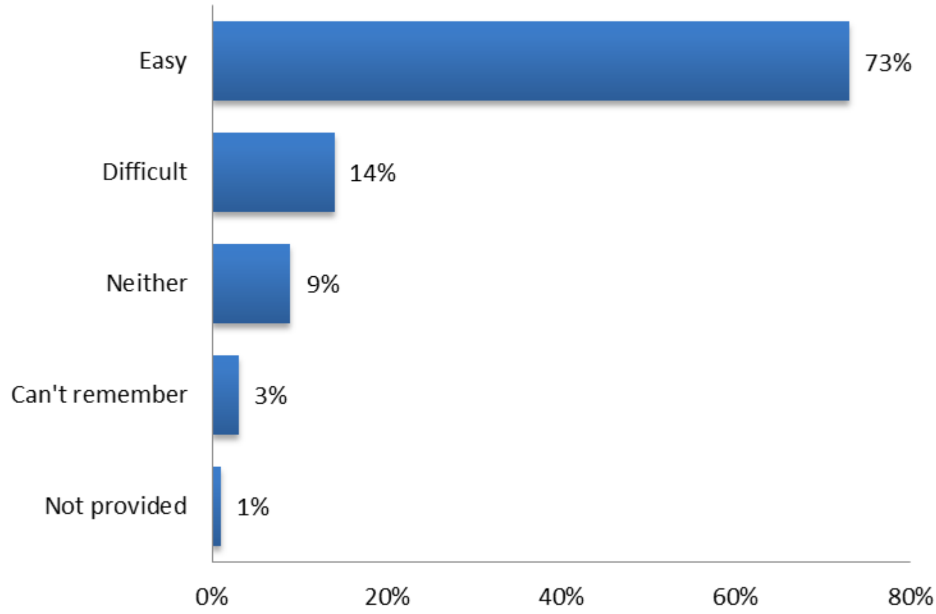
Unweighted sample base: 458

Tenants are significantly more likely than leaseholders to have made contact about repairs (60% cf. 26%), while the later are significantly more likely than the former to have made contact about a garden or communal area issue (13% cf. 2%).

5.7.2 Getting hold of the right person

The majority (73%) of residents who had been in contact with their RMO/Co-op found getting hold of the right person easy, whereas 14% found it difficult. A further 9% found it neither easy nor difficult. These figures are very similar to those reported in the Housing Link Panel survey – 74% easy and 18% difficult.

Figure 9 Ease of getting hold of the right person (Respondents who contacted their RMO/Co-op)



Unweighted sample base: 458

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

Table 22 Ease of getting hold of the right person (Respondents who contacted their RMO/Co-op)

	Easy %	Neither %	Difficult %
Total [458]	73%	9%	14%
Tenants [316]	72%	7%	18%
Leaseholders [142]	77%	14%	7%
Unweighted sample bases in brackets			

RMO and Panel tenants are equally as likely to have found it easy to get hold of the right person.

Table 23 Ease of getting hold of the right person (Respondents who made contact)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Easy	73%	76%	77%	71%
Neither	7%	7%	14%	9%
Difficult	18%	17%	7%	20%

Those living in high density inner properties are significantly more likely to state that they found getting hold of the right person difficult than those living in other estate types (19% found this difficult).

Table 24 Ease of getting hold of the right person by estate type (Respondents who contacted their RMO/Co-op)

	Easy %	Neither %	Difficult %
Total [458]	73%	9%	14%
High density inner [256]	64%	13%	19%
High density outer [107]	90%	2%	7%
Small estates and infills [95]	87%	5%	7%
Unweighted sample bases in brackets			

Non-working age respondents (aged 65 and over) are significantly more likely to have found it easy to get hold of the right person compared with those aged under 65 (83% cf. 66%), as are vacant lease property residents (91%) compared with those living in secure weekly or right to buy (72% and 71% respectively).

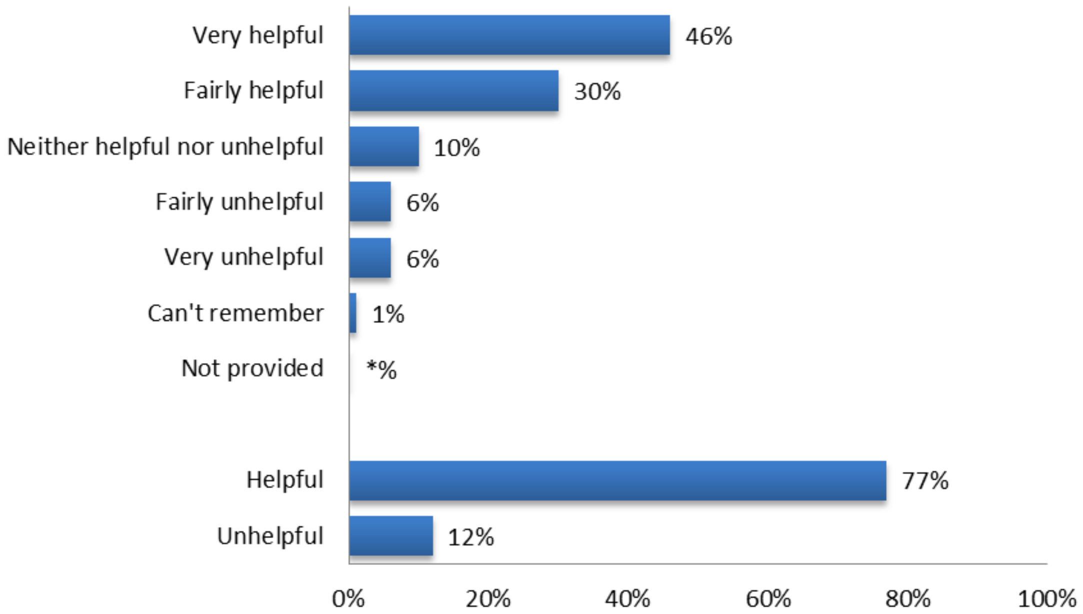
Significantly, 40% of respondents who are dissatisfied that their RMO/Co-op takes their views into account found getting hold of the right person difficult. Similarly, 43% of those dissatisfied with overall service highlighted this.

5.7.3 Helpfulness of staff

The majority of residents (77%) found the member of staff helpful, whereas 12% found them unhelpful. A further 10% found them neither helpful nor unhelpful.

Panel members were more likely to have found staff helpful – 84% reported finding staff helpful and 8% found them unhelpful.

Figure 10 Helpfulness of staff (Respondents who contacted their RMO/Co-op)



Unweighted sample base: 458

Tenants are less likely than leaseholders to have found the member of staff helpful (75% cf. 79%).

Table 25 Helpfulness of staff (Respondents who contacted their RMO/Co-op)

	Helpful %	Neither %	Unhelpful %
Total [458]	77%	10%	12%
Tenants [316]	75%	10%	14%
Leaseholders [142]	79%	10%	10%
Unweighted sample bases in brackets			

RMO and Panel leaseholders are equally as likely to have found the member of staff helpful while Panel tenants are more likely than RMO to have found them helpful.

Table 26 Helpfulness of staff (Respondents who made contact)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Helpful	75%	86%	79%	80%
Neither	10%	6%	10%	9%
Unhelpful	14%	8%	10%	8%

Again, those living in high density inner properties are significantly more likely to state that they found staff unhelpful than those living in other estate types (16% found the staff member they dealt with unhelpful).

Table 27 Helpfulness of staff by estate type (Respondents who contacted their RMO/Co-op)

	Helpful %	Neither %	Unhelpful %
Total [458]	77%	10%	12%
High density inner [256]	70%	12%	16%
High density outer [107]	85%	7%	7%
Small estates and infills [95]	89%	5%	6%
Unweighted sample bases in brackets			

Those aged 65 and over are again significantly more likely to have found staff helpful compared with those aged under 65 (84% cf. 72%).

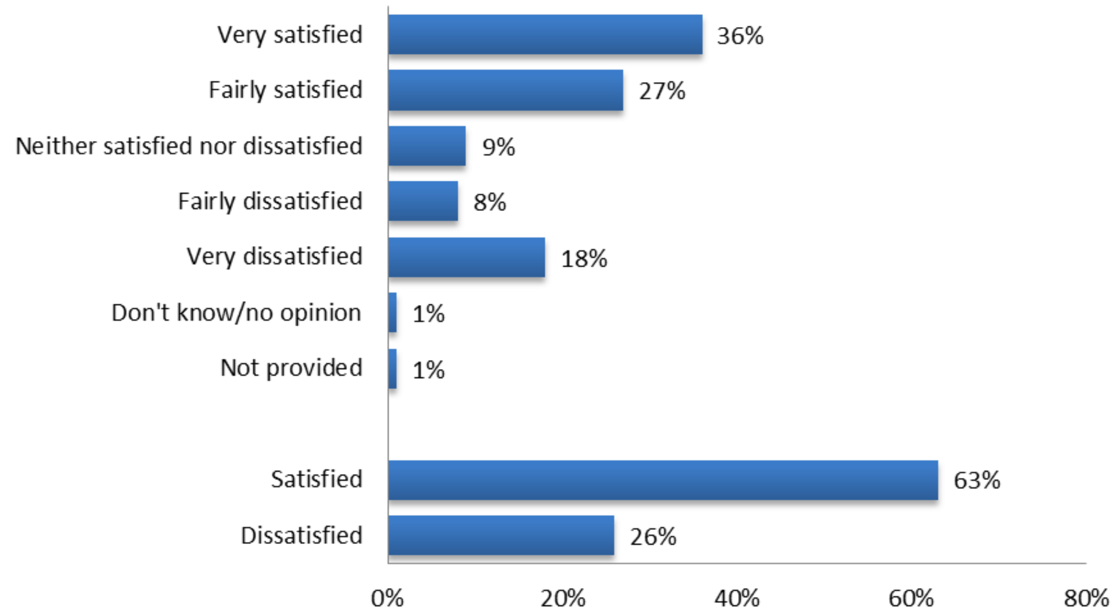
Again, significantly, 39% of respondents who are dissatisfied that their RMO/Co-op takes their views into account found the member of staff unhelpful. Similarly, 39% of residents dissatisfied with the overall service provided by their RMO/Co-op highlighted this.

5.7.4 Satisfaction with the final outcome

Residents who had been in contact with their RMO/Co-op in the last twelve months were also asked to rate their satisfaction with the final outcome. Almost two thirds (63%) reported they were satisfied with the final outcome of their last contact with their RMO/Co-op. Conversely, 26% expressed dissatisfaction and a further 9% were neither satisfied nor dissatisfied.

Again these findings are remarkably similar to those reported in the Housing Link Panel survey, in which 61% were satisfied and 25% dissatisfied.

Figure 11 Satisfaction with final outcome (Respondents who contacted their RMO/Co-op)



Unweighted sample base: 458

Tenants are slightly less likely than leaseholders to express satisfaction with the final outcome (62% cf. 64%).

Table 28 Satisfaction with final outcome (Respondents who contacted their RMO/Co-op)

	Satisfied %	Neither %	Dissatisfied %
Total [458]	63%	9%	26%
Tenants [316]	62%	9%	27%
Leaseholders [142]	64%	9%	24%

Unweighted sample bases in brackets

RMO and Panel tenants are equally as likely to be satisfied with the final outcome while RMO leaseholders are more likely than Panel leaseholders to express satisfaction.

Table 29 Satisfaction with final outcome (Respondents who made contact)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Satisfied	62%	65%	64%	53%
Neither	9%	7%	9%	10%
Dissatisfied	27%	22%	24%	30%

Those living in high density inner properties are significantly more likely to express dissatisfaction than those living in other estate types (33% were dissatisfied). The following table shows analysis by estate type.

Table 30 Satisfaction with final outcome by estate type (Respondents who contacted their RMO/Co-op)

	Satisfied %	Neither %	Dissatisfied %
Total [458]	63%	9%	26%
High density inner [256]	53%	11%	33%
High density outer [107]	76%	8%	16%
Small estates and infills [95]	78%	4%	16%
Unweighted sample bases in brackets			

Those aged 65 and over are again significantly more likely to be satisfied compared with those aged under 65 (71% cf. 57%).

Again, significantly, 70% of respondents who are dissatisfied that their RMO/Co-op takes their views into account were dissatisfied with the final outcome. Similarly, 72% of residents dissatisfied with the overall service provided by their RMO/Co-op highlighted this.

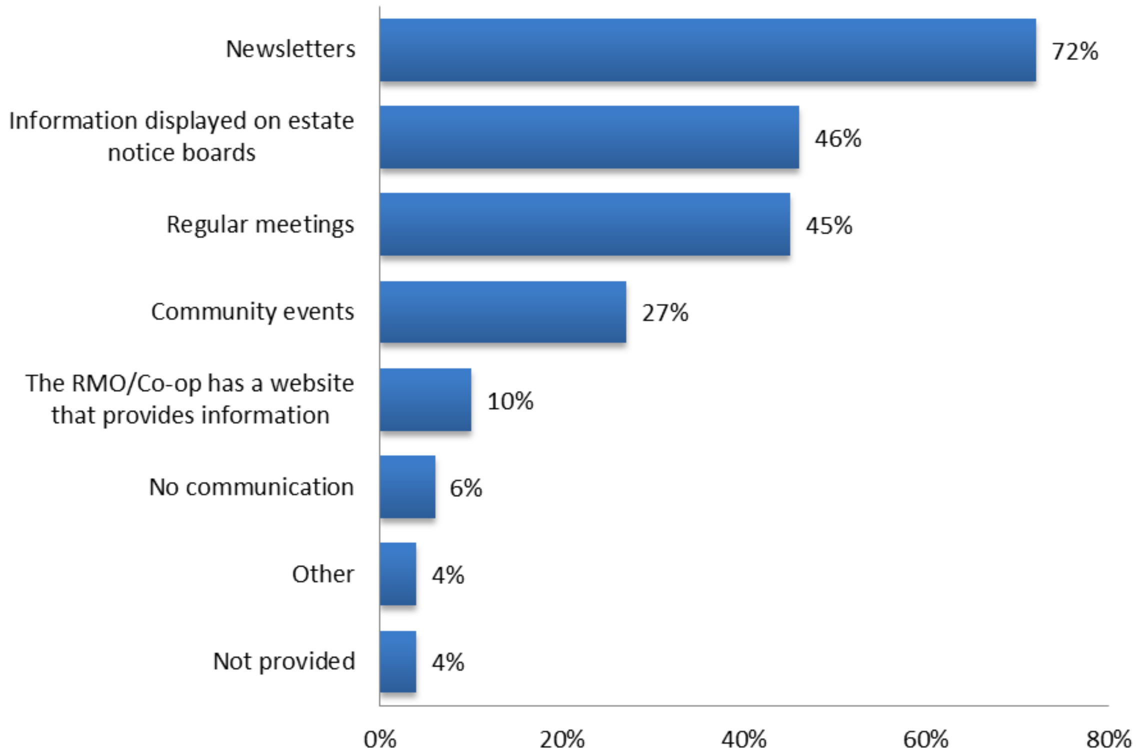
6 Contact and Communication

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

6.1 Communication

All residents were asked what communication they receive from their RMO/Co-op. As the following figure shows, almost three quarters (72%) receive newsletters while approaching half see information displayed on estate notice boards or attend regular meetings (46% and 45% respectively). Only 6% said they receive no communication.

