

Research Report



Repairs Service Research

Prepared for: Wandsworth Council

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Prepared for: Wandsworth Council

Prepared by: Steve Handley, Research Director

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1 Introduction

1.1 Survey methodology

As part of its ongoing commitment to seek the views of its residents, in summer 2016 Wandsworth Council commissioned BMG Research (BMG) to undertake research into the repairs service delivered to its housing tenants. The purpose of this research was to capture the experiences of those who have recently reported a need for a repair and have had this repair made to their home. More specifically the research sought to examine:

- The process of reporting a repair, including the reporting channels used and how well customer expectations are managed upon initial contact;
- Satisfaction with all aspects of the repairs service ranging from the helpfulness of staff to the quality of materials used;
- The extent to which tenants understand their own responsibilities for making minor repairs relative to responsibilities of Wandsworth Council as their landlord;
- Awareness of/interest in the Council's online methods for reporting repairs.

In order to deliver this research Wandsworth Council provided BMG Research of a database of tenants who had received a repair to their home over the period January-March 2016. This contained information on the month of repair and the repair type. After the removal of incomplete and duplicate records 3,006 contacts were available for use in this research. From this sample frame a target of 700 interviews was set. Within the overall target of 700, interviewing quotas were set by month of completion, based on the proportions found within the database and by repair type. These quotas ensured that the subsequent interviews were not skewed towards older repairs (i.e. those completed in January) and ensured that particular repair types did not appear disproportionately relative to their incidence in the January-March period of repair delivery.

Interviewing was completed by telephone between 13th June and 17th July 2016. In total, 703 interviews were completed with the following distribution

Table 1: Composition of survey sample

	% of repairs completed	Done	% of interviews
Month of completion			
Jan	15%	98	14%
Feb	47%	333	47%
March	38%	272	39%
Job Type			0%
Carpentry	16%	118	17%
Decorations	3%	20	3%
Electrics	21%	149	21%
Glazing	0%	2	0%

Heating/Hot water	14%	84	12%
Lock	3%	18	3%
Mould Wash	2%	17	2%
Pest Control	1%	9	1%
Plumbing	39%	286	41%

In order to ensure that the survey results were full representative, weights were applied by completion month, repair type and by estate type to correct any under or over representation within the sample relative to the total number of repairs completed in January-March 2016.

Based on the number of repairs completed in January–March 2016 (3,469, prior to database cleaning) the 703 sample size is subject to a maximum confidence interval of ± 3.3 at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses reported from this sample would be no more than 3.3-percentage points different to those that would be seen if a census of all those who had a repair completed in this period had been conducted.

1.2 Reporting

The approach used in 2016 whereby recent users of the repairs service were interviewed differs to that used previously by Wandsworth Council. The Housing Link Panel that the Council previously operated (a representative panel of tenants and leaseholders who had agreed to be approached for consultation 2-3 times per year) has now been retired. Previously, insight into the repairs service was collected by panel members being asked to comment on their most recent repair (within the last 12 months), rather than approaching those known to have received a repair in a defined period. Comparisons are made to the responses of panel members (tenants only) from 2014 in order to put the views given in 2016 into context. However, these differences in sampling approaches should be acknowledged.

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

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

2 Key findings

2.1 Overall satisfaction with repairs and maintenance

When asked about their general satisfaction with the way Wandsworth Council deals with repairs and maintenance, 72% of tenants with recent experience of a repair are satisfied. This includes two in five (41%) who are very satisfied. The proportion of tenants giving a neutral response about repairs and maintenance is low at 7%, while 21% are dissatisfied to some extent. These views are consistent with those seen among tenants in 2014 so scope for further improvement remains.

The satisfaction expressed by tenants in relation to external building repairs and maintenance (64%) and repairs to communal areas (66%) is in line with that seen among tenants in 2014. However, the satisfaction with the overall condition of blocks has increased by 5-percentage points from 65% in 2014 to 70%.

Those who live in street properties are significantly more likely to be dissatisfied with external building repairs and maintenance (33%). By definition, these are likely to be individual homes rather than larger developments. Dissatisfaction is also higher among residents of street properties for the overall condition of their block or external parts of their home (25%), along with those in high density inner estates (27%).

When asked to summarise the general condition of their home two thirds of tenants (65%) in the sample gave a positive response. This is comprised of 37% who are very satisfied with the overall condition of their home and 28% who are very satisfied. Only 7% gave a neutral response at this question, with 28% dissatisfied to some extent. This level of dissatisfaction is twice as high as was seen in the last repairs related survey completed among tenants and is a particularly notable finding within the data set. Issues with incomplete repairs, a desire for modernisation/refurbishment and reoccurring damp/mould issues are cited most commonly as sources of home dissatisfaction, with the verbatim responses clearly suggesting frustrations among some tenants with their living conditions.

2.2 Repair reporting

The telephone remains the dominant channel for repair reporting, used by 82% of tenants to report the repair in question. This proportion is unchanged from the last research among tenants into repairs completed in 2014 among Housing Link panel members. A further 6% said they made their repair request when visiting an office and 4% mentioned an officer visiting their home. Uptake of online repair reporting remains low, with just 1% reporting their last repair by e-mail and 1% doing so via the online repairs service.

The questions that were newly inserted into this survey to explore the issue of online repair reporting shows that the level of awareness that repairs can be reported online currently stands at 59%. Interestingly, among those who reported their last repair by phone, 59% were also aware that they could do so online. This suggests a conscious choice is being made to use the telephone over and above other known options.

Those with some prior awareness that repairs could be reported online were asked if they had used either of the possible online channels for repair reporting. Four in five (80%) of those aware that repairs can be reported online have not registered for online services, while 8% have both registered and used the repair reporting functionality. The remaining 12% are registered but have not yet reported a repair. When considering the second online repair reporting option that does not require registration, 9% of those aware that repairs can be requested online have used this option.

Translating these proportions back into the general population shows that overall:

- 0.5% of tenants have reported a repair having registered for online services;
- 0.5% of tenants have reported a repair without prior registration.

On this basis there remains significant potential for more repair reporting to be transitioned into these online options.

Based on the explanation of the two online options available for online reporting of repairs those who did not previously know this was a possibility were asked about their likelihood of doing so in the future. Responses show that there is a fairly even split between those likely to do so (48%) and those who are not (also 48%). The remaining 4% answered don't know. This does suggest that further promotion of this service is likely to result in increase take up.

2.3 Repair service delivery

Four in five tenants (80%) were happy overall with the repairs service they received on the occasion of their last repair. Among the remainder, 5% were neither satisfied nor dissatisfied and 13% were dissatisfied to some extent and 2% did not provide a response. No significant variation is evident in this overall satisfaction by repair type.

Looking at the specifics of the repair received, the highest satisfaction is seen in relation to the ease of reporting a repair (84%) the helpfulness of staff (84%), that dirt and mess was kept to a minimum (85%) and the attitude of workers (89%). The proportions of repair recipients satisfied with the information provided about how long the repair would take to be completed (70%) and about being kept informed about what was going on (also 70%) suggest that it is the communication aspects of the repairs service that could be strengthened going forward.

Alongside this it should also be noted that the quality of repair completion and the quality of materials used are an issue for some recent users of the repairs service. Only two thirds (66%) of tenants are confident that future repairs will be completed to high standard. Repair quality features most prominently in the reasons given by those who do not feel that the repairs service provides value for money, and is the top answer when tenants were asked directly about which aspects of the repairs service that they would like to see improved.

Analysis of the repairs experience has been run by repair type (carpentry, decorations electrics etc), but there is no clear evidence that particular repair types are resulting in poorer customer experiences. Therefore it should be an aspiration to improve the quality of repair execution for all repair types.

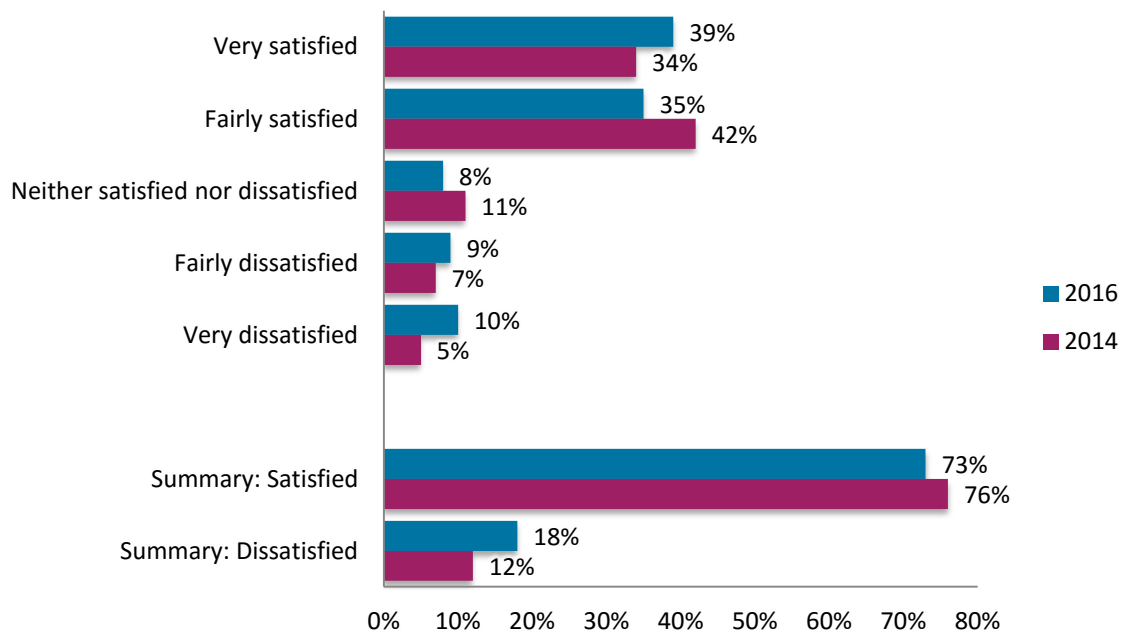
3 Overall perceptions

3.1 Overall satisfaction

When asked to rate their overall satisfaction with the services provided by Wandsworth Council as their landlord, seven in ten (73%) tenants are satisfied. This is in line with the 76% seen among tenants in the last repairs related survey, although it should be noted that dissatisfaction has risen significantly from 12% to 18% in this period. One in ten use the most extreme option on the response scale and suggest that they are 'very dissatisfied' overall with the services provided by their landlord.

