

Research Report



STAR Survey Lite 2016

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 Methodology

In autumn 2016 Wandsworth Council commissioned BMG Research to collect HouseMark's STAR survey indicators from a representative sample of both tenants and leaseholders. Previously these indicators were collected via a panel of tenants and leaseholders who regularly engaged in research activity. However, this approach has now been discontinued to allow more flexible and cost effective research, meaning that this survey was based on sampling from the entirety of the tenant and leaseholder populations. All interviews were completed by telephone.

HouseMark suggests that populations of 10,000+ should employ surveys that generate a confidence interval of +/-3%. On this basis 1,000 interviews among tenants were commissioned, with 1,007 completed in September and October 2016. These interviews were completed from a representative sample of 5000 contacts drawn at random from the tenant population, stratified by Managing Team/Co-op, property type and estate type.

The smaller leaseholder population means that can have data with a +/-4% level of confidence was required. To hit this threshold 560 telephone interviews were required. However, the Council does not hold up to date telephone contact information for 62% of leaseholders so all available contacts with a telephone number were used to complete a final sample size of 528. Please note that the distribution of contacts with a telephone number was consistent with the overall leaseholder population by management team, property type and estate, meaning that the telephone approach remained a valid one despite the fact not all leaseholders could be contacted.

This research used the customer satisfaction measures contained in the 2015 survey, enabling the Council to track progress on these measures, but also included new measures on accessing services online.

1.2 Data and reporting

This report summarises the responses given by tenants and leaseholders to the 2016 STAR survey questions. Given that HouseMark shows satisfaction data from tenants and leaseholders separately in its benchmarking reports, the data from the two tenure groups has not been combined, but are reported separately alongside each other.

To correct minor imbalances of the achieved interviews relative to the population of tenants and leaseholders, the survey data for each tenure group has been weighted by managing team, property type and estate type. The estate type categories, which have both spatial and property type components ensures that the final data is representative.

This document contains a concise summary of the key findings to emerge from this survey. It aims to highlight the positive messages in the data, plus any areas of concern that require further consideration. A full set of data tables are also available to refer to.

When a figure is shown in bold and underlined within a table this denotes that this figure is significantly different (determined by the t-test) to one or more opposing figures. The t-test is a statistical method used to evaluate the differences between two opposing groups. Results

described as significant in this report will have been identified by this test as substantial variations in opinion.

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%.

2 Tracking of perceptions

Comparisons are made throughout this report against data from 2007, 2011, 2014 and 2015. However, it should be noted that the results prior to 2016 were collected when members of a representative panel of tenants and leaseholders were consulted. In this survey a representative sample of each tenure group was interviewed from the wider Council stock.

The tables below show levels of satisfaction tracked by wave by tenure. Among all tenants while the figures generally appear to be more positive in 2016 relative to a year ago, when the respective sizes of the two sampled are factored in (440 in 2016 compared to 1007 in 2016) none of these variations are statistically significant.

Table 1: Tracking of tenant perceptions 2007-2016

Question	2007 panel recruitment	2011 panel recruitment	2014 panel recruitment	2015 panel survey	2016 survey	% point change from 2015
Satisfaction with the Service Provided	72%	70%	70%	74%	76%	+2
Satisfaction with the Neighbourhood as a Place to Live	76%	79%	82%	84%	82%	-2
Satisfaction that Rent Provides Value for Money	60%	72%	76%	75%	79%	+4
Satisfaction with Repairs and Maintenance	N/A	65%	63%	63%	68%	+5
Satisfaction with Wandsworth Council Listening to Views and Acting Upon Them	N/A	62%	60%	60%	65%	+5

Among leaseholders the percentage satisfied with the service provided overall by Wandsworth Council is effectively stable. However, satisfaction with the neighbourhood as a place to live and service charges providing value for money have fallen by a significant amount year on year, following an upturn in 2015.

Table 2: Tracking of leaseholder perceptions 2007-2016

Question	2007 panel recruitment	2011 panel recruitment	2014 panel recruitment	2015 panel recruitment	2016 survey	% point change from 2015
Satisfaction with the Service Provided	64%	58%	55%	59%	55%	-4
Satisfaction with the Neighbourhood as a Place to Live	77%	81%	80%	86%	80%	-6
Satisfaction that Service Charge Provides Value for Money	45%	44%	43%	48%	40%	-8
Satisfaction with Repairs and Maintenance	N/A	43%	44%	47%	47%	0
Satisfaction with Wandsworth Council Listening to Views and Acting Upon Them	N/A	45%	43%	42%	46%	+4

3 Benchmarking of results

In order to contextualise the survey findings the following tables compare the key indicator scores for Wandsworth Council against the 2013/14 HouseMark England STAR average scores for both general needs tenants and leaseholders. Despite its age this is the most recent benchmarking data published by HouseMark. Please note that these benchmark figures are derived from a mix of local authorities, ALMOS and housing associations. Overall satisfaction among tenants and satisfaction with repairs and maintenance (despite improved perceptions of the latter) are below the lower quartile. The other key satisfaction indicators generally fall between the lower quartile and the median.

Table 3: Wandsworth Council – Satisfaction indicators among General Needs tenants compared to national benchmarks¹

Question	2015 %	HouseMark England STAR average 2013/14		
		Upper quartile	Median	Lower quartile
Satisfaction with the Service Provided	76 %	89%	86%	82%
Satisfaction with the Neighbourhood as a Place to Live	82 %	88%	84%	79%
Satisfaction that Rent Provides Value for Money	79 %	84%	80%	76%
Satisfaction with Repairs and Maintenance	68 %	84%	79%	75%
Satisfaction with the social housing provider Listening to Views and Acting Upon Them	65 %	74%	68%	62%
Net Promoter Score (NPS)	16 %	33%	26%	20%

¹ Please note that the wording of the home quality indicator used in the 2016 survey was the general condition of the property which does not directly compare to the HouseMark benchmarks.

To put the views of Wandsworth tenants into further context it should be noted that HouseMark also provides general needs satisfaction data on a regional basis. These figures for London are shown in the table below. This illustrates the tendency for tenant satisfaction in London to be lower than that recorded nationally. In fact this difference is generally at or approaching 10-percentage points compared to other regions. Using the London specific benchmark data, the 76% satisfied overall represents a median score. It is also positive to note that satisfaction concerning the neighbourhood as a place to live is above the upper quartile figure for London, and satisfaction that rent provides value for money is in line with the upper quartile boundary. Although it is more appropriate to benchmark against other London landlords rather than using data for England as a whole, it should be noted that the data for London landlords includes non-local authority landlords, i.e. housing associations and Arms Length Management Organisations (ALMOs). Even comparisons made with London benchmarking data therefore is not necessarily comparing like with like. A London benchmark for NPS is not available.

Table 4: Wandsworth Council – Satisfaction indicators among General Needs tenants compared to London benchmarks

Question	2015 %	HouseMark London STAR average 2013/14		
		Upper quartile	Median	Lower quartile
Satisfaction with the Service Provided	76 %	80%	76%	74%
Satisfaction with the Neighbourhood as a Place to Live	82 %	81%	78%	74%
Satisfaction that Rent Provides Value for Money	79 %	79%	74%	73%
Satisfaction with Repairs and Maintenance	68 %	76%	70%	64%
Satisfaction with the social housing provider Listening to Views and Acting Upon Them	65 %	65%	62%	59%

Among leaseholders, satisfaction with the neighbourhood is in line with upper quartile figure at 80%. Average or above average satisfaction is evident for the value for money of service charge, with repairs and maintenance and listening to and acting upon views. However, overall satisfaction among leaseholders remains between the lower quartile and median.

Table 5: Wandsworth Council – Satisfaction indicators among Leaseholders

Question	2015 %	HouseMark England STAR average 2013/14		
		Upper quartile	Median	Lower quartile
Satisfaction with the Service Provided	55 %	72%	62%	48%
Satisfaction with the Neighbourhood as a Place to Live	80 %	80%	75%	69%
Satisfaction that Service Charge Provides Value for Money	40 %	52%	41%	30%
Satisfaction with Repairs and Maintenance	47 %	61%	46%	34%
Satisfaction with the social housing provider Listening to Views and Acting Upon Them	46 %	53%	44%	28%
Net Promoter Score (NPS)	-26%	-8%	-24%	-43%

There are no London benchmarks available specific to leaseholders, so further benchmarking in this respect is not possible.

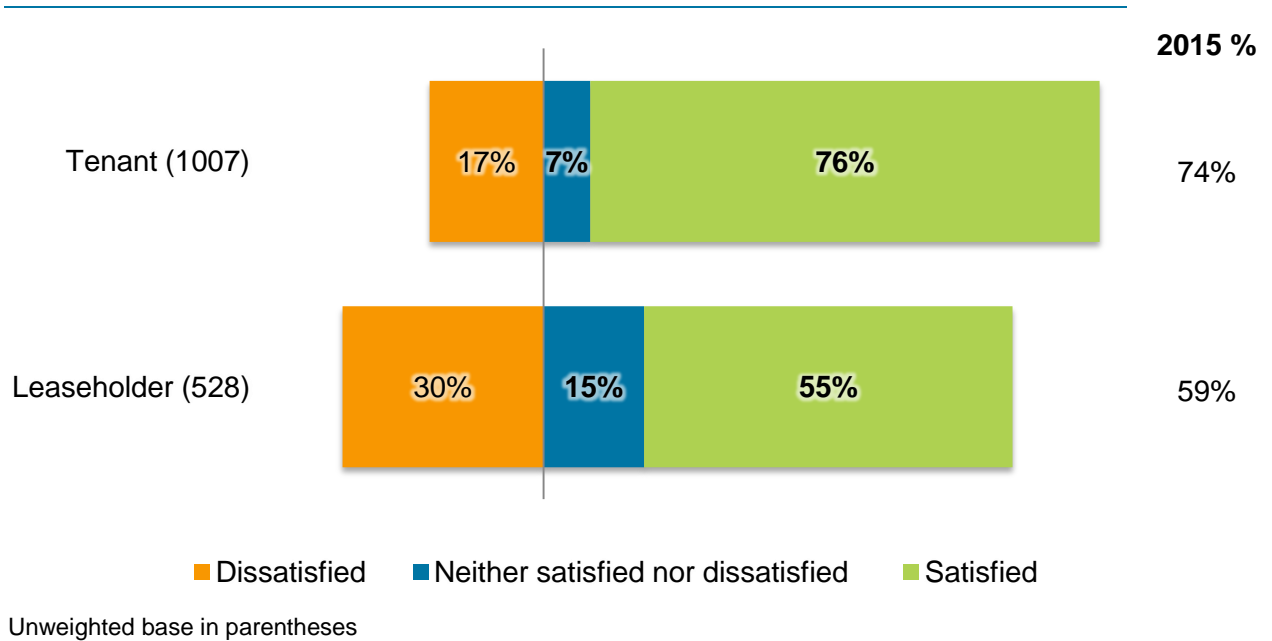
4 Housing and Services

4.1 Overall satisfaction

When considering the overall service that Wandsworth Council provides as a landlord, 76% of tenants express satisfaction. While this satisfaction is marginally above the 74% seen in 2015 this does not represent a significant variation. When overall satisfaction levels are compared against the 2013/14 HouseMark London benchmarks this shows that Wandsworth tenant views are in line with the median (76%). Beneath this headline indicator approaching two in five tenants (37%) give the most positive response possible of very satisfied.

Among leaseholders, 55% are satisfied overall with the service they receive, which is in line with the 59% recorded in 2015, with three in ten (30%) dissatisfied. The satisfaction figure is below HouseMark’s median figure for leaseholders (62%).

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



The full range of responses given at this question are shown in the table below. This shows that tenants are much more likely than leaseholders to give the most positive response possible of 'very satisfied' when considering the overall service provided by Wandsworth Council as their landlord. At the other end of the scale the proportion giving the most negative response of very dissatisfied is similar among both tenure groups.

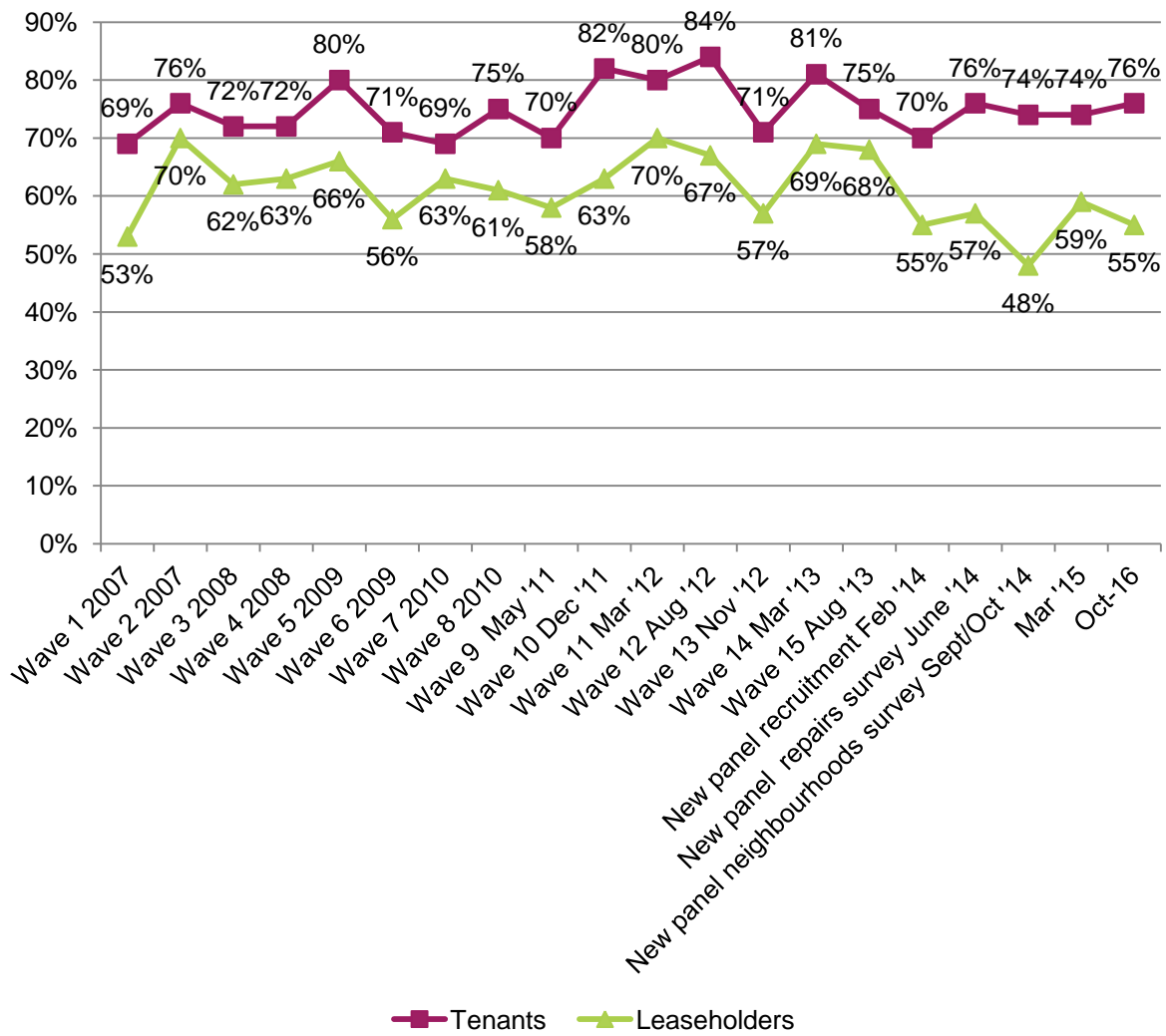
Table 6: Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? (All responses)

Year		Tenants (1007)	Leaseholders (528)
2016	Very satisfied	37%	13%
	Fairly satisfied	39%	42%
	Neither satisfied nor dissatisfied	7%	15%
	Fairly dissatisfied	7%	16%
	Very dissatisfied	10%	14%
	Summary: Satisfied	76%	55%
	Summary: Dissatisfied	17%	30%
2015	Summary: Satisfied	74%	59%
	Summary: Dissatisfied	15%	25%
2014	Summary: Satisfied	70%	55%
	Summary: Dissatisfied	20%	28%
2011	Summary: Satisfied	70%	58%
	Summary: Dissatisfied	19%	25%
2007	Summary: Satisfied	72%	64%
	Summary: Dissatisfied	17%	23%

Wandsworth Council has run a Housing Link panel in order to facilitate regular consultation with tenants and leaseholders since 2007. In all the surveys that have been completed among a general sample of the panel, a question about satisfaction with the overall service provided by Wandsworth Council as a landlord has been included. While the panel approach has now been discontinued to give a more flexible/reactive research approach, this longitudinal data set is retained below for reference.