Figure 12 What communication do you receive from your RMO/Co-op? (All responses)



Unweighted sample base: 630

As may be seen from the following table, there are few differences between tenants and leaseholders in terms of communication received.

Table 31 What communication do you receive from your RMO/Co-op? (All responses)

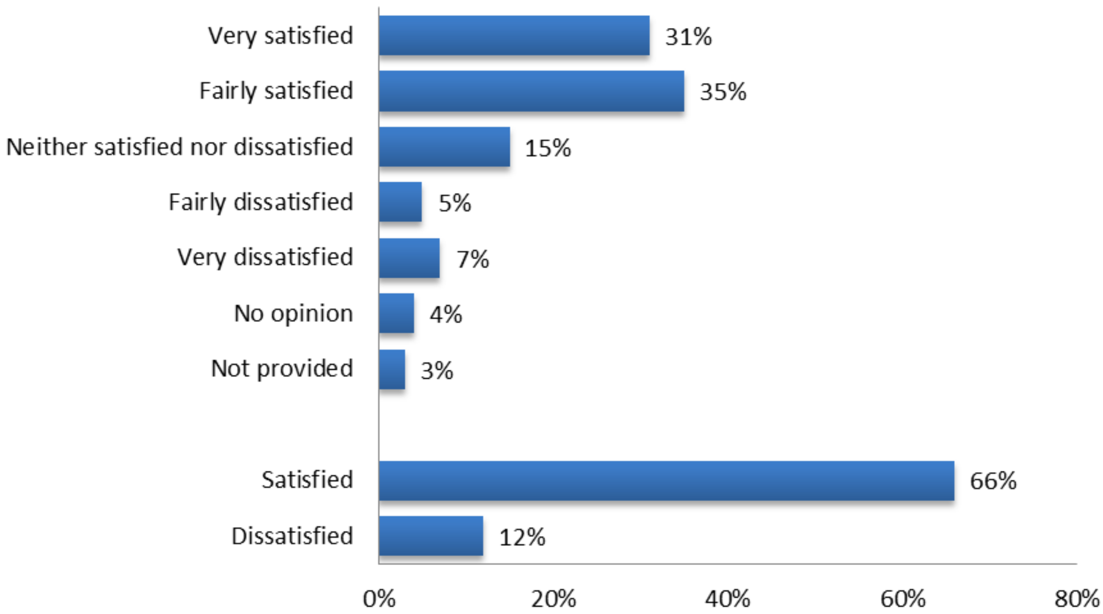
	All [630] %	Tenants [428] %	Leaseholders [202] %
Newsletters	72%	72%	70%
The RMO/Co-op has a website that provides information	10%	7%	16%
Information displayed on estate notice boards	46%	44%	49%
Regular meetings	45%	42%	49%
Community events	27%	26%	29%
No communication	6%	5%	7%
Other	4%	4%	5%
Not provided	4%	4%	4%
Unweighted sample bases in brackets			

6.2 Receiving communication from RMO/Co-op

All residents were asked how satisfied or dissatisfied they are with the communication they receive from their RMO/Co-op.

Two thirds (66%) of all respondents are satisfied with the communication they receive from their RMO/Co-op compared with 12% who are dissatisfied.

Figure 13 Level of satisfaction with the communication received from RMO/Co-op (All responses)



Unweighted sample base: 630

Tenants are slightly more likely to express satisfaction with the communication they receive from their RMO/Co-op than leaseholders (67% cf. 65%).

Table 32 Level of satisfaction with the communication received from RMO/Co-op (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [630]	66%	15%	12%
Tenants [428]	67%	15%	12%
Leaseholders [202]	65%	14%	12%
Unweighted sample bases in brackets			

High density outer and small estates and infills residents (52% and 79% respectively) are significantly more likely to express satisfaction than those from high density inner residents (58%).

Table 33 Level of satisfaction with the communication received from RMO/Co-op by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [630]	66%	15%	12%
High density inner [357]	58%	18%	15%
High density outer [147]	82%	10%	5%
Small estates and infills [126]	79%	7%	9%
Unweighted sample bases in brackets			

Satisfaction with the communication they receive from their RMO/Co-op is significantly higher amongst vacant lease residents than those who live in secure weekly or right to buy properties (84% cf. 68% and 59% respectively).

Older residents (75% of those aged 65+) are significantly more likely to express satisfaction than younger age groups (62% of 55-64 year olds, 59% of 35-54 year olds and 53% of 16-34 year olds).

Significantly, 49% of respondents who are dissatisfied with the overall service are dissatisfied with the communication they receive from their RMO/Co-op, as are 53% of those dissatisfied that their views are taken into account.

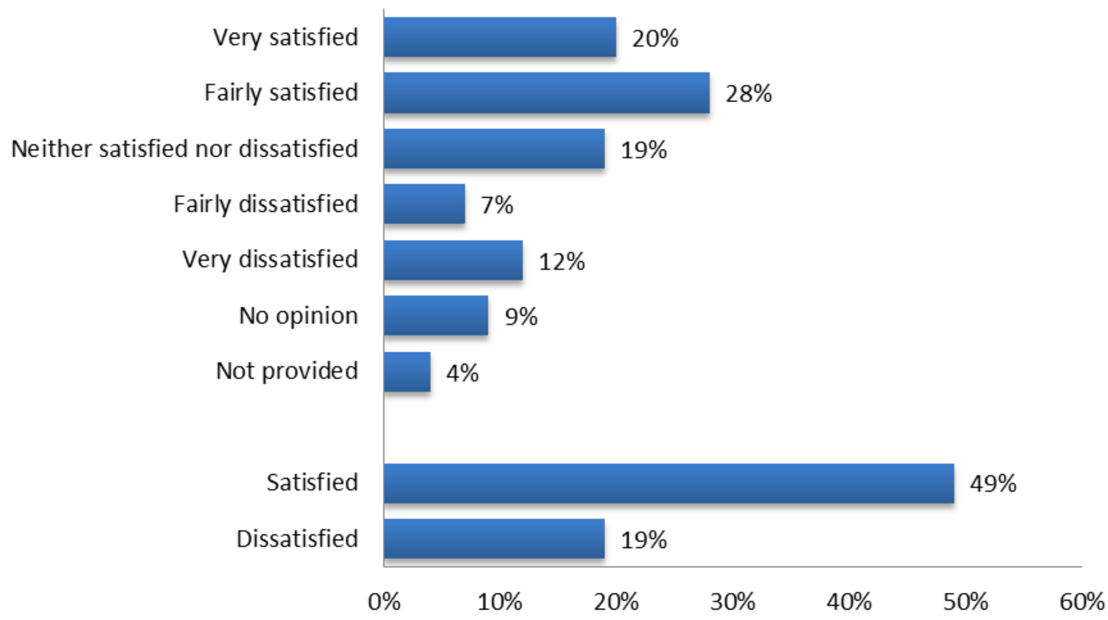
6.3 Taking into account residents' views

All residents were asked how satisfied or dissatisfied they are that their RMO/Co-op takes into account their views.

Just under half (49%) of all respondents are satisfied that their RMO/Co-op takes their views into account compared with 19% who are dissatisfied. Although the satisfaction score is fairly low for this indicator dissatisfaction is not inordinately high; it is more the 19% of respondents who gave a neutral response coupled with the 13% who either did not provide an answer or had no opinion (who, summed together, account for a third of the entire sample – 32%) who are depressing the satisfaction score.

Housing Link Panel members were more likely to be satisfied that their views are taken into account – 59% satisfied and 20% dissatisfied.

Figure 14 Level of satisfaction that residents' views are being taken into account (All responses)



Unweighted sample base: 630

Tenants are more likely to express satisfaction that their views are taken into account than leaseholders (50% cf. 46%). This is largely in keeping with other surveys undertaken by BMG in which leaseholders are usually found to be less satisfied than tenants.

Table 34 Level of satisfaction that residents' views are being taken into account (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [630]	49%	19%	19%
Tenants [428]	50%	17%	21%
Leaseholders [202]	46%	23%	17%
Unweighted sample bases in brackets			

RMO tenants are less likely than Panel tenants to be satisfied that their views are taken into account while for leaseholders there is little difference in satisfaction.

Table 35 Level of satisfaction that residents' views are being taken into account (All responses)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Satisfied	50%	66%	46%	48%
Dissatisfied	21%	16%	17%	27%
Neither	17%	9%	23%	16%

As the following table shows, the estate type in which respondents are most likely to be dissatisfied (significantly so, in fact) that their views are being taken into account is high density inner (23%).

Table 36 Level of satisfaction that residents' views are being taken into account by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %
Total [630]	49%	19%	19%
High density inner [357]	40%	20%	23%
High density outer [147]	66%	17%	14%
Small estates and infills [126]	61%	19%	11%
Unweighted sample bases in brackets			

Satisfaction that their views are taken into account by their RMO/Co-op is significantly higher amongst those who live in vacant lease and secure weekly properties than those who live in right to buy properties (63% and 51% respectively cf. 41%).

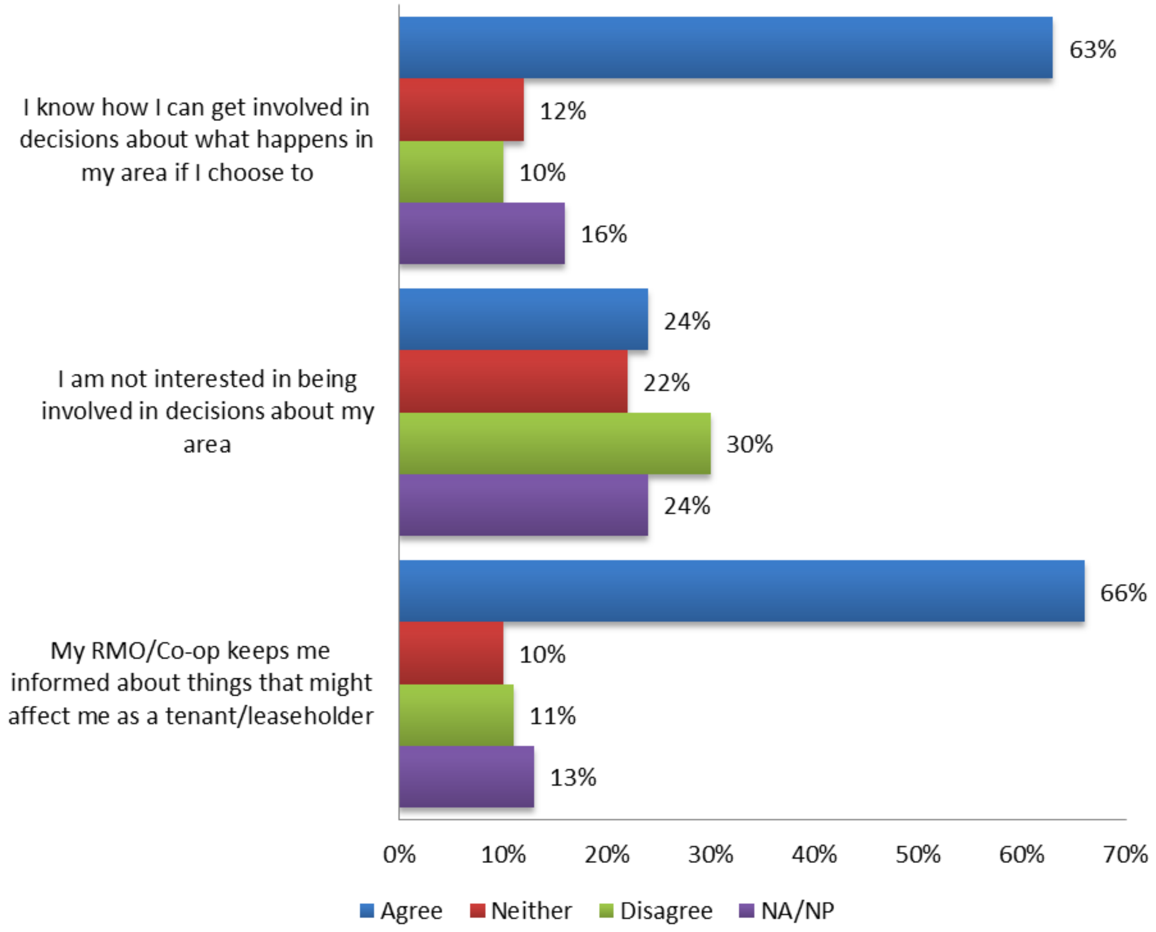
Older residents (56% of those aged 65+) are significantly more likely to express satisfaction than younger age groups (51% of 55-64 year olds, 43% of 35-54 year olds and 33% of 16-34 year olds).

Significantly, 73% of respondents who are dissatisfied with the overall service are dissatisfied that their RMO/Co-op takes their views into account, as are 58% of those who are dissatisfied with the way the Council runs the local area.