Further analysis of the interaction between overall satisfaction and satisfaction with the repairs and maintenance service is included in the 'Repairs and Maintenance' sub-section of this chapter.

Figure 1: Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? (All responses)



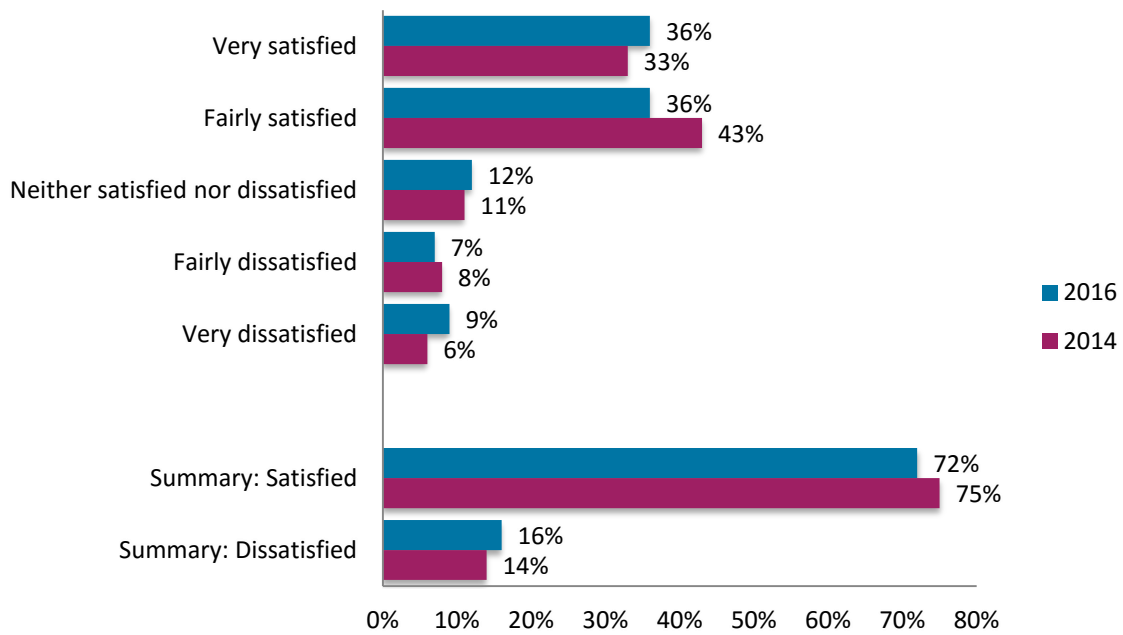
Unweighted sample base: 2016: 703 2014: 560

Those who are not in employment are significantly more likely than those who are in work to be satisfied overall with their landlord (77% cf. 66%). No significant variations in satisfaction or dissatisfaction are evident by estate type or by property type.

3.2 Satisfaction with the way Wandsworth Council runs the local area

Seven in ten (72%) tenants in this sample are satisfied with the way Wandsworth Council is running their local area. This is comprised of 36% who give the most positive response of very satisfied and a further 36% who are fairly satisfied. As is shown by the figure below, the views on how Wandsworth Council runs the area are consistent with those recorded two years ago in the last equivalent repairs related survey.

Figure 2: Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? (All responses)



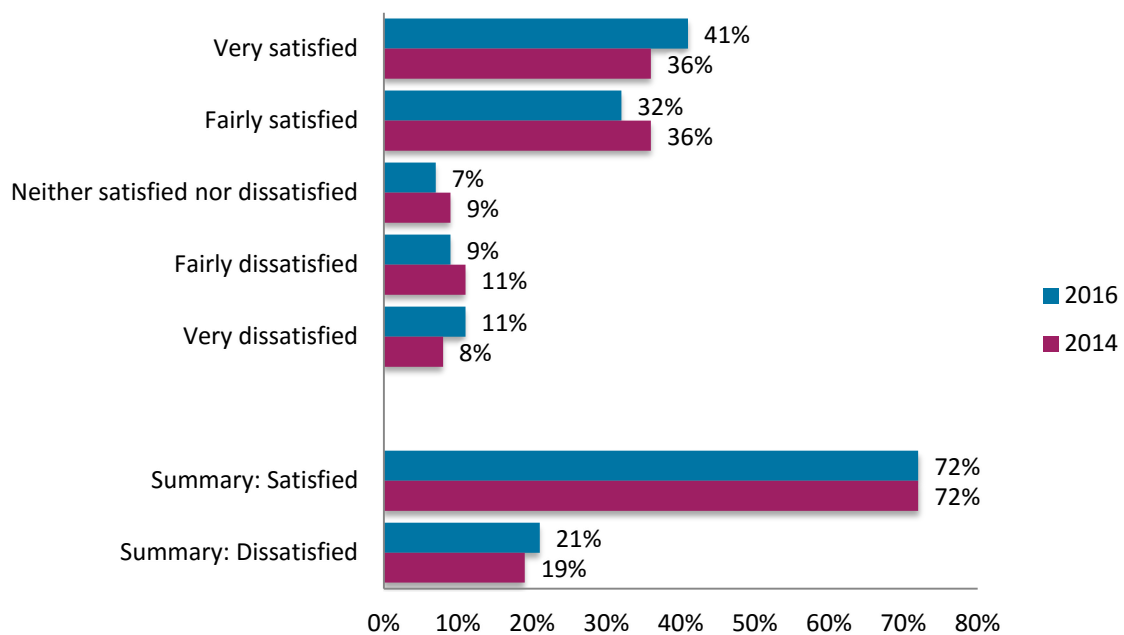
Unweighted sample base: 2016: 703 2014: 560

Again no significant variations in satisfaction or dissatisfaction are evident by estate type or by property type.

Repairs and maintenance

When asked about their general satisfaction with the way Wandsworth Council deals with repairs and maintenance, 72% of tenants with recent experience of a repair are satisfied. This includes two in five (41%) who are very satisfied. The proportion of tenants giving a neutral response about repairs and maintenance is low at 7%, while 21% are dissatisfied to some extent. These views are consistent with those seen among tenants in 2014.

Figure 3: Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance? (All responses)



Unweighted sample base: 2016: 703 2014: 560

Among those who are satisfied with their landlord overall, 90% are satisfied with repairs and maintenance, with just 7% dissatisfied. However, among those dissatisfied with their landlord generally, just 18% express satisfaction in relation to repairs and maintenance, with 71% dissatisfied.

Those who have had a heating/hot water related repair are least likely to be satisfied with how their landlord deals with repairs and maintenance (62% compared to the survey average of 72%). Analysis later in the report will examine if the feedback given in relation to the repairs completed varies by repair type.

4 Repair service experiences

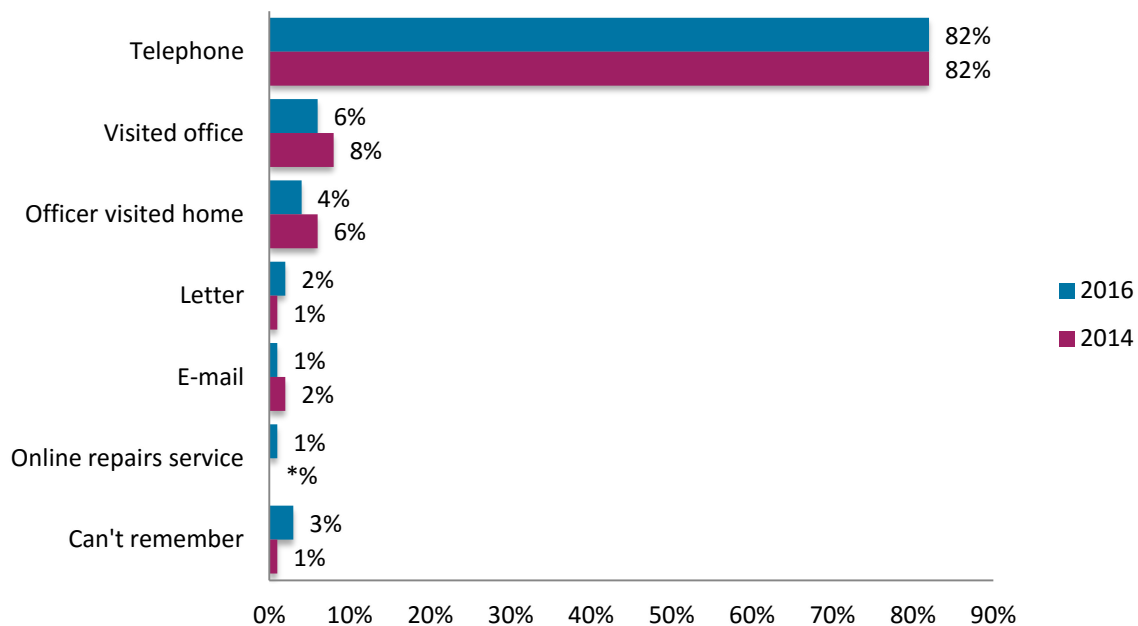
4.1 Satisfaction with aspects of the repairs service

All respondents in the survey were those who had requested a repair to their property between January and March 2016. Views were sought on all aspects of the repairs service experience from initial contact through to repair completion and quality.

