

Research Report



Wandsworth Council STAR Lite Survey 2020

Prepared for: Wandsworth Council

Wandsworth Council STAR Lite Survey 2020

Prepared for: **Wandsworth Council**

Prepared by: **BMG Research**

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1 Introduction

1.1 Background

In January 2020, Wandsworth Council commissioned BMG Research to carry out their 2020 Perceptions Survey amongst tenants and leaseholders to help understand how Council residents feel about the housing services they are providing so that they can be delivered in the right way and to the standard residents expect. Due to the coronavirus pandemic, the survey was pushed back and commenced in October 2020.

1.2 Methodology

Surveys were sent to a sample of 7,000 tenants and all available leaseholder contacts (4,412). Tenants were randomly sampled stratified by property type, estate type and area to ensure we reached a cross section of tenants across the borough.

Tenants were surveyed via telephone to give their views on the Council. All respondents with a mobile number available were first given the option to complete the survey online via an SMS invite. After three days those who did not respond to the initial SMS invite were sent out a reminder. After 7 days all those who did not respond to either SMS invite were added into the telephone sample to be contacted by BMG call centre staff. Overall, 555 respondents completed the survey online.

HouseMark suggests that populations of 10,000+ should employ surveys that generate a confidence interval of +/-3%. On this basis (and keeping in line with the previous year's survey) 1,000 interviews among tenants were commissioned, with 1,003 completed October – November 2020. These interviews were completed from a representative sample of 7,000 contacts drawn at random from the tenant population, stratified by Estate management team, property type and estate type.

For the Council's leaseholder's population, HouseMark recommends a +/-4% level of confidence. To hit this threshold 555 telephone interviews were required. However, of the 7673 contacts in the leaseholder contacts, 4,412 had telephone contact details. As a result, along with SMS invites and telephone interviewing we reached 502 leaseholder completes.

Table 1: Response rates by tenure

	Stock size	Sample size	Returns	Total Response rate	Confidence interval
Tenants	14461	7000	1003	14%	±2.99%
Leaseholders	7673	4412	502	11%	±4.23%

1.3 This report

Figures and tables are used throughout the report to assist explanation and analysis. Although occasional anomalies appear due to 'rounding' differences, these are never more than +/-1%. These occur where, for example, the proportion of respondents who are very satisfied and fairly satisfied are added to produce an overall satisfaction figure. For example, if 25.4% of tenants state they are very satisfied and 30.3% of tenants are fairly satisfied, these figures are rounded down to 25% and 30% respectively. However, the sum of these two responses is 55.7% which is rounded up to 56%, whereas the individual responses suggest this total should be 55%.

Throughout the report the abbreviation 'cf.' is used as shorthand for 'compared to' when examining the data, especially among different sample groupings.

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

Throughout this report, the term 'significant' is only used to describe differences within particular groups (e.g. age, property type) that are statistically significant, or changes compared to previous findings that are statistically significant. In some graphics and tables, ticks and crosses will be seen next to some figures. These indicate an increase or decrease with subgroup data compared to the total figure. A tick represents a positive significant difference, a cross represents a negative significant difference.

If a sub-group has an unweighted base of less than 30, these results should be taken as indicative only.

2 Key findings

2.1 Key Survey findings

2.1.1 Overall perceptions

Overall, 64% of tenants said they are satisfied with the overall services provided by Wandsworth Council housing services, with 29% very satisfied. Just over a quarter (27%) of tenants express dissatisfaction to the services provided overall, with 15% saying they are very dissatisfied. Results have remained stable compared to the previous year's findings.

Over half (54%) of leaseholders are satisfied with the overall services provided by Wandsworth Council's housing services, with 14% saying they are very satisfied. 30% of leaseholders are dissatisfied with this measure, with 16% saying they are very dissatisfied with the overall services provided. Perceptions have improved amongst leaseholders since the 2019 findings, with both satisfaction increasing and dissatisfaction dropping.

Two thirds (66%) of tenants are satisfied with the way the Council runs their local area, with nearly three in ten (29%) very satisfied. Around a quarter of tenants say they are dissatisfied with the way the Council runs things, with 12% very dissatisfied. Overall satisfaction with the way the Council runs things is 2-percentage points higher compared to the previous year's findings. 59% of leaseholders are satisfied with the way Wandsworth Council is running their local area, with just under a fifth (18%) very satisfied. Just over a quarter are dissatisfied with this measure, with just over one in ten (12%) very dissatisfied. Perceptions of how the Council is running the local area have improved compared to the previous year amongst leaseholders, with a slight increase in satisfaction (59% cf. 56%).

Around three fifths (59%) of tenants are satisfied with the overall condition of their property, with around one in four (26%) very satisfied. Over three in ten (34%) tenants are dissatisfied with the condition of their property, with around a fifth (19%) very dissatisfied.

Just over seven in ten (71%) tenants are satisfied with their neighbourhood as a place to live, with 40% very satisfied. Around a fifth (19%) are dissatisfied with this measure, with 9% saying they are very dissatisfied with their neighbourhood as a place to live. Around three quarters (76%) of leaseholders are satisfied with their neighbourhood as a place to live, with just under a third (32%) very satisfied. 17% say they are dissatisfied with their neighbourhood as a place to live, with just 6% very dissatisfied.

2.1.2 Contact and communication

Around three fifths (59%) of tenants said they had contacted the housing department. For both tenants and leaseholders, when contacting the housing department, the repairs was the most common topic discussed.

Just under half (48%) of tenants said they were satisfied with dealing with the Housing and Regeneration Department when contacting them, with around a quarter (26%) saying they are very satisfied. 40% of tenants are dissatisfied with this measure. Just over two fifths (42%) of leaseholders said they are satisfied with how easy it is to deal with the housing department was, with 18% very satisfied. 48% of leaseholders said they were dissatisfied with this measure, with around a fifth (19%) saying they are very dissatisfied.

Just a quarter (26%) of tenants said they would be more likely to contact the Housing and Regeneration Department online compared to before the coronavirus pandemic. A similar proportion of leaseholders said they would contact Housing department more online than compared to before the pandemic (24%), with over half (54%) saying they wouldn't contact the department online more frequently than before.

2.1.3 Response to the coronavirus outbreak

Around three fifths (59%) of tenants said they were satisfied with the housing service's response to the coronavirus outbreak, with 27% very satisfied. Just 15% of tenants expressed dissatisfaction towards this measure. For leaseholders, 45% said they were satisfied with Wandsworth's housing services during the outbreak, with 13% very satisfied. 21% of leaseholders said they were dissatisfied with this measure.

As well as the housing services, respondents were also asked about their perceptions of the Council's response to the pandemic in general. Perceptions were higher amongst tenants compared to their views regarding the housing services specifically, with 64% saying they were satisfied with this measure, and just 15% said they were dissatisfied. 57% of leaseholders were satisfied with Wandsworth Council's overall response to the coronavirus outbreak, with 13% very satisfied. 15% said they were dissatisfied.

41% of tenants agreed that they were involved in helping their local community during lockdown. Just under three fifths (57%) agreed that during lockdown they felt like there was help available if needed. Over four in ten (42%) agree that they feel a stronger connection to their local community now, more so than before the coronavirus pandemic. Around a third of leaseholders (34%) agree that they were involved in helping their local community during the lockdown, whilst around half (51%) agreed that the help was there for them if they needed it. 38% of leaseholders agree that they feel a stronger connection to their local community than they did before the coronavirus pandemic, whilst a fifth (20%) disagree with this statement.

2.1.4 Rent and service charges

70% of tenants are satisfied with the value for money of rent and service charges, with just over a third (36%) very satisfied. Just a fifth (20%) of tenants stated they were dissatisfied with this measure, with one in ten (11%) very dissatisfied. Amongst leaseholders, 55% say they are satisfied with the value for money of their rent/ services charges, with 16% very satisfied. A third (33%) of leaseholders said they were dissatisfied, with 15% very dissatisfied with the value for money they provide.

Three fifths (60%) of tenants said they were satisfied with the advice and support they received in regards to claiming universal credit, with just 18% dissatisfied. 61% of tenants are also satisfied with the advice and support they received on claiming any other welfare benefits. Just under seven in ten (68%) of tenants said they were satisfied with the advice and support they received in managing their finances and paying rent/ service charges, with just 14% dissatisfied with this measure.

Amongst leaseholders, just over a quarter (27%) said they were satisfied with the support and advice they received in regards to claiming universal credit. Half stated neither, which may indicate they do not need to use the services offered. 50% of leaseholders said they were neither satisfied or dissatisfied with the support and advice for claiming any other welfare benefits. Half (50%) of leaseholders said they were satisfied with the advice and support they received in managing their finances and paying rent/ service charges, with just 19% dissatisfied.