6.4 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 15 Level of agreement with statements about involvement in decision-making in the local area (All responses)



Unweighted sample base: 630

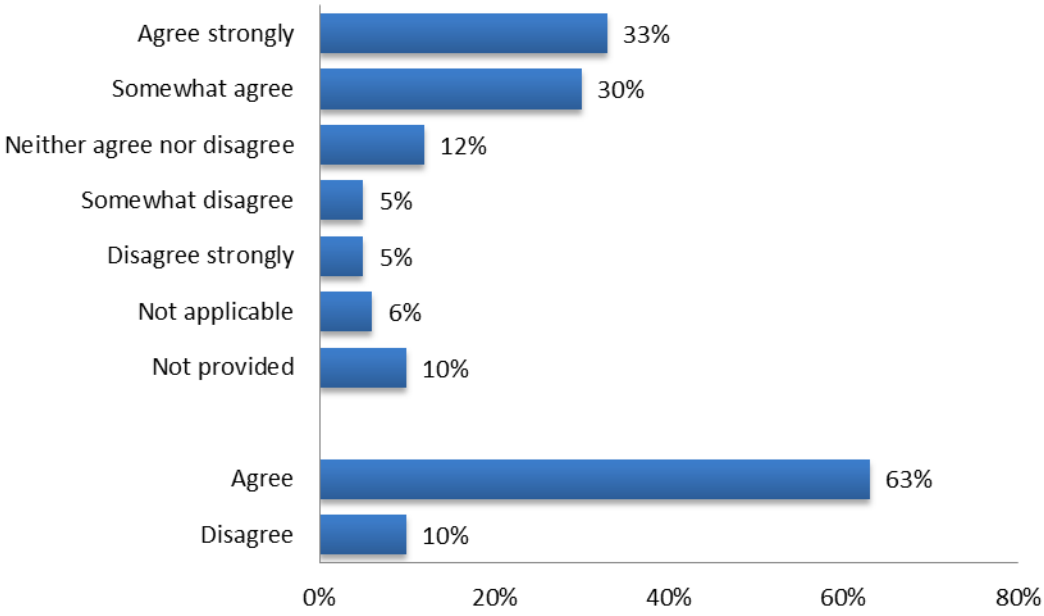
The majority (63%) agree with the first statement that 'I know how I can get involved in decisions about what happens in my area if I choose to'. Conversely, only 24%

agree with the statement 'I am not interested in being involved in decisions about my area'.

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

More than three fifths (63%) of all respondents agree that they know how to get involved in decisions about what happens in their local area if they choose to. Agreement is similar to that reported for Panel members (62%) but disagreement is lower, with 18% of Panel members expressing dissatisfaction compared with just 10% of RMO residents.

Figure 16 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)



Unweighted sample base: 630

Tenants are less likely than leaseholders to agree with this statement.

Table 37 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 %
Total [630]	63%	12%	10%
Tenants [428]	61%	13%	10%
Leaseholders [202]	67%	11%	10%
Unweighted sample bases in brackets			

Agreement is significantly higher amongst those who live in vacant lease properties (87% agree that they know how to get involved in decisions about what happens in their local area if they choose to) than those who live in secure weekly or right to buy properties (60% and 63% respectively).

High density inner residents are significantly less likely to agree that they know how to get involved in decisions about what happens in their area if they choose to (57%) than those who live in high density outer or small estates and infills properties (76% and 70% respectively).

Table 38 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)

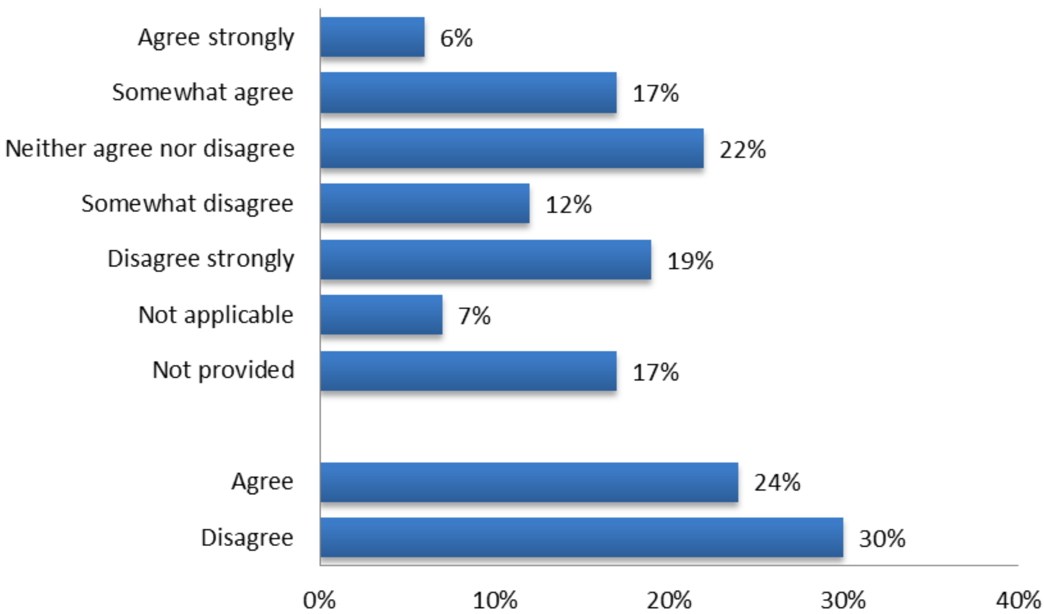
	Agree %	Neither %	Disagree %
Total [630]	63%	12%	10%
High density inner [357]	57%	11%	11%
High density outer [147]	76%	13%	7%
Small estates and infills [126]	70%	10%	7%
Unweighted sample bases in brackets			

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

Three in ten (30%) *disagree* with the second statement that ‘I am not interested in being involved in decisions about my area’. Conversely, 24% do agree. Almost a third (30%) therefore agree that they *are* interested in being involved in decisions about their area while 24% disagree. Notable are the high proportions of respondents who either gave a neutral answer (22%) or who did not provide an answer (17%).

RMO residents are less likely than Panel members to agree with this statement (24% cf. 28%) but far less likely to disagree (30% cf. 51%).

Figure 17 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: 630

Tenants are significantly more likely to agree with this statement than are leaseholders (26% cf. 19%) while the latter are significantly more likely than the former to disagree (39% cf. 25%). Looked at another way, leaseholders are significantly more likely *to be interested* in being involved in decisions than are tenants.

Table 39 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 %
Total [630]	24%	22%	30%
Tenants [428]	26%	22%	25%
Leaseholders [202]	19%	22%	39%
Unweighted sample bases in brackets			

As the following table shows, the estate type in which respondents are more likely to disagree with this statement is high density outer (39%); these residents are, therefore, more likely to want to be involved in decisions about their area than those from other estate types.

Table 40 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)

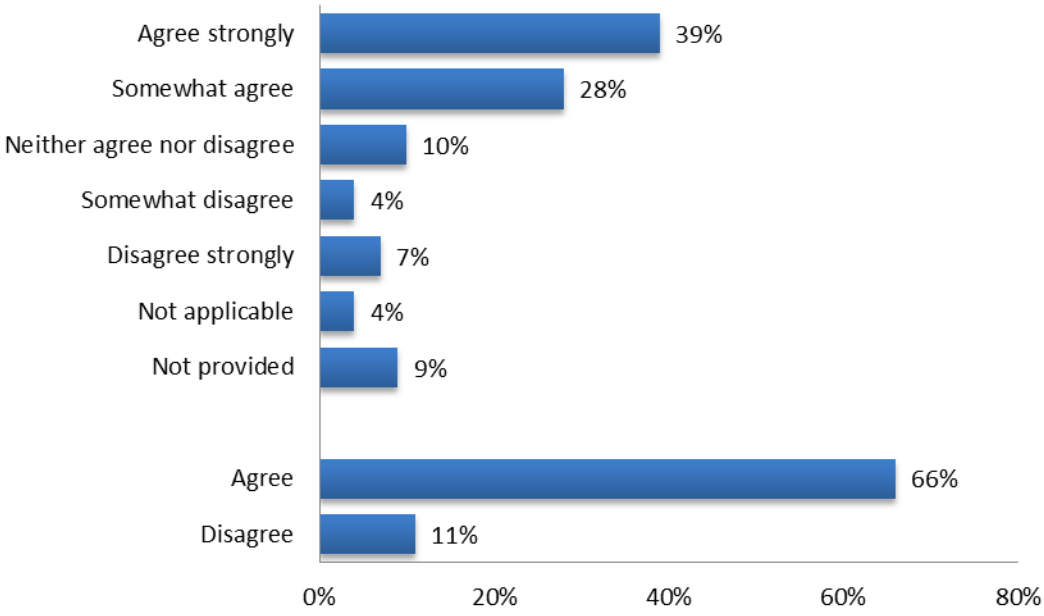
	Agree %	Neither %	Disagree %
Total [630]	24%	22%	30%
High density inner [357]	24%	23%	27%
High density outer [147]	19%	22%	39%
Small estates and infills [126]	27%	19%	32%
Unweighted sample bases in brackets			

6.4.3 'My RMO/Co-op keeps me informed about things that might affect me as a tenant/leaseholder'

Two thirds (66%) agree with the third statement that 'My RMO/Co-op keeps me informed about things that might affect me as a tenant/leaseholder'. Conversely, 11% disagree.

RMO residents are less likely than Panel members (66% cf. 75%) to agree that they are kept informed about things that might affect them but are equally as likely to disagree (11% cf. 14%).

Figure 18 Level of agreement with statements about involvement in decision-making in the local area – My RMO/Co-op keeps me informed about things that might affect me as a tenant/leaseholder (All responses)



Unweighted sample base: 630

Tenants are equally as likely to agree with this statement as leaseholders (66% cf. 67%).

Table 41 Level of agreement with statements about involvement in decision-making in the local area – My RMO/Co-op keeps me informed about things that might affect me as a tenant/leaseholder (All responses)

	Agree %	Neither %	Disagree %
Total [630]	66%	10%	11%
Tenants [428]	66%	9%	10%
Leaseholders [202]	67%	11%	12%
Unweighted sample bases in brackets			

Agreement is significantly higher amongst those who live in vacant lease properties (84% agree) than those who live in secure weekly or right to buy properties (66% and 61% respectively).

High density inner residents are significantly less likely to agree that their RMO/Co-op keeps them informed about things that might affect them as a tenant/leaseholder (58%) than those who live in high density outer or small estates and infills properties (80% and 79% respectively).

Table 42 Level of agreement with statements about involvement in decision-making in the local area – My RMO/Co-op keeps me informed about things that might affect me as a tenant/leaseholder by estate type (All responses)

	Agree %	Neither %	Disagree %
Total [630]	66%	10%	11%
High density inner [357]	58%	12%	13%
High density outer [147]	80%	6%	7%
Small estates and infills [126]	79%	7%	7%
Unweighted sample bases in brackets			

Economically active respondents are significantly more likely than their inactive counterparts to disagree with this statement (69% cf. 50%) 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.

6.5 RMO/Co-op Board Members

6.5.1 Awareness

Residents were asked if they were aware of the work their board does and the responsibilities the board has to provide them with housing management services.

Half (50%) of all residents are aware, while tenants are less likely than leaseholders to be aware (48% cf. 55%).

Table 43 Are you aware of the work your board does and the responsibilities they have to provide you with housing management services? (All responses)

	Yes %	No %	Don't know %	Not provided %
Total [630]	50%	26%	17%	7%
Tenants [428]	48%	26%	19%	7%
Leaseholders [202]	55%	26%	13%	6%
Unweighted sample bases in brackets				

As the following table shows, the estate type in which respondents are more likely to be aware of the work their board does and the responsibilities the board has to provide them with housing management services is high density outer (65%). High density inner residents, however, are significantly more likely *not* to be aware than other residents.

Table 44 Are you aware of the work your board does and the responsibilities they have to provide you with housing management services by estate type (All responses)

	Yes %	No %	Don't know %	Not provided %
Total [630]	50%	26%	17%	7%
High density inner [357]	42%	32%	18%	7%
High density outer [147]	65%	16%	13%	6%
Small estates and infills [126]	62%	16%	15%	6%
Unweighted sample bases in brackets				

Awareness is higher amongst vacant lease residents than those who live in right to buy or secure weekly properties (73% cf. 50% and 48% respectively).

Older residents (57% of those aged 65+) are significantly more likely to be aware than younger age groups (48% of 55-64 year olds, 42% of 35-54 year olds and 31% of 16-34 year olds).

Significantly, 50% of respondents who are dissatisfied with the overall service are unaware of the work their board does and the responsibilities the board has to provide them with housing management services.

Respondents were then asked to give their reasons for being aware or otherwise. Approaching half (45%) did not provide an answer while a further 3% did not know and 1% said nothing. Of the remainder the following responses are the most frequently given:

Positive responses

- Receive regular newsletters/letters 7%
- Attend meetings 6%
- Am/was a member of the board/committee 5%
- Have been kept informed/updated 5%

Negative responses

- Don't know who is on the board/what their responsibilities are 5%
- No information received/never been told about it 4%

- They are a waste of time 2%
- Not enough information is given 2%

6.5.2 RMO/Co-op meetings

All residents were asked if they had attended any RMO/Co-op meetings (including either committee or general meetings).

Just over a third (35%) of all residents had attended meetings, while leaseholders are significantly more likely than tenants to have attended (43% cf. 31%).

Table 45 Have you attended any RMO/Co-op meetings (including either committee or general meetings)? (All responses)

	Yes %	No %	Can't remember %	Not provided %
Total [630]	35%	57%	4%	4%
Tenants [428]	31%	61%	3%	5%
Leaseholders [202]	43%	50%	5%	2%
Unweighted sample bases in brackets				

As would be expected, members of a residents' organisation are more likely (again, significantly so) to have attended meetings than those who are not members (68% cf. 58%).

As the following table shows, the estate type in which respondents are more likely to have attended meetings small estates and infills (45%).