4.2 How the repair was reported

When asked to say how they reported the repair to their home the vast majority (82%) of tenants said they used the telephone. This proportion is unchanged from the last research among tenants into repairs completed in 2014 among Housing Link panel members. A further 6% said they made their repair request when visiting an office and 4% mentioned an officer visiting their home. Uptake of online repair reporting remains low, with just 1% reporting their last repair by e-mail and 1% doing so via the online repairs service. Later in the report questions relating to the awareness of online repairs reporting will be examined in more detail.

Figure 4: How did you report the repair to your home? (Tenants only who had reported a home repair)



Unweighted sample base: 2016: 703 2014: 286

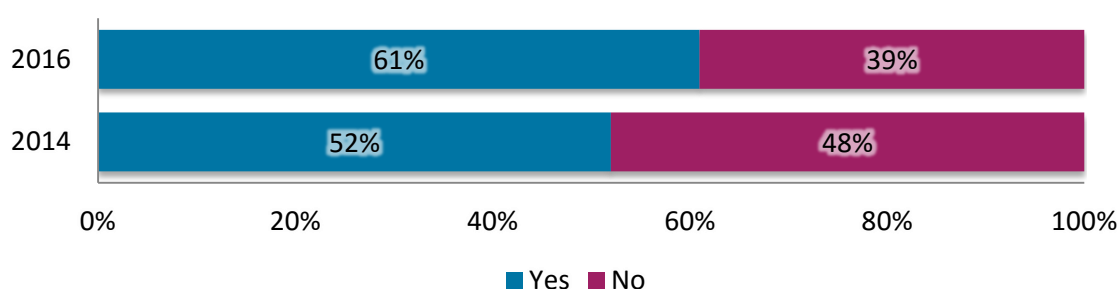
* denotes less than 0.5%

Further analysis of the channels used for repairs reporting shows that the telephone was the key channel for reporting all repair types, with no significant variations evident.

4.3 Managing repair completion expectations

Satisfaction with repairs services tends to be driven by the quality of the repair undertaken, its timeliness and the strength of the landlord communications throughout the process. Within the latter, managing customer expectations is vital. In this context, all tenants were asked whether when reporting the repair they were told how long the repair would take to complete. In response, (excluding those who could not recall) 61% said that they were given a timescale, while 39% were not. This is a 9-percentage point improvement on the 52% who said they were told how long their repair would take in 2014. However, scope for greater expectation management clearly remains.

Figure 5: When you reported the repair were you told how long the repair would take to be completed? (All valid responses)

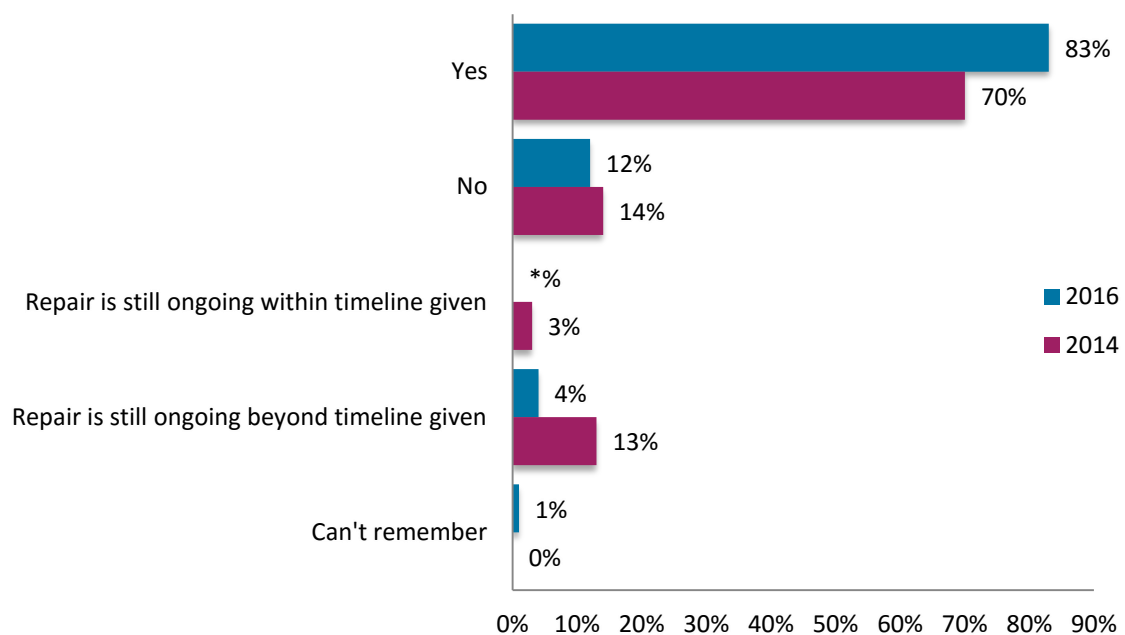


Unweighted sample base: 2016: 643 2014: 286

Because of the ongoing dominance of repairs being reported by phone, the survey data does not support analysis by contact channel to determine if the way that tenants report their repair affects the information they receive in relation to timescales.

Among those who were given a timescale for their repair completion, more than four in five (83%) state that their repair was completed within the time they were told with 12% indicating that it was not. Among the remainder 4% say that their repair is ongoing beyond the timeline given. When comparing these results to those recorded in 2014 the initial suggestion is that more repairs are being completed within the stated timelines. However, it should be noted that in the 2016 survey, the revised sampling approach means that tenants were responding in relation to repairs known to be completed in the January-March 2016 period, whereas in the 2014 survey respondents could have chosen to respond about a repair request that was much more recent and therefore potentially incomplete at the time of the survey.

Figure 6: Was the repair to your home completed within the time you were told? (Tenants who were given a time for repair completion)



Unweighted sample size: 2016: 391 2014: 148

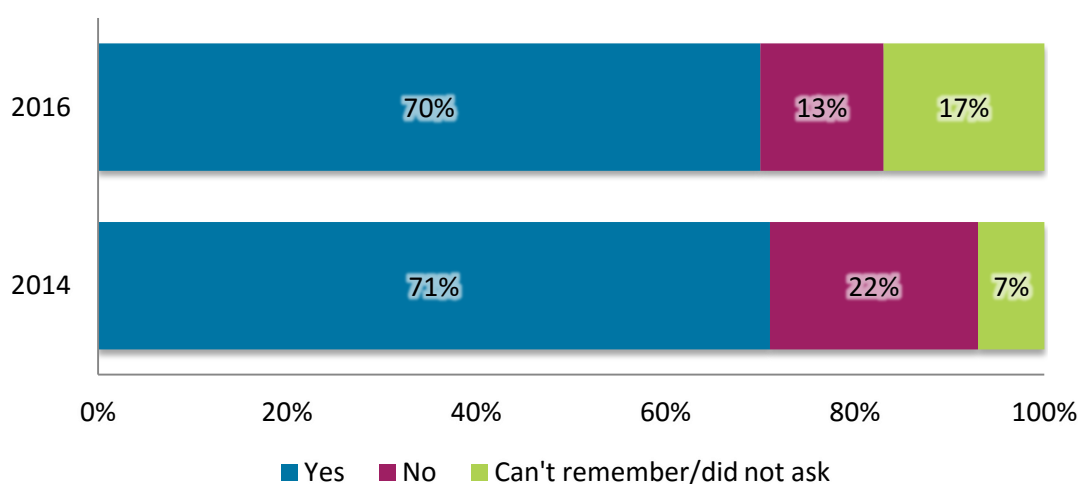
* denotes less than 0.5%

No significant variation is evident by repair type regarding completion within the stated timings. The three most common repair types are electrics, carpentry and heating/hot water. Where tenants were given a timeline for completion 76%, 84% and 81% respectively of these repair types were completed within the time frame communicated.

4.4 Showing identification

Respondents were then asked if the contractor showed proof of identity. In 2016 70% of those who had a repair completed said that ID was shown, which is in line with the 71% recorded in 2014. This year a lower proportion said ID was not shown (13%), while 9% said they did not ask for ID and 8% could not remember.