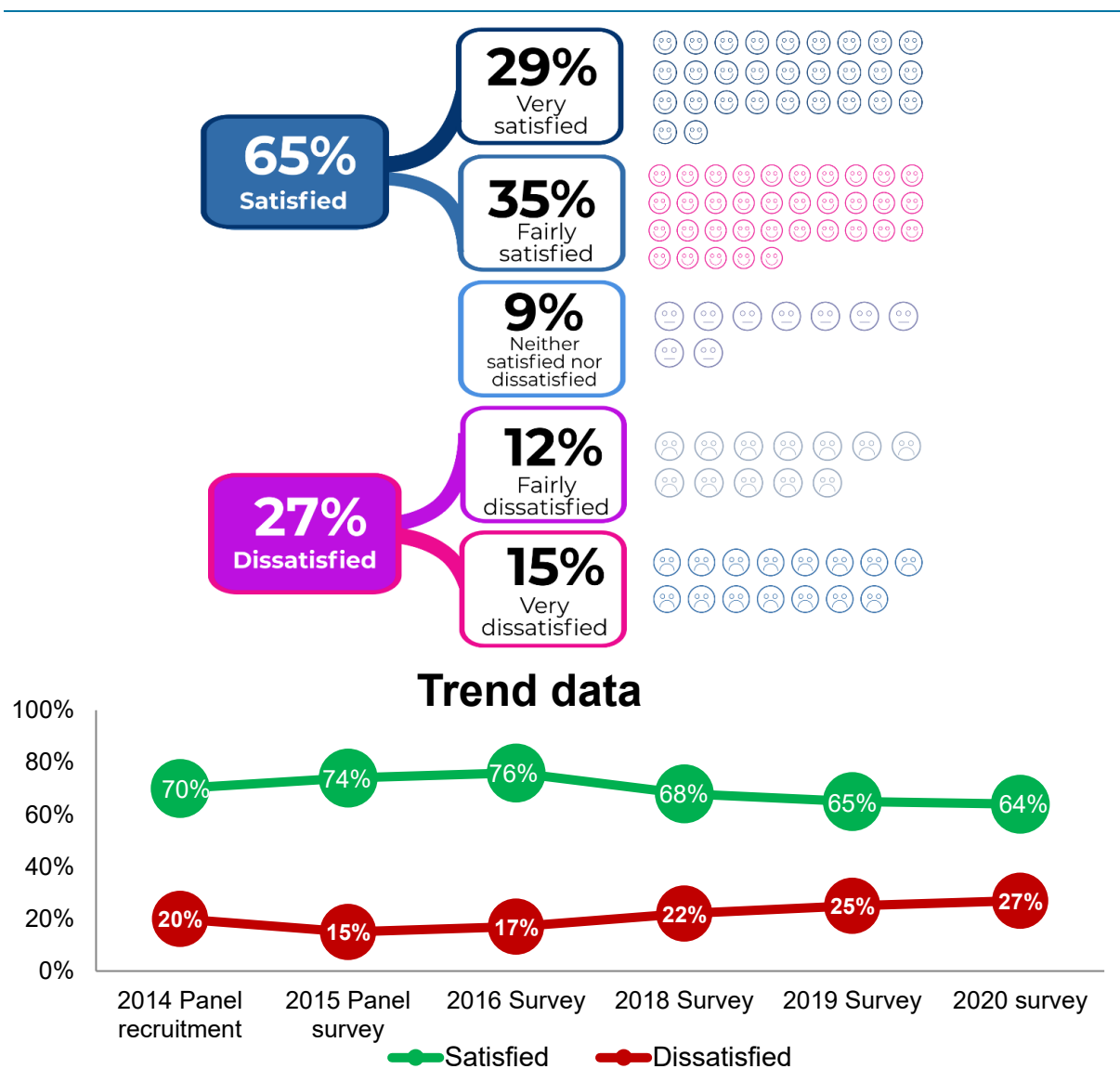
3 Overall Housing Services

3.1 Overall Satisfaction

3.1.1 Tenant Satisfaction

Just under two thirds (64%) of tenants say they are satisfied with the overall services provided by Wandsworth Council housing services, with 29% very satisfied. Conversely, just under three in ten (27%) of tenants express dissatisfaction with the services provided overall, with 15% saying they are very dissatisfied. Results have remained stable compared to the previous year’s findings, where overall satisfaction has flatlined, and dissatisfaction slightly increased, but not significantly so.

Figure 1: Q2. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? (Valid responses)



Unweighted sample base: 1003

3.1.2 Tenant Subgroup

Tenants living in flats are significantly more likely compared to the total average to be satisfied with the overall services provided by Wandsworth Council housing services (68% cf. 64%). However, those living in maisonettes are significantly less likely to be satisfied when compared to the total (53% cf. 64%).

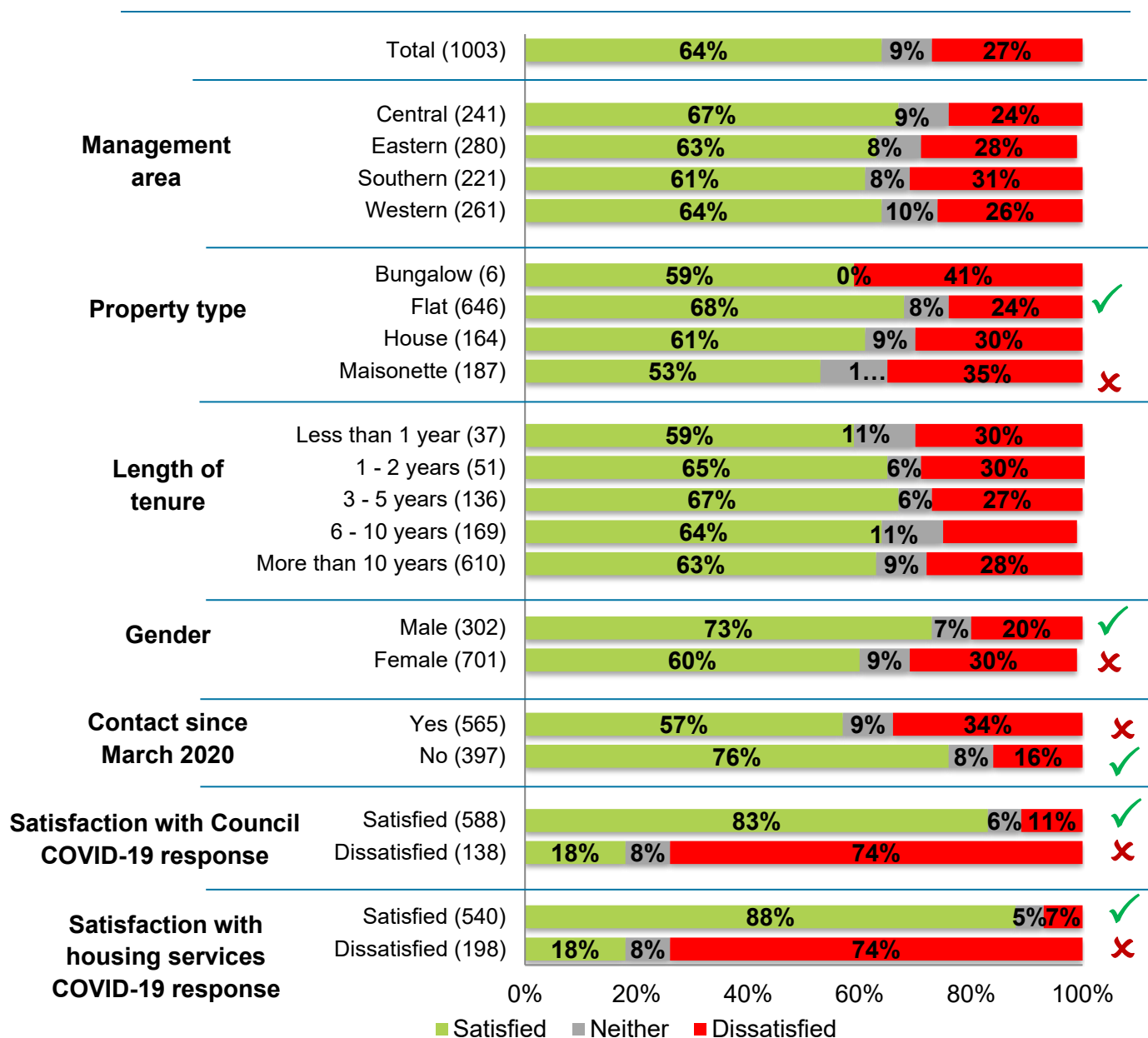
Male tenants are significantly more likely to be satisfied with the overall services provided by the housing services compared to female tenants (73% cf. 60%).

In terms of contacting Wandsworth, tenants who have contacted the Council since March 2020 are significantly less likely to be satisfied with the overall services provided compared to those who have not contacted Wandsworth in the same time frame (57% cf. 76%). This may be expected however, as tenants with an issue or problem are those that are more likely to need to speak with someone at the Council.

Tenants who say they are satisfied with the Council's response to COVID-19 are significantly more likely to be satisfied with the services overall compared to those who expressed dissatisfaction towards the Council's response to the COVID-19 pandemic (83% cf. 18%).

This is mirrored in terms of the housing service specifically, with those satisfied with the housing services response to COVID-19 being significantly more likely to be satisfied with the services they provide overall compared to those who were not satisfied with the housing services response to the pandemic (88% cf. 18%).

Figure 3: Q2. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? – by subgroup (Valid responses)

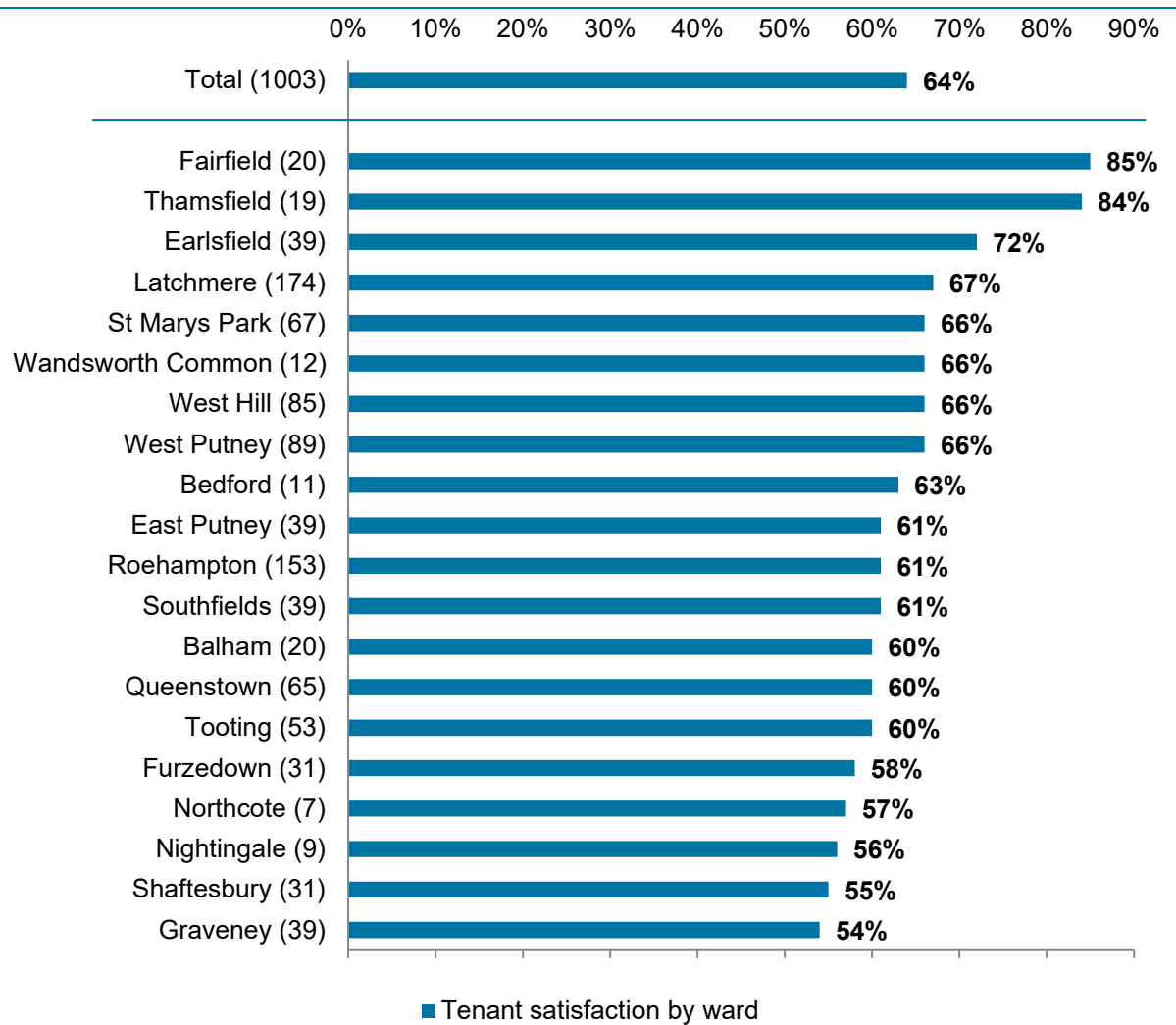


Unweighted base size in parenthesis

3.1.3 Perceptions of the overall services by ward

By ward, those living in Fairfield (85%) or Thamsfield (84%) show the highest levels of satisfaction amongst the wards within Wandsworth. Conversely, those in Graveney (54%) show the lowest levels of satisfaction with the overall services provided amongst all the wards.