The individual surveys completed since 2007 all have differing sample sizes and associated sampling errors. This caveat should be kept in mind when interpreting Figure 2 below. No clear trend is apparent in overall satisfaction with the Council as a landlord.

Figure 2: Satisfaction with overall service provided by the landlord (All responses²)



Probing the 2016 results in more detail shows no significant variation by Managing Team/Co-op, nor by property type in overall satisfaction among either tenants or leaseholders. Among tenants satisfaction peaks at 89% among those who have been tenants less than a year, and drops to 71% among those who have been tenants for 11 to 20 years.

² Figures are taken from several different surveys, as follows: wave 1 = repairs; wave 2 = estate services; wave 3 = ASB; wave 4 = communications; wave 5 = non-housing services; wave 6 = participation; wave 7 = green issues; wave 8 = tenant services; authority and service standards; wave 9 = housing management; wave 10 = repairs; wave 11 = ASB; wave 12 = estate services; wave 13 = participation; wave 14 = status lite; wave 15 = communications.

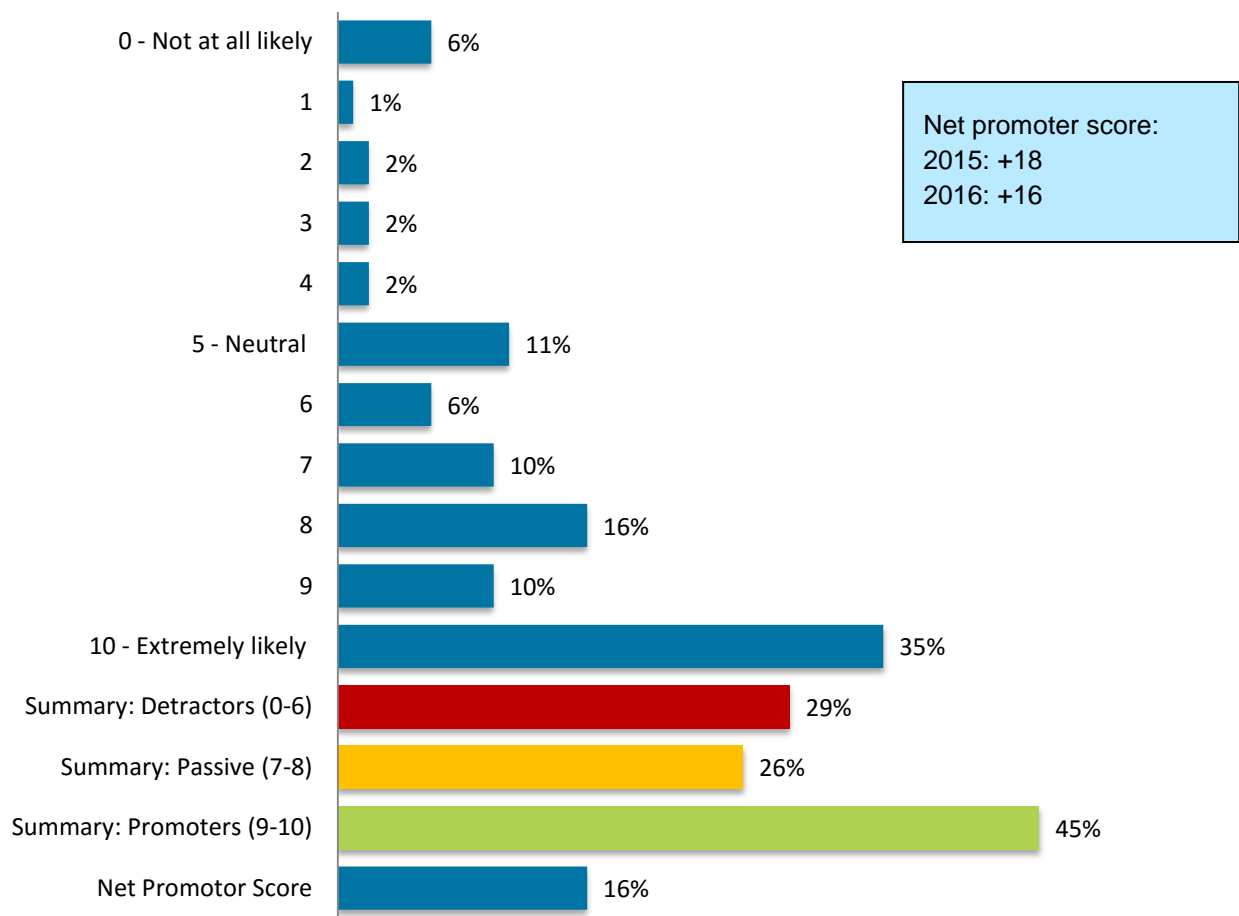
4.2 Would Residents Recommend Wandsworth Borough Council as a Landlord?

All tenants and leaseholders were also asked to rate how likely they would be to recommend Wandsworth Council as a landlord to friends and family on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely. The answers to this question can then be grouped into three categories: Promoters (9-10), Passives (7-8), and Detractors (0-6). This analysis allows us to calculate a Net Promoter Score (NPS), which is done by subtracting the Detractors from the Promoters. This analysis is commonly used in the commercial sector to gauge customer loyalty to the brand, and in the social housing sector serves as a useful alternative to overall satisfaction by showing how likely tenants are to recommend their landlord to their family and friends.

As can be seen in the chart overleaf, 35% of all tenants are extremely likely to recommend Wandsworth Council as a landlord to family and friends (rating of 10 chosen), while at the other end of the spectrum, just 6% would not recommend them at all. Overall, 45% of tenants can be classed as Promoters, 29% as Detractors and 26% as Passive. These proportions are in line with those recorded in 2015 (47% 29% and 23% respectively).

This produces a Net Promoter Score of +16 percentage points (+18 in 2015). This falls below HouseMark's lower quartile threshold for general needs tenants of +20 percentage points, although it should be borne in mind that, with no London benchmark available, this is based on national figures which are likely to be more positive.

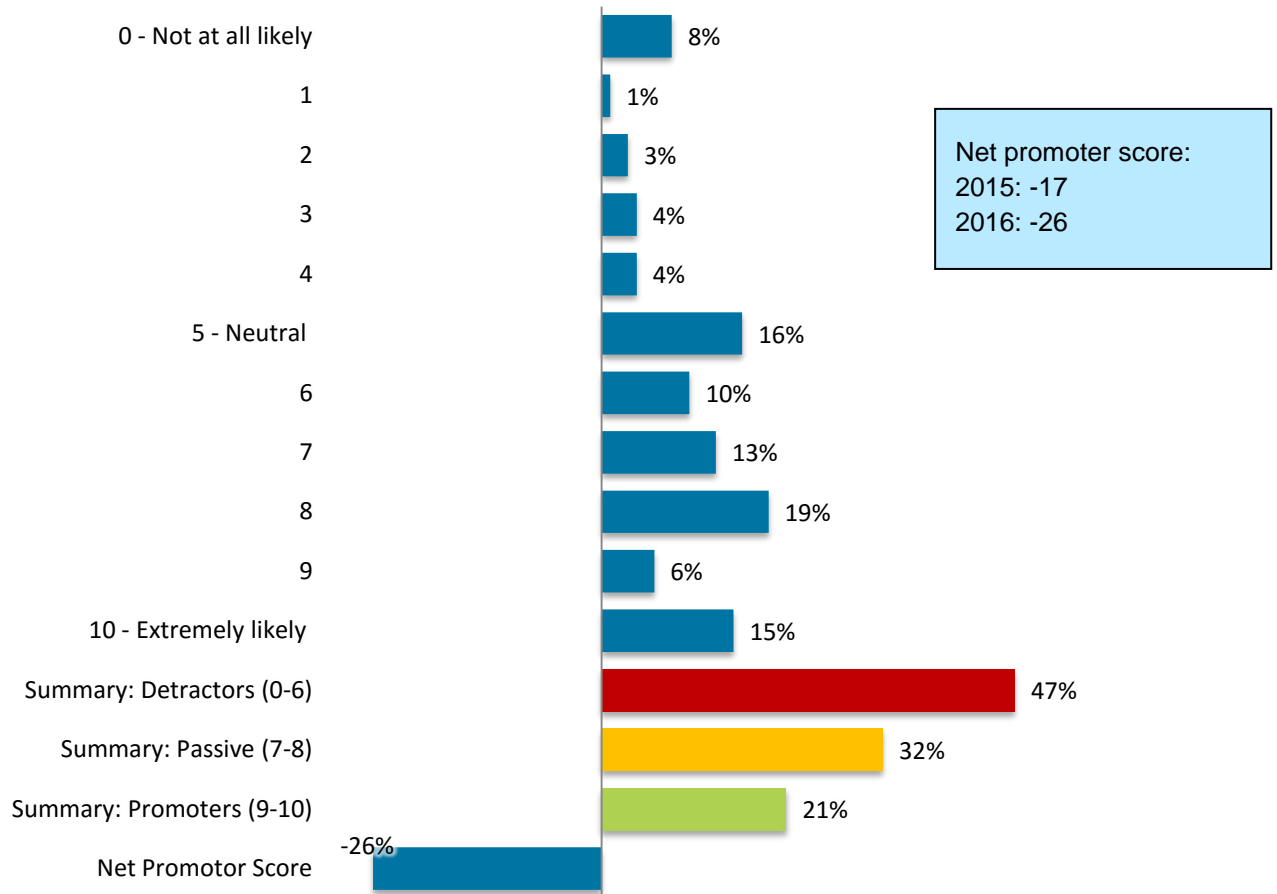
Figure 3: How likely would you be to recommend Wandsworth Council as a landlord to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely - Tenants



Unweighted base: 1007

Among leaseholders the proportion who give the most positive response of extremely likely to recommend is notably lower at 15%. As was seen in 2015, overall, the proportion of leaseholders who are classed as Detractors (47%) exceeds the proportion who can be classed as Promoters (21%). As a result, among leaseholders, a negative Net Promoter Score of minus 26-percentage points is produced. This corresponds with the lower overall satisfaction among leaseholders, and the HouseMark median (-24%) for this indicator.

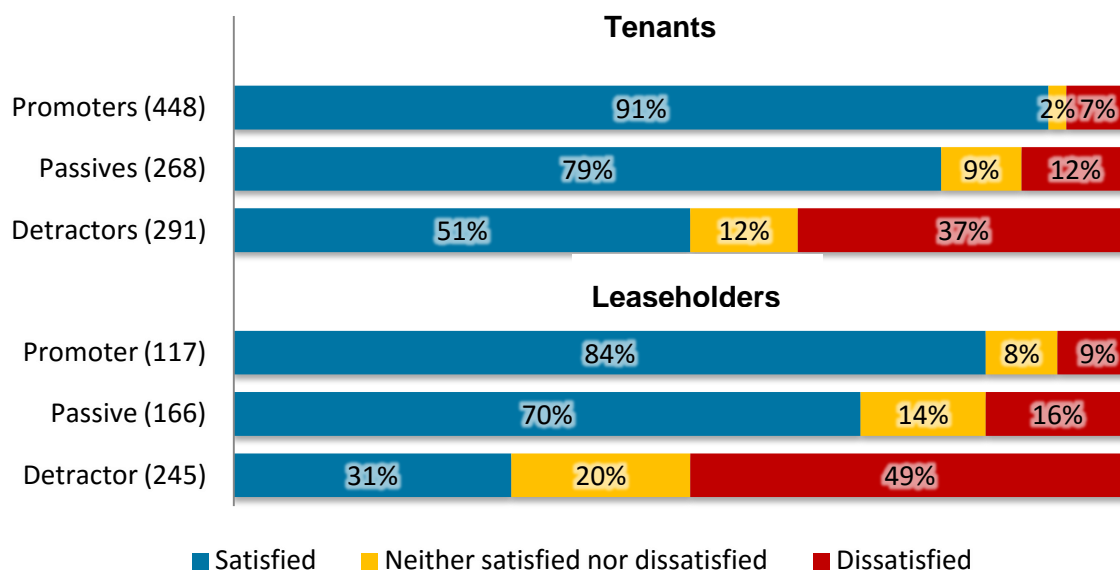
Figure 4: How likely would you be to recommend Wandsworth Council as a landlord to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely - Leaseholders



Unweighted base: 528

All those who are defined as either Promoters or Passives express high levels of overall satisfaction with the service they receive from Wandsworth Council (91% and 79% satisfied respectively among tenants and 84% and 70% respectively among leaseholders). Conversely, those classified as Detractors are significantly less likely to be satisfied with the service they receive, with only 51% of these tenants and 31% of these leaseholders satisfied.

Figure 5: Satisfaction with the service provided by Wandsworth Council by promoter groups (All responses)



Unweighted sample bases in parentheses

Among **tenants** classed as Promoters, the most common reasons given for recommending Wandsworth Council as a landlord are as follows:

- Overall good service / happy / generally satisfied (45%);
- Long term tenant (13%);
- A nice place to live (11%);
- Quick responses to issues / always act on resident requests (9%);
- Council provide good value for money / low council tax (9%);
- Better than other housing associations/councils/areas of London/UK (8%).

Among **leaseholders** the most common reasons for advocacy are:

- Overall good service / happy / generally satisfied (62%);
- Council provide good value for money / low council tax (27%);
- Long term tenant (15%);
- Quick responses to issues / always act on resident requests (12%);
- A nice place to live (10%).

Focusing on the Detractors, i.e. those who would not be likely to recommend the Council as a landlord to friends and family, the most common reasons for this are below. It should be noted that occasionally these responses are seemingly positive in tone. This may be because the Detractor category includes those giving a score of 6, which some respondents may perceive as an above average rating.

Tenants:

- A lack of understanding / empathy from council (incl. don't listen to residents) (11%);
- Poor levels of communication (10%);
- They're okay (neither bad nor good/room for improvement) (8%);
- Overall good service / happy / generally satisfied (7%);
- Long time waiting for repairs or maintenance/slow responses to issues (7%);
- Overall poor service / unhappy / generally dissatisfied (6%);
- Charges are too high / not good value for money (6%);
- More improvements need to be made / work still needs to be done (5%).