Figure 7: Did the contractor show you ID on request (Tenants who had reported a home repair)



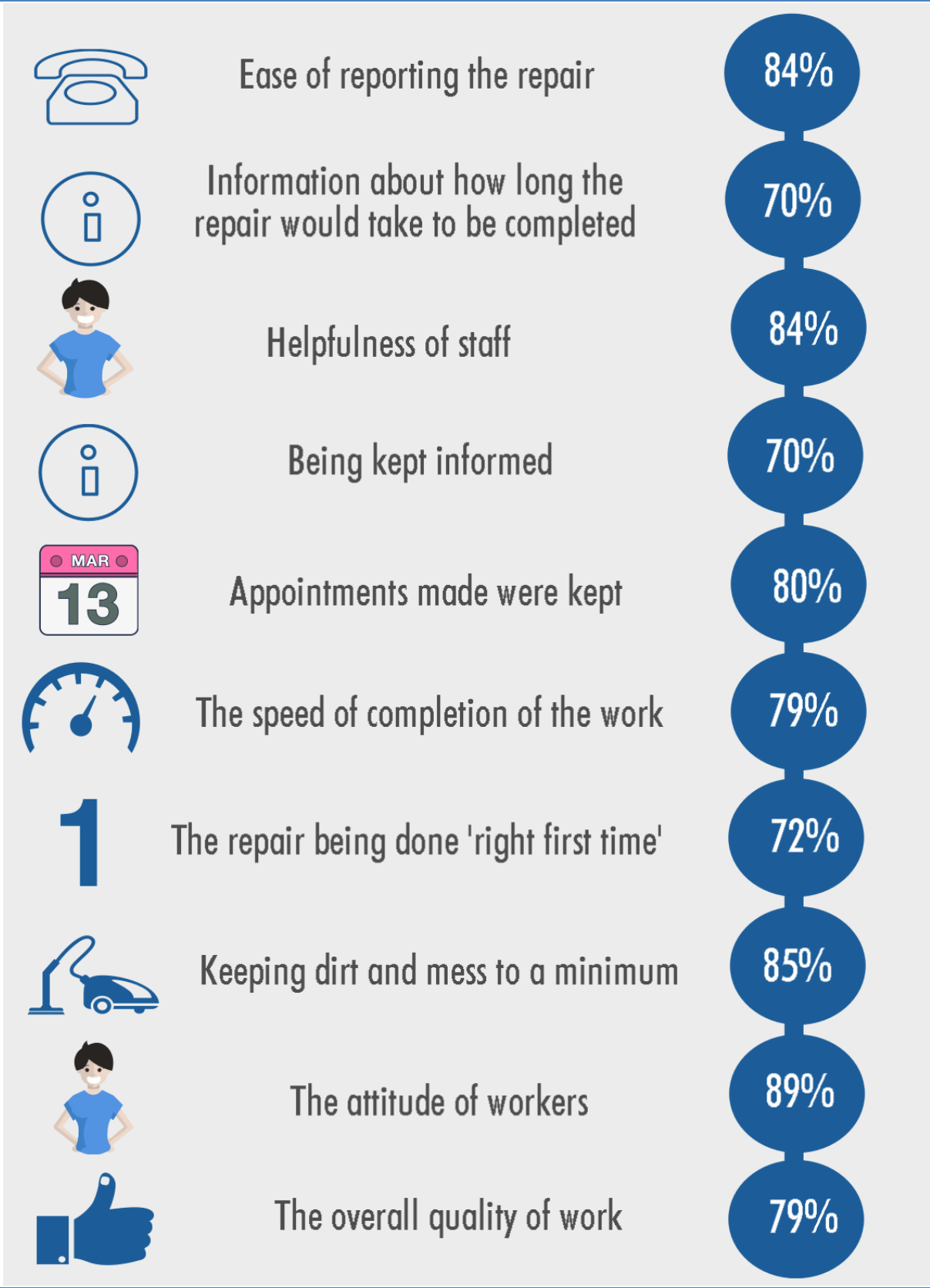
Sample bases: 2016: 703 2014: 238

4.5 Making the repair

Four in five tenants (80%) were happy overall with the repairs service they received on the occasion of their last repair. Among the remainder, 5% were neither satisfied nor dissatisfied and 13% were dissatisfied to some extent and 2% did not provide a response. No significant variation is evident in this overall satisfaction by repair type.

Looking at the specifics of the repair received, the highest satisfaction is seen in relation to the ease of reporting a repair (84%) the helpfulness of staff (84%), that dirt and mess was kept to a minimum (85%) and the attitude of workers (89%). The proportions of repair recipients satisfied with the information provided about how long the repair would take to be completed (70%) and about being kept informed about what was going on (also 70%) suggest that it is the communication aspects of the repairs service that could be strengthened going forward. Given that the 2016 survey has gathered responses about recent repair experiences rather than those completed in the last 12 months as was the case in 2014, year on year comparisons have not been made. However, it should be noted that the relative weakness of communications was also identified in the analysis of the responses given two years ago.

Figure 8: Satisfaction with aspects of repair delivery (All responses)



The detail of the responses given in relation to each aspect of the repairs service is shown by the table below. For all repairs aspects within the overall proportion of tenants who were satisfied, the proportion who are very satisfied exceeds the proportion who are fairly satisfied. This clearly suggests that a number of tenants are receiving highly positive repairs experiences. However, it is also informative that the most extreme dissatisfaction i.e. those saying that they are very dissatisfied is found in relation to work being completed first time (14%), information on how long the repair would take to be completed (11%), speed of completion (11%) and overall repair quality (11%).

Table 2: Satisfaction with aspects of repair delivery – full detail (All responses)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
Ease of reporting the repair	53%	31%	5%	3%	6%	1%
Information about how long the repair would take to be completed	46%	24%	7%	7%	11%	5%
Helpfulness of staff	56%	27%	5%	4%	7%	1%
Being kept informed of what was going on	47%	23%	7%	8%	12%	3%
The appointment(s) made were kept	57%	23%	6%	4%	8%	2%
The speed of completion of the work	59%	20%	3%	4%	11%	2%
The repair being done 'right first time'	52%	21%	4%	7%	14%	2%
The attitude of workers	69%	20%	2%	3%	5%	2%
Keeping dirt and mess to a minimum	65%	20%	4%	3%	6%	2%
The overall quality of work	57%	23%	4%	4%	11%	2%
The repairs service you received on this occasion	56%	23%	5%	5%	9%	2%

The revised approach for this repairs survey whereby tenants were asked for feedback on specific repairs known to have been completed by Wandsworth Council allows satisfaction to be probed by repair type for variations. This analysis has been performed where at least 20 repairs of a particular type were commented upon. The sample size of glazing, locks, mould/wash and pest control related repairs are too small to allow analysis. Encouragingly, while there is some variation in satisfaction this only proves to be significant in relation repairs being done right first time which rises to 79% for electrical repairs. This suggests that there is no particular repair type for which service improvement efforts should focus.

Table 3: Repair satisfaction by repair type (All responses)

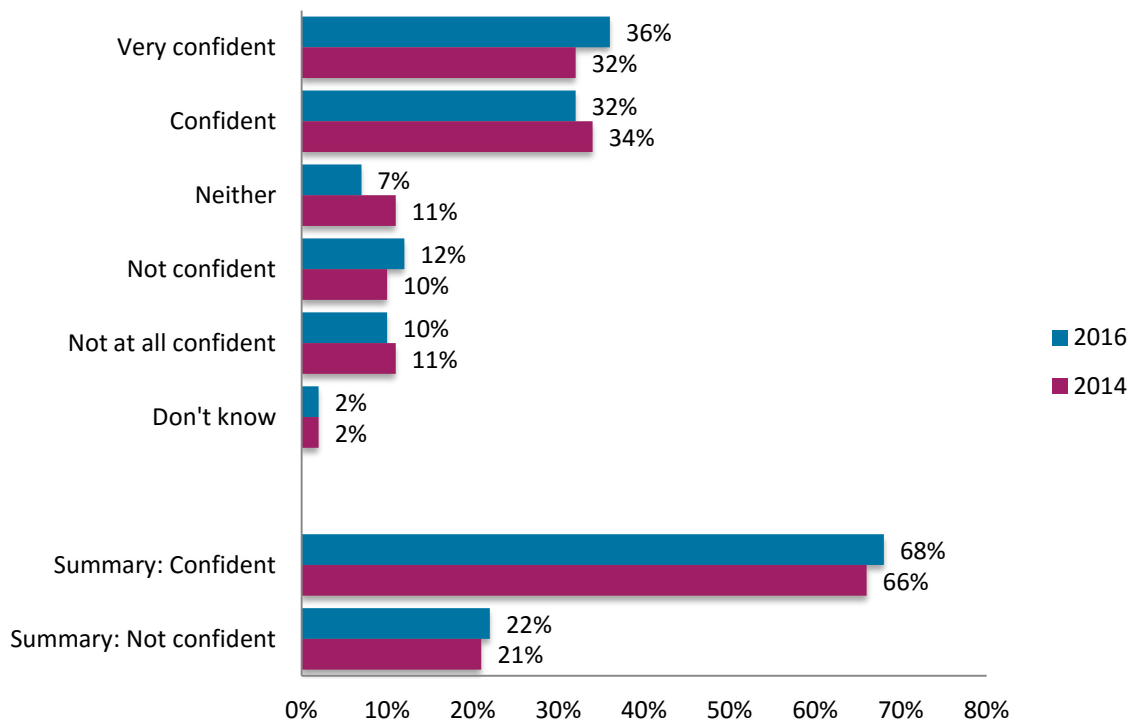
% satisfied	Carpentry	Decorations	Electrics	Heating/ Hot water	Plumbing
Ease of reporting the repair	80%	85%	85%	87%	85%
Information about how long the repair would take to be completed	71%	61%	73%	69%	70%
Helpfulness of staff	83%	81%	83%	81%	85%
Being kept informed of what was going on	71%	66%	72%	65%	71%
The appointment(s) made were kept	81%	76%	82%	84%	78%
The speed of completion of the work	84%	65%	80%	80%	77%
The repair being done 'right first time'	75%	71%	<u>79%</u>	68%	70%
The attitude of workers	89%	94%	88%	90%	88%
Keeping dirt and mess to a minimum	85%	85%	82%	86%	86%
The overall quality of work	82%	81%	81%	83%	77%
The repairs service you received on this occasion	81%	77%	80%	82%	78%
Unwiegthed sample base	118	20	149	84	286

5 Further perceptions of repairs and maintenance

5.1 Confidence in the repairs service

Looking to the future 68% of those who took part in the survey are confident a future repair would be carried out quickly. Less than one in ten (7%) hold a neutral position on this issue, while 22% express a lack of confidence that repairs would be completed quickly. Looking back to the views of tenants in 2014 66% were confident and 21% of tenants were not confident about the quick completion of repairs in the future, suggesting expectations have remained stable.