Figure 2: Q1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? – By ward

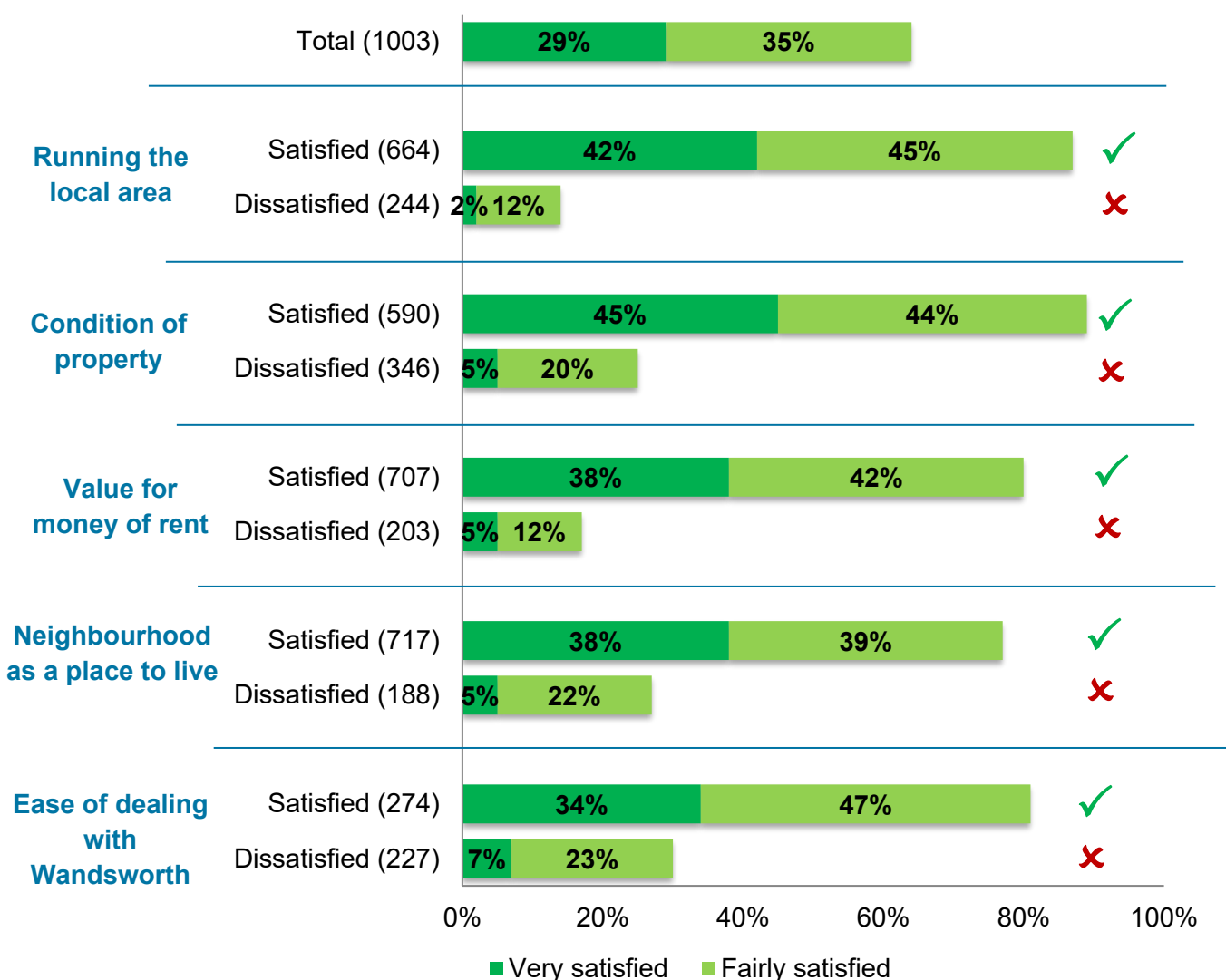


Unweighted sample bases in parentheses

3.1.4 Perceptions of the services provided by other key measures

The chart below highlights the importance of being satisfied with various other measures rated within this survey has on a tenant’s level of satisfaction with the overall service provided by Wandsworth Council. As the figure shows, tenants who have positive perceptions towards other measures such as running of the local area and condition of the property are all significantly more likely than the total average to be very satisfied with the overall service provided. Conversely, tenants are significantly less likely to be very satisfied with the overall service provided if they hold negative perceptions for any of the other services. Just over two fifths (42%) of those satisfied with how Wandsworth runs their local area are very satisfied with the overall service provided.

Figure 3: Perceptions of the services provided by Wandsworth Council against other key measures



Unweighted sample base in parenthesis

3.1.5 Tenant - method of data collection

In 2019 an online method of data collection was introduced to help capture responses from a more representative sample. Typically, online surveys are less positive than telephone surveys, this is due to a positive interviewer bias during telephone surveys and the types of residents online surveys captures feedback from tend to be less positive. Below outlines how this has impacted levels of satisfaction compared to 2018, and highlights the different employment composition between modes. We have also provided a benchmark comparison for other organisations who use a mixed mode of engagement. This shows that although satisfaction appears to be stable since 2019, this wave of data collection has captured a higher proportion of online responses than 2019 with levels of satisfaction marginally improving via both methods.

3.1.6 Tenants' satisfaction scores and background demographics over time

Year	2018		2019		2020	
Mode of collection	CATI	CATI	CAWI	CATI	CAWI	
Base sizes	1002	683	318	497	506	
Satisfaction	68%	71%	51%	74%	54%	
Employed (inc. self-employed)	-	-	-	29%	45%	
Unemployed	-	-	-	7%	9%	
Retired	-	-	-	43%	13%	
In education	-	-	-	<.5%	3%	
Looking after family or house	-	-	-	6%	10%	
Permanently sick or disabled	-	-	-	13%	16%	

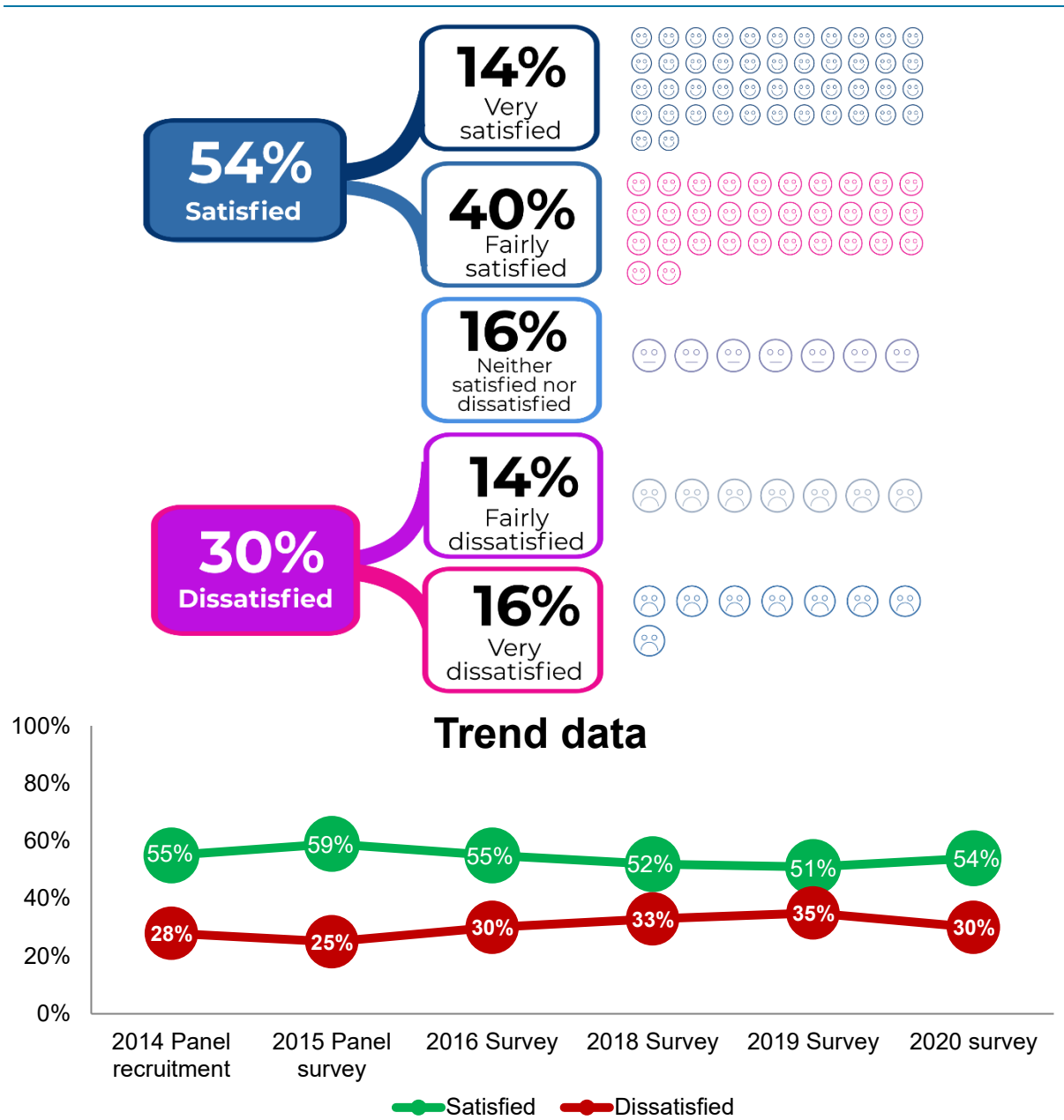
3.1.7 Benchmark scores by method of data collection

Social Housing Provider	Mode of collection		
	Both	CATI	CAWI
Regional HA (20,000+ stock, predominately North West)	76%	80%	65%
Regional HA (20,000+ stock, predominately London)	62%	70%	59%
Scottish HA (1,000 – 10,000 stock)	86%	78%	73%
South East HA (1,000 – 10,000 stock)	75%	84%	62%
Regional HA (20,000+ stock, predominately London)	58%	72%	53%
London Council	52%	60%	47%
North East HA (20,000+ stock)	81%	87%	73%

3.1.8 Leaseholder Satisfaction

Over half (54%) of leaseholders express satisfaction towards their perceptions of the overall services provided by Wandsworth Council, with 14% saying they are very satisfied. Three in ten (30%) leaseholders are dissatisfied with this measure, with 16% saying they are very dissatisfied with the overall services provided. Perceptions have improved amongst leaseholders since the previous year's findings, with both satisfaction increasing and dissatisfaction dropping.