Table 46 Have you attended any RMO/Co-op meetings (including either committee or general meetings) by estate type (All responses)

	Yes %	No %	Can't remember %	Not provided %
Total [630]	35%	57%	4%	4%
High density inner [357]	30%	60%	4%	5%
High density outer [147]	41%	53%	4%	1%
Small estates and infills [126]	45%	49%	2%	3%
Unweighted sample bases in brackets				

Meeting attendance is higher amongst males than females (39% cf. 33%).

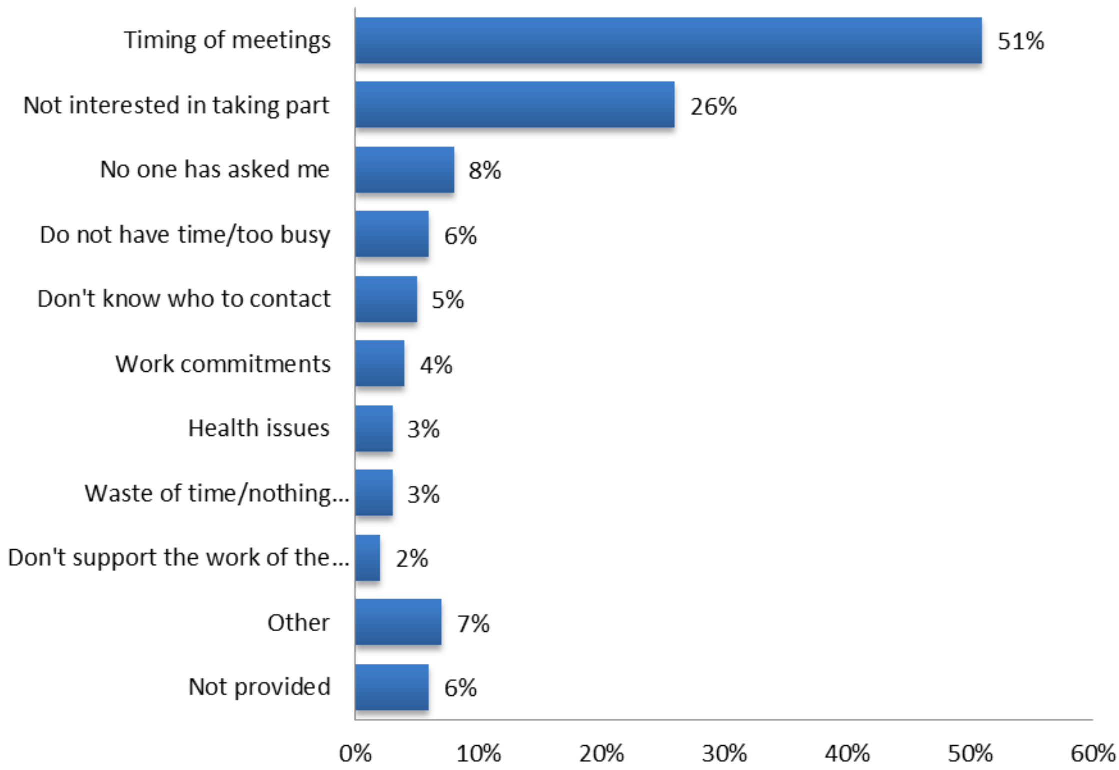
Older residents (39% of those aged 65+) are more likely to have attended meetings than younger age groups (34% of 55-64 year olds, 30% of 35-54 year olds and 20% of 16-34 year olds).

White residents (37%) are also more likely to have attended meetings than either Black or Asian respondents (32% and 25% respectively).

6.5.3 Reasons for non-attendance

Those who had not attended any RMO/Co-op meetings (57% of all residents) were asked why they had not attended. Just over half said that the timing of meetings had prevented them, while a quarter (26%) said they were just not interested in taking part.

Figure 19 Why have you not attended any RMO/Co-op meetings? (Respondents who had not attended any RMO/Co-op meetings)



Unweighted sample base: 358

While tenants are significantly more likely than leaseholders to say they do not know who to contact (7% cf. 1%), leaseholders are significantly more likely than tenants to cite the timing of meetings as a reason for non-attendance (62% cf. 46%). Both groups of residents are equally likely to say they were just not interested – 26% tenants, 25% leaseholders.

In terms of gender, females are significantly more likely than males to cite the timing of meetings as a reason for non-attendance (56% cf. 40%), while the latter are significantly more likely than the former to say they were not interested (34% cf. 22%).

Likewise, when looking at age the same picture emerges: those aged 16-64 are significantly more likely than those aged 65+ to cite the timing of meetings as a reason for non-attendance (50% cf. 36%), while the latter are significantly more likely than the former to say they were not interested (43% cf. 22%).

6.5.4 Whether the meetings were informative

Those who *had* attended RMO/Co-op meetings (35% of all residents) were asked if they found the meetings informative.

Three quarters (74%) of residents did find the meetings informative, while tenants are less likely than leaseholders to have found them so (69% cf. 81%).

Table 47 Did you find the meetings informative? (Respondents who had attended any RMO/Co-op meetings)

	Yes %	No %	Can't remember %	Not provided %
Total [223]	74%	19%	4%	4%
Tenants [134]	69%	19%	7%	5%
Leaseholders [89]	81%	18%	0%	1%
Unweighted sample bases in brackets				

Those from high density inner and small estates and infills (84% and 82% respectively) are significantly more likely to have found the meetings informative than high density inner residents (67%).

Table 48 Did you find the meetings informative by estate type (Respondents who had attended any RMO/Co-op meetings)

	Yes %	No %	Can't remember %	Not provided %
Total [630]	74%	19%	4%	4%
High density inner [357]	67%	25%	4%	4%
High density outer [147]	84%	7%	4%	5%
Small estates and infills [126]	82%	17%	2%	0%
Unweighted sample bases in brackets				

Finding the meetings informative is significantly more likely amongst maisonette dwellers than those who live in flats (85% cf. 70%).

Older residents (81% of those aged 65+) are more likely to have found the meetings informative than younger age groups (72% of 55-64 year olds, 65% of 35-54 year olds and 44% of 16-34 year olds).

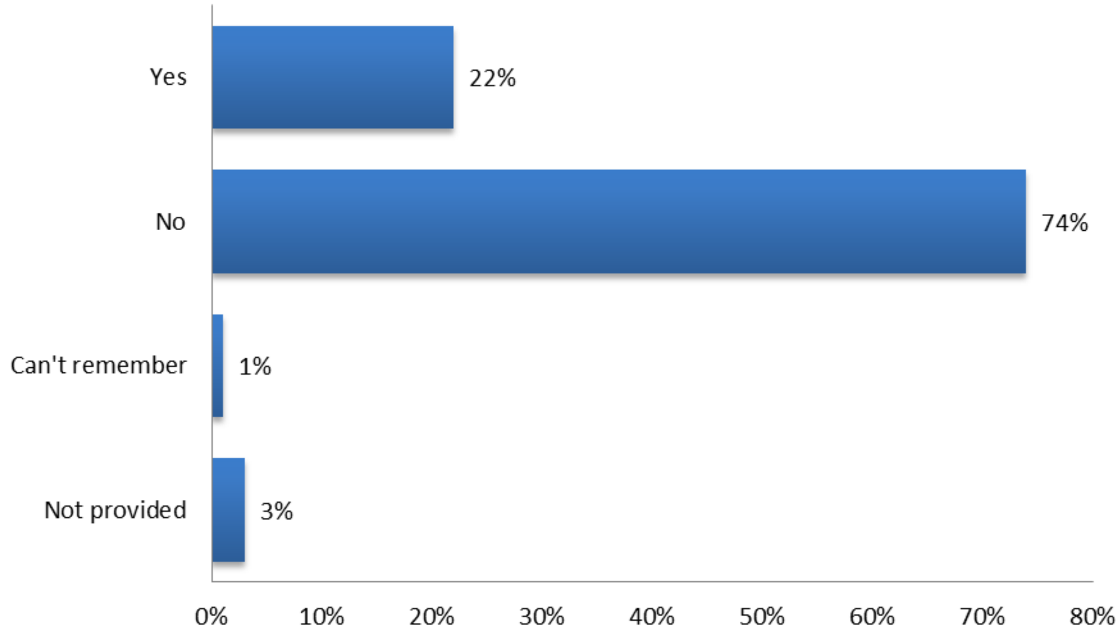
7 Anti-social behaviour and other aspects of local services

The following section will examine levels of reporting ASB to the RMO/Co-op 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 RMO/Co-op.

7.1 Reporting Anti-Social Behaviour

Residents were asked to indicate whether or not they have reported any ASB to their RMO/Co-op in the past 12 months. Just over one in five (22%) has reported ASB compared with 16% of Housing Link Panel members.

Figure 20 Whether or not reported ASB in the past 12 months (All responses)



Unweighted sample base: 630

Leaseholders are slightly more likely than tenants to have made an ASB report in the last 12 months.

Table 49 Whether or not reported ASB in the past 12 months (All responses)

	Have reported ASB %	Have not reported ASB %
Total [630]	22%	74%
Tenants [428]	21%	74%
Leaseholders [202]	24%	73%
Unweighted sample bases in brackets		

For both tenants and leaseholders RMO residents are more likely to have reported ASB than Panel residents.

Table 50 Whether or not reported ASB in the past 12 months (All responses)

	Tenants		Leaseholders	
	RMO %	Panel %	RMO %	Panel %
Have reported ASB	21%	13%	24%	20%
Have not reported ASB	74%	86%	73%	79%

Respondents living in high density outer properties are most likely to have made an ASB report (25% made a report).

Table 51 Whether or not reported ASB in the past 12 months by estate type (All responses)

	Have reported ASB %	Have not reported ASB %
Total [630]	22%	74%
High density inner [357]	21%	74%
High density outer [147]	25%	70%
Small estates and infills [126]	22%	77%
Unweighted sample bases in brackets		

Maisonette dwellers (26%) are more likely than flat dwellers (21%) to have reported ASB in the last 12 months.

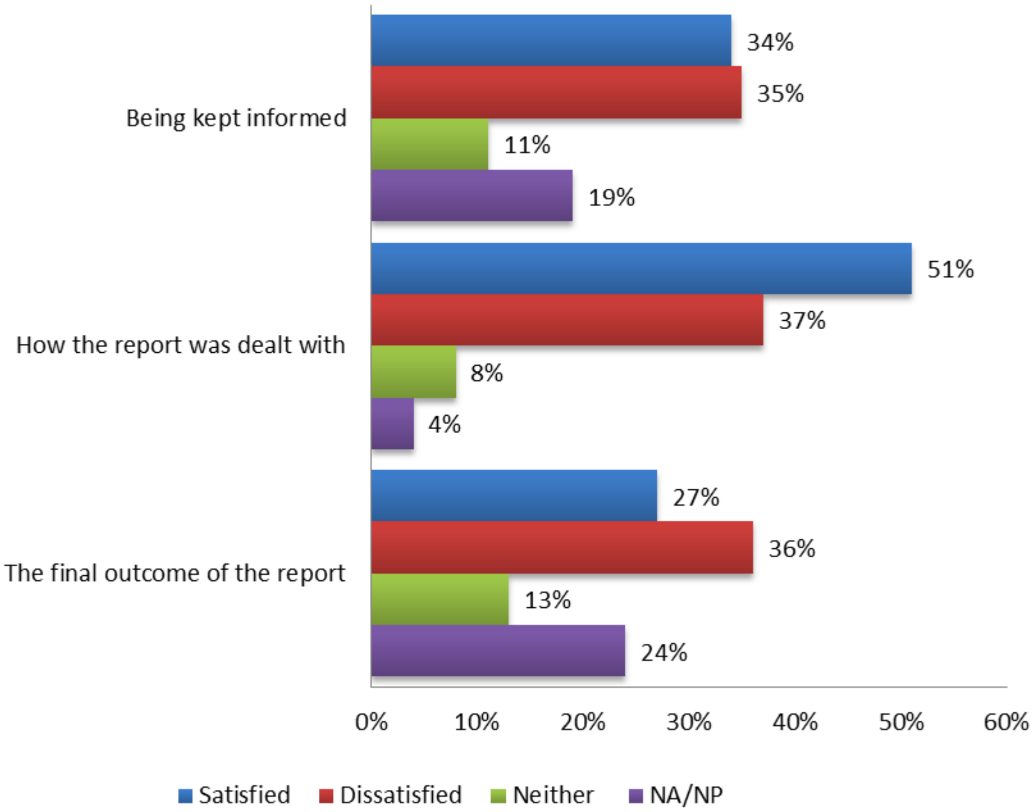
Those aged under 65 are also more likely to have made an ASB report compared with those aged 65 and over (23% cf. 16%).

7.2 Satisfaction with aspects of how ASB was dealt with

Those residents who had reported anti-social behaviour (22% 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 only 137 respondents so care should be exercised when interpreting these findings as the margin of error for 137 is +/-8.2%.

The results are summarised in the following figure. At least a third of the respondents reporting ASB expressed dissatisfaction regarding some aspect. For the final outcome of their ASB report, just over a quarter of respondents are satisfied (27%) whilst more than a third are dissatisfied (36%).