Figure 9: If you needed to report a repair in the future, how confident are you that it would be carried out quickly? (All responses)



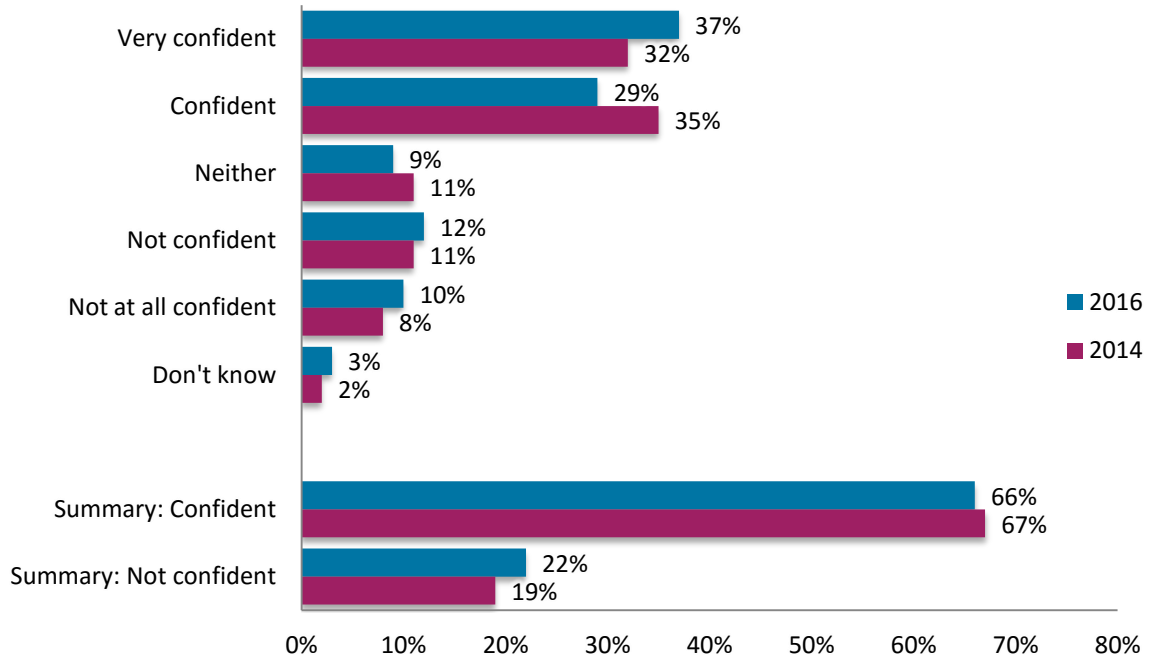
Unweighted sample base: 2016: 703 2015: 560

Among those who were satisfied with the repair service overall during their last repair this confidence in quick repair delivery in the future rises to 77%. However, among those dissatisfied with the repair service overall in relation to their last repair just 29% express the same confidence. This is a statistically significant difference.

It is also notable that those who were given a timescale for repair completion when reporting their repair are more likely than those who were not to hold this confidence about quick delivery in the future (74% cf. 57%).

As shown by the figure below, the views given regarding future repairs being completed to high standard are extremely similar, with 66% confident to some extent about this and 22% showing a lack of confidence. These proportions are in line with the 67% and 19% respectively recorded among tenants in 2014.

Figure 10: If you needed to report a repair in the future, how confident are you that it would be carried out to a high standard? (All responses)



Unweighted sample base: 2016: 703 2015: 560

Among those satisfied with the service they received overall for their last repair 77% are confident that future work will be carried out to a high standard, compared to just 12% of those expressing dissatisfaction with their last repair. This suggests that previous interactions with the repair service do shape future customer expectations.

5.2 Further perceptions of repairs and maintenance

In order to add further context to the views collected about the repairs service, a question was also included in the survey that asked residents to rate the condition of their homes and communal areas. As illustrated by the table below the satisfaction expressed by tenants in relation to external building repairs and maintenance (64%) and repairs to communal areas (66%) is in line with that seen among tenants in 2014. However, the satisfaction with the overall condition of blocks has increased by 5-percentage points from 65% in 2014 to 70%.

Table 4: Thinking about your home, block or estate where you live, how satisfied are you with the following? (All valid responses)

	Satisfied %	Dissatisfied %	Net Balance
External building repairs and maintenance			
Tenants 2014	66%	23%	+43
Tenants 2016	64%	25%	+39
% point change	-2	+2	-4
Repairs to communal areas			
Tenants 2014	64%	17%	+47
Tenants 2016	66%	20%	+46
% point change	+2	+3	-1
The overall condition of your block			
Tenants 2014	65%	20%	+45
Tenants 2016	70%	22%	+48
% point change	+5	+2	+3

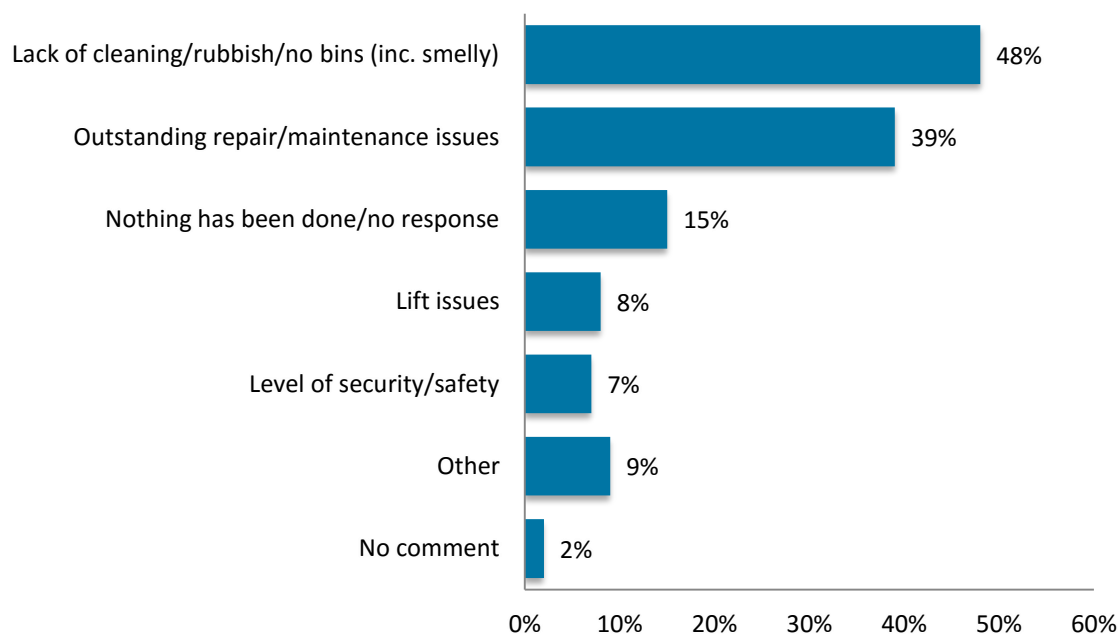
Looking at these responses by estate type shows that those who live in street properties are significantly more likely to be dissatisfied with external building repairs and maintenance (33%). By definition, these are likely to be individual homes rather than larger developments. Dissatisfaction is also higher among residents of street properties for the overall condition of their block or external parts of their home (25%), along with those in high density inner estates (27%).

Table 5: Wider views on repairs and maintenance by estate type (All valid responses)

	High density - Inner	High density - Outer	Small Estates & Infills	Street properties
External building repairs and maintenance				
Satisfied	61%	67%	69%	57%
Neither satisfied nor dissatisfied	13%	11%	7%	10%
Dissatisfied	26%	22%	24%	33%
Repairs to communal areas				
Satisfied	60%	68%	71%	69%
Neither satisfied nor dissatisfied	18%	12%	10%	12%
Dissatisfied	22%	20%	19%	19%
The overall condition of your block or external parts of your home				
Satisfied	62%	75%	75%	67%
Neither satisfied nor dissatisfied	11%	6%	6%	8%
Dissatisfied	27%	19%	19%	25%
Valid sample bases vary				

The 154 respondents who indicated some level of dissatisfaction with either the overall condition of their block or the external parts of their homes were asked to state in their own words the reasons for this dissatisfaction. Analysis of these responses show that the most common explanations relate to a lack of cleaning or rubbish, including issues with smells (49%). A further two in five (39%) cite outstanding repair or maintenance issues. The Council being non-responsive on maintenance, lift issues and security safety are mentioned by smaller proportions of dissatisfied tenants.