Figure 4: Q2. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? (Valid responses)



Unweighted sample base: 502

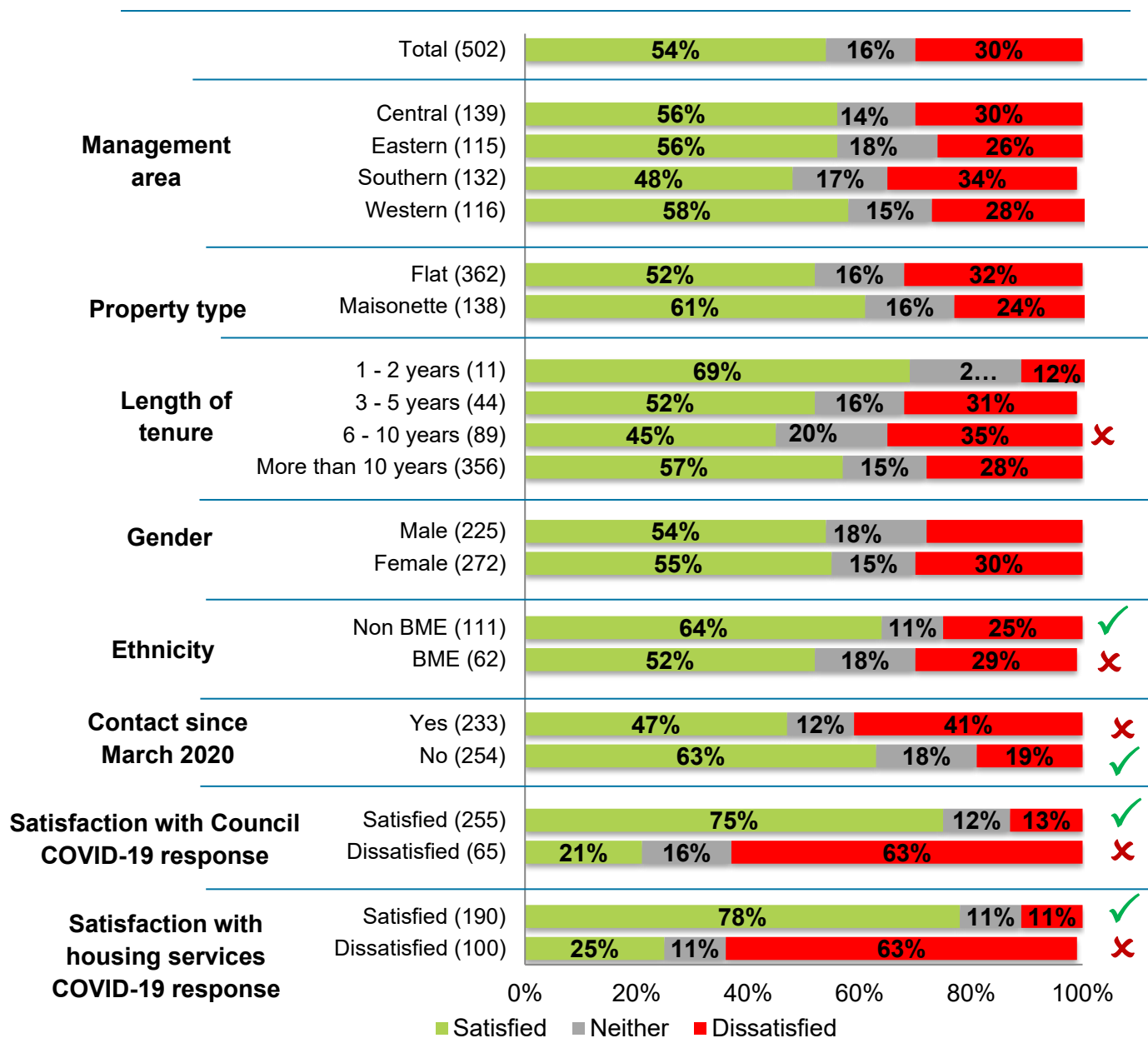
3.1.9 Leaseholder Subgroup

Those who have been a leaseholder at Wandsworth Council for 6-10 years are significantly less likely to be satisfied with the overall services provided compared to the total average (45% cf. 54%).

None BME leaseholders are significantly more likely to be satisfied with the overall services provided compared to BME leaseholders (64% cf. 52%).

Like tenants, those that are satisfied with the Council's response to the coronavirus outbreak are significantly more satisfied with the overall services provided compared to those that are not satisfied with the Council's response to the pandemic (75% cf. 21%). The same can be said for the housing services specific response to the pandemic, with those satisfied with the housing services response to coronavirus significantly more likely to be satisfied with the overall services provided by Wandsworth compared to those who feel dissatisfied with the housing services' response to the coronavirus outbreak (78% cf. 25%).

Figure 3: Q2. Taking everything into account, how satisfied or dissatisfied are you with the services provided by your landlord? By Subgroup (Valid responses)



Unweighted base size in parenthesis

3.1.10 Leaseholder - method of data collection

As highlighted previously for tenants, below outlines how the mixed method of data collection has impacted levels of satisfaction compared to 2018 and 2019, the employment composition this wave between modes and benchmark data by method of data collection. This shows that satisfaction appears to have increased via both methods of data collection for leaseholders and when compared against other providers in London is higher.

3.1.11 Tenants' satisfaction scores and background demographics over time

Year	2018		2019		2020	
Mode of collection	CATI	CATI	CAWI	CATI	CAWI	
Base sizes	537	319	82	310	192	
Satisfaction	52%	58%	27%	66%	36%	
Employed (inc. self-employed)	-	-	-	41%	72%	
Unemployed	-	-	-	4%	7%	
Retired	-	-	-	48%	13%	
In education	-	-	-	0%	0%	
Looking after family or house	-	-	-	2%	3%	
Permanently sick or disabled	-	-	-	2%	2%	

3.1.12 Benchmark scores by method of data collection

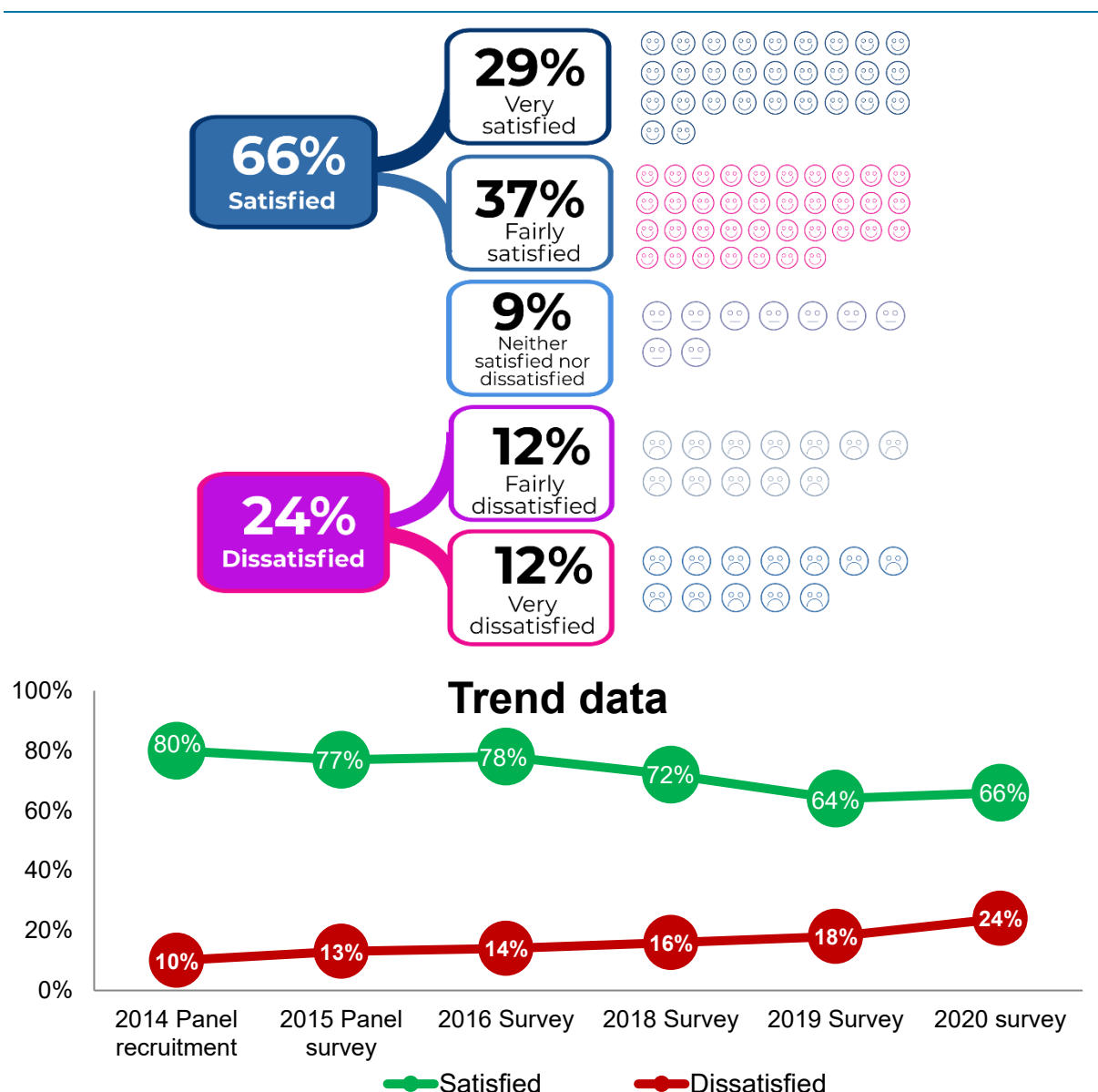
Social Housing Provider	Mode of collection		
	Both	CATI	CAWI
Regional HA (20,000+ stock, predominately North West)	58%	62%	48%
Regional HA (20,000+ stock, predominately London)	28%	44%	24%
Regional HA (20,000+ stock, predominately London)	24%	37%	19%
London Council	39%	43%	34%

3.2 Wandsworth running the local area

3.2.1 Tenant Satisfaction

Two thirds (66%) of tenants are satisfied with the way the Council runs their local area, with nearly three in ten (29%) very satisfied. Around a quarter of tenants say they are dissatisfied with the way the Council runs things, with 12% very dissatisfied. Overall satisfaction with the way the Council runs things is 2-percentage points higher compared to the previous year’s findings, however dissatisfaction has also risen by 6-percentage points, indicating tenant perceptions are more polarising this year, compared to the last, where the proportion of those saying neither satisfied nor dissatisfied was double compared to this year (9% cf. 18%).