Figure 21 Satisfaction with aspects of reporting the ASB (Respondents who had reported ASB)

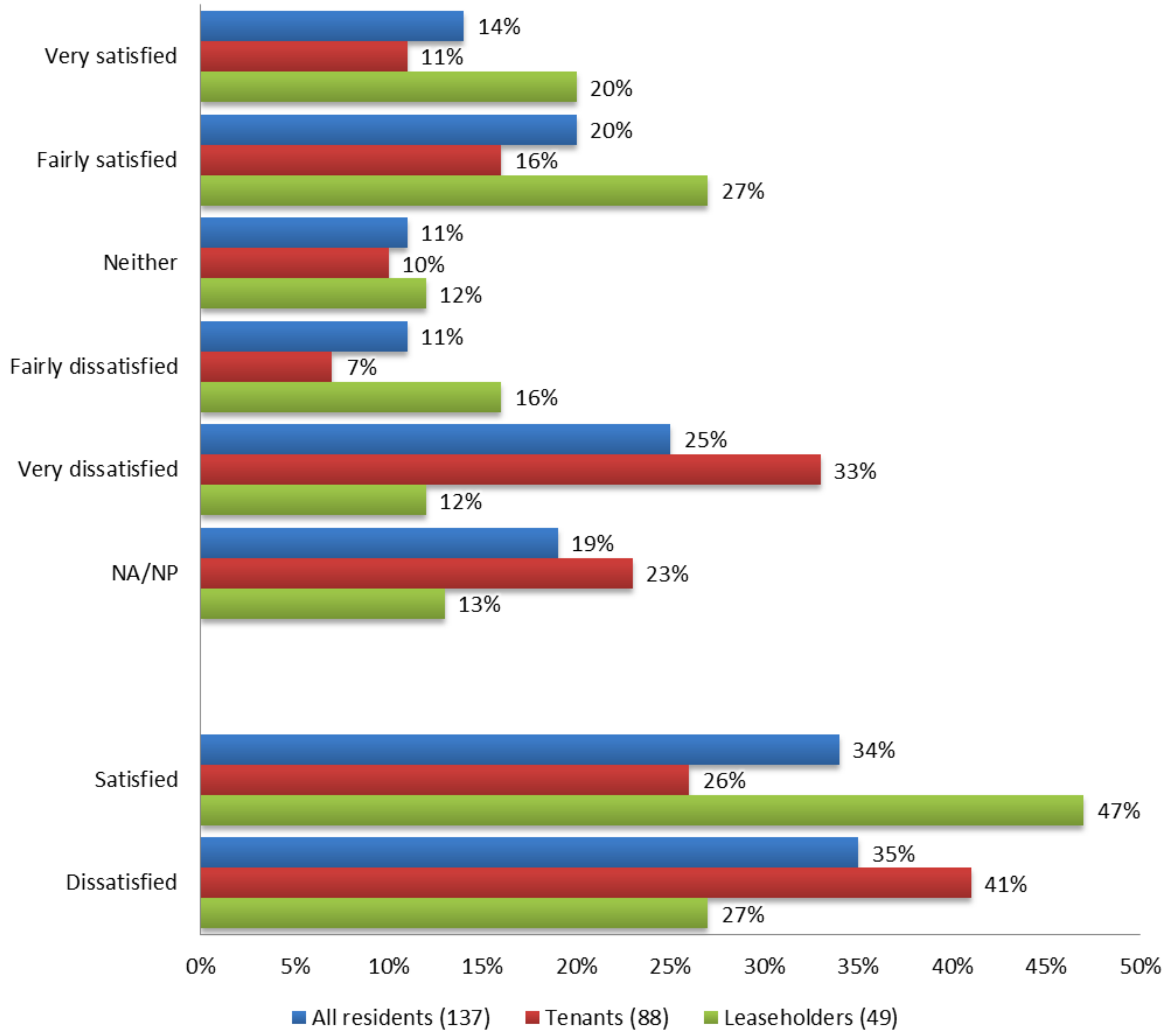


Unweighted sample base: 137

In terms of comparisons with the Housing Link Panel survey, Panel members are more likely to express satisfaction with being kept informed (47% cf. 34% RMO residents) and with the final outcome of the report (41% cf. 27% RMO residents) but equally as likely to be satisfied with how the report was dealt with (51% each).

The following table shows that for being kept informed satisfaction is higher amongst leaseholders than tenants – significantly so in fact.

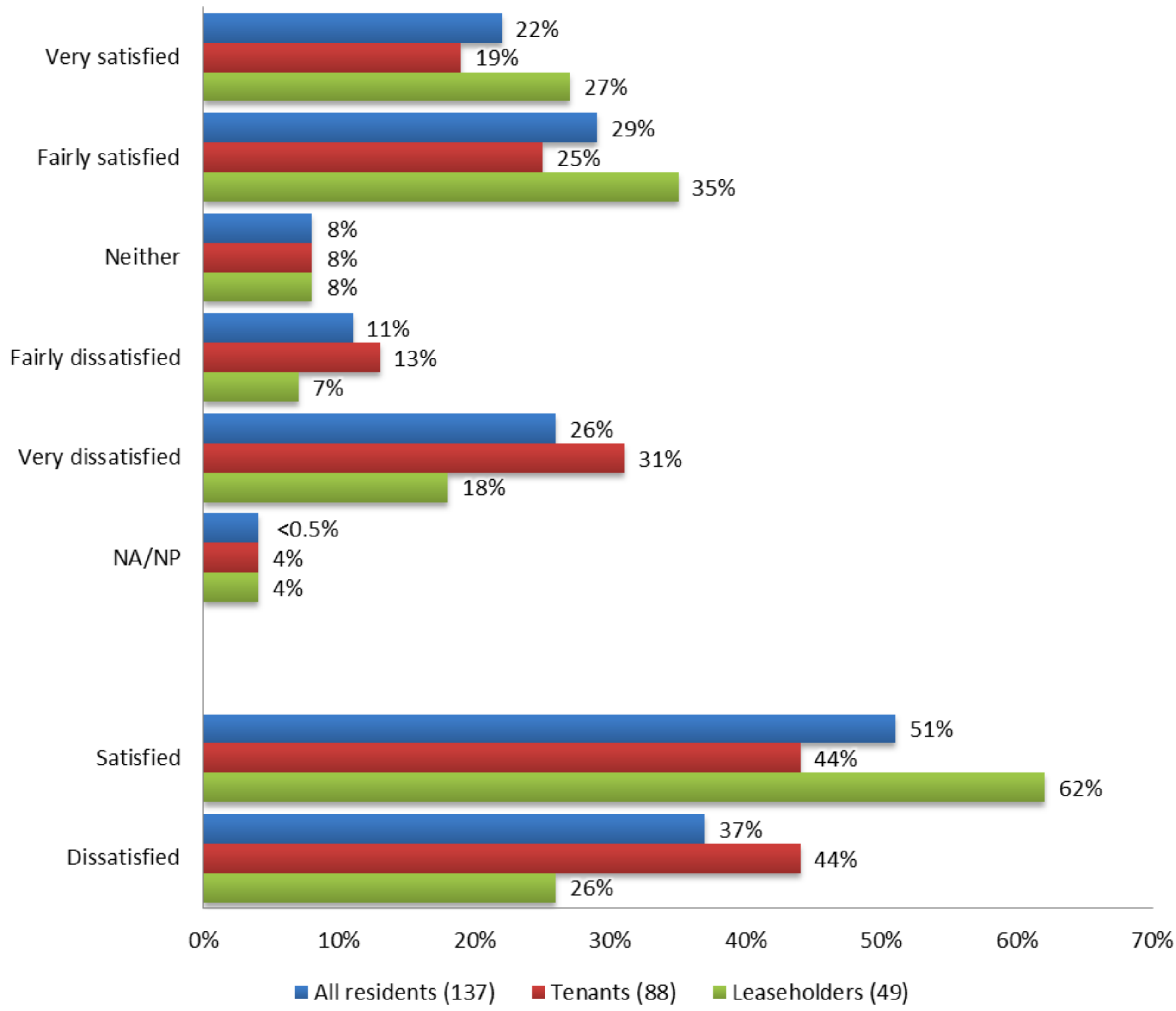
Table 52 Satisfaction with aspects of reporting the ASB – being kept informed (Respondents who had reported ASB)



Unweighted sample bases in brackets

Leaseholders are also significantly more likely to be satisfied than tenants with how their report was dealt with, as may be seen from the following table.

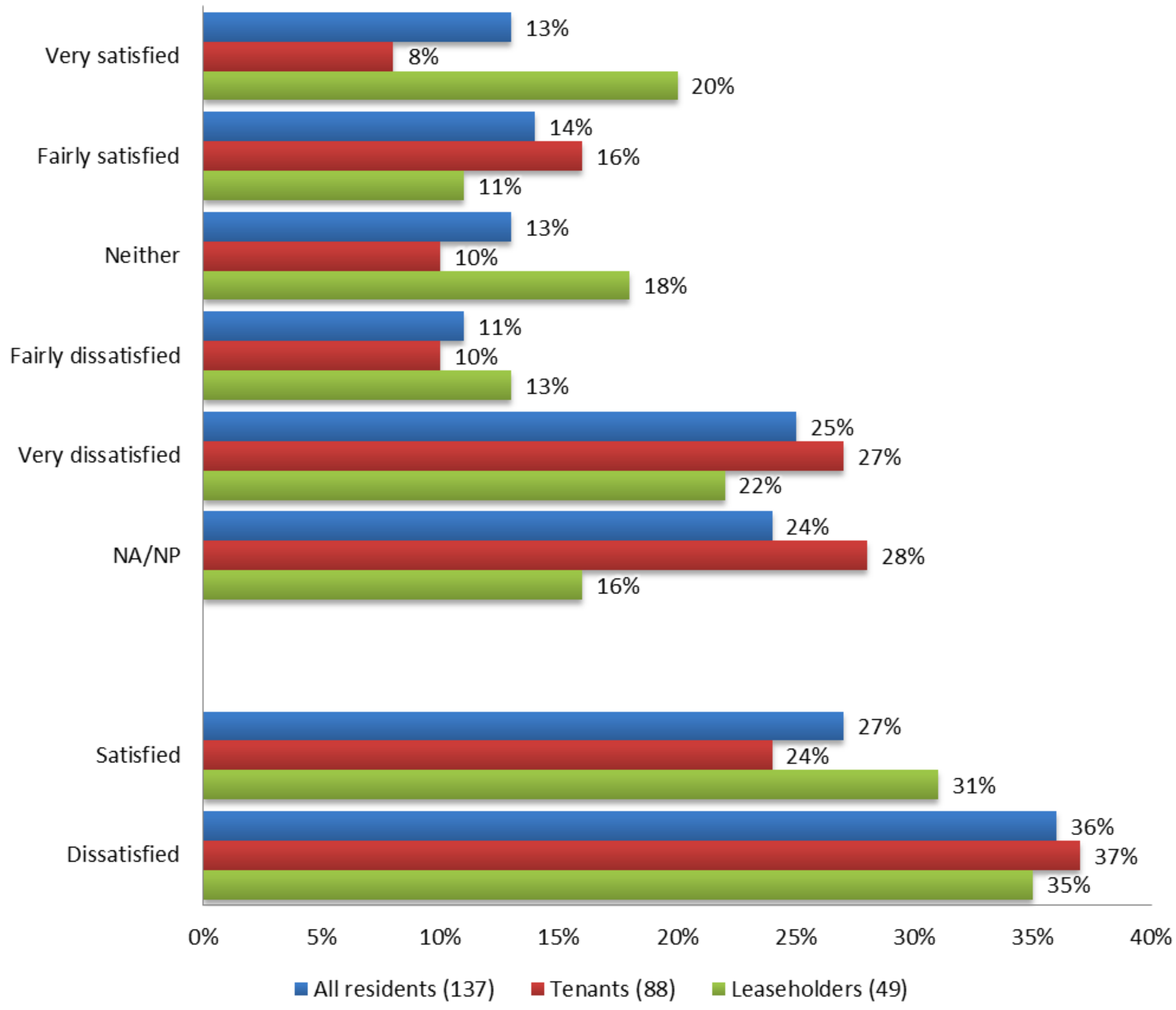
Table 53 Satisfaction with aspects of reporting the ASB – how the report was dealt with (Respondents who had reported ASB)



Unweighted sample bases in brackets

For the final outcome of their report leaseholders are again more likely to be satisfied than tenants.

Table 54 Satisfaction with aspects of reporting the ASB – the final outcome (Respondents who had reported ASB)



Unweighted sample bases in brackets

7.3 Neighbourhood problems

All residents 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 most of the issues the majority of residents consider they are not a problem at all.

Rubbish or litter is identified as a big problem by 21% of residents with a further 33% saying it is a moderate problem (combined total = 54%). This was also the problem most cited by Panel members – 19% big problem, 33% moderate problem (combined total = 52%).

Noise is identified as a big problem for 12% of residents with a further 33% identifying it as a moderate problem (combined total = 45%). Noise was also the second most mentioned problem by Panel members – 9% big problem, 21% moderate problem (combined total = 30%).