Figure 11: Sources of dissatisfaction with overall condition of block or external parts of home (All those who expressed dissatisfaction)

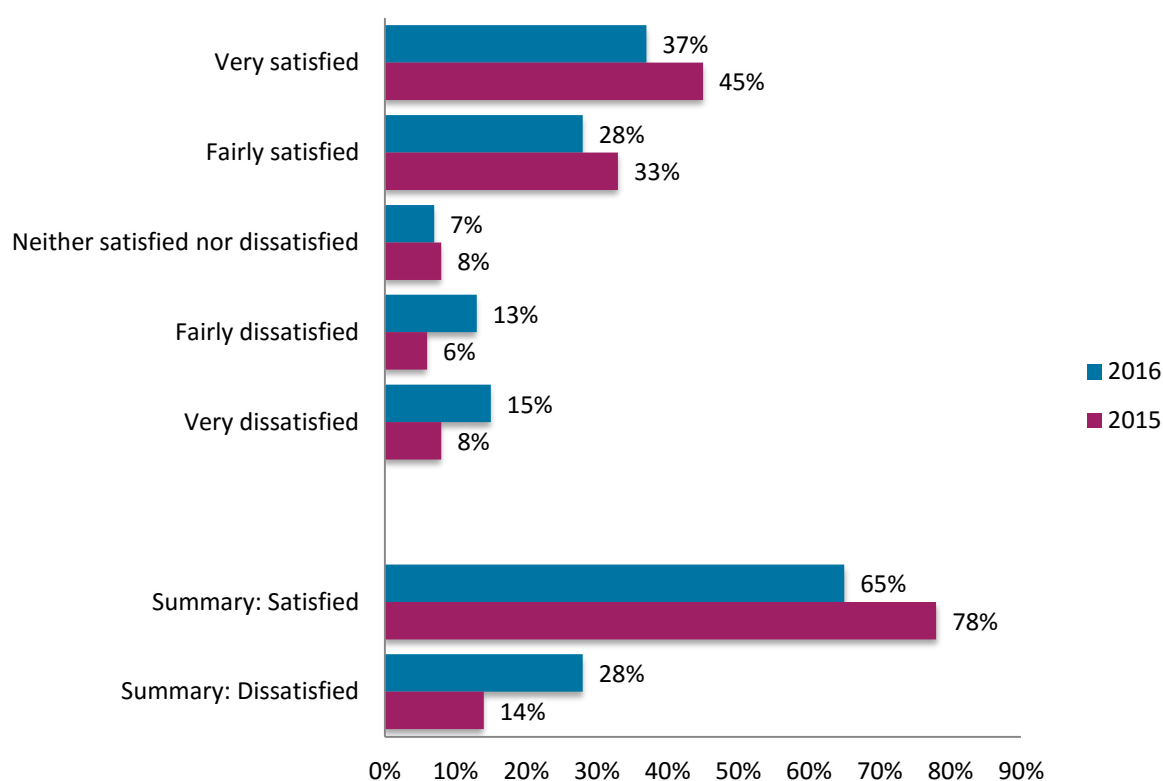


Unweighted sample base: 154

5.3 Overall condition of home

When asked to summarise the general condition of their home two thirds of tenants (65%) in the sample gave a positive response. This is comprised of 37% who are very satisfied with the overall condition of their home and 28% who are very satisfied. Only 7% gave a neutral response at this question, with 28% dissatisfied to some extent. This level of dissatisfaction is twice as high as was seen in the last repairs related survey completed among tenants and is a particularly notable finding within the data set.

Figure 12: How satisfied are you with the overall condition of your home?



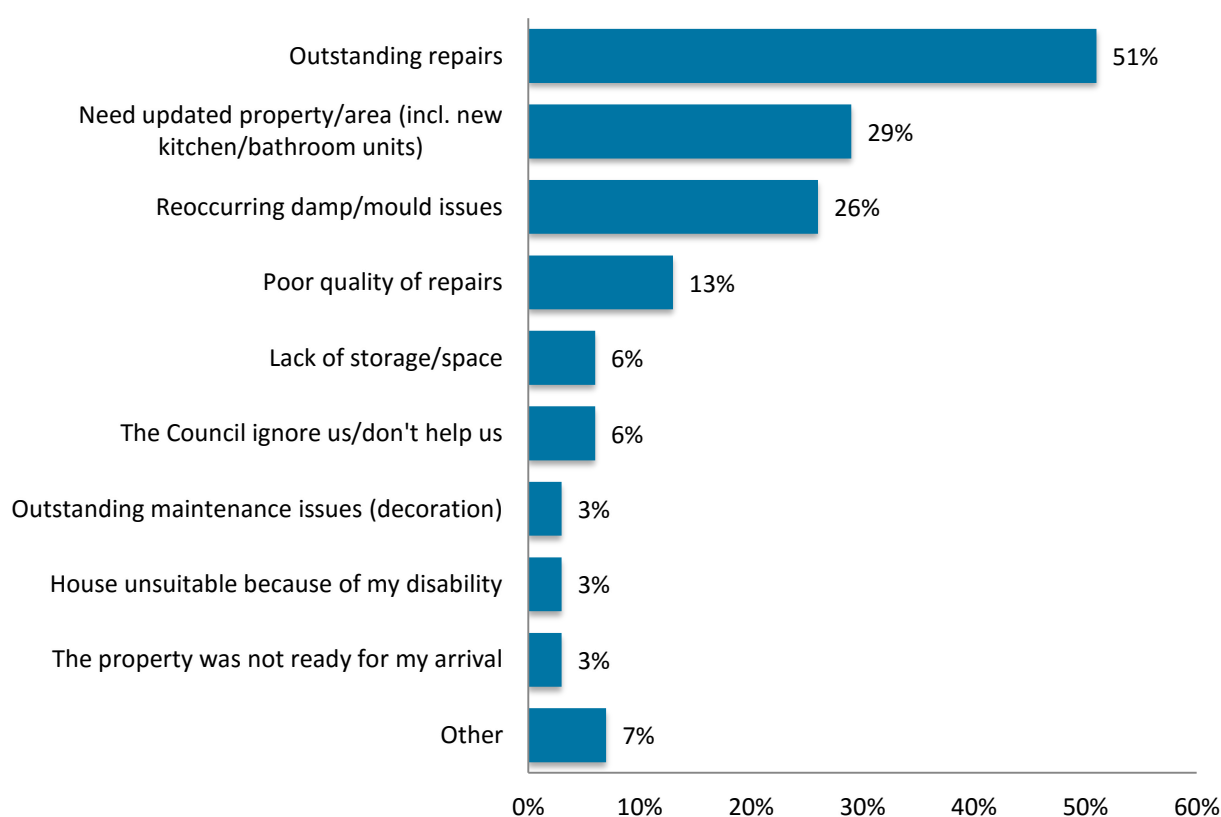
Unweighted sample base: 2016: 703 2015: 560

There is no evidence of satisfaction with the condition of the home varying by estate type nor by property type (62% among those in maisonettes, 64% among those in flats and 70% among those in a house).

Among those who are generally satisfied with how Wandsworth Council deals with repairs and maintenance 79% express satisfaction with their home. However, among those who are dissatisfied in this respect only 27% are subsequently satisfied with the condition of their home. Furthermore, two thirds (66%) of those who are dissatisfied with their landlord are dissatisfied with the condition of their home.

The reasons given for dissatisfaction with homes were wide ranging, but they have been grouped as much as possible into common themes. Among the 195 tenants answering this question, 51% indicated that outstanding repairs were a source of dissatisfaction with their home. It cannot be ascertained conclusively if these repairs are things that tenants have asked for/reported, or a more general comment on the condition of their homes. A further 29% mentioned the need for their property or an area of it to be updated. This includes comments on kitchens and bathrooms. A quarter (26%) also mentioned damp/mould issues. A quarter (26%) also mentioned damp/mould issues.

Figure 13: Why are you dissatisfied with the overall condition of your home? (All tenants expressing dissatisfaction)



Unweighted sample base: 195

Outstanding repairs /maintenance issues were also most commonly mentioned as an explanation of dissatisfaction with homes in 2014. A selection of verbatim responses from this question are provided below, to illustrate some of the frustrations that were expressed:

“There are still a lot of things to do about the house that I have reported and it still hasn't been done. All I got is promises but nothing has been done.”

“I have reported several repairs. These repairs have been outstanding for a long time.”

“Holes in wall from boiler repair and they said they won't decorate it even though they caused the damage.”

“Because the work is not completed in the kitchen and one of the bedrooms...I've told them I told them the problems but they ignored me.”

I am dissatisfied with the system, bathroom and fixtures. When I phone the council, they say they can't fix the problems due to budget limitations. It is not fair. We don't have a shower, the water system is not working.”

“Because, the only repair 100% done is the decoration. Every other repair has failed. Like a bath had been installed January and is leaking.”

“I have a roof that leaks constantly and there is damp on the ceiling, and no matter how many times they come round it never seems to be treated.”

“I maintain my house nicely but its the fact that I have a problem with mould. I have repeatedly reported this to the state managers many times. The last time I had a repair done, it lasted 2 months and then the mould grew back again. The materials they used are not adequate.”

“Bathub, sink broken, wall in very bad condition kitchen cupboard doesn't match, most of the work in bathroom is outstanding.”

“I have a problem with damp in one room and I talked to the council and they come to see it but they said there was no damp but the wallpaper has fallen off the walls.”

“So many repairs outstanding for about 4 years different contractors poor work quality multiples leaks from baths, sinks, toilets ruined things that weren't broken”

“There are still some outstanding repairs. When the contractors come and complete the work the council should also come and check the work.”

A full file of verbatim responses will be provided to Wandsworth Council alongside this report.