Figure 5: Q3. Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? (Valid responses)



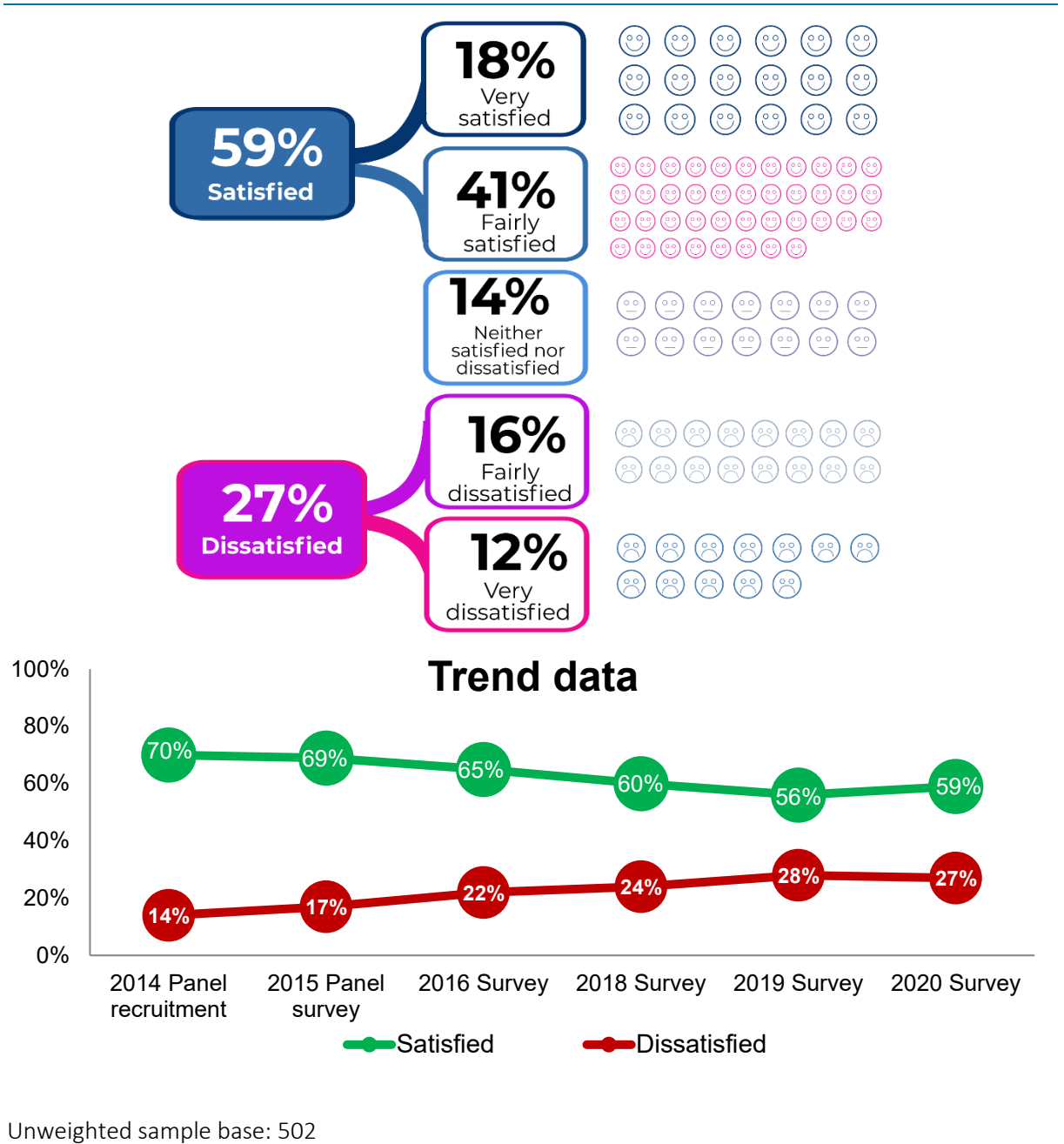
Unweighted sample base: 1003

3.2.2 Leaseholder satisfaction

Just under three fifths (59%) of leaseholders express satisfaction towards the way Wandsworth Council is running their local area, with 18% very satisfied. Just over a quarter are dissatisfied with this measure, with just over one in ten (12%) very dissatisfied. Overall perceptions with the Council running the local area have improved compared to the previous year, with a slight increase in satisfaction (59% cf. 56%) and slight decrease in dissatisfaction (27% cf. 28%).

By estate management area, those living in the Southern area are significantly more likely to be dissatisfied with the running of the local area compared to the total average (34% cf. 27%).

Figure 6: Q3. Taking everything into account, how satisfied or dissatisfied are you with the way Wandsworth Council is running your local area? (Valid responses)



Unweighted sample base: 502

3.3 Condition of property

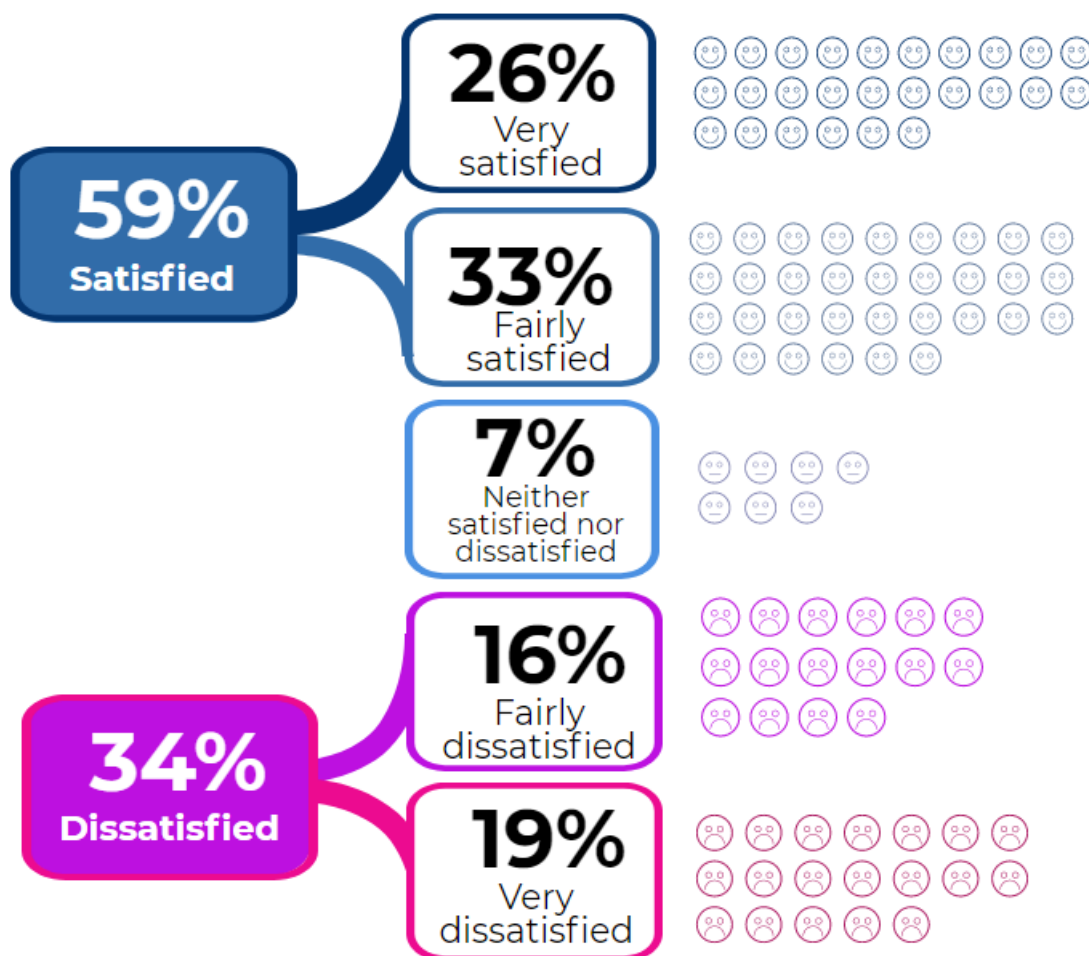
3.3.1 Tenant Satisfaction

Around three fifths (59%) of tenants are satisfied with overall condition of their property, with just over a quarter (26%) very satisfied. Over three in ten (34%) of tenants are dissatisfied with the condition of their property, with around a fifth (19%) very dissatisfied.

Tenants living in flats are significantly more likely to be satisfied with the condition of their property compared to the total average (62% cf. 59%). Conversely, those living in maisonettes are significantly less likely to be satisfied with condition of their property compared to the total average (48% cf. 59%). Those in maisonettes (48%), in general are significantly less satisfied with the condition of their property compared to those in flats (62%) and houses (60%).

Around one fifth of tenants are dissatisfied with the condition of their property because the poor cleaning service or the property being messy (18%) and because the Council is slow to act and/or respond (18%). Other causes for dissatisfactions amongst tenants are issues being ignored or not dealt with (17%), issues with damp and mould (15%) and poor service provision, which includes repair and maintenance (15%).