Leaseholders:

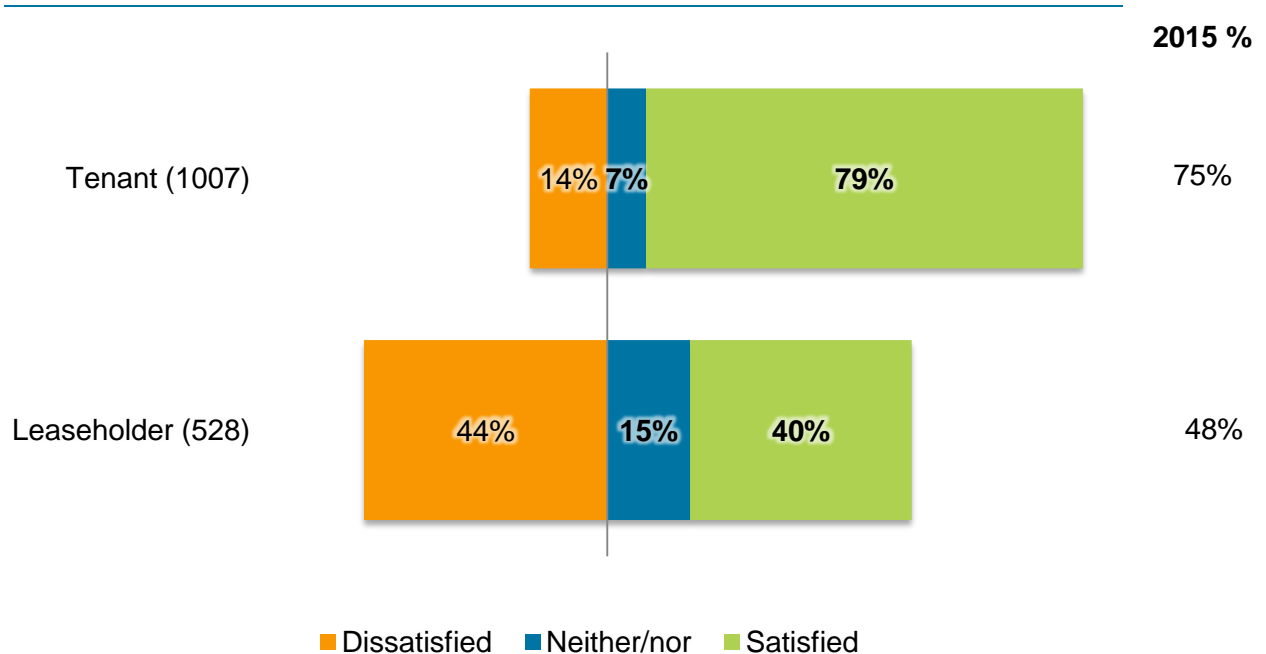
- Overall poor service / unhappy / generally dissatisfied (23%);
- Charges are too high / not good value for money (9%);
- Council provide good value for money / low council tax (8%);
- Environment / communal areas untidy / not maintained (8%);
- They're okay (neither bad nor good/room for improvement) (8%).

4.3 Value for money

When considering the value for money their rent provides, almost four in five (79%) of tenants express satisfaction. This proportion is not significantly different to the 75% recorded in 2015 and is above HouseMark’s London median benchmark of 74%. Only 14% of tenants are dissatisfied to any extent with the value of their rent.

In line with the normal pattern on the core satisfaction metrics, a lower proportion of leaseholders are satisfied with the value for money of their service charge. However, the 40% of Wandsworth leaseholders who express satisfaction on this measure is a significant decline from the 48% seen a year ago. More leaseholders now express dissatisfaction rather than satisfaction with service charges (44% cf. 40%).

Figure 6: Satisfaction that rent/service charges provides value for money (All responses)



Unweighted base in parentheses

Looking at the responses given on the five point scale respondents used to answer this question shows that 21% of leaseholders are very dissatisfied with the value for money their service charge offers (17% in 2015) compared to just 8% of tenants.

Table 7: Satisfaction that rent/service charges provides value for money (All responses)

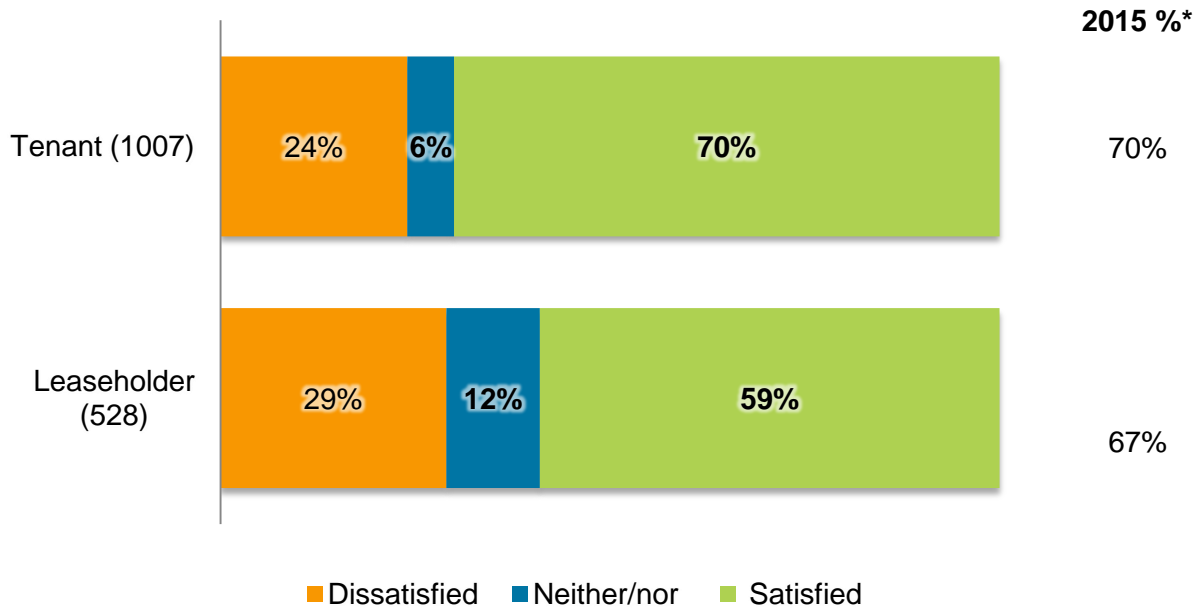
Year		Tenants (1007)	Leaseholders (528)
2016	Very satisfied	39%	11%
	Fairly satisfied	40%	30%
	Neither satisfied nor dissatisfied	7%	15%
	Fairly dissatisfied	6%	23%
	Very dissatisfied	8%	21%
	Summary: Satisfied	79%	40%
	Summary: Dissatisfied	14%	44%
2015	Summary: Satisfied	75%	48%
	Summary: Dissatisfied	16%	38%
2014	Summary: Satisfied	76%	43%
	Summary: Dissatisfied	15%	36%
2011	Summary: Satisfied	72%	44%
	Summary: Dissatisfied	18%	38%
2007	Summary: Good	60%	45%
	Summary: Poor	21%	34%

Tenants who live in high density inner estates are least likely to be satisfied with the value for money their rent provides (74% satisfied, 18% dissatisfied). Furthermore, as might be expected those who express dissatisfaction with particular aspects of the service that Wandsworth Council provide as a landlord are more likely to be dissatisfied with the value for money it offers. For example, among tenants dissatisfied with the way their landlord deals with repairs and maintenance 56% express satisfaction in relation to value for money, compared to 87% among those satisfied with repairs and maintenance. Similarly, among those dissatisfied with the condition of their property 54% are satisfied that their rent or service charge provides value for money compared to 89% among those satisfied with their property.

4.4 Homes and neighbourhoods

When asked to rate the overall condition of their property the 70% of tenants gave a positive response compared to 59% of leaseholders. The results from a similar question asked in 2015 are shown in the figure below. However, it should be noted that the wording used in 2015 was the “condition of the home,” so some caution needs to be used when making a direct comparison year on year.

Figure 7: Satisfaction with the general condition of the property (All responses)



Unweighted bases in parentheses

* 2015 question wording was condition of the home

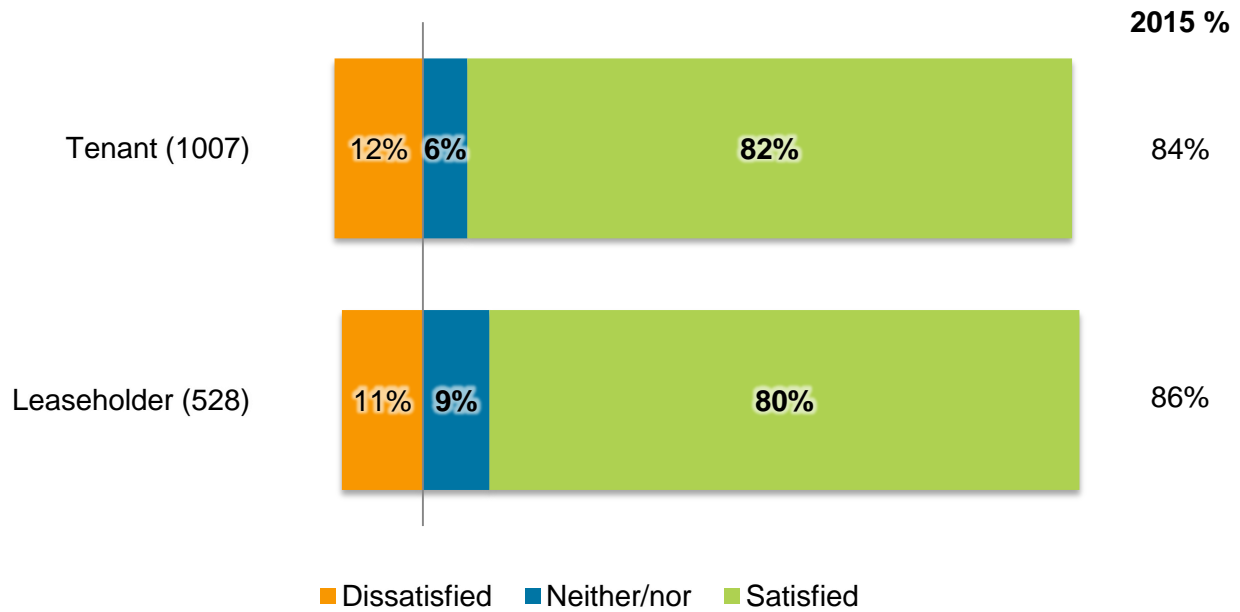
Further analysis by estate type shows that tenants living in small estates and infills are significantly more likely than residents of high-density estates and street properties to be satisfied with the general condition of their property. Among leaseholders the property satisfaction expressed by those in street properties is noticeably lower at 35%.

Table 8: Satisfaction with the general condition of the property - by estate type (All responses)

	High density - Inner	High density - Outer	Small Estates & Infills	Street Properties
Tenants				
Very satisfied	28%	32%	42%	33%
Satisfied	39%	37%	38%	34%
Neither satisfied nor dissatisfied	7%	7%	4%	5%
Dissatisfied	11%	10%	10%	14%
Very dissatisfied	15%	14%	7%	14%
Summary: Satisfied	67%	69%	80%	67%
Summary: Dissatisfied	26%	24%	16%	28%
Unweighted Bases	370	302	222	113
Leaseholders				
Very satisfied	22%	22%	16%	10%
Fairly satisfied	34%	45%	48%	25%
Neither satisfied nor dissatisfied	9%	9%	13%	24%
Fairly dissatisfied	14%	13%	16%	22%
Very dissatisfied	21%	11%	7%	20%
Summary: Satisfied	56%	67%	64%	35%
Summary: Dissatisfied	35%	24%	23%	41%
Unweighted Bases	141	191	145	51

When considering their neighbourhood as a place to live there is no notable variation between the satisfaction expressed by tenants (82%) and leaseholders (80%). Both findings compare favourably with HouseMark benchmarking, with tenants' satisfaction above the London upper quartile benchmark of 81%. Leaseholder satisfaction with neighbourhood as a place to live is in line with upper quartile benchmark (80%) despite having fallen by 6-percentage points year on year.

Figure 8: Satisfaction with neighbourhood as a place to live (All responses)



Unweighted base in parentheses

As the table below indicates, within the overall levels of satisfaction recorded half of all tenants (49%) give the most positive response possible of very satisfied in response to their neighbourhood as a place to live. Leaseholders are marginally more likely to state that they are fairly satisfied with their neighbourhood (42%) rather than very satisfied (38%).

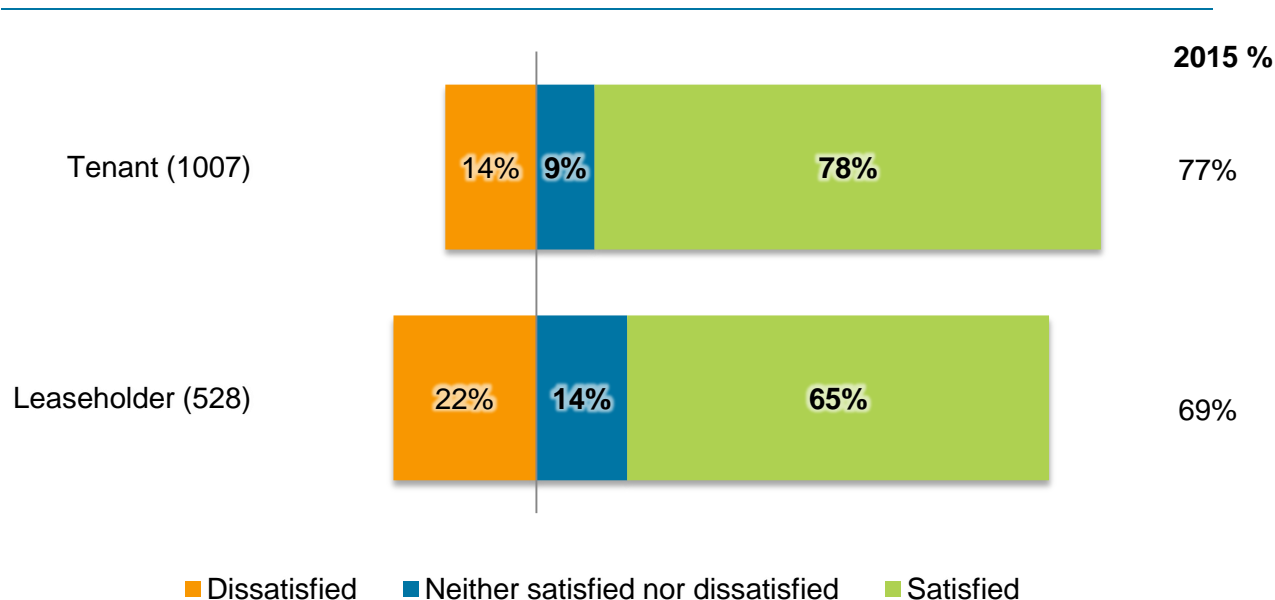
Table 9: Satisfaction with neighbourhood as a place to live (All responses)

Year		Tenants (1007)	Leaseholders (528)
2016	Very satisfied	49%	38%
	Fairly satisfied	33%	42%
	Neither satisfied nor dissatisfied	6%	9%
	Fairly dissatisfied	5%	6%
	Very dissatisfied	7%	5%
	Summary: Satisfied	82%	80%
	Summary: Dissatisfied	12%	11%
2015	Summary: Satisfied	84%	86%
	Summary: Dissatisfied	10%	11%
2014	Summary: Satisfied	82%	80%
	Summary: Dissatisfied	11%	10%
2011 ³	Summary: Satisfied	79%	81%
	Summary: Dissatisfied	14%	11%
2007	Summary: Satisfied	76%	77%
	Summary: Dissatisfied	15%	13%

Looking at responses in more detail shows that among tenants in particular neighbourhood satisfaction is highest among those in small estates and infills (90%), closely followed by those in street properties (89%). Tenants in high density inner estates are least likely to be satisfied with their neighbourhood as a place to live (76%). The latter is also true for leaseholders with 75% of those in high density inner estates satisfied with their neighbourhood as a place to live.