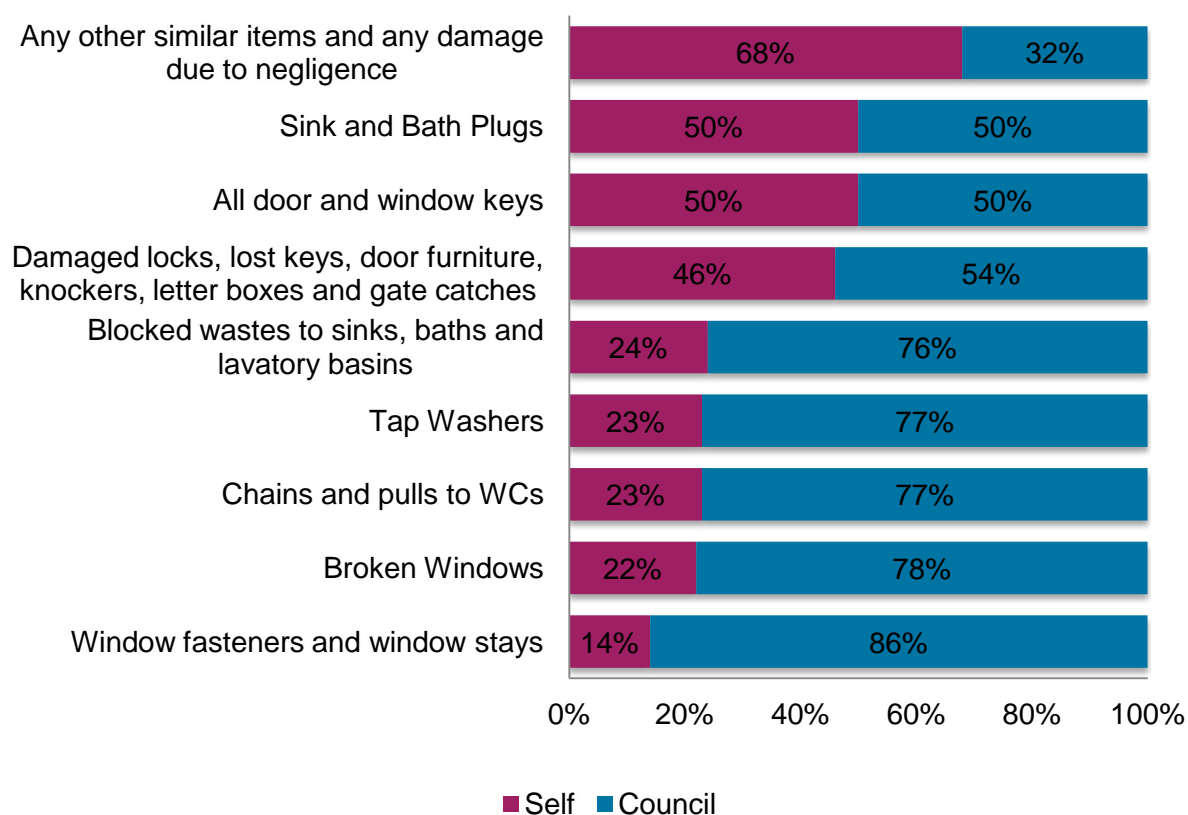
6 Understanding responsibility for repairs

6.1 Tenant awareness of repairs responsibilities

Tenants were presented with a list of nine possible repairs and asked to say which they consider to be their responsibility and which are the responsibility of the Council. All of the repairs listed were those for which tenants are directly responsible. Only three of these repairs are seen as tenant responsibility by 50% or more of residents. These are damage due to negligence (68%), sink and bath plugs (50%) and door and window keys (50%). As is shown by the figure below the remaining repair types are identified as the responsibility of tenants by no more than a quarter of the sample.

The distribution of responses at this question suggest that many residents hold unfounded expectations of the types or repair their landlord might deliver and that further awareness raising is required on this issue. Any such activity would seem to require particular focus on windows, namely repairing window fasteners/stays and broken windows as only 14% and 22% respectively of tenants felt they would be responsible for such repairs.

Figure 14: Of the following repairs, which do you consider to be your responsibility? (Tenants only)



Unweighted sample base: 703

Further analysis by property type shows that awareness of which repairs are the responsibility of tenants tends to be highest among those living in a house, however these differences are only significant in relation to broken windows, tap washers and locks, keys door furniture etc. This is shown by the table below.

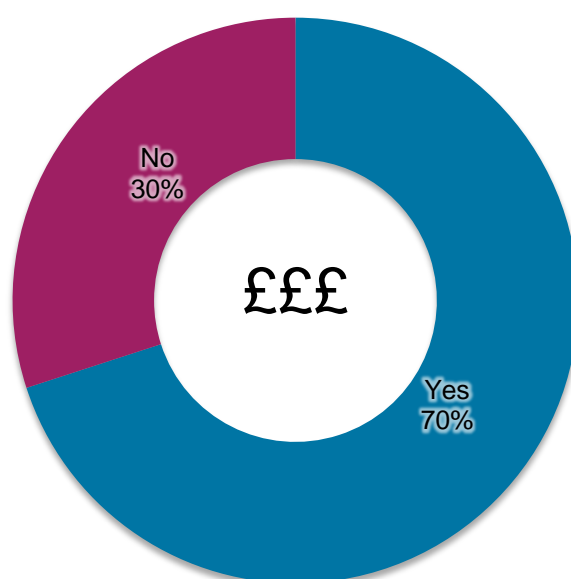
Table 6: Proportion who identify repairs are the responsibility of tenants by property type

% who say these are tenant responsibility	Flat	House	Maisonette
Broken Windows	22%	32%	15%
Tap Washers	21%	30%	22%
Sink and Bath Plugs	49%	58%	48%
Chains and pulls to WCs	20%	26%	26%
Blocked wastes to sinks, baths and lavatory basins	24%	30%	20%
Damaged locks, lost keys, door furniture, knockers, letter boxes and gate catches	45%	54%	42%
Window fasteners and window stays	14%	18%	13%
All door and window keys	49%	55%	49%
Any other similar items and any damage due to negligence	67%	71%	67%
Unweighted sample base	399	140	160

7 Value for Money

When considering the repairs service overall including the materials used, and the system of reporting repairs, seven in ten (70%) believe that this service provides value for money, while three in ten (30%) do not.

Figure 15: In your experience of the way the repairs service is run, do you think that it provides value for money? (All responses)



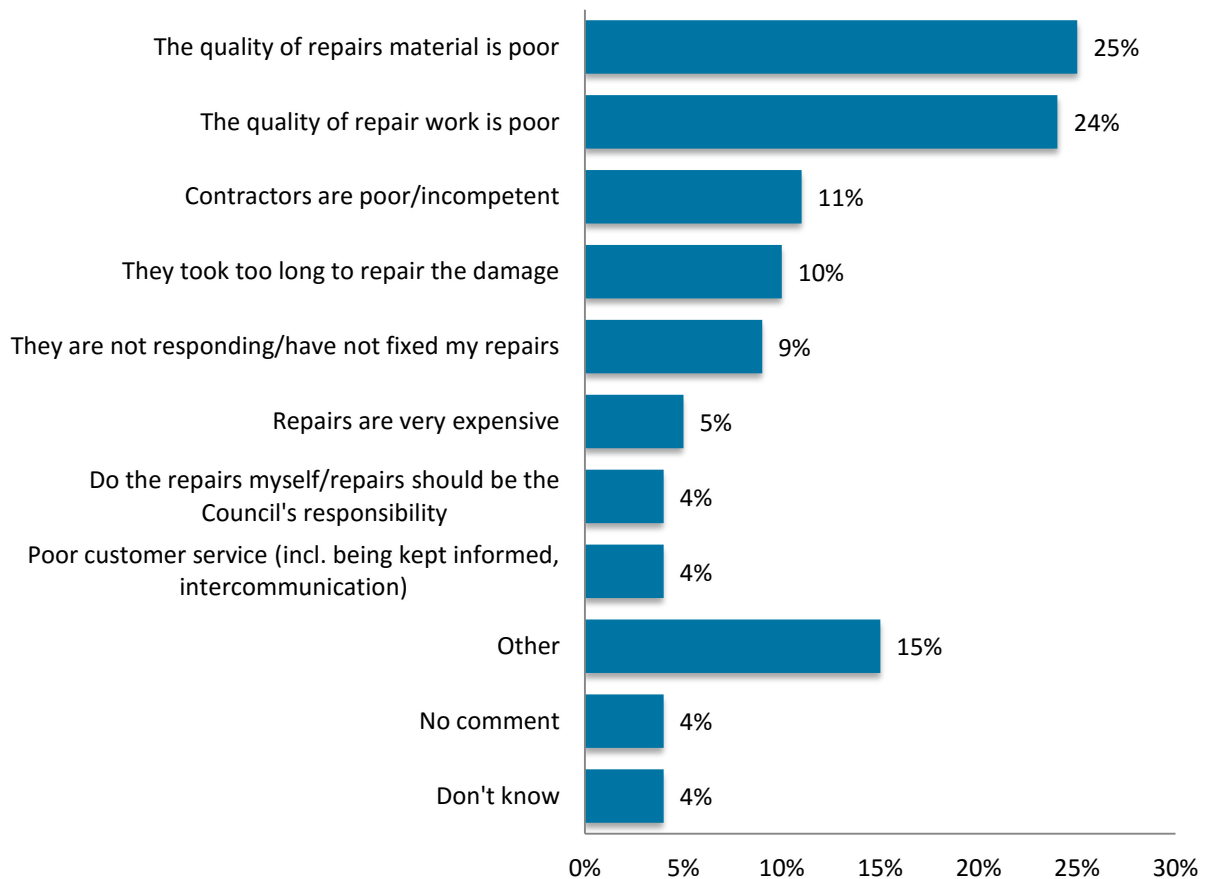
Unweighted sample base: 703

The proportion with a positive viewpoint on the value for money the repairs service offers does not vary by the type of repair they last received, by estate type, nor by property type. It is notable however that those who are not working are significantly more likely than those who are to believe this service does offer value for money (74% cf. 65%).

Among those dissatisfied with the condition of their home views on the value for money the repairs service offer are polarised, with 49% answering positively and 51% stating that value for money is not provided.

Exploring this issue further it appears that the quality of repair materials (25%) and the quality of repair work (24%) are the most commonly stated reasons for feeling that value for money is not provided. Alongside this, 11% mentioned the quality /competence of contactors. However, these results should be put into the wider context. Analysis earlier in this report shows that among the total sample 79% of tenants when considering their recent repair were satisfied with the overall work quality.