Figure 7: Q4/1. Overall, how satisfied or dissatisfied are you with the following? The general condition of the property (Valid responses)

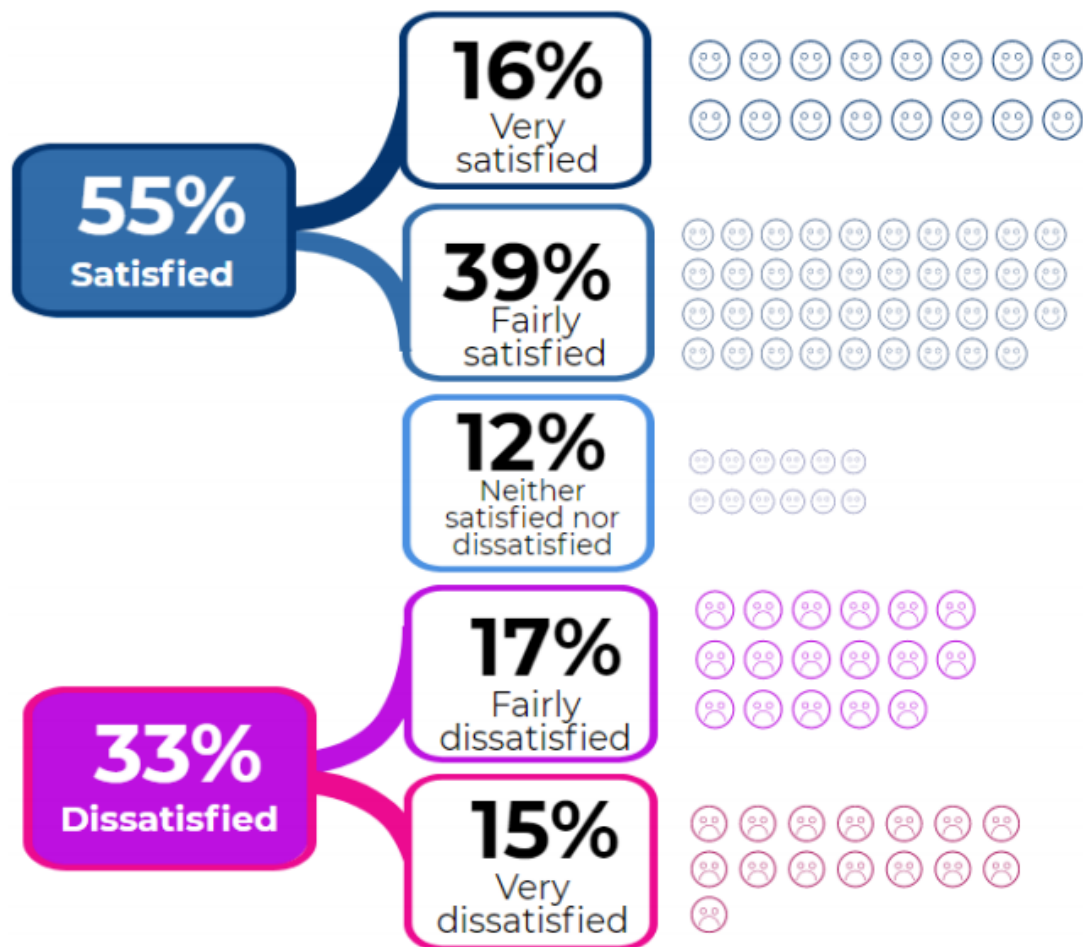


Unweighted sample base: 1003

3.3.2 Leaseholder satisfaction

Over half (55%) of leaseholders are satisfied with the condition of their property, with 16% very satisfied. A third of leaseholders (33%) express dissatisfaction towards the condition of their property, with 15% very dissatisfied. It should be noted that leaseholders are responsible for internal repairs and maintenance within their homes; the Council as freeholder retains responsibility for the structure of the block only.

Figure 8: Q4/1. Overall, how satisfied or dissatisfied are you with the following? The general condition of the property (Valid responses)



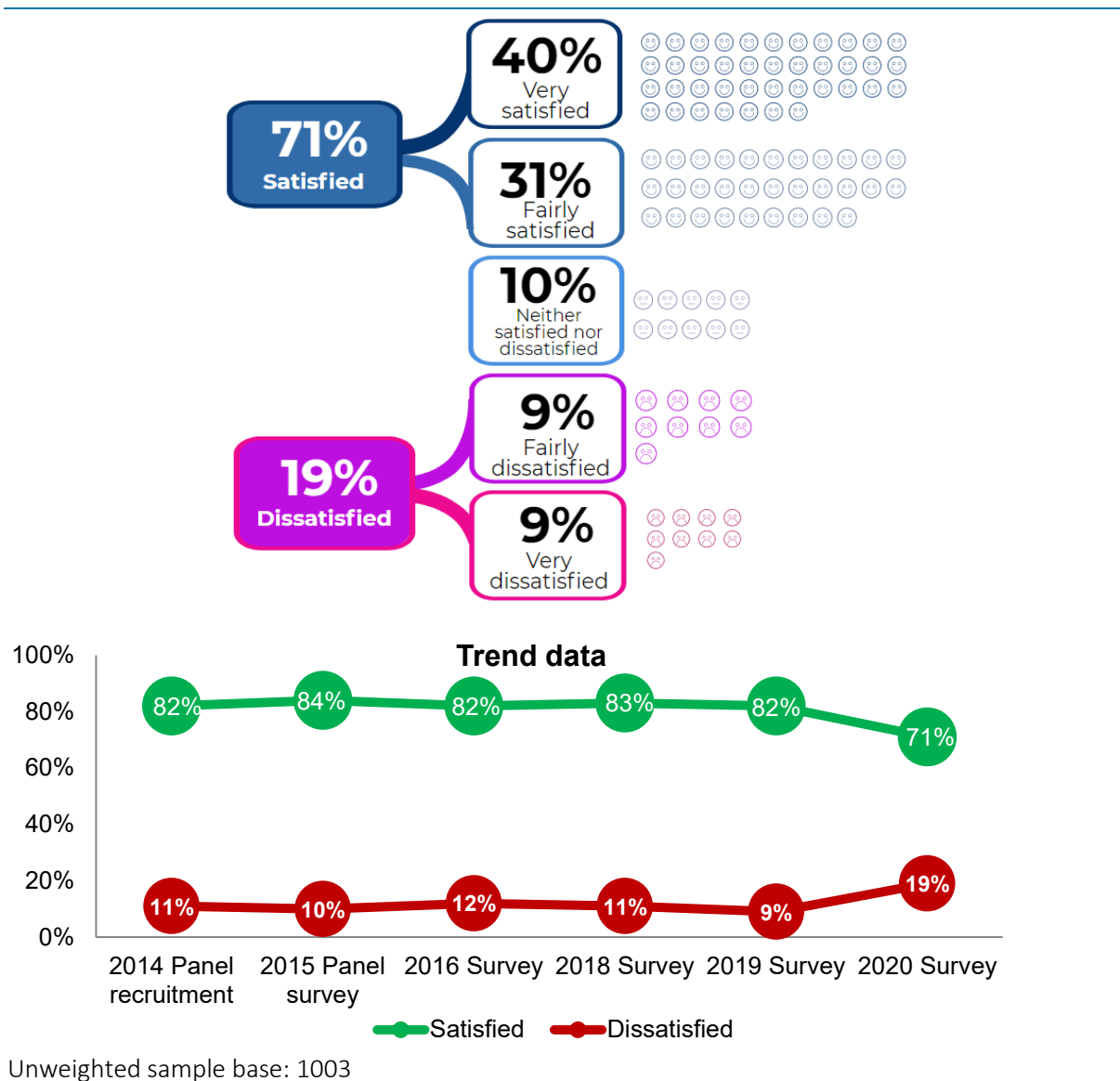
Unweighted sample base: 502

3.4 Neighbourhood as a place to live

3.4.1 Tenant Satisfaction

Just over seven in ten (71%) tenants are satisfied with their neighbourhood as a place to live, with 40% very satisfied. Around a fifth (19%) are dissatisfied with this measure, with 9% saying they are very dissatisfied with their neighbourhood as a place to live. There has been a significant decrease in satisfaction with the neighbourhood as a place to live compared to the previous year’s findings (71% cf. 82%).

Figure 8: Q4/3. Overall, how satisfied or dissatisfied are you with the following? The neighbourhood as a place to live (Valid responses)



3.4.2 Tenant Subgroup

Those living in the Central area are significantly more likely to be satisfied with their neighbourhood as a place to live compared to those in the Eastern management area (77% cf. 66%).

By ward, those in Roehampton are significantly less likely to be satisfied with their neighbourhood as a place to live compared to the total average (62% cf. 71%).