Thinking more generally, 78% of all tenants are satisfied with the way Wandsworth Council is running the local area compared to 65% of leaseholders. The satisfaction among tenants at this question is in line with that recorded in 2015 (77%), while among leaseholders the 65% who are satisfied is marginally below the 69% seen a year ago. One in five leaseholders are dissatisfied with the way Wandsworth Council runs their local area (22%).

Figure 9: Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? (All responses)



Unweighted bases in parentheses

A full breakdown of responses across the five point scale is shown in the table below.

Table 10: Satisfaction with how Wandsworth Council is running your local area (All responses)

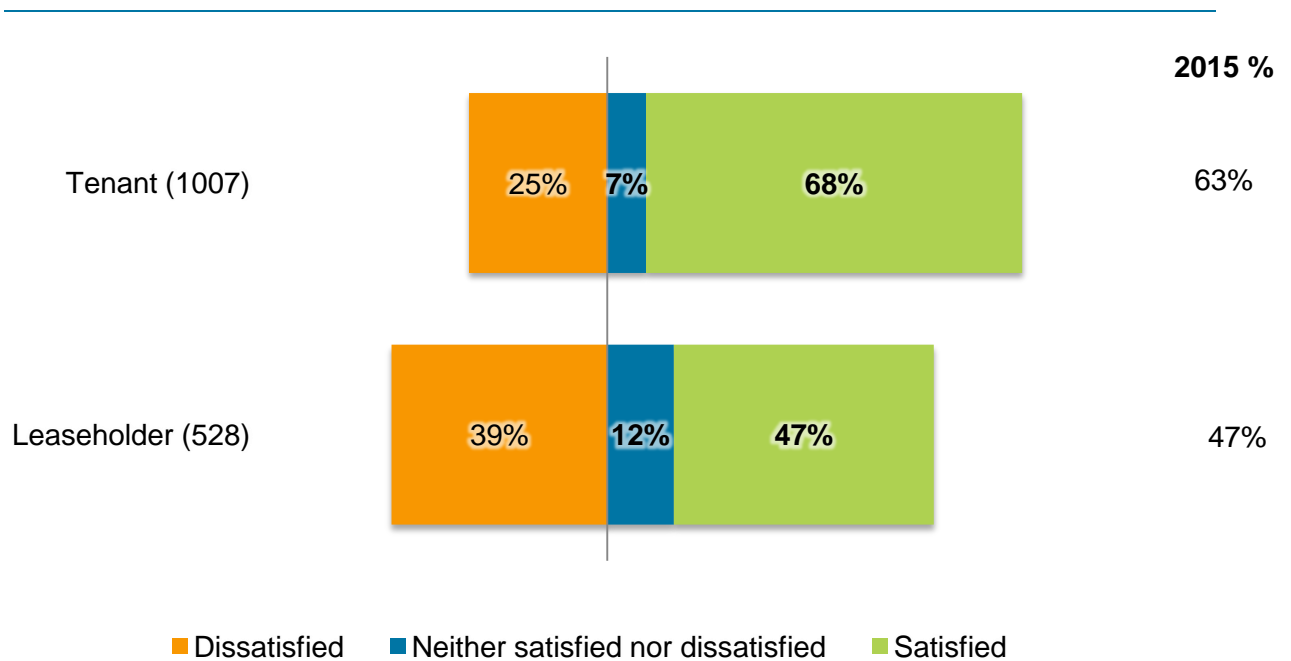
Year		Tenants (1007)	Leaseholders (528)
2016	Very satisfied	30%	12%
	Fairly satisfied	48%	52%
	Neither satisfied nor dissatisfied	9%	14%
	Fairly dissatisfied	9%	15%
	Very dissatisfied	4%	7%
	Summary: Satisfied	78%	65%
	Summary: Dissatisfied	14%	22%
2015	Summary: Satisfied	77%	69%
	Summary: Dissatisfied	13%	17%
2014	Summary: Satisfied	80%	70%
	Summary: Dissatisfied	10%	14%

4.5 Repairs and maintenance

On the key issue of repairs and maintenance, 68% of tenants are satisfied. This places Wandsworth Council just below HouseMark’s median for London general needs tenants (70%).

Among leaseholders, fewer than half (47%) are satisfied. Although this is lower than the rating given by tenants, it is in line with HouseMark’s national benchmark median (46%), reflecting the fact that leaseholders give substantially lower scores on this measure.

Figure 10: Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance? (All responses)



Unweighted bases in parentheses

As illustrated by the table below, these satisfaction levels are broadly in line with those recorded previously. The 5-percentage point increase in tenant satisfaction with repairs and maintenance since 2015 is not statistically significant given the different sample sizes year on year.

Table 11: Satisfaction with the way landlord deals with repairs and maintenance 2011-2016 (All responses)

Year		Tenants (1007)	Leaseholders (528)
2016	Very satisfied	36%	13%
	Fairly satisfied	31%	34%
	Neither satisfied nor dissatisfied	7%	12%
	Fairly dissatisfied	10%	19%
	Very dissatisfied	15%	20%
	Don't know	1%	3%
	Summary: Satisfied	68%	47%
Summary: Dissatisfied	25%	39%	
2015	Summary: Satisfied	63%	47%
	Summary: Dissatisfied	29%	39%
2014	Summary: Satisfied	63%	44%
	Summary: Dissatisfied	26%	37%
2011	Summary: Satisfied	65%	43%
	Summary: Dissatisfied	26%	33%

To help inform these efforts, the key reasons underpinning perceptions of the Wandsworth Council repairs service were captured in the survey. Among tenants expressing satisfaction with the repairs service, the most common reasons for this are:

- They listen to our needs / act on our issues (22%);
- Quick response (17%);
- Generally happy/satisfied /everything is fine/no complaints (13%);
- Carried out maintenance / repairs (11%).

Among tenants with some level of dissatisfaction with the repairs service the most common explanations are:

- They do not listen to our needs / or take action to resolve issues (incl. broken promises) (41%);
- Work still needs to be carried out (35%);
- General difficulties / problems getting repairs done (17%);
- Poor property maintenance (14%);
- Communal areas are not maintained well (incl. cleaning) (10%);
- Poor levels of communication (incl. tenants chasing up) (9%);

Looking at leaseholder responses in relation to repairs in a similar way shows repairs satisfaction relates to:

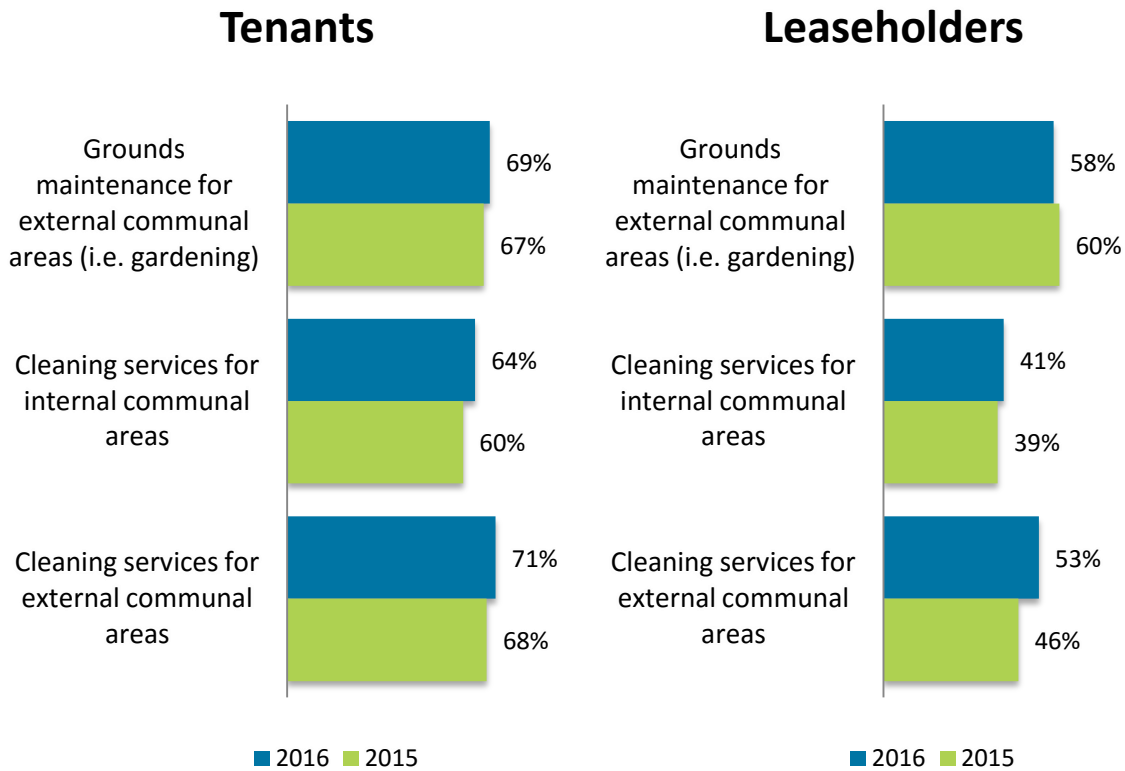
- Quick response (24%);
- Generally happy/satisfied /everything is fine/no complaints (21%);
- Carried out maintenance / repairs (19%).

While leaseholder dissatisfaction in this area of service delivery is most commonly attributed to:

- Work still needs to be carried out (20%);
- Little or no response from Council (incl. no follow-up on complaints) (18%);
- Slow response to issues (17%);
- Communal areas are not maintained well (incl. cleaning) (14%);
- The Council is not offering good value for money (10%);
- Poor property maintenance (10%);
- Not carrying out repairs or maintenance on time (8%).

For the more specific maintenance activities that Wandsworth Council undertakes, the proportion satisfied has again remained broadly unchanged since 2015. Satisfaction is highest with external grounds maintenance services (69% of tenants and 58% of leaseholders satisfied) and the cleaning of external communal areas (71% of tenants, 53% of leaseholders).

Figure 11: Proportion satisfied with specific landlord cleaning and maintenance services (All responses)



Tenants sample base: 1007, leaseholders: 528

Clearly some of these services are more relevant to those in particular types of property. For example, these services may not be applicable to residents in street properties. Satisfaction with all these services is generally, significantly higher amongst residents of high density estates/smaller estates and infills, compared to residents of street properties (who are more likely to answer 'not applicable').

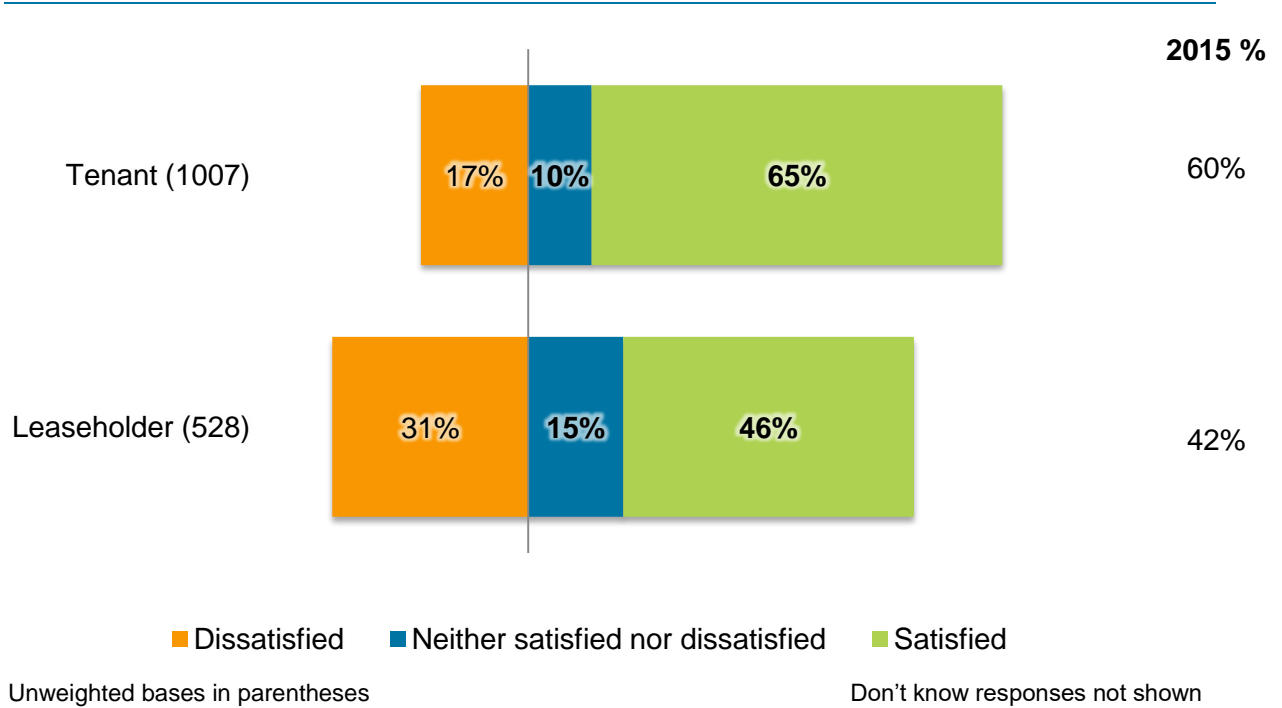
Table 12: Tenant satisfaction with landlord cleaning and maintenance services (All responses)

	High density - Inner	High density - Outer	Small Estates & Infills	Street Properties
Grounds maintenance for external communal areas (i.e. gardening)				
Satisfied	66%	74%	77%	50%
Neither satisfied nor dissatisfied	6%	9%	3%	5%
Dissatisfied	16%	12%	12%	10%
Not applicable	13%	5%	9%	35%
Cleaning services for internal communal areas				
Satisfied	60%	69%	72%	44%
Neither satisfied nor dissatisfied	5%	6%	2%	6%
Dissatisfied	30%	19%	8%	4%
Not applicable	4%	6%	17%	47%
Cleaning services for external communal areas				
Satisfied	67%	75%	80%	60%
Neither satisfied nor dissatisfied	4%	5%	3%	5%
Dissatisfied	25%	19%	9%	11%
Not applicable	3%	1%	9%	24%
Unweighted sample base	370	302	222	113

4.6 Listening to and responding to tenants

Among tenants, almost two thirds (65%) feel that their views are listened to and acted upon. This proportion is ahead of the latest HouseMark London median of 56%. Among leaseholders, views on this issue are more polarised with 46% satisfied that their landlord listens to their views and acts upon them and 31% dissatisfied in this respect. The satisfied proportion is slightly above the HouseMark national median for leaseholders (44%).