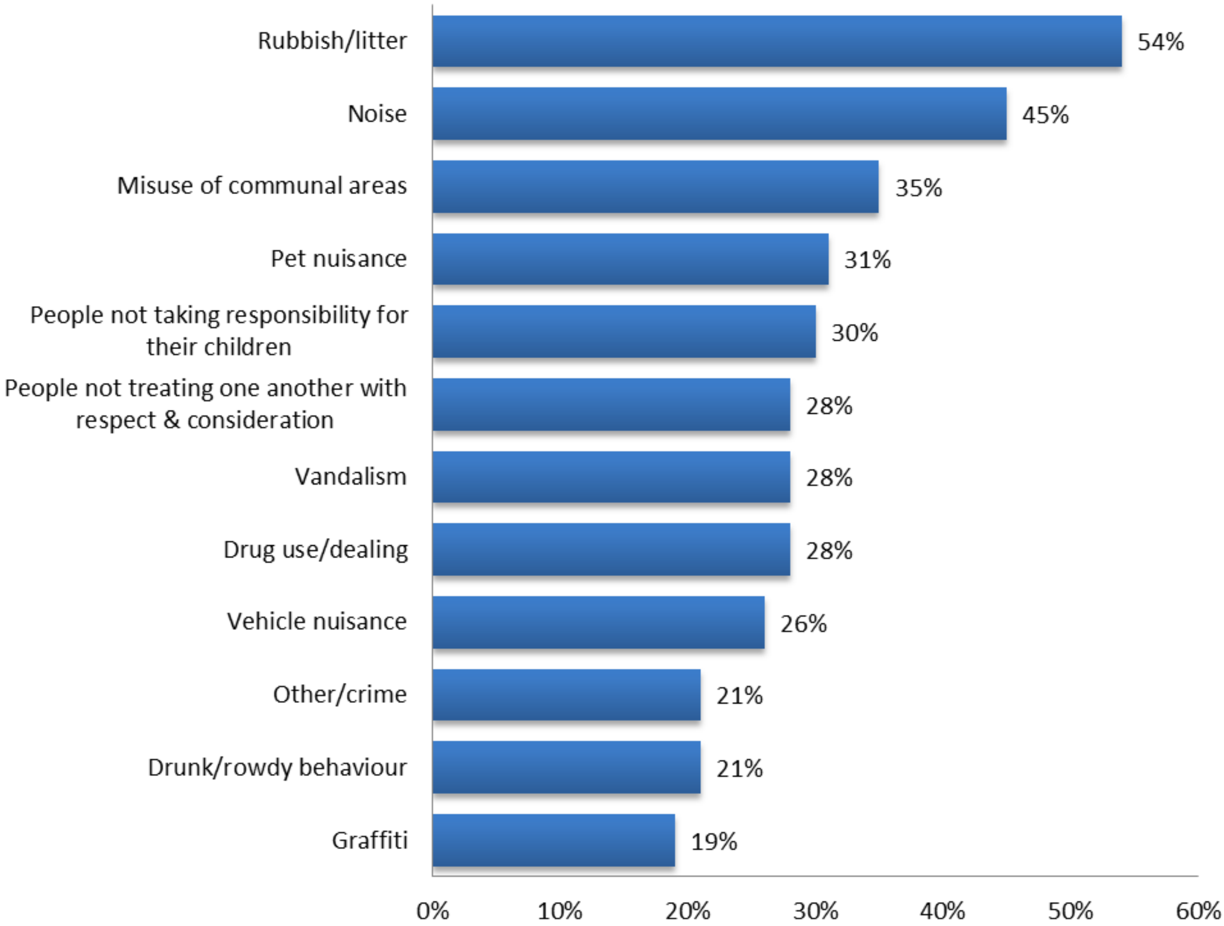
Misuse of communal areas is identified as a big problem for 14% of residents with a further 21% identifying them as a moderate problem (combined total = 35%).

Table 55 Thinking about your local neighbourhood, how much of a problem are the following? (All responses)

Issue	Big problem	Moderate problem	Not a problem	Don’t know/Not provided
	%	%	%	%
Rubbish or litter	21%	33%	38%	8%
Noise	12%	33%	45%	10%
Pet nuisance	12%	19%	58%	12%
Vandalism	7%	21%	56%	16%
Graffiti	3%	16%	62%	19%
Drug use or dealing	12%	16%	39%	33%
Vehicle nuisance	8%	18%	54%	19%
Drunk/rowdy behaviour	7%	14%	60%	19%
Misuse of communal areas	14%	21%	47%	19%
People not taking responsibility for their own children	11%	19%	52%	17%
People not treating one another with respect & consideration	10%	18%	55%	18%
Other/crime	7%	14%	37%	42%
Unweighted sample base: 630				

The following figure shows the possible problems encountered by residents presented 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 22 Thinking about your local neighbourhood, how much of a problem are the following? (All responses)

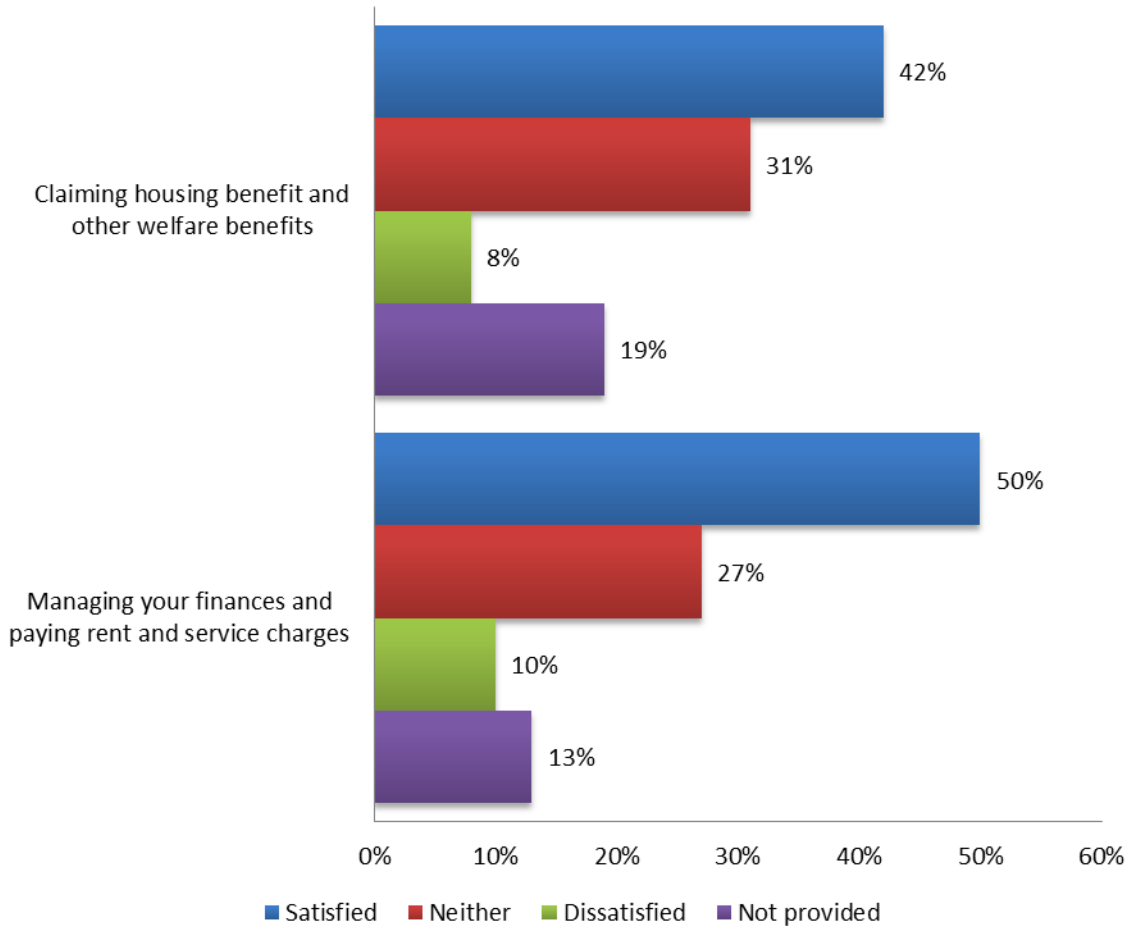


Unweighted sample base: 630

7.4 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 23 Level of satisfaction with aspects of advice and support received (All responses)



Unweighted sample base: 630

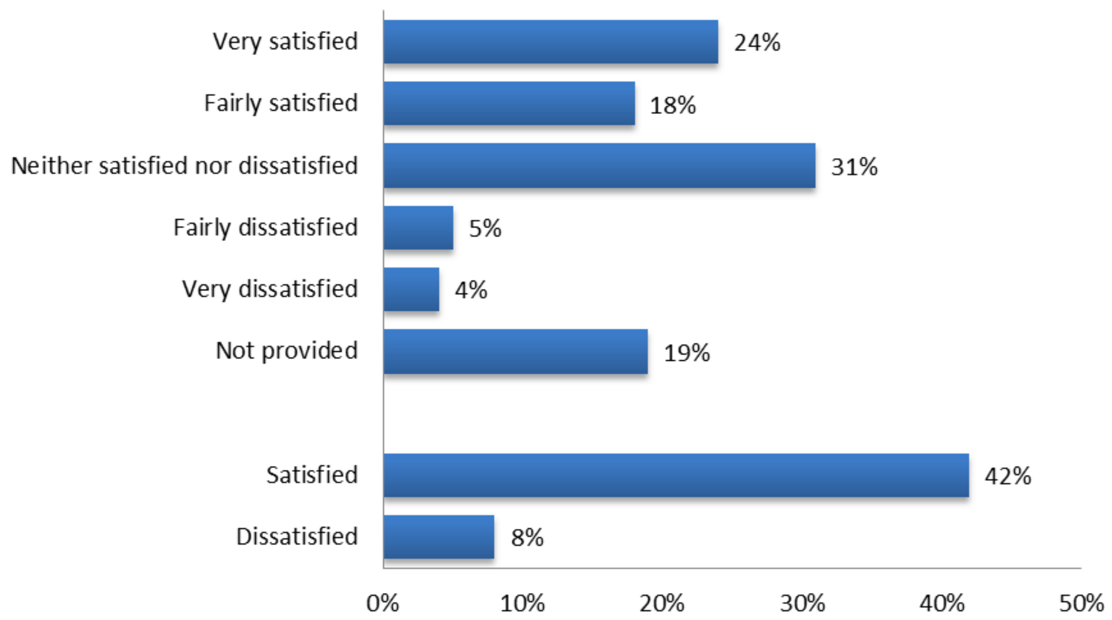
Two fifths (42%) are satisfied with the advice and support they receive about claiming housing benefit and other welfare benefits, while half (50%) are satisfied with the advice they receive on managing their finances and paying rent and service charges.

Comparable figures from the Housing Link Panel survey were 44% satisfied with advice and support received on claiming housing benefit and other welfare benefits but only 4% dissatisfied (but 46% saying this was not applicable to them), and 63% satisfied with advice received on managing finances and paying rent and service charges with just 6% dissatisfied and 23% not applicable.

7.4.1 Claiming housing benefit and other welfare benefits

Two fifths (42%) of all respondents are satisfied with the advice and support they receive about claiming housing benefit and other welfare benefits, while around one in twelve (8%) are dissatisfied.

Figure 24 Level of satisfaction with aspects of advice and support received: Claiming housing benefit and other welfare benefits (All responses)



Unweighted sample base: 630

Although the following table shows what appears to be a huge disparity between tenants and leaseholders, it should be noted that more than half of leaseholders (51%) gave a neutral response while a further 35% did not provide an answer. Direct comparisons, therefore, are not advised.

Table 56 Level of satisfaction with aspects of advice and support received: Claiming housing benefit and other welfare benefits (All responses)

	Satisfied %	Neither %	Dissatisfied %	Not provided %
Total [630]	42%	31%	8%	19%
Tenants [428]	60%	20%	10%	10%
Leaseholders [202]	8%	51%	5%	35%
Unweighted sample bases in brackets				

Females are significantly more likely than males to express satisfaction (47% cf. 39%), as are those aged 65+ compared with those aged 16-64 (60% cf. 47%).

High density inner residents are more likely to be satisfied with this aspect (45%).

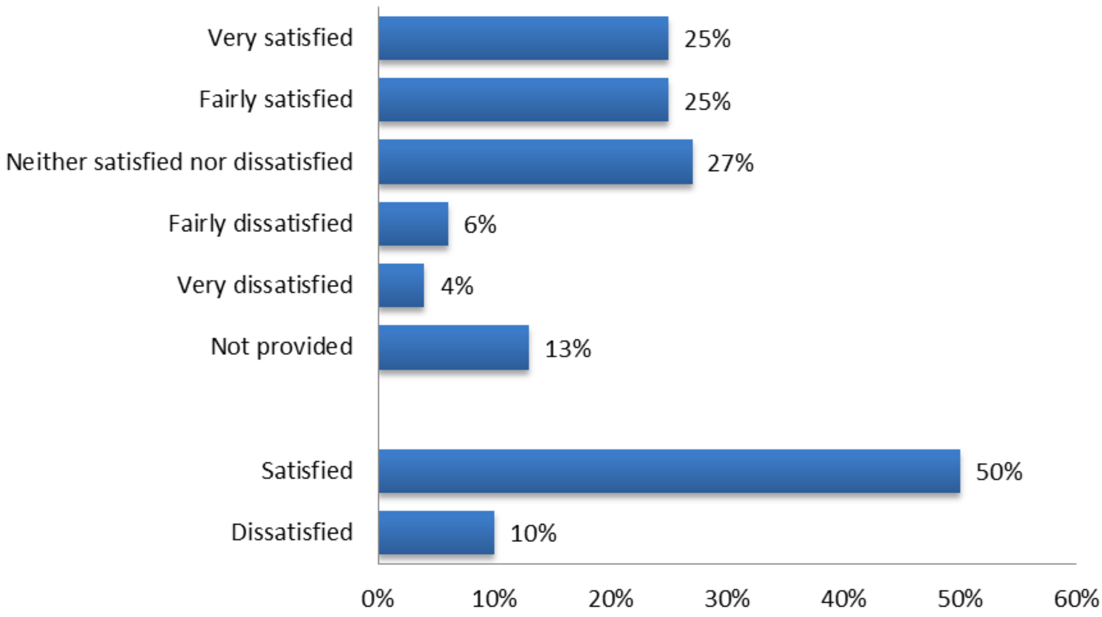
Table 57 Level of satisfaction with aspects of advice and support received: Claiming housing benefit and other welfare benefits by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %	Not provided %
Total [630]	42%	31%	8%	19%
High density inner [357]	45%	28%	10%	17%
High density outer [147]	38%	34%	7%	21%
Small estates and infills [126]	33%	40%	5%	22%
Unweighted sample bases in brackets				

7.4.2 Managing your finances and paying rent and service charges

Half of all residents (50%) are also satisfied with the second aspect of advice and support received, that of managing finances and paying rent and service charges. Conversely, 10% are dissatisfied.

Figure 25 Level of satisfaction with aspects of advice and support received: Claiming housing benefit and other welfare benefits (All responses)



Unweighted sample base: 630

Tenants are significantly more likely to express satisfaction with this aspect than are leaseholders (61% cf. 29%) while the latter are significantly more likely than the former to give a neutral response (42% cf. 19%).

Table 58 Level of satisfaction with aspects of advice and support received: Claiming housing benefit and other welfare benefits (All responses)

	Satisfied %	Neither %	Dissatisfied %	Not provided %
Total [630]	50%	27%	10%	13%
Tenants [428]	61%	19%	9%	11%
Leaseholders [202]	29%	42%	11%	17%
Unweighted sample bases in brackets				

Females are again significantly more likely than males to express satisfaction (54% cf. 45%), as are those aged 65+ compared with those aged 16-64 (62% cf. 53%).