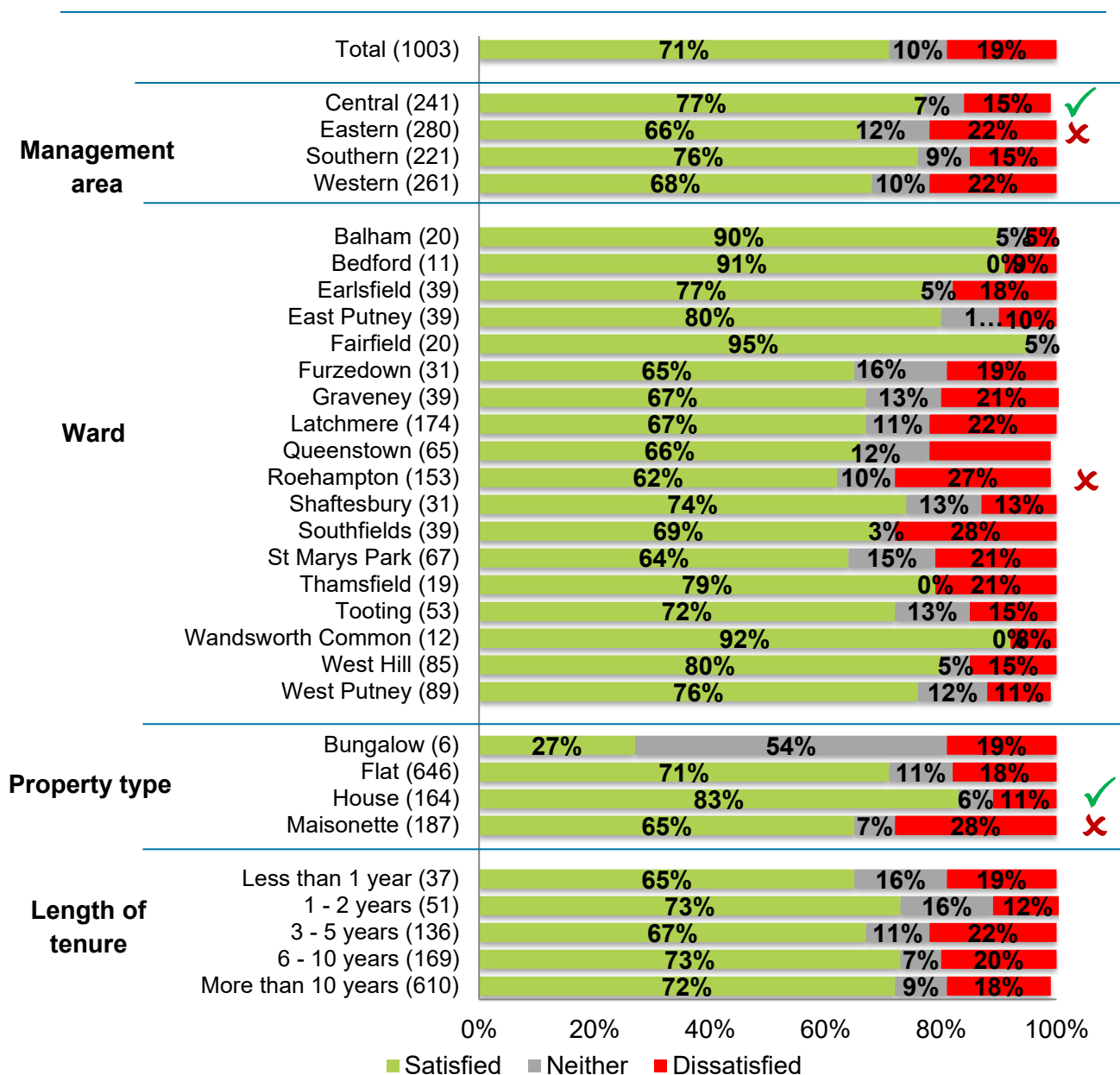
Those in houses are significantly more likely compared to the total average to be satisfied with the neighbourhood as a place to live (83% cf. 71%). Conversely, those living in maisonettes are significantly less likely to be satisfied with their neighbourhood as a place to live compared to the total average (65% cf. 71%).

As per reason for dissatisfaction; compared to everyone who say is dissatisfied with the service provided by the Council and the action and response rate those living in the Southern area are more likely to be dissatisfied with the poor service provision, which includes repair and maintenance (25%) and the slow rate to act and/or response (28%)

By ward, those in West Hill are more likely to be dissatisfied because of issues with damp and/or mould (27%).

Those who live in houses are more likely to be dissatisfied because of poor service provision (29%) and the poor quality of works (23%).

Figure 3: Q4/3. Overall, how satisfied or dissatisfied are you with the following? The neighbourhood as a place to live (Valid responses)



Unweighted base size in parenthesis

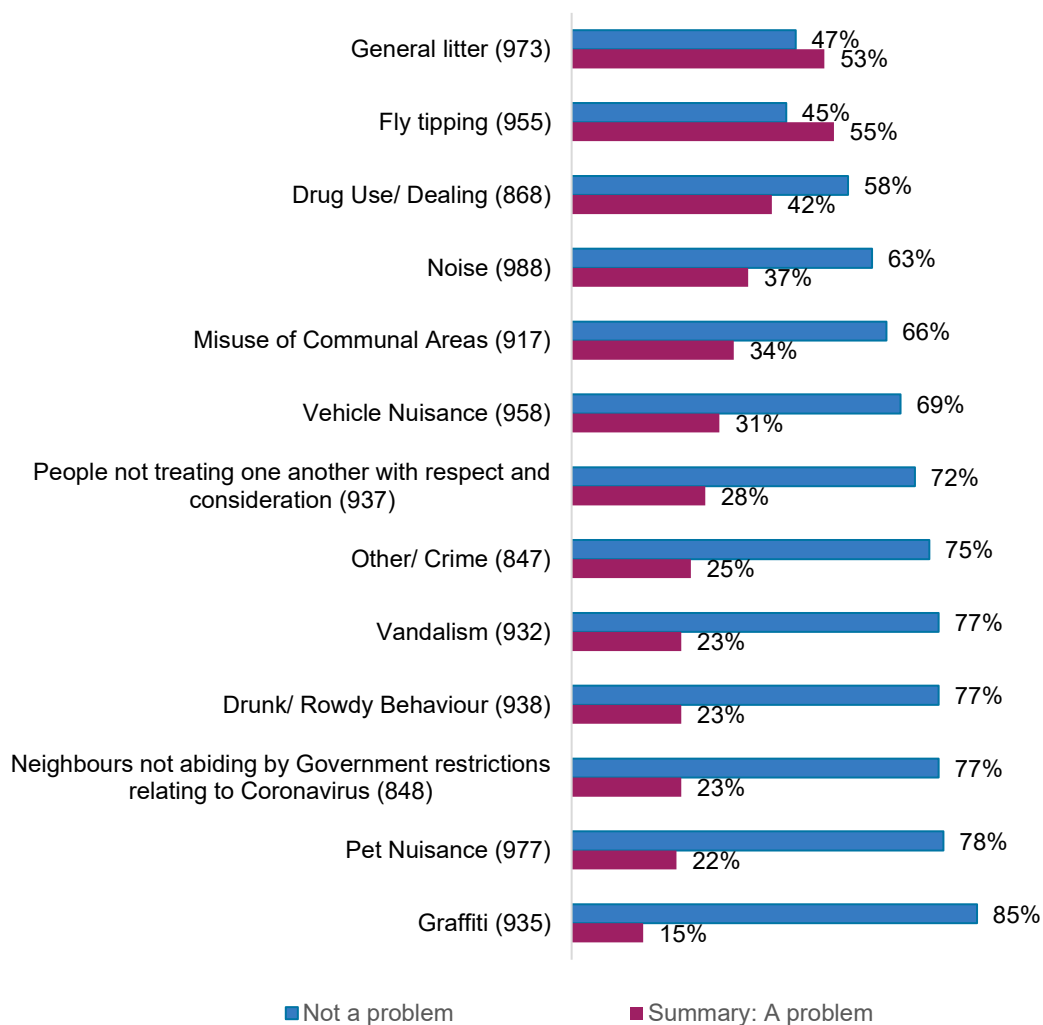
3.4.3 Neighbourhood issues

Tenants were asked whether a series of neighbourhood issues were problems within their neighbourhoods. General litter (53%) was one of the biggest problems amongst tenants, with over half citing this as an issue. This is significantly more likely to be a problem within the Eastern management area (60%), but significantly less so in the Central management area (46%).

55% of tenants also cited fly tipping as a neighbourhood issue. Again, this is significantly less likely to be an issue within the Central management area (47%). Tenants in Latchmere are significantly more likely to consider this a problem compared to the total average (62% cf. 55%), as are those in Tooting (71% cf. 55%).

42% of tenants said drug use/ dealing was a problem in their local neighbourhood. Those in the Eastern management area are significantly more likely to cite this as a problem compared to the total average (56% cf. 42%), whilst those in the Southern management area are significantly less likely to feel this is a problem in their neighbourhood (31% cf. 42%).

Figure 3: Q20. Thinking about your local neighbourhood, how much of a problem are the following? (Valid responses)



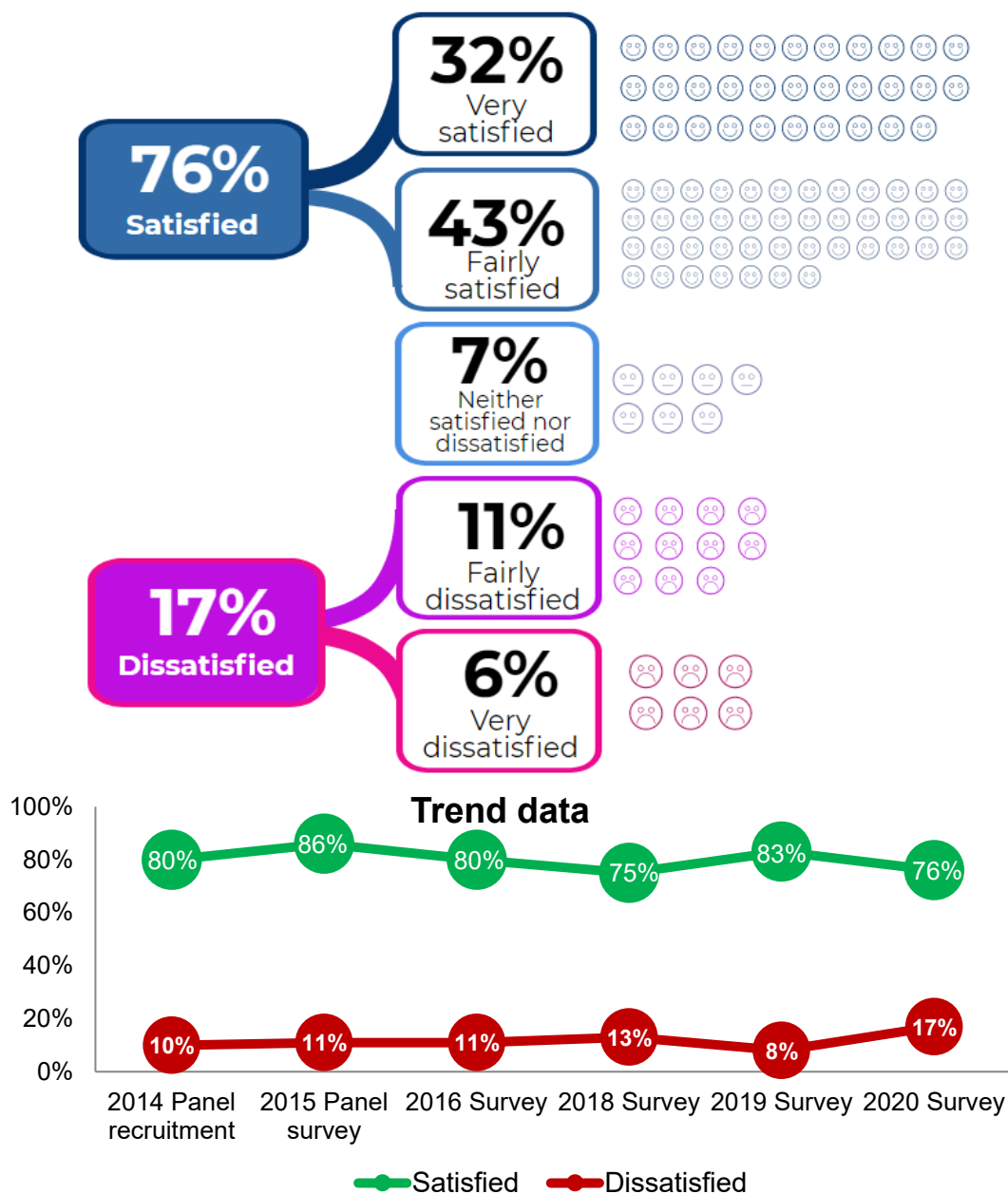
Base size in parentheses

3.4.4 Leaseholder Satisfaction

Around three quarters (76%) of leaseholders are satisfied with their neighbourhood as a place to live, with just under a third (32%) very satisfied. 17% say they are dissatisfied with their neighbourhood as a place to live, with just 6% very dissatisfied. The levels of satisfaction have significantly fallen from the figure in 2019 (76% cf. 83%).