Figure 12: Generally, how satisfied or dissatisfied are you that your landlord listens to your views and acts upon them? (All responses)



The table below, places these latest satisfaction levels in historical context. Although satisfaction among both tenure groups is above that seen a year ago, these differences are not statistically significant.

Table 13 Satisfaction that the landlord listens to your views and acts upon them 2011-2014 (All responses)⁴

Year		Tenant (1007)	Leaseholder (528)
2016	Very satisfied	33%	11%
	Fairly satisfied	32%	35%
	Neither satisfied nor dissatisfied	10%	15%
	Fairly dissatisfied	7%	14%
	Very dissatisfied	10%	17%
	Don't know/no opinion	7%	7%
	Summary: Satisfied	65%	46%
	Summary: Dissatisfied	17%	31%
2015	Summary: Satisfied	60%	42%
	Summary: Dissatisfied	20%	36%
2014	Summary: Satisfied	60%	43%
	Summary: Dissatisfied	21%	33%
2011	Summary: Satisfied	62%	45%
	Summary: Dissatisfied	21%	27%

Further analysis shows of the tenants data in particular shows that those in street properties are least commonly satisfied that their landlord listens to their views and acts upon them (58%). While the reason for this cannot be deduced from this data set, it is possible that engagement activities and the resulting action from Wandsworth Council are potentially less visible to these residents relative to those living on the more geographically clustered estates. Residents in street properties are less likely than those on estates to be part of Residents Associations (4% of both the tenants and leaseholder samples).

⁴ Wording in 2011 related to 'views being taken into account'

The data in the table below provides some context around the issue of tenant engagement and involvement. Around seven in ten tenants (70%) and leaseholders (69%) agree that they are kept informed about things that might affect them. On this basis, the majority appear to feel that they receive sufficient information from Wandsworth Council as their landlord. Alongside this, 56% of tenants agree that they know how they can get involved in decisions about what happens in their area if they choose to. The equivalent proportion among leaseholders is 47%. This has fallen by a notable 13-percentage points since 2015. This may suggest further awareness raising is needed among leaseholders regarding involvement opportunities. To put this shift into context the proportion of leaseholders expressing disinterest in being involved in decisions has remained stable over the same period (23% cf. 26% in 2015).

Table 14: Views on involvement and engagement (All responses)

% Agree	Tenants			Leaseholders		% point change
	2015	2016	% point change	2015	2016	
I know how I can get involved in decisions about what happens in my area if I choose to	58%	56%	-2	60%	47%	-13
I am not interested in being involved in decisions about my area	31%	35%	+4	26%	23%	-3
My landlord keeps me informed about things that might affect me as a tenant/leaseholder	73%	70%	-3	69%	69%	0
I am aware of my landlord's published service standards	58%	58%	0	50%	44%	-6
Unweighted sample base	440	1007	-	201	528	-

The data on awareness of service standards in the table above provides some wider context for the results in this survey. The fact that only just over half of tenants (58%) and just over two in five leaseholders (44%) are aware of published service standards does suggest there is a risk among sizeable proportions of each tenure group that when interacting the Council they do not have a realistic view of the level of service to expect.

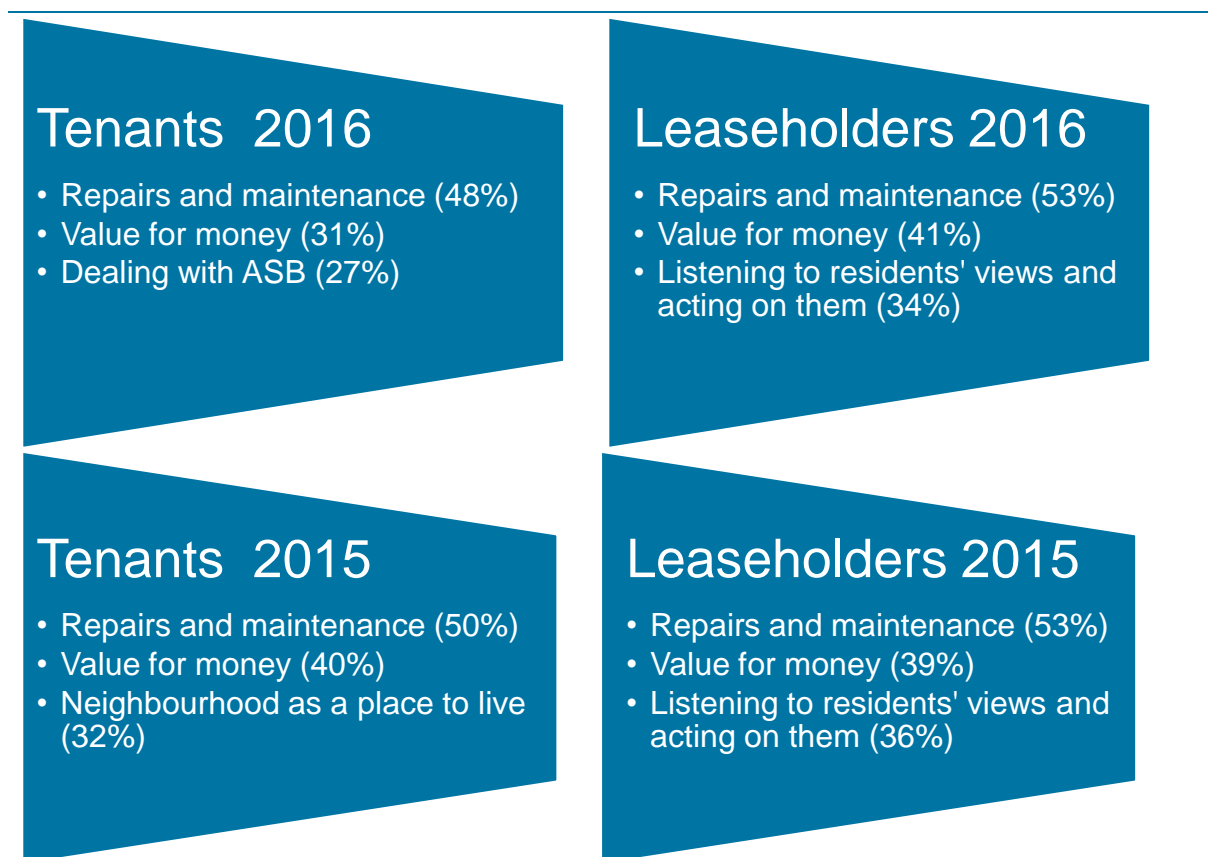
5 Customer priorities and suggestions for improvements

5.1 Priorities

In order to provide an indication of where residents would like to see Wandsworth Council focus its efforts and resources, all survey respondents were asked which of ten listed services they would consider priorities. Those answering this question could select up to three services from the list that was read out to them. As shown below, the most common priority among both tenants and leaseholders remains repairs and maintenance. Beneath this value for money is the next highest priority for both tenure groups. The primary importance given to the repairs service is a common finding in research conducted on behalf of social landlords.

The third priority for leaseholders is listening to residents' views and acting on them. This is mentioned by a notably higher proportion of leaseholders compared to tenants (34% cf. 19%). The third highest priority among tenants in 2016 is dealing with anti-social behaviour (27%), 1-percentage point above the response of the neighbourhood as a place to live (26%) which was the third most common tenant priority in 2015.

Figure 13: Which of the following services would you consider to be priorities? (All responses)



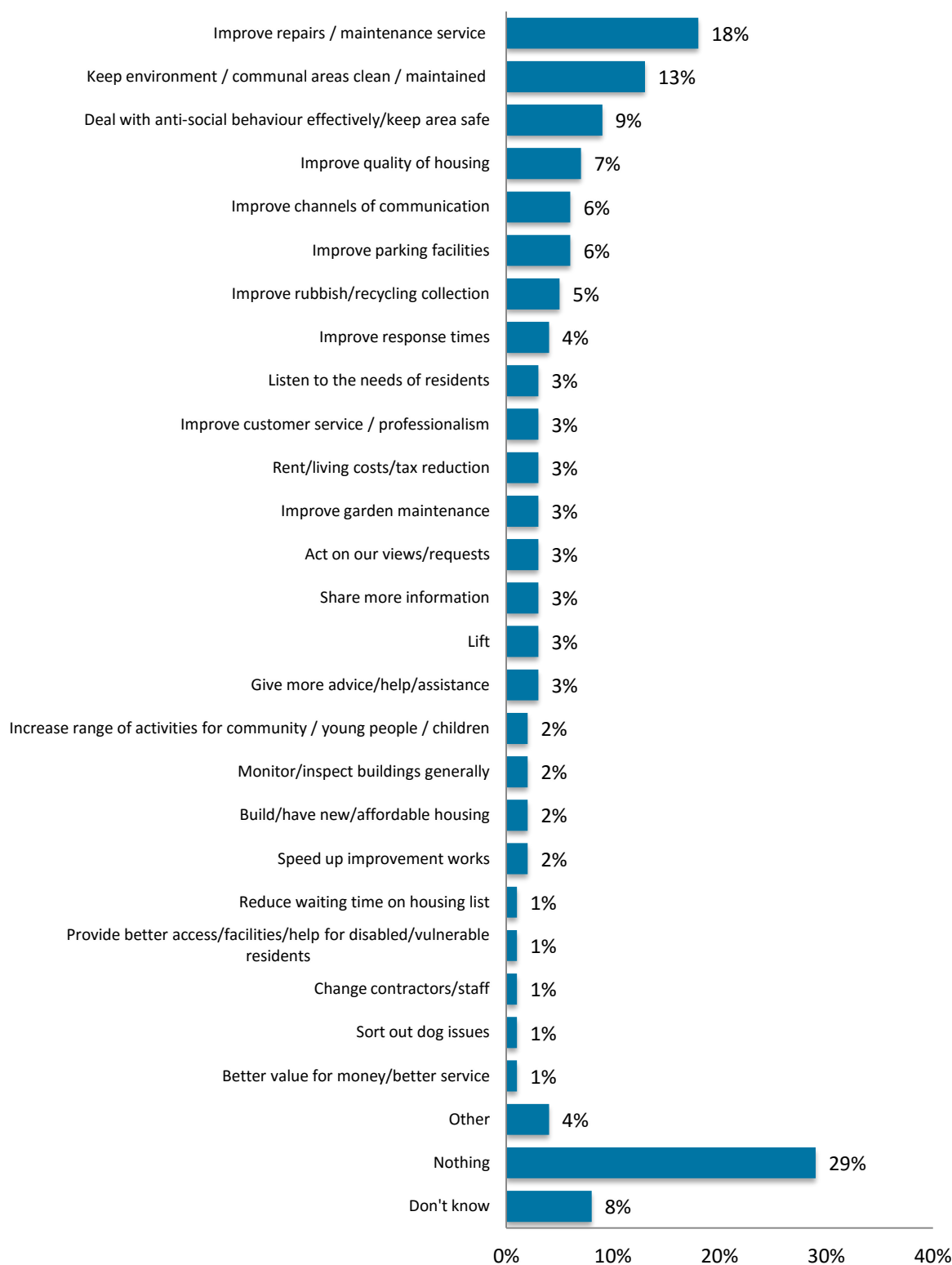
Customer priorities and suggestions for improvements

	Tenants (1007)	Leaseholder (528)
Keeping residents informed	25%	26%
The overall quality of your home	25%	14%
Listening to residents' views and acting upon them	19%	34%
Repairs and maintenance	48%	53%
Dealing with anti social behaviour	27%	30%
Your neighbourhood as a place to live	26%	31%
Value for money for your rent/service charge	31%	41%
Support and advice on claiming welfare benefits, money advice and paying rent/service charge	17%	5%
The Wandsworth Emergency Control service	24%	24%
The sheltered housing officer service (sheltered housing only)	3%	NA
Don't know	7%	6%

The tenant and leaseholder surveys also contained an open question where respondents could state in their own words up to three things that Wandsworth Council could do to improve the housing services they provide. After the completion of fieldwork, the verbatim responses that were given were grouped into common themes so that the types of improvements required by tenants and leaseholders could be quantified.

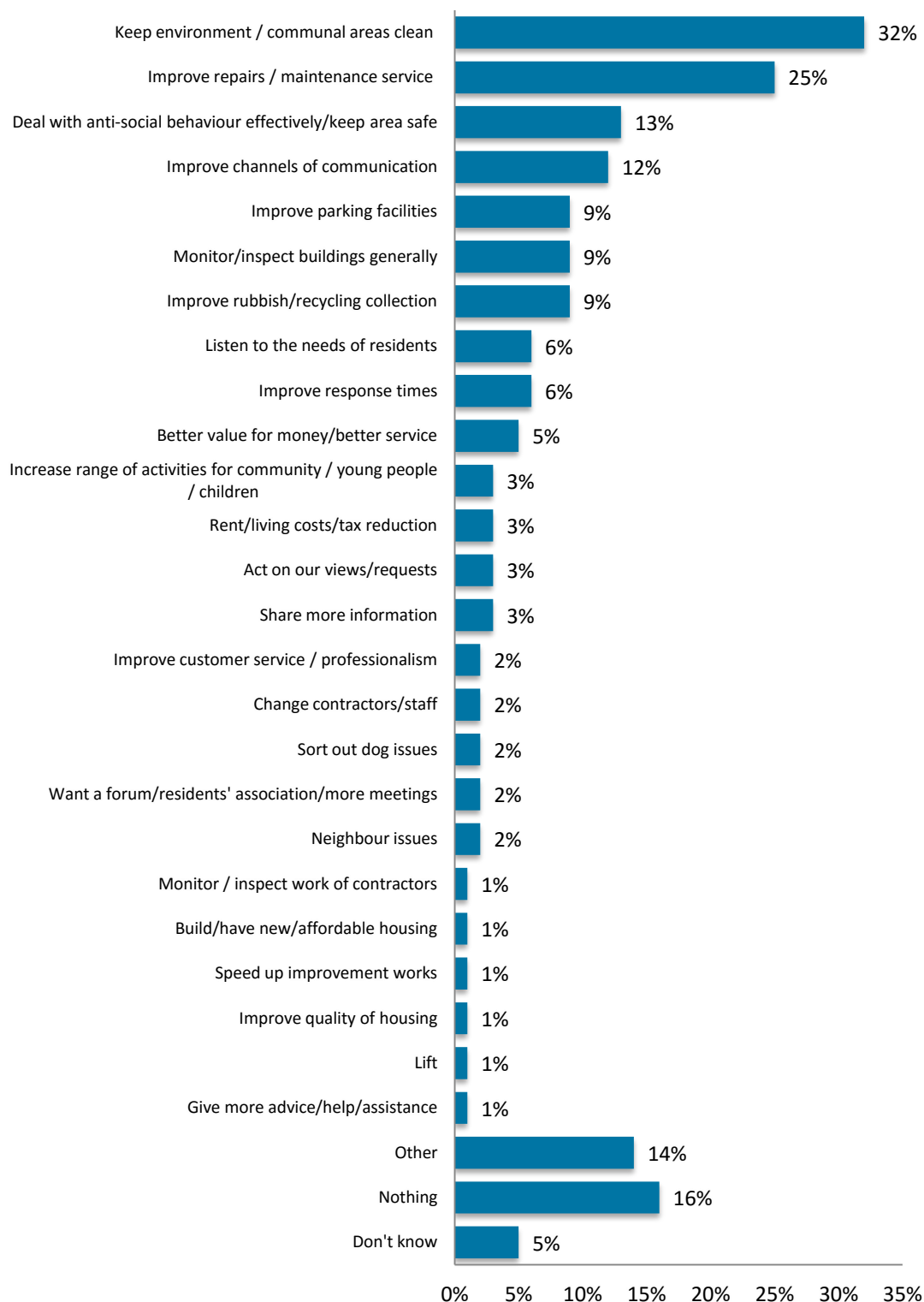
As shown by the figure overleaf 29% of tenants and 16% of leaseholders said that nothing needed to be done to improve the housing service provided to them. Among the suggestions that were given by both tenure groups the importance of repairs and maintenance comes through most clearly along with keeping communal areas clean and well maintained. As was the case in 2015 leaseholders place slightly more emphasis on keeping the environment/communal areas clean and maintained rather than repairs.