Figure 16: Reasons for not feeling the repairs service provides value for money (those who answered negatively in relation to VfM)



Unweighted sample base: 211

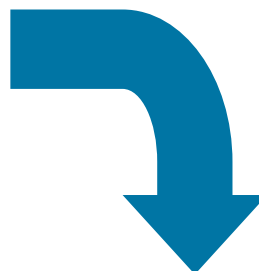
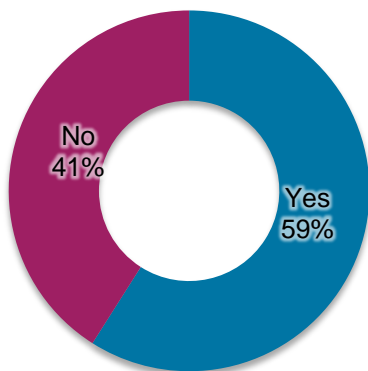
8 Online repair reporting

In a separate section of the survey all tenants were told that tenants can now go to the Council’s webpages and report a repair online in two ways. They can either request a non-urgent repair to their home or communal area using a simple online housing repair form, or they can register for online services which gives them access to repair reporting and tracking as well as the ability to view rents account and make payments.

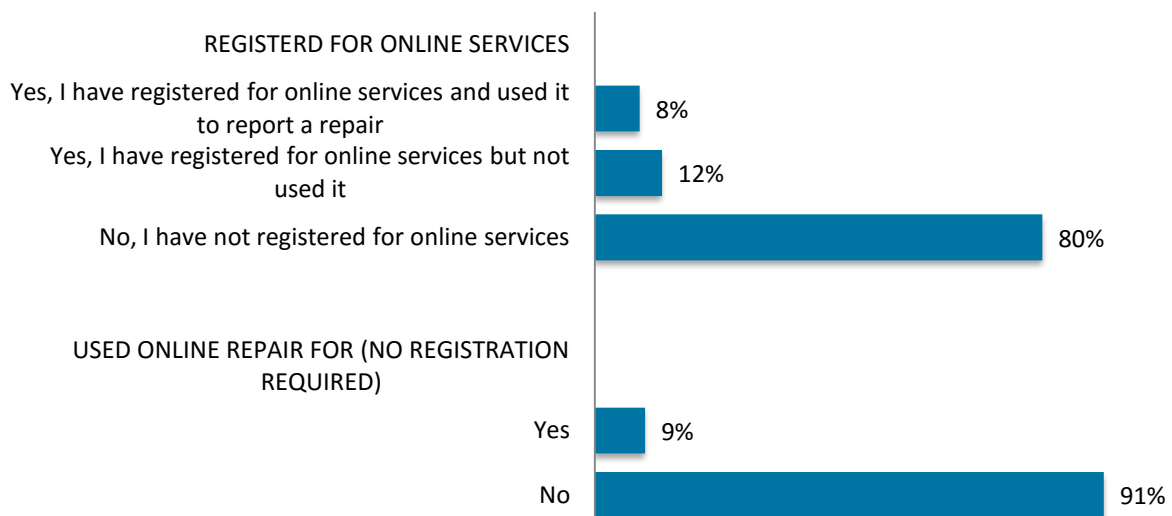
The level of awareness that repairs can be reported online currently stands at 59%. Interestingly, among those who reported their last repair by phone 59% were also aware that they could do so online. This suggests a conscious choice is being made to use the telephone over and above other known options.

Figure 17: Awareness and use of online reporting:
Q18. Are you aware that you can report a repair online on Wandsworth Council's Website?
Q19. Have you registered for online services?
Q20. Have you used the online housing repair form?

Aware



Use



Total sample: 703. Those with awareness of online reporting: 416

Those with some prior awareness that repairs could be reported online were asked if they had used either of the possible online channels for repair reporting. Four in five (80%) of those aware that repairs can be reported online have not registered for online services, while 8% have both registered and used the repair reporting functionality. The remaining 12% are registered but have not yet reported a repair. When considering the second online repair reporting option that does not require registration, 9% of those aware that repairs can be requested online have used this option.

Translating these proportions back into the general population shows that overall:

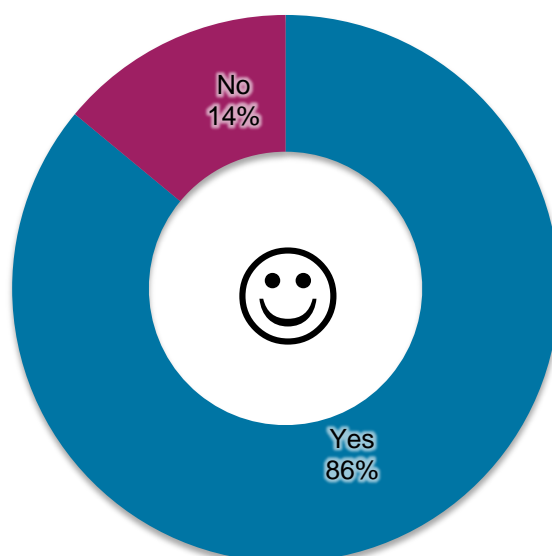
- 0.5% of tenants have reported a repair having registered for online services;
- 0.5% of tenants have reported a repair without prior registration.

On this basis there remains significant potential for more repair reporting to be transitioned into these online options.

The screenshot shows the login page for reporting non-emergency repairs on the Wandsworth Council website. At the top left is the Wandsworth Council logo with the tagline 'number one for service and value'. A search bar is located at the top right. Below the navigation bar, there are links for 'Home' and 'Contact us'. A breadcrumb trail reads: 'Council home : Housing home : Login : Why register? : Technical help : Graffiti removal : Emergency Repairs :'. The main heading is 'FOR REPORTING NON-EMERGENCY REPAIRS ONLY AND OTHER HOUSING SERVICES.' Below this is a login form with fields for 'Login:' and 'Password:', and a 'Continue' button. To the right of the form is an illustration of a modern apartment building with a tree and a person on a bicycle. Below the form, there is a cookie notice, a link for 'Forgot your login or your password', and a 'Register as a new user' link. A disclaimer states that the page must be accessed via a specific URL. A 'PLEASE NOTE' section contains four points (a-d) regarding user permissions, help facility, terms and conditions, and contact information. The footer includes 'Wandsworth Council' contact details, 'YOUR LONDON', 'LONDON PREPARED', and 'Directgov' logos, along with a 'Skip to the top' link and copyright information for 2009-2014.

Based on the above questions 43 individuals in the sample were able to provide feedback on the experience of reporting a repair online. Almost nine in ten (86%) of this cohort said that this was easy, a statistic that could perhaps be used in efforts to promote further use of this channel.

Figure 18: Did you find it easy to report your repair online? (Where registered for online services and used it or used the online repairs form)



Unweighted sample base: 43

8.1 Increasing online repair reporting

Those with prior awareness of this option

For those who are aware that they can report a repair online, but have not yet done so a further question was asked about any potential barriers to online repair reporting. Two thirds of this cohort suggests that they simply prefer to use other methods to report repairs. The reasons underpinning these preferences may need to be explored in more depth through further qualitative research. Beyond this, a quarter (24%) with prior awareness of online reporting don't actually have access to the internet while 22% state that they generally find online systems difficult to use. A further 9% gave other responses.

Those previously unaware repairs could be reported online

Based on the explanation of the two online options available for online reporting of repairs those who did not previously know this was a possibility were asked about their likelihood of doing so in the future. Responses show that there is a fairly even split between those likely to do so (48%) and those who are not (also 48%). The remaining 4% answered don't know. This does suggest that further promotion of this service is likely to result in increase take up. For those who are unlikely to report a repair this way having now been made aware of the two ways that this can be done, the main explanations are a continuing preference for other methods (57%), along with not having internet access (32%) and difficulty using online services (31%). Although the

percentages differ slightly the hierarchy of barriers to further uptake of online reporting are therefore similar among those previously aware and among those unaware of this reporting option.

9 Priorities for repairs service improvement

A final question was included at the end of the survey which asked respondents which two aspects of their repairs service they think Wandsworth Council should seek to improve. While some likely answers were included in the survey script these were not read out to respondents. Each individual answered in their own words with the interviewer either selecting most appropriate survey code or recording the answer verbatim to allow further response themes to be developed post fieldwork. The table below shows that although 32% answered don't know to this question and a further 7% suggested that no service improvements are required, the quality of repairs workmanship and materials is the service aspect for which improvement is most commonly sought (19% of all tenants suggested this). This echoes the findings reported above in relation to repairs service value for money where repair materials and quality also featured prominently.

Table 7: Finally, which two aspects of their repairs service do you think Wandsworth Council should seek to improve? (All responses – those given by 1% or more of the sample)

Improvement suggestion	%
Quality of work, e.g. materials, workmanship	19%
Works completed in target time	8%
Being kept informed during the process	7%
System of appointments	7%
Works completed in one visit	5%
Maintenance of communal area (inc. cleaning, gardening)	5%
Attitude of contractors	4%
General maintenance	4%
Helpfulness of Housing Staff	3%
Improve internal communication (inc. with contractors)	3%
Make it easier to report a repair	2%
To carry out repairs/to take action	2%
Have better quality/qualified contractors	2%
Have regular inspections of site	1%
Inspect the work that has been carried out	1%
Discuss/listen to the views of residents	1%
Regular maintenance of external areas	1%
To take more responsibility for repairs	1%
Security issues	1%
Lift maintenance	1%
Refuse/recycling service	1%
Everything/all services	1%
Other	5%
No improvements / Happy with service	7%
Don't know	32%

10 Appendix: Statement of Terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2008) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management ISO 27001:2013.

Interpretation and publication of results

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not be publish any part of these results without the written and informed consent of the client.

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BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

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We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

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