As the following table shows, there is little difference in satisfaction between estate types.

Table 59 Level of satisfaction with aspects of advice and support received: Claiming housing benefit and other welfare benefits by estate type (All responses)

	Satisfied %	Neither %	Dissatisfied %	Not provided %
Total [630]	50%	27%	10%	13%
High density inner [357]	50%	25%	12%	13%
High density outer [147]	49%	31%	5%	15%
Small estates and infills [126]	52%	30%	7%	11%
Unweighted sample bases in brackets				

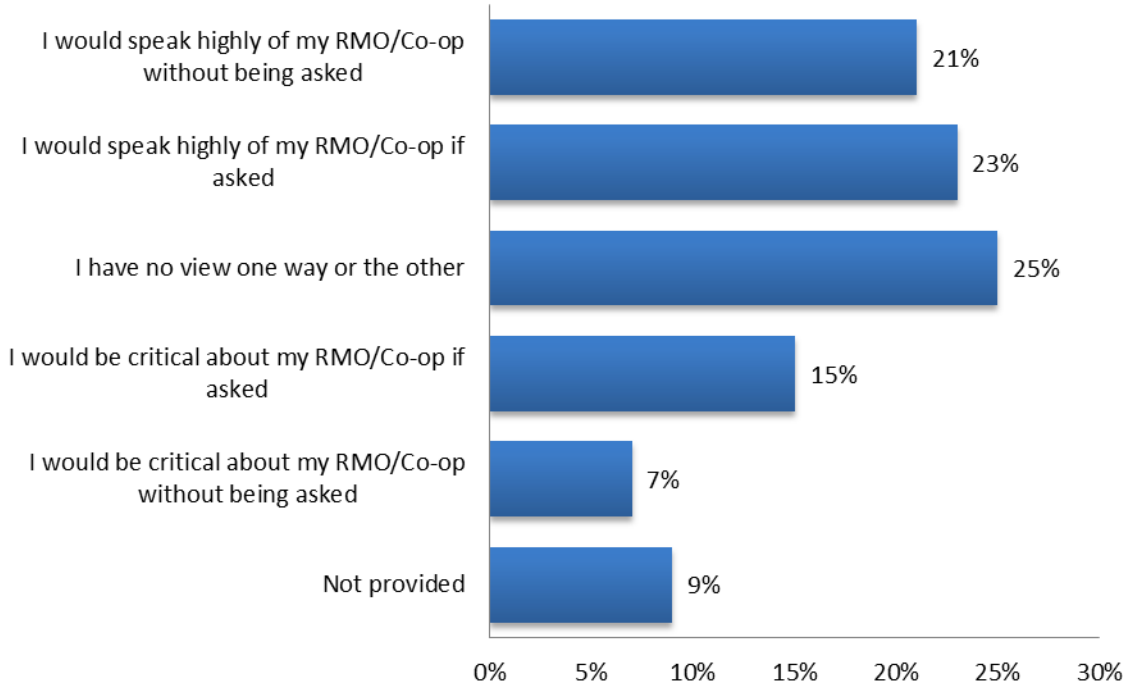
7.5 How residents feel about their RMO/Co-op

All respondents were asked to say which of a series of five statements comes closest to how they feel about their RMO/Co-op.

Around one in five residents (21%) agree that they would speak highly of their RMO/Co-op without being asked while a further 23% said that they would speak highly if they *were* asked. More than two fifths (44%), then, would speak highly of their RMO/Co-op.

Conversely, a fifth (22%) would be critical about their RMO/Co-op (15% if asked, 7% without being asked).

Figure 26 Which of the following statements comes closest to how you feel about your RMO/Co-op? (All responses)



U

nweighted sample base: 630

In the Housing Link Panel survey it was found that one in six residents (16%) agreed 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.

In terms of the split between tenants and leaseholders, the former are less likely to speak highly of their RMO/Co-op than the latter (41% cf. 50%) while the latter are less likely to be critical than the former (19% cf. 23%). Of note here is that leaseholders are significantly more likely than tenants to speak highly of their RMO/Co-op without being asked (26% cf. 19%).

Table 60 Which of the following statements comes closest to how you feel about your RMO/Co-op? (All responses)

	All [630] %	Tenants [428] %	Leaseholders [202] %
I would speak highly of my RMO/Co-op without being asked	21%	19%	26%
I would speak highly of my RMO/Co-op if asked	23%	22%	24%
I have no view one way or the other	25%	26%	24%
I would be critical about my RMO/Co-op if asked	15%	15%	14%
I would be critical about my RMO/Co-op without being asked	7%	8%	5%
Not provided	9%	10%	7%
Unweighted sample bases in brackets			

In terms of estate type, residents of high density outer properties and small estates and infills (69% and 63% respectively) are significantly more likely to speak highly of their RMO/Co-op than those from high density inner properties (31%) while the latter (32%) are significantly more likely than the former (16% and 15% respectively) to have no view one way or the other.

Table 61 Which of the following statements comes closest to how you feel about your RMO/Co-op?...by estate type (All responses)

	All [630] %	High density inner [357] %	High density outer [147] %	Small estates and infills [126] %
I would speak highly of my landlord without being asked	21%	13%	37%	32%
I would speak highly of my landlord if asked	23%	18%	32%	31%
I have no view one way or the other	25%	32%	16%	15%
I would be critical about my landlord if asked	15%	17%	11%	9%
I would be critical about my landlord without being asked	7%	9%	3%	4%
Not provided	9%	11%	4%	9%

7.6 Being involved in the work of the RMO/Co-op

All residents were asked if they would like to become more involved in the work of their RMO/Co-op. Almost a fifth of all respondents (19%) would like to become more involved.

Tenants are less likely than leaseholders to express interest in becoming more involved in the work of their RMO/Co-op (17% cf. 23%).

Table 62 Would you like to become more involved in the work of your RMO/Co-op? (All responses)

	Yes %	No %	Not provided %
Total [630]	19%	74%	7%
Tenants [428]	17%	75%	7%
Leaseholders [202]	23%	72%	5%
Unweighted sample bases in brackets			

High density outer residents are the most likely to want to become more involved in the work of their RMO/Co-op.

Table 63 Would you like to become more involved in the work of your RMO/Co-op by estate type (All responses)

	Yes %	No %	Not provided %
Total [630]	19%	74%	7%
High density inner [357]	17%	76%	6%
High density outer [147]	24%	70%	6%
Small estates and infills [126]	20%	72%	8%
Unweighted sample bases in brackets			

Younger residents are more likely than older to want to become more involved in the work of their RMO/Co-op, with 24% of those aged 16-34 wanting to become involved compared with 18% of 35-54 year olds, 19% of 55-64 year olds and just 13% of those aged 65+.

Table 64 Would you like to become more involved in the work of your RMO/Co-op? (All responses)

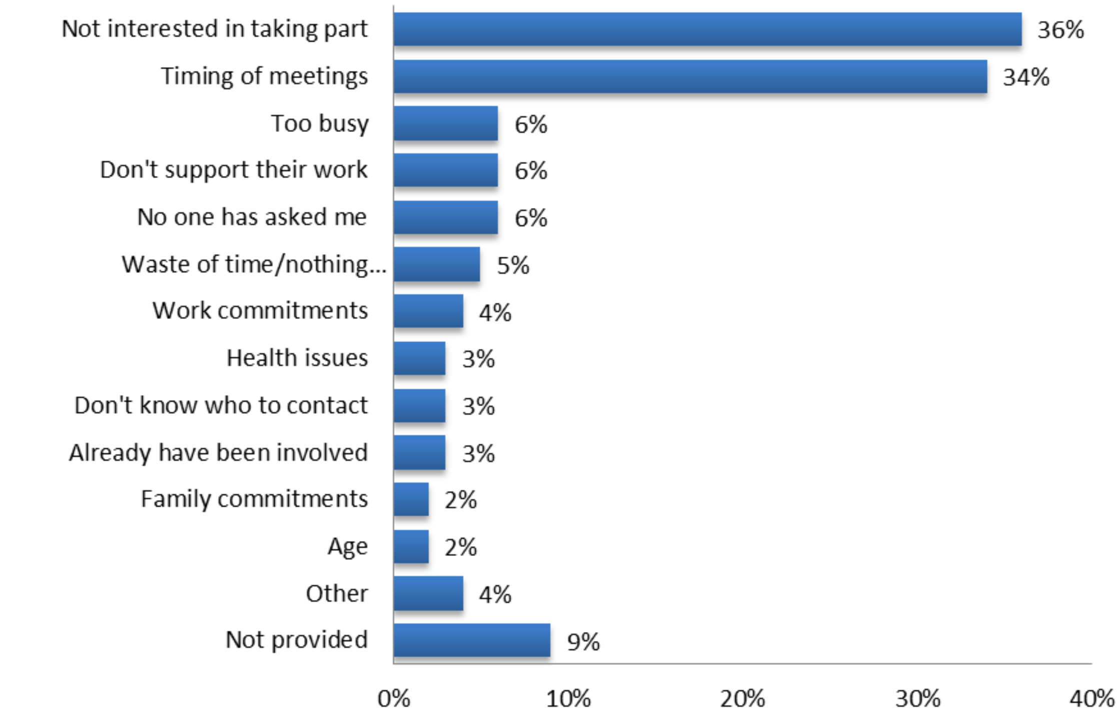
	Yes %	No %	Not provided %
Total [630]	19%	74%	7%
16-34 [36]	24%	73%	3%
35-54 [182]	18%	74%	8%
55-64 [110]	19%	72%	10%
65+ [167]	13%	78%	9%
Unweighted sample bases in brackets			

Seven in ten (71%) of those who would like to become more involved in the work of their RMO/Co-op are happy for their details to be shared with their RMO/Co-op (70% tenants, 72% leaseholders).

7.6.1 Reasons for not wanting to become more involved

Those who would not like to become more involved in the work of their RMO/Co-op (74% of all respondents) were asked why they would not like to be more involved. The most frequently given responses are not being interested in taking part and the timing of meetings (36% and 34% respectively).

Figure 27 Why would you not like to become more involved in the work of your RMO/Co-op? (Respondents who would not like to become more involved)



Unw

eighted sample base: 466

7.7 Priorities

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

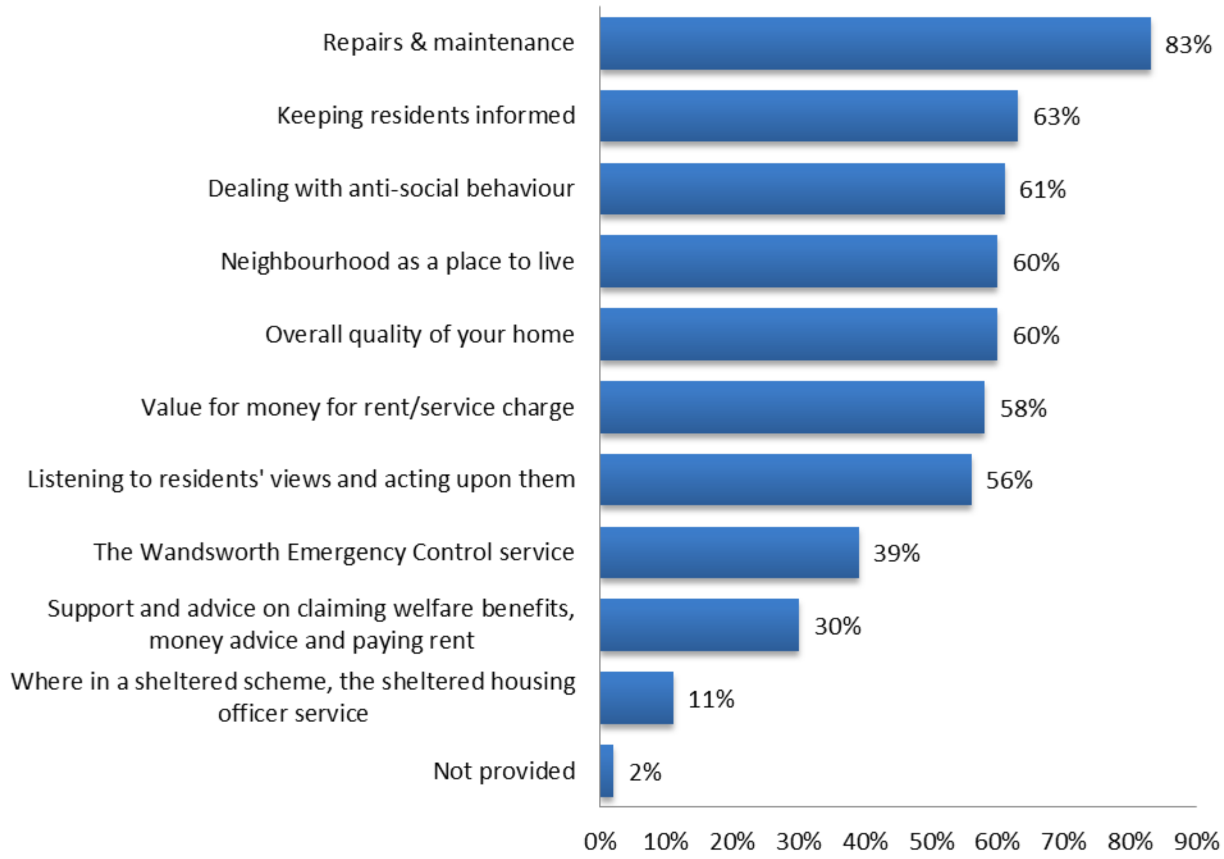
As the following figure illustrates, the majority (83%) of respondents included repairs and maintenance within the three attributes they consider to be most important. Over three fifths (63%) cited keeping residents informed.

Three fifths (61%) of residents also included dealing with anti-social behaviour as one of the three attributes they consider to be most important.

Repairs and maintenance was also the priority most frequently mentioned by Panel members (56%).

The top three most frequently mentioned attributes for panel members were: repairs and maintenance, listening to residents' views and keeping residents informed (56%, 35% and 33% respectively).