Figure 14: Thinking about the services Wandsworth Council provides, what are the three main things they could do to improve the housing services they provide to you? (Tenants, coded responses, all mentions of 1% or more)



Unweighted sample base: 1007

Figure 15: Thinking about the services Wandsworth Council provides, what are the three main things they could do to improve the housing services they provide to you? (Leaseholders, coded responses, all mentions of 1% or more)



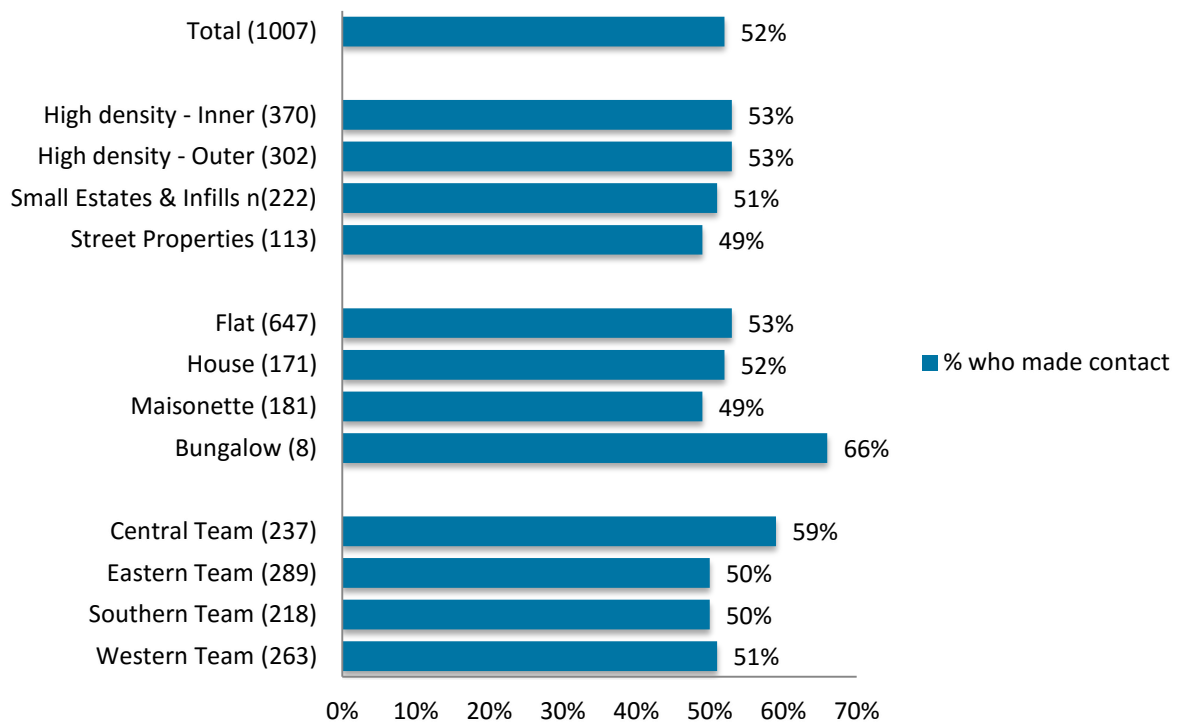
Unweighted sample base: 528

6 Contact and communication

6.1 Contact with Wandsworth Council

During the last 12 months 52% of tenants and 63% of leaseholders have contacted the Wandsworth Council Housing and Community Service department. Probing the larger tenant sample size further shows no significant variation by estate type or property type in the proportion of tenants making contact. However, geographically the 59% of tenants managed by the central team who contacted their landlord is significantly higher.

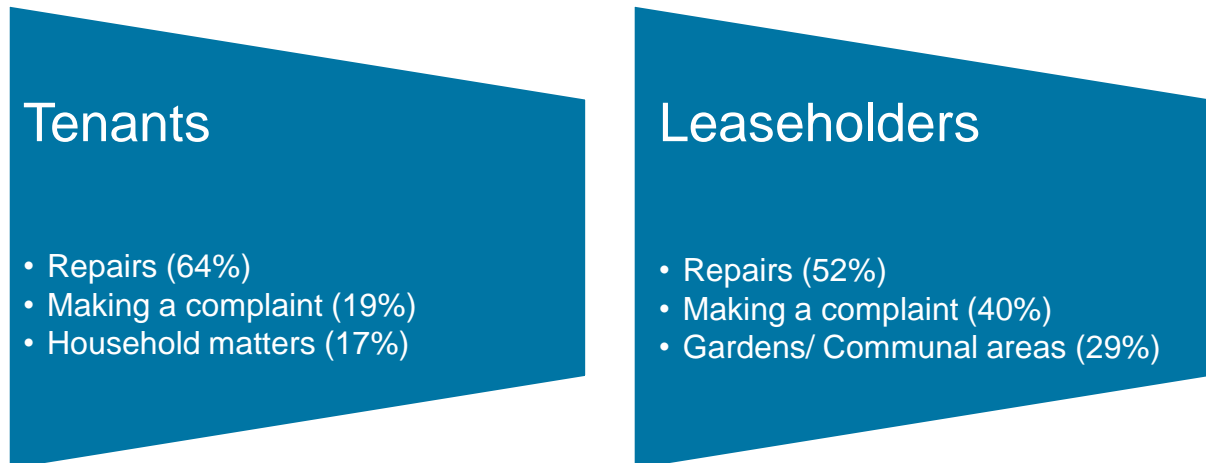
Figure 16: Breakdown of tenant contact in the last 12 months (All tenants)



Unweighted sample bases in parentheses

Among both tenants and leaseholders the most common reason for making contact during the last 12 months was repairs, followed by wishing to make a complaint. This was also the case in 2015. On this basis, understanding how these two types of contact are handled will provide wider insight into the level of customer service the department provides in relation to in-bound communications.

Figure 17: What was the last contact about? (All who have contacted the housing and community services department)



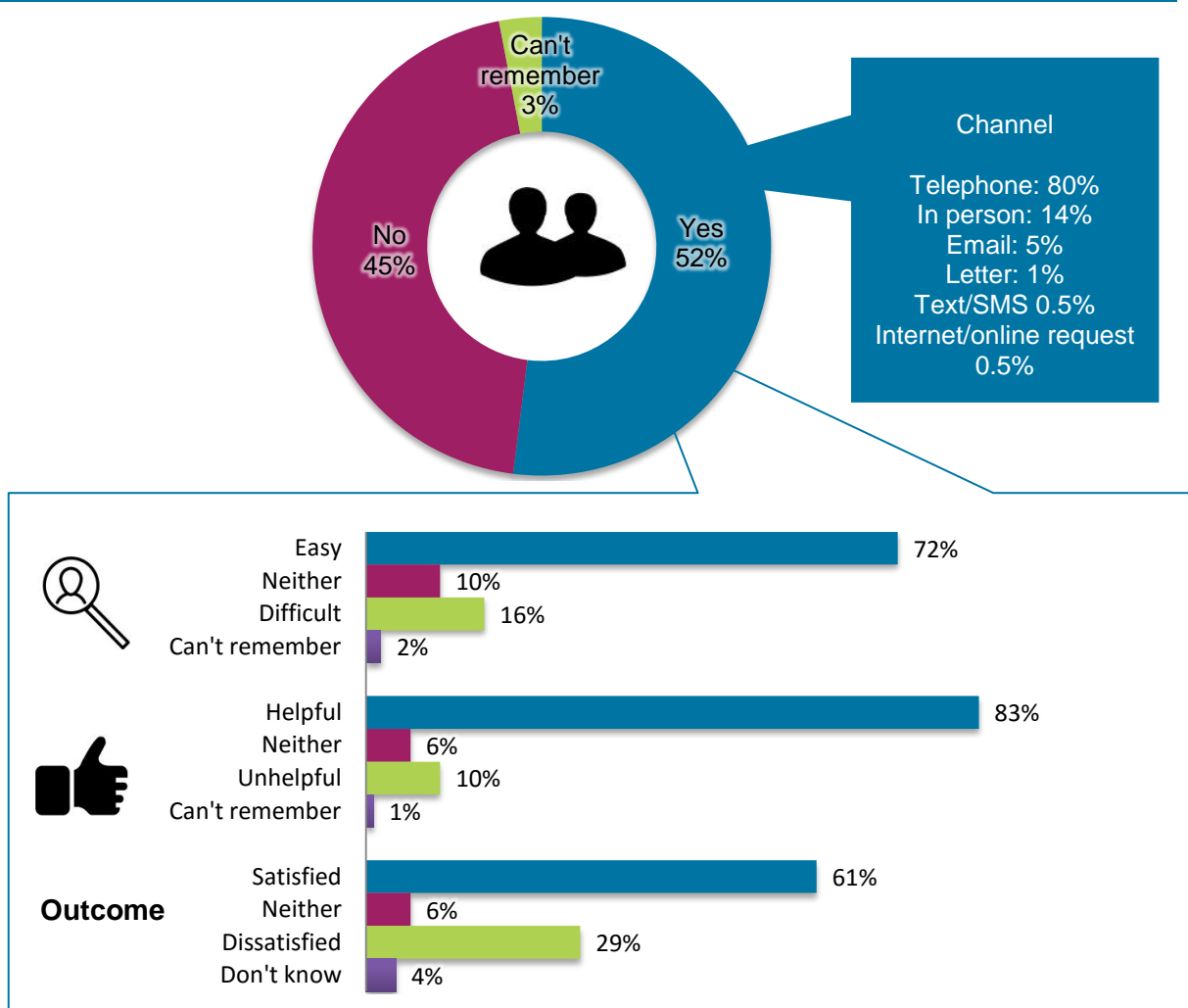
	Tenants (528)	Leaseholders (328)
Household Matters e.g. enquiries about your tenancy/lease agreement	17%	13%
Transfer/Exchange	6%	1%
Neighbourhood issues/ Anti-social behaviour	11%	23%
Garden/communal areas	15%	29%
Repairs	64%	52%
Making a complaint	19%	40%
Other	11%	22%
Can't remember	1%	*%

6.2 Customer contact experiences

Among the 52% of tenants who contacted the Council Housing and Community Services Department with a query in the last 12 months. Four in five (80%) did so using the phone. This remains the dominant contact channel followed by in person contact (14%). Digital contact by tenants i.e. by email, SMS or online was minimal.

Among those tenants who contacted their landlord in the last 12 months, just over seven in ten (72%) found it easy to find the right person; eight in ten (83%) said staff were helpful and overall 61% were satisfied with the final outcome achieved. In surveys of this type views on outcomes typically are lower than the ratings given to the specific elements of contact handling.

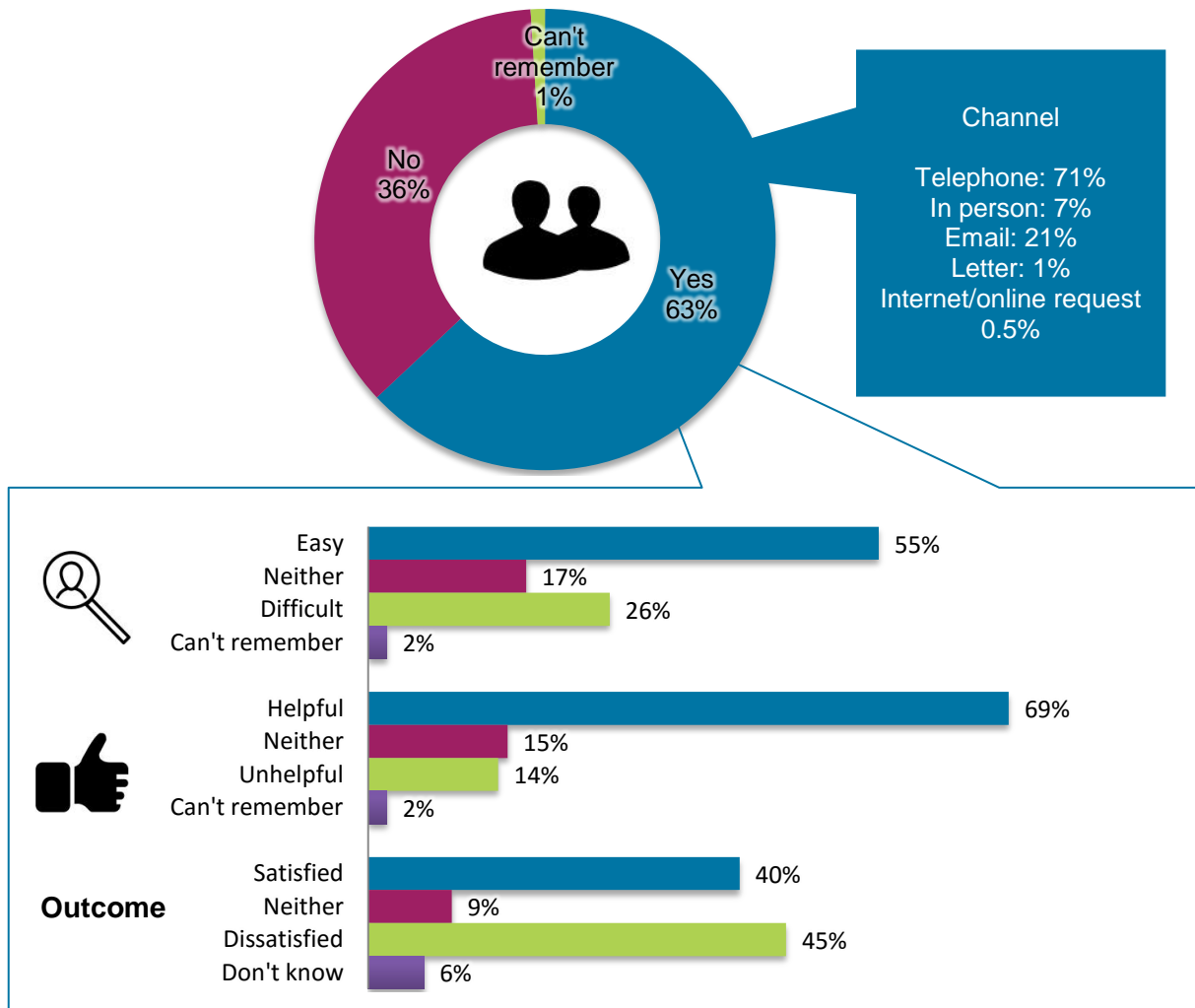
Figure 18: Tenant contact experiences (All responses)



Have you contacted the housing and community services department in the last 12 months? Was getting hold of the right person...? How helpful were the staff you had contact with? Were you satisfied with the final outcome?

Among leaseholders, while contact by telephone is most common (71%), one in five (21%) made their last contact via e-mail compared to one in twenty (5%) of tenants. Fewer leaseholders provide positive responses relative to tenants regarding how easy it was to find the right person to deal with their issue (55%) and the helpfulness of staff (69%). However, the balance of opinion on these service aspects remains positive. Views on the outcome achieved during leaseholder contact err towards the negative, with 40% satisfied with their outcome and 45% dissatisfied.

Figure 19: Leaseholder contact experiences (All responses)



Have you contacted the housing and community services department in the last 12 months? Was getting hold of the right person...? How helpful were the staff you had contact with? Were you satisfied with the final outcome?

Table 15 below shows how the ratings of the service received by those making contact with the Housing and Community Service Department in the last 12 months compared to the ratings recorded a year ago. Given the confidence intervals on the tenant and leaseholder sub samples (i.e. those who have made contact) the feedback on contact experiences is effectively stable year on year.

Table 15: Customer contact experiences 2015-16 (All responses)

		Tenants	Leaseholder
Getting hold of the right person			
2016	Easy	72%	55%
2015	Easy	72%	63%
Helpfulness			
2016	Very helpful	48%	31%
	Helpful	35%	38%
	Neither	6%	15%
	Unhelpful	6%	8%
	Very unhelpful	5%	5%
	Can't remember	1%	2%
	Summary: Helpful	83%	69%
	Summary: Unhelpful	10%	14%
2015	Summary: Helpful	80%	68%
	Summary: Unhelpful	8%	18%
Outcome			
2016	Very satisfied	36%	19%
	Fairly satisfied	25%	22%
	Neither satisfied nor dissatisfied	6%	9%
	Fairly dissatisfied	8%	17%
	Very dissatisfied	21%	28%
	Don't know/No opinion	4%	6%
	Summary: Satisfied	61%	40%
	Summary: Dissatisfied	29%	45%
2015	Summary: Satisfied	56%	45%
	Summary: Dissatisfied	32%	42%

The ongoing lower levels of positivity among leaseholders regarding their contact experiences may reflect higher service expectations rather than differences in the service they receive compared to tenants, but this hypothesis can neither be proved or disproved by this dataset.

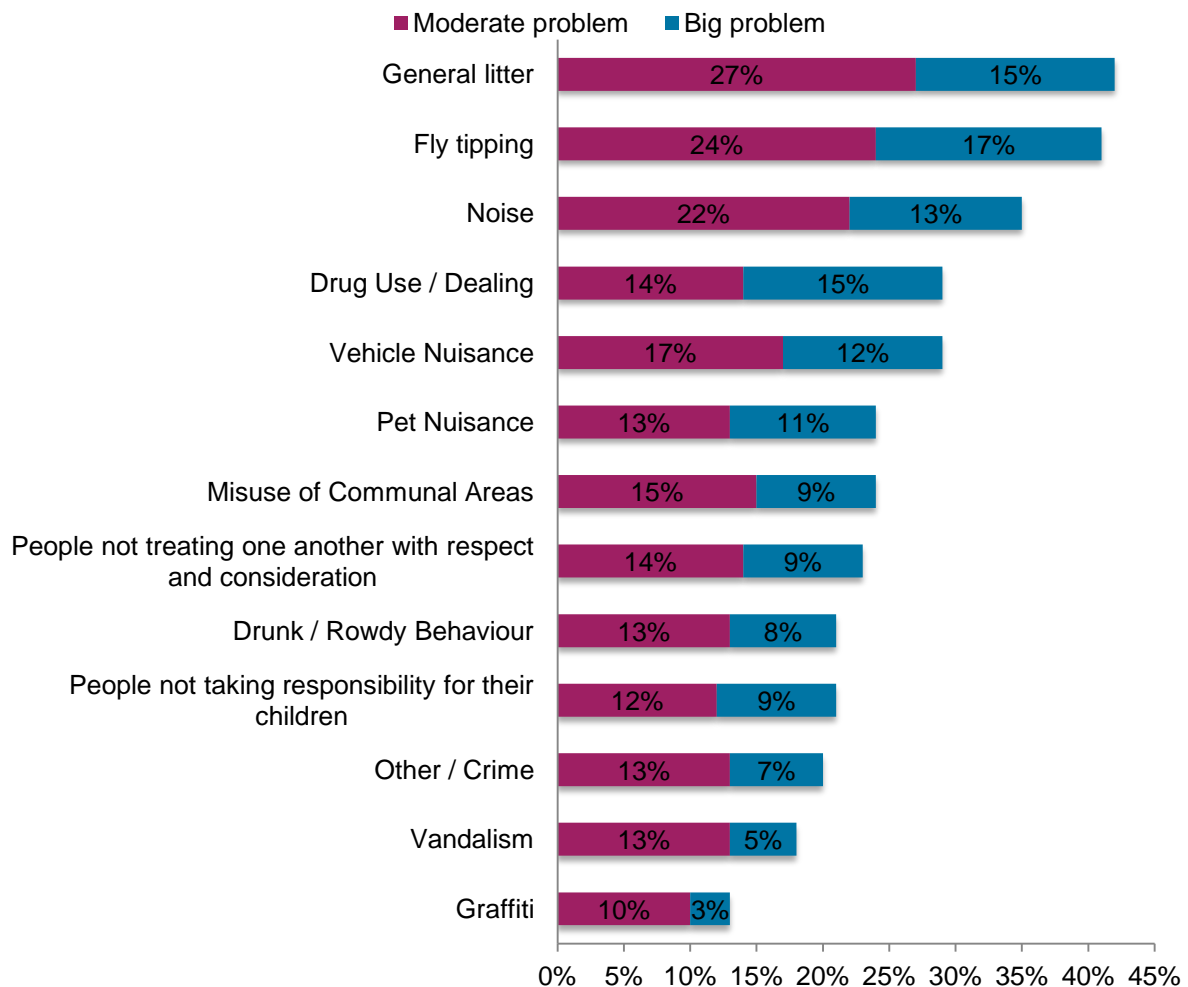
7 Neighbourhood issues

All respondents were asked to consider a list of 13 neighbourhood problems, and to indicate to what extent they feel these problems are a big problem, a moderate problem, or not a problem within their neighbourhood. The responses on tenants and leaseholders will be examined in turn below.

7.1 Tenants

The neighbourhood issue most commonly identified as a problem by tenants is general litter. In total two in five (42%) mention this as a problem, including 15% who suggest it is a major problem. On this cleanliness theme 41% of tenants also mention fly-tipping as a problem to some extent, while 35% mention noise. Importantly, none of the listed issues are described as a problem by a majority of tenants. Please note that the rubbish/litter code used in 2015 was split out into two separate options of general litter and fly tipping in 2016.

Figure 20: To what extent are any of the following a problem in your neighbourhood? - Tenants



As the table below indicates, the proportion of tenants who state each neighbourhood issue is a problem is largely stable year on year. Because of the aforementioned questionnaire change the proportion citing rubbish and litter cannot be directly compared between 2015 and 2016.

Table 16: Tenant neighbourhood issues 2015-2016 (All responses)

	Tenants 2015	Tenants 2016	% point change
Rubbish/ Litter	49%	NA	-
Noise	33%	35%	2%
Pet Nuisance	23%	24%	1%
Vandalism	18%	18%	0%
Graffiti	14%	13%	-1%
Drug Use/ Dealing	28%	29%	1%
Vehicle Nuisance	25%	29%	4%
Drunk/ Rowdy Behaviour	21%	21%	0%
Misuse of Communal Areas	28%	24%	-4%
People not taking responsibility for their children	22%	21%	-1%
People not treating one another with respect and consideration	25%	23%	-2%
Other/Crime	20%	20%	0%

Table 17 below drills down to where neighbourhood issues are described as a **big** problem by Managing Team /Co-op. Significantly higher figures are shown in bold. This suggests a slightly higher tendency for tenants in the Eastern area to cite some issues as a big problem.

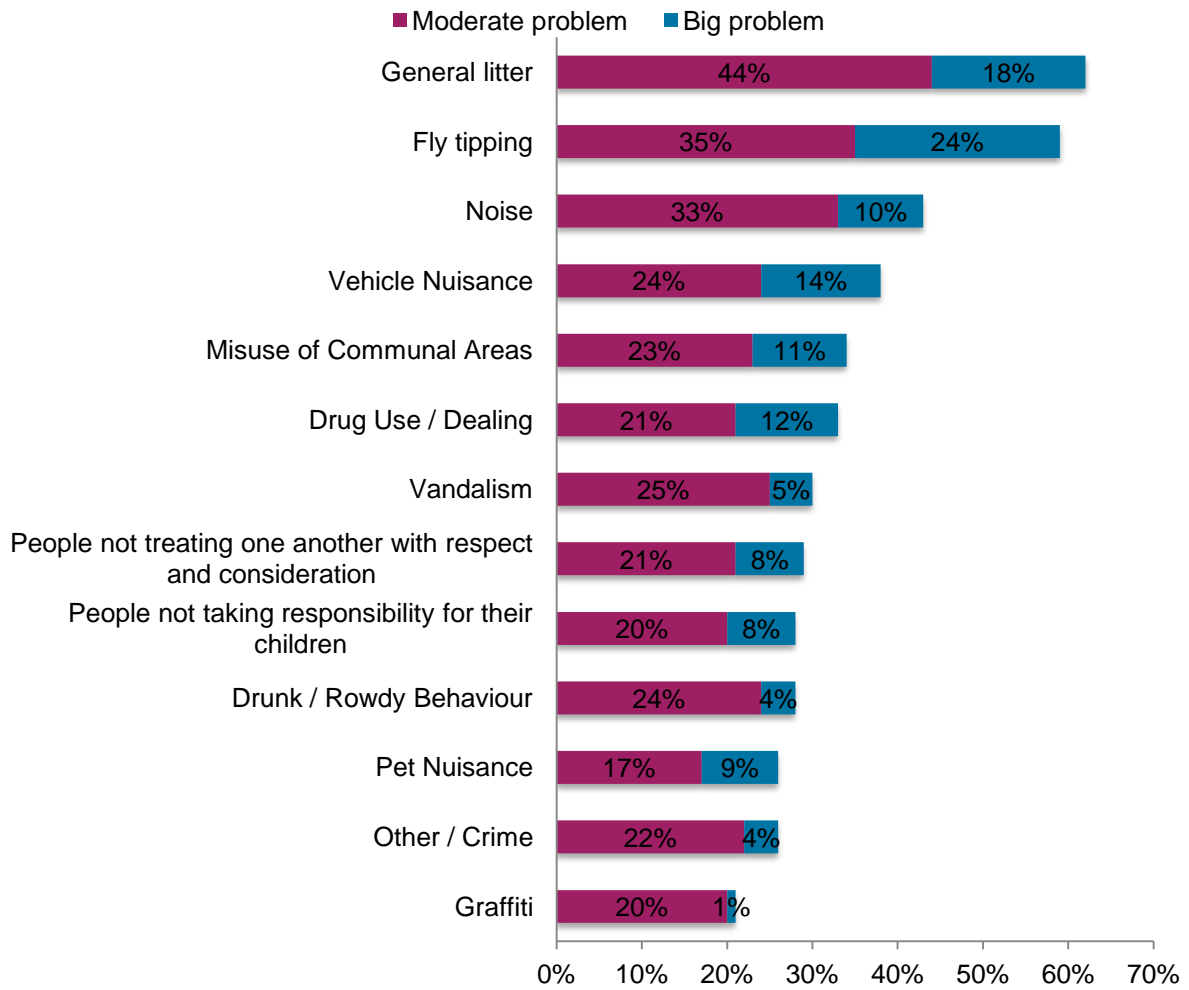
Table 17: Proportion viewing as a big problem (big/moderate) by Managing Team/ Co-op (Tenant responses)

	Central Team	Eastern Team	Southern Team	Western Team
General litter	14%	16%	13%	17%
Fly tipping	14%	16%	19%	18%
Noise	13%	16%	10%	10%
Pet Nuisance	13%	14%	6%	9%
Vandalism	6%	4%	4%	7%
Graffiti	3%	3%	2%	4%
Drug Use / Dealing	14%	21%	6%	16%
Vehicle Nuisance	10%	11%	13%	13%
Drunk / Rowdy Behaviour	7%	9%	7%	8%
Misuse of Communal Areas	8%	12%	4%	12%
People not taking responsibility for their children	8%	10%	7%	11%
People not treating one another with respect and consideration	6%	10%	6%	12%
Other / Crime	7%	10%	6%	5%
Unweighted sample base	237	289	218	263

7.2 Leaseholders

Leaseholders most commonly identify the same three issues of general litter, fly tipping and noise as problems to some extent in their neighbourhood. Notably a majority of leaseholders cite general litter (62%) and fly-tipping as a problem (59%), whereas fewer than half of tenants gave similar responses.

Figure 21: To what extent are any of the following a problem in your neighbourhood? - Leaseholders



Unweighted sample base: 528

Analysis of the proportion of leaseholders citing neighbourhood issues as either a big or moderate problem year on year suggest heightened levels of concern this year regarding vehicle nuisance, vandalism and drunk/rowdy behaviour.

Table 18: Leaseholder neighbourhood issues 2015-2016 (All responses)

	Leaseholders 2015	Leaseholders 2016	% point change
Rubbish/ Litter	64%	NA	-
Noise	43%	43%	0%
Pet Nuisance	31%	26%	-5%
Vandalism	20%	30%	10%
Graffiti	15%	21%	6%
Drug Use/ Dealing	28%	33%	5%
Vehicle Nuisance	28%	38%	10%
Drunk/ Rowdy Behaviour	19%	28%	9%
Misuse of Communal Areas	31%	34%	3%
People not taking responsibility for their children	23%	28%	5%
People not treating one another with respect and consideration	27%	29%	2%
Other/Crime	21%	26%	5%

8 Rents, service charges, and benefits advice

In 2015 tenants and leaseholders were asked, for the first time, their views on the advice and support provided by the Finance Department. Due to the smaller sample sizes in the 2015 sample the views given in 2015 could only be reported on a combined basis (tenant and leaseholders together). However, in 2016 the views of each tenure group can be viewed in isolation due to the larger sample sizes collected.

As these questions refer to benefits and managing finances, which not all residents would see as relevant to them, a 'not applicable' option was provided and those giving this answer are excluded from the table below.

Around four in five tenants are satisfied with the advice and support provided on claiming housing benefit and other welfare benefits (79%) and managing finances/paying rent and service charges (82%). The responses of leaseholders on the same services are characterised by higher levels of neutrality which means that satisfaction levels are lower than those observed among tenants.