Figure 28 Which of the following services would you consider to be priorities? (All responses)



Unweighted sample base: 630

In terms of the split between tenants and leaseholders, it can be seen that the former are significantly more likely than the latter to consider support and advice on claiming welfare benefits, the overall quality of the home, the Wandsworth Emergency Control Service and the sheltered housing officer as priorities; conversely leaseholders are significantly more likely than tenants to consider the neighbourhood as a place to live and value for money for rent and service charge as priorities.

Table 65 Which of the following services would you consider to be priorities? (All responses)

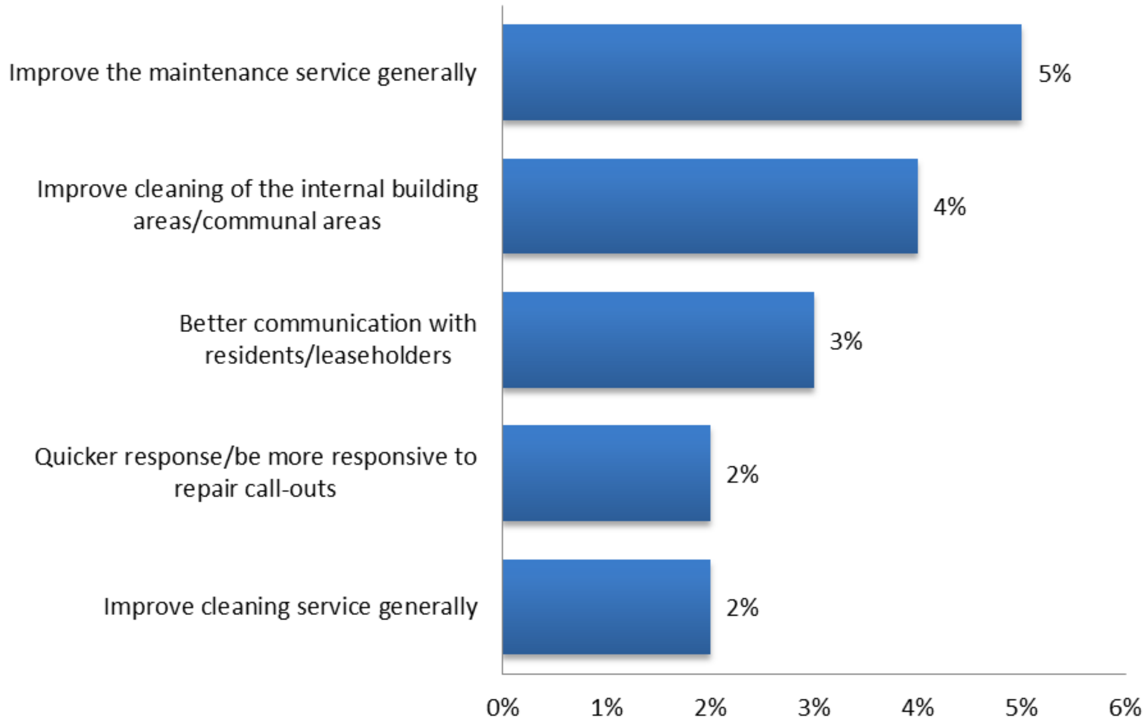
	All [630] %	Tenants [428] %	Leaseholders [202] %
Support and advice on claiming welfare benefits, money advice and paying rent	32%	**42%**	9%
Keeping residents informed	63%	65%	60%
The overall quality of your home	60%	**66%**	50%
Listening to residents' views and acting upon them	56%	55%	58%
Repairs and maintenance	83%	84%	80%
Dealing with anti-social behaviour	61%	60%	65%
Your neighbourhood as a place to live	60%	57%	**66%**
Value for money for your rent/service charge	58%	52%	**68%**
The Wandsworth Emergency Control service	39%	**42%**	31%
Where in a sheltered scheme, the sheltered housing officer service	11%	**16%**	2%
Not provided	2%	2%	3%
Unweighted sample bases in brackets			

7.8 Improvements to housing services

Residents were also asked to name three main things that their RMO/Co-op could do to improve the housing services they provide. More than two fifths (44%) did not provide any answer to this question while a further 2% said there was nothing to be done to improve housing services.

The following figure shows the five most frequently quoted *first* responses. The reader is directed to the data tabulations for a full list of all suggestions made by residents.

Figure 29 Three main things RMO/Co-op could do to improve the housing services it provides – first responses only (All responses)



Unweighted sample base: 630

Panel members gave better communication with residents/leaseholders as their most frequently quoted first response (14%) followed by improving the the maintenance service generally (11%).

8 Internet Access

8.1 Home Internet access

Just over half (54%) of all residents have Internet access in their home. This compares with the three fifths (60%) of Panel members reported in the Housing Link survey.

Leaseholders are significantly more likely than tenants to have home Internet access (69% cf. 46%), and this is mirrored in the Panel survey in which leaseholders were also significantly more likely than tenants to have home access (70% cf. 55%).

Table 66 Do you have Internet access in your home? (All responses)

	All [630] %	Tenants [428] %	Leaseholders [202] %
Yes	54%	46%	69%
No	41%	49%	26%
Not provided	5%	5%	5%
Unweighted sample bases in brackets			

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

Table 67 Do you have Internet access in your home? (All responses)

	High density inner [357] %	High density outer [147] %	Small estates and infills [126] %
Yes	49%	65%	60%
No	45%	32%	37%
Not provided	6%	3%	3%

Access decreases with age so that while 63% of 16-24 year olds and 65% of those aged 35-54 have access this decreases to 46% of 55-64 year olds and 25% of those aged 65 and over.

Asian residents (68%) are significantly more likely to have home Internet access than White or Black residents (43% and 47% respectively).

Three in ten of all residents (30%) said that it would be possible to contact them in the future by e-mail for other research (28% tenants, 33% leaseholders).

9 Profile Information

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

Table 68 Profile table

Contact type	Residents %	Residents base
Tenant	68	428
Leaseholder	32	202
Length of time in home		
Under 1 year	4	22
1 – 2 years	10	61
3 – 5 years	14	86
6 – 10 years	16	103
11 – 20 years	29	180
21+ years	28	178
Ethnicity		
White	35	222
Mixed	1	4
Asian	6	40
Black	24	154
Other	3	19
Not provided	30	191
Age		
16 – 34 years	6	36
35 – 54 years	29	182
55 – 64 years	18	110
65+ years	27	167
Not provided	21	135

Table 69 Profile table continued…

Gender	Residents %	Residents base
Male	40	249
Female	56	350
Not provided	5	31
Estate type		
High Density – Inner	57	357
High Density – Outer	23	147
Small Estates and Infills	20	126
Ward	**Residents %**	**Residents base**
Fairfield	3	21
Latchmere	14	91
Northcote	1	3
Queenstown	44	277
St Mary's Park	18	112
Thamesfield	3	19
West Hill	17	107
Property type		
Flat	77	487
House	1	7
Maisonette	22	136
Tenancy type		
Secure weekly	64	406
Right to buy	23	145
Vacant lease	6	39
Other	6	40

10 Appendix 'A' – Questionnaire

Wandsworth
Wandsworth Council
Survey Questionnaire

CUSTOMER SATISFACTION SURVEY

Please read these instructions carefully before answering the questionnaire
1) It should be completed by the tenant at this address, or their partner/spouse or carer.
2) Please read the instructions for answering each question carefully.
3) Please check that you have answered all the questions that apply to you.
4) Please use black or blue ink & mark your answer with a cross in the box (**X**)
5) Completely 'colour in' any boxes crossed in error
6) Only write in answers when requested, write clearly (preferably print any text) & do not write outside the boxes provided

All the information you give will be kept completely confidential. It will only be used to monitor performance.

HOUSING AND SERVICES

These set of questions are about your housing and the services you receive from your RMO/Co-op and Wandsworth Council? The RMO/Co-op 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.

Q1 Overall how satisfied or dissatisfied are you with the following?
PLEASE PUT A CROSS (X) IN ONE BOX FOR EACH OF THE FOLLOWING

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

Your RMO has responsibility for the repairs inside a tenant’s home and for repairs to blocks and communal areas

Q2a Generally, how satisfied or dissatisfied are you with the way your RMO/Co-op deals with repairs and maintenance? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	
Don’t know	

Q2b Why do you say that? **PLEASE WRITE IN THE BOX BELOW**

Q3 Overall how satisfied or dissatisfied are you with the following services provided by your RMO/Co-op? **PLEASE PUT A CROSS (X) IN ONE BOX FOR EACH OF THE FOLLOWING**

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	N/A
Grounds maintenance for external communal areas						
Cleaning services for internal communal areas						
Cleaning services for external communal areas						

Q4 Have you contacted your RMO/Co-op in the last 12 months? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Yes		Go to Q5
No		Go to Q9
Can’t remember		Go to Q9

Q5 What was the last contact about? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Household Matters e.g. enquiries about your tenancy/lease agreement	
Transfer/Exchange	
Neighbourhood issues/ASB	
Garden/communal areas	
Repairs	
Making a complaint	
Other	
Can’t remember	

Q6 When you last had contact, was getting hold of the right person…..? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Easy	
Difficult	
Neither	
Can't remember	

Q7 How helpful were the staff you spoke to…..? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Very helpful	
Helpful	
Neither	
Unhelpful	
Very unhelpful	
Can't remember	

Q8 Were you satisfied with the final outcome? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	
Don't know/No opinion	

Communication and information

Q9 What communication do you receive from your RMO/Co-op? **PLEASE PUT A CROSS (X) IN AS MANY AS APPLY**

Newsletters	
The RMO/Co-op has a website the provides information	
Regular Meetings	
Information displayed on estate notice boards	
Community Events	
No Communication	
Other **(please write in the box below)**	

Q10 How satisfied or dissatisfied are you with the communication you receive from your RMO/Co-op? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	
Don’t know/No opinion	

Q11 Generally, how satisfied or dissatisfied are you that your views are being taken into account by your RMO/Co-op? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	
Don’t know/No opinion	

Q12 Overall how would you rate your level of agreement with each of the following statements? **PLEASE PUT A CROSS (X) IN ONE BOX FOR EACH OF THE FOLLOWING**

	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						
I am not interested in being involved in decisions about my area						
My RMO/Co-op keeps me informed about things that might affect me as a tenant/ leaseholder						

RMO/Co-op Board Members are volunteer residents. They meet regularly to discuss the TMO’s roles and responsibilities such as monitoring performance, finance, repairs and estate matters. The Board Members oversee the management team who deal with the day to day running of the estate e.g. repairs, rents, tenancy and leasehold matters.

Q13a Are you aware of the work your board does and the responsibilities they have to provide you with housing management services? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Yes	
No	
Can’t remember	

Q13b Why do you say that? **PLEASE WRITE IN THE BOX BELOW**

Q14a Have you attended any RMO/Co-op meetings (including either committee or general meetings)? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Yes		Go to Q14c
No		Go to Q14b
Can't remember		Go to Q15

Q14b If No, why have you not attended any RMO/Co-op meetings? **PLEASE PUT A CROSS (X) IN AS MANY AS APPLY**

Timing of meeting	
Not interested in taking part	
Don't support the work of the committee	
No one has asked me	
Don't know who to contact	
Other **(please write in the box below)**	

Q14c If Yes, did you find the meeting informative? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Yes	
No	
Can't remember	

Anti-Social Behaviour

Q15 Have you reported anti-social behaviour to the RMO/Co-op (i.e. not police) in the past 12 months? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Yes		Go to Q16
No		Go to Q17
Can't remember		Go to Q17

Q16 How satisfied or dissatisfied were you with the following aspects of how your report was handled? **PLEASE PUT A CROSS (X) IN ONE BOX FOR EACH OF THE FOLLOWING**

	Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatisfied	N/A
How the report was dealt with						
Being kept informed						
The final outcome of your report						

Q17 Thinking about your local neighbourhood, how much of a problem are the following...? **PLEASE PUT A CROSS (X) IN ONE BOX FOR EACH OF THE FOLLOWING**

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

Rents and Service Charges

Q18 Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive with the following? **PLEASE PUT A CROSS (X) IN ONE BOX FOR EACH OF THE FOLLOWING**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	N/A
Claiming housing benefit and other welfare benefits						
Managing your finances and paying rent and service charges						

General

Q19 Which of the following statements comes closest to how you feel about your landlord? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

I would speak highly of my RMO/Co-op without being asked	
I would speak highly of my RMO/Co-op if asked	
I have no view one way or the other	
I would be critical about my RMO/Co-op if asked	
I would be critical of my RMO/Co-op without being asked	

Q20a Would you like to be more involved in the work of your RMO/Co-op? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Yes		Go to Q20b
No		Go to Q20c

Q20b If Yes, are you happy for your details to be shared with your RMO/Co-op? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Yes	
No	

Q20c If No, why not? **PLEASE PUT A CROSS (X) IN AS MANY AS APPLY**

Timing of meeting	
Not interested in taking part	
Don't support their work	
No one has asked me	
Don't know who to contact	
Other **(please write in the box below)**	

Q21 Which of the following services do you consider to be priorities? **PLEASE PUT A CROSS (X) IN AS MANY AS APPLY**

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

Q22 Thinking about the services your RMO/Co-op 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. **PLEASE WRITE IN THE BOX BELOW**

96 NOTHING 97 DON’T KNOW

Q23 Taking everything into account, how satisfied or dissatisfied are you with the services provided by your RMO/Co-op? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	

Q24 Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Very satisfied	
Satisfied	
Neither satisfied nor dissatisfied	
Dissatisfied	
Very dissatisfied	

Q25 Do you have access to the Internet at home? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Yes	
No	

Q26 Would it be possible to contact you in the future, by e-mail, for other research? **PLEASE PUT A CROSS (X) IN ONE BOX ONLY**

Yes	
No	

Q27 What is your e-mail address? **PLEASE WRITE IN THE BOX BELOW**

Thank you for taking the time to complete this questionnaire. Please return it as requested in the envelope provided as soon as possible or by **Friday 8th March 2013** to BMG Research, Holt Court, Heneage Street West, Aston Science Park, Birmingham, B7 4AX

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