Table 19: Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Finance Department with the following? (All responses excl. N/A)

	Tenants	Leaseholders
Claiming housing benefit & other welfare benefits		
Very satisfied	47%	17%
Fairly satisfied	32%	22%
Neither satisfied nor dissatisfied	10%	48%
Fairly dissatisfied	5%	6%
Very dissatisfied	6%	7%
Summary: Satisfied	79%	40%
Summary: Dissatisfied	10%	12%
Unweighted sample base	849	139
Managing your finances and paying rent and service charges		
Very satisfied	47%	29%
Fairly satisfied	35%	39%
Neither satisfied nor dissatisfied	9%	20%
Fairly dissatisfied	4%	5%
Very dissatisfied	5%	8%
Summary: Satisfied	82%	67%
Summary: Dissatisfied	9%	13%
Unweighted sample base	923	329

9 Online Services

9.1 Awareness of online services

In the survey tenants and leaseholders were read out a list of services relevant to them that are available on the Council's housing web pages. Respondents were asked to indicate which that they were aware of previously. As shown by the table below around two thirds suggested that they were previously aware of one or more online services, with the proportion unaware being 33% among tenants and 30% among leaseholders. The ability to pay rent or service charges online has the highest level of recognition among both tenure groups (56% of tenants, 55% of leaseholders).

Table 20: Are you aware that the following services are available on the Council's housing web pages? (All responses)

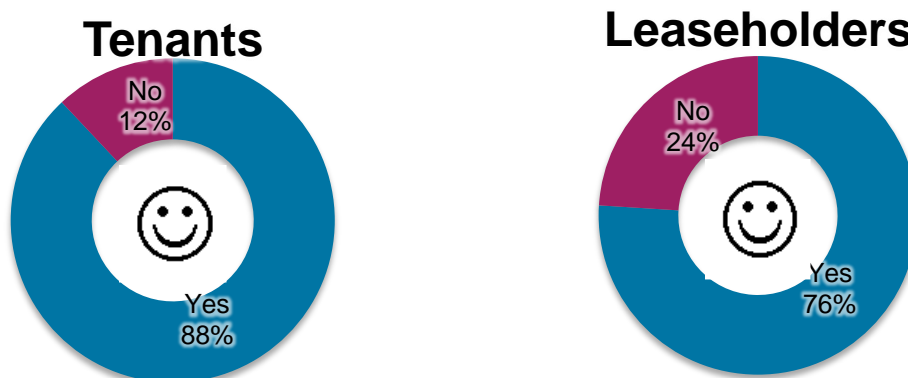
	Tenants	Leaseholders
Order a repair online	40%	35%
Track a repair online	31%	25%
Pay rent/ service charge online	56%	55%
View rent account online	45%	NA
Register to search for mutual exchange partners	37%	NA
Report anti social behaviour	41%	39%
Enquire about your housing options	35%	34%
Download housing forms and leaflets	41%	44%
Not aware/don't know	33%	30%
Unweighted sample base	1007	528

Interestingly, among tenants who have held their tenancy for less than a year the proportion unaware of any of the listed online services is 22%. While this is lower than the overall tenants average it does perhaps suggest that there may be an opportunity to more clearly signpost these online options among new customers

A third (34%) of both tenants and leaseholders with some level of awareness of Council online services state that they have used one or more of the online services presented to them in the survey. Among tenants, use of services online is more common among those who have been tenants less than 5 years (less than a year: 42%, 1-2 years: 46%, 3-5 years: 42%).

Feedback from those who have used online service users is largely positive with 88% of tenants and 76% of leaseholders who state they have used one or more online service indicating that they found the online service(s) easy to use.

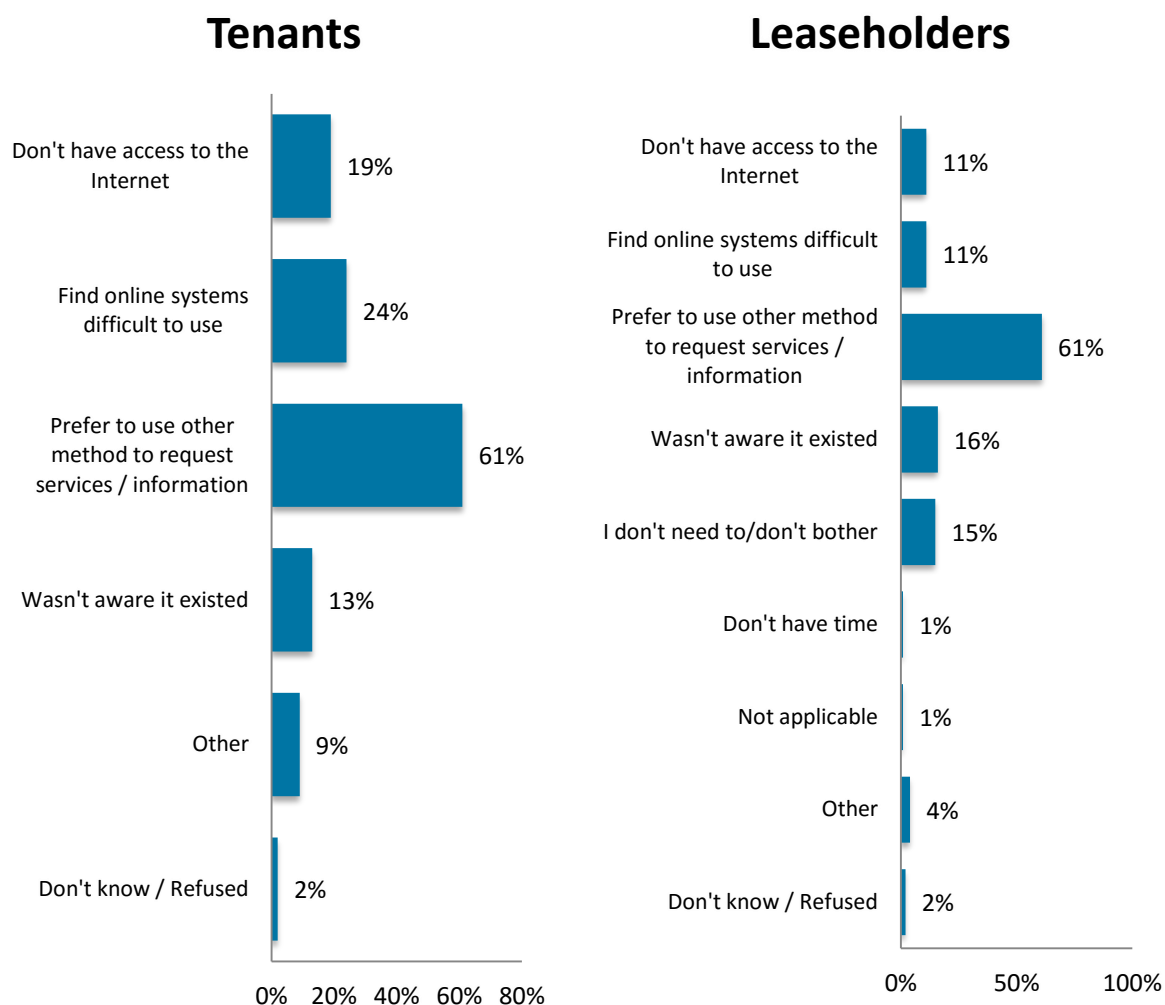
Figure 22: Did you find the online service(s) easy to use? All users



Unweighted sample base: 227/120

Those who indicated that they have not used online services on the Council's housing web pages were asked to give the reasons that best explain why this is the case. Among both tenants and leaseholders the most common single response was a preference for other (offline) methods to access services or information. It is however notable among tenants in particular that 24% of non users suggest that they find online systems difficult to use and 19% do not have access to the internet. On this basis for some tenants there clearly are barriers to online service use that awareness raising alone will not be able to overcome.

Figure 23: Reasons for non-use of online services (All non-users)



Unweighted sample base: tenants: 447 leaseholders: 250

10 Appendix 1: Survey questionnaire

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

RECORD DATABASE REF NUMBER FROM CONTACTS: _____

ASK TO SPEAK TO THE NAMED CONTACT #ResidentName#.

Good morning/afternoon/evening. My name is and I am calling from BMG Research, an independent research company carrying out a survey on behalf of Wandsworth Council. It is important for the council to understand how council residents feel about the housing services it is providing so that it can be sure that it is delivering them in the way and to the standard that residents want.

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

- **NOTE: IF CHALLENGED PLEASE LEAVE THE TELEPHONE AND CONTACT DETAILS FOR: Laura Hood, Policy and Performance Officer, Wandsworth Council, Tel: 020 8871 8942**

IF NOT CONVENIENT, ARRANGE TIME / DAY FOR CALL BACK

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

Yes	1	Go to Q2
-----	---	----------

No	2	Ask to speak to relevant person
----	---	---------------------------------

Housing and Services

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

Q2 Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? **READ OUT AND CODE ONE ONLY**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

Q3 Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? **READ OUT AND CODE ONE ONLY**

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

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

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

The housing and community services department has responsibility for the repairs inside a tenant’s home and for repairs to blocks and communal areas

Q5a Generally, how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance? **READ OUT AND CODE ONE ONLY**

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

Q5b Why do you say that? **WRITE IN VERBATIM**

Q6 Overall how satisfied or dissatisfied are you with the following services provided by your landlord? **READ OUT AND CODE ONE ONLY FOR EACH**

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	N/A

Grounds maintenance for external communal areas (i.e. gardening)	1	2	3	4	5	6
Cleaning services for internal communal areas	1	2	3	4	5	6
Cleaning services for external communal areas	1	2	3	4	5	6

Communication and information

Q7 Have you contacted the housing and community services department in the last 12 months? **CODE ONE ONLY**

Yes	1	Go to Q8
No	2	Go to Q13
Can't remember	3	Go to Q13

Q8 What was this contact about? **READ OUT**

Household Matters e.g. enquiries about your tenancy/lease agreement	1
Transfer/Exchange	2
Neighbourhood issues/anti social behaviour	3

Garden/communal areas	4
Repairs	5
Making a complaint	6
Other	7
Can't remember	8

Q9 How did you last contact the housing department? **READ OUT AND CODE ONE ONLY**

Telephone	1
Letter	2
Email	3
Text/SMS	4
In Person	5
Internet/online request	6

Q10 When you last had contact, was getting hold of the right person.....? **READ OUT AND CODE ONE ONLY**

Easy	1
Difficult	2

Neither	3
Can't remember	4

Q11 How helpful were the staff you had contact with.....? **READ OUT AND CODE ONE ONLY**

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

Q12 Were you satisfied with the final outcome?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4

Very dissatisfied	5
Don't know/No opinion	6

Q13 Are you aware that the following services are available on the Council's housing web pages? **READ OUT AND CODE ALL THAT APPLY**

Order a repair online	1
Track a repair online	2
Pay rent online (NOT RELEVANT TO LEASEHOLDERS)	3
View rent account online (NOT RELEVANT TO LEASEHOLDERS)	4
	5
Register to search for mutual exchange partners (NOT RELEVANT TO LEASEHOLDERS)	6
Report anti social behaviour	7
Enquire about your housing options	8
Download housing forms and leaflets	9
Not aware/don't know	10

Q14a Have you used any of the online services I have just mentioned? **READ OUT AND CODE ONE ONLY**

Yes, I have used one or more of the online services	1	GOT TO Q14b
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No, I have not used any of the online services	2	GO TO Q15
--	---	------------------

IF RESIDENT HAS USED ANY OF THE ONLINE SERVICES (CODE 1 AT Q14a) ASK:

Q14b Did you find the online service(s) easy to use? **CODE ONE ONLY**

Yes	1	GO TO Q16
No	2	GO TO Q14c

IF NO (CODE 2 AT Q14b) ASK:

Q14c Why didn't you find the online service(s) easy to use? **WRITE IN VERBATIM**

IF HAVE NOT USED ONLINE SERVICES (CODE 2 AT Q14a) ASK:

Q15 Which of these reasons best describes why you have not yet used the online services?
READ OUT AND CODE ALL THAT APPLY

Don't have access to the Internet	1
Find online systems difficult to use	2
Prefer to use other method to request services / information	3

Wasn't aware it existed	4
Other Specify _____	5
Don't know/refused	

(IF NO ACCESS TO THE INTERNET (CODE 1 AT Q15) DON'T ASK Q24)

Q16 Generally, how satisfied or dissatisfied are you that your landlord listens to your views and acts upon them? **READ OUT AND CODE ONE ONLY**

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

Q17 Overall how would you rate your level of agreement with each of the following statements where 1 represents strongly agree and 5 strongly disagree? **READ OUT AND CODE ONE ONLY FOR EACH**

	Agree strongly	Somewhat agree	Neither/nor	Somewhat disagree	Disagree strongly	N/A
I know how I can get involved in decisions about what happens in my area if I				4	5	6

choose to	1	2	3			
I am not interested in being involved in decisions about my area	1	2	3	4	5	6
My landlord keeps me informed about things that might affect me as a tenant/leaseholder	1	2	3	4	5	6
I am aware of my landlord's published service standards	1	2	3	4	5	6

Rents and Service Charges

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

Q18 Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the Finance Department with the following?

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

General

Q19a How likely would you be to recommend Wandsworth Council as a landlord to family or friends on a scale of 0 to 10 where 0 is not at all likely and 10 is extremely likely?

PLEASE PUT A CROSS (X) IN ONE BOX ONLY

Detractors						Passive			Promoters	
Not at all likely					Neutral					Extremely likely
0	1	2	3	4	5	6	7	8	9	10

Q19b Why do you say that? **PLEASE PROBE FULLY BUT DO NOT PROMPT. PLEASE TRY TO GET AS MUCH DETAIL AS POSSIBLE – WHY IS SERVICE GOOD OR BAD, IS THERE A PARTICULAR ISSUE WHICH HAS DRIVEN THE RESPONSE OR IS IT AN ONGOING EXPERIENCE, FOR EXAMPLE?**

Q20 Thinking about your local neighbourhood, how much of a problem are the following...? **READ OUT AND CODE ONE ONLY FOR EACH**

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

Q21 Which of the following services would you consider to be priorities? **READ OUT AND CODE UP TO THREE ONLY**

Keeping residents informed	1
The overall quality of your home	2
Listening to residents' views and acting upon them	3
Repairs and maintenance	4
Dealing with anti social behaviour	5
Your neighbourhood as a place to live	6
Value for money for your rent/service charge	7

Support and advice on claiming welfare benefits, money advice and paying rent/service charge	8
The Wandsworth Emergency Control service	9
<u>IF SHELTERED HOUSING: the sheltered housing officer service</u>	10

Q22 Thinking about the services Wandsworth Council provides, what are the three main things they could do to improve the housing services they provide to you? Please try to name **up to** three but **no more** than three. **WRITE IN VERBATIM UP TO THREE ONLY**

	1
	2
	3
96 NOTHING 97 DON'T KNOW	

Q23 Are you currently a member of a Residents' Association? **CODE ONE ONLY**

Yes	1
No	2

Q24 Do you have access to the Internet at home? **CODE ONE ONLY**

Yes	1
No	2

Q25 Would it be possible for Wandsworth Council to contact you in the future, by e-mail, for other research? Your e-mail address will be passed to Wandsworth Council for this purpose, but all of your survey responses would remain confidential. **CODE ONE ONLY**

Yes	1
No	2

Q26 What is your e-mail address? **WRITE IN VERBATIM**

98 Ref

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

As a market research agency BMG Research complies with the Market Research Society's Code of Conduct. This ensures that your replies will be treated confidentially.

If you want to check that BMG Research is a genuine market research agency please call the Market Research Society's freephone number – 0500 396 999 – Office hours only.

11 Appendix 2: 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).

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.

Ethical practice

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

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

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

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

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.