The most common reasons for dissatisfaction are the poor cleaning services and/or messy property (36%) and poor value for money (28%).

Figure 9: Q4/3. Overall, how satisfied or dissatisfied are you with the following? The neighbourhood as a place to live (Valid responses)

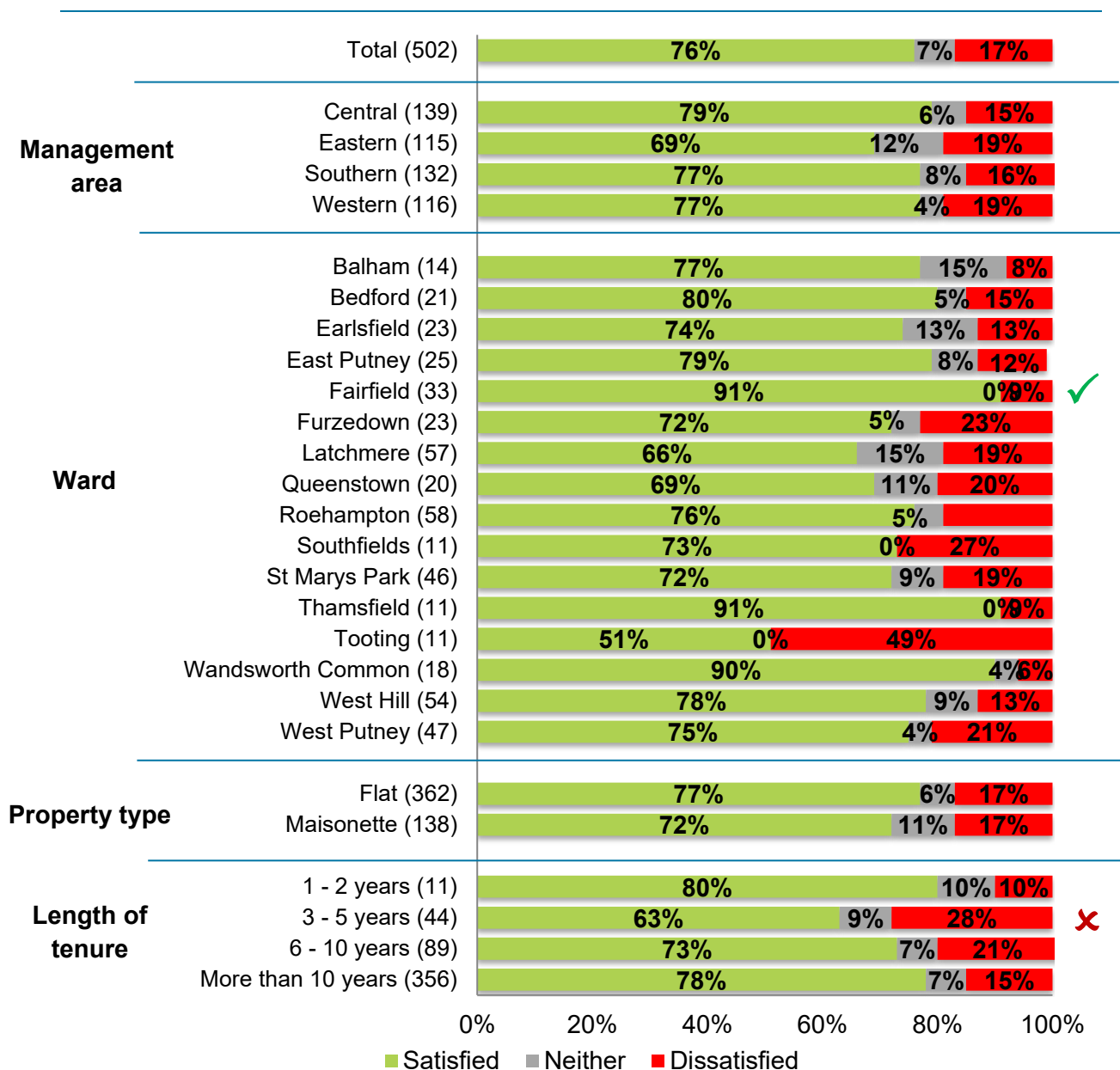


Unweighted sample base: 502

3.4.5 Leaseholder Subgroup

Leaseholders living in Fairfield are significantly more likely to be satisfied with the neighbourhood as a place to live compared to the total average (91% cf. 76%). Those who have been a leaseholder of Wandsworth Council for 3-5 years are significantly less likely to be satisfied with their neighbourhood as a place to live compared to the total average (63% cf. 76%).

Figure 3: Q4/3. Overall, how satisfied or dissatisfied are you with the following? The neighbourhood as a place to live – By subgroup (Valid responses)



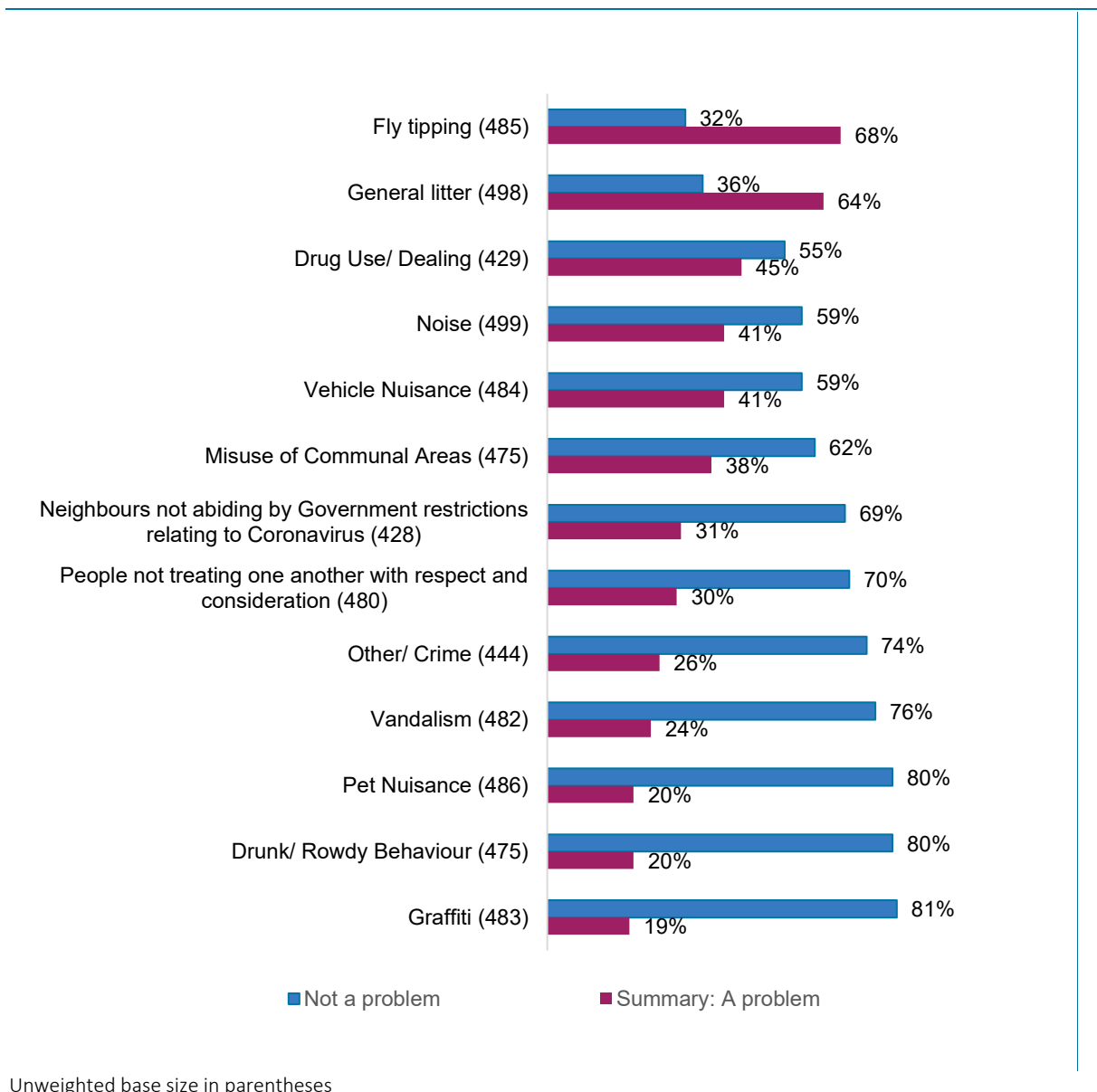
Unweighted base size in parenthesis

3.4.6 Neighbourhood issues

Amongst leaseholders, fly tipping was the most common neighbourhood problem, with 68% considering it to be one. Those who have been a leaseholder of Wandsworth Council for over 10 years are significantly less likely to consider this is a neighbourhood problem (63% cf. 68%), whereas those who have been a leaseholder for 3-5 years are significantly more likely to feel fly tipping is a problem in their neighbourhood compared to the total average (83% cf. 68%).

Around two thirds (64%) also said general litter was a problem in their neighbourhood. This is significantly less of a problem amongst those who have been a leaseholder for over 10 years compared to the total average (58% cf. 64%), however it's a significantly larger problem amongst those who have been a leaseholder for 6-10 years (78% cf. 64%).

Figure 3: Q20. Thinking about your local neighbourhood, how much of a problem are the following? (Valid responses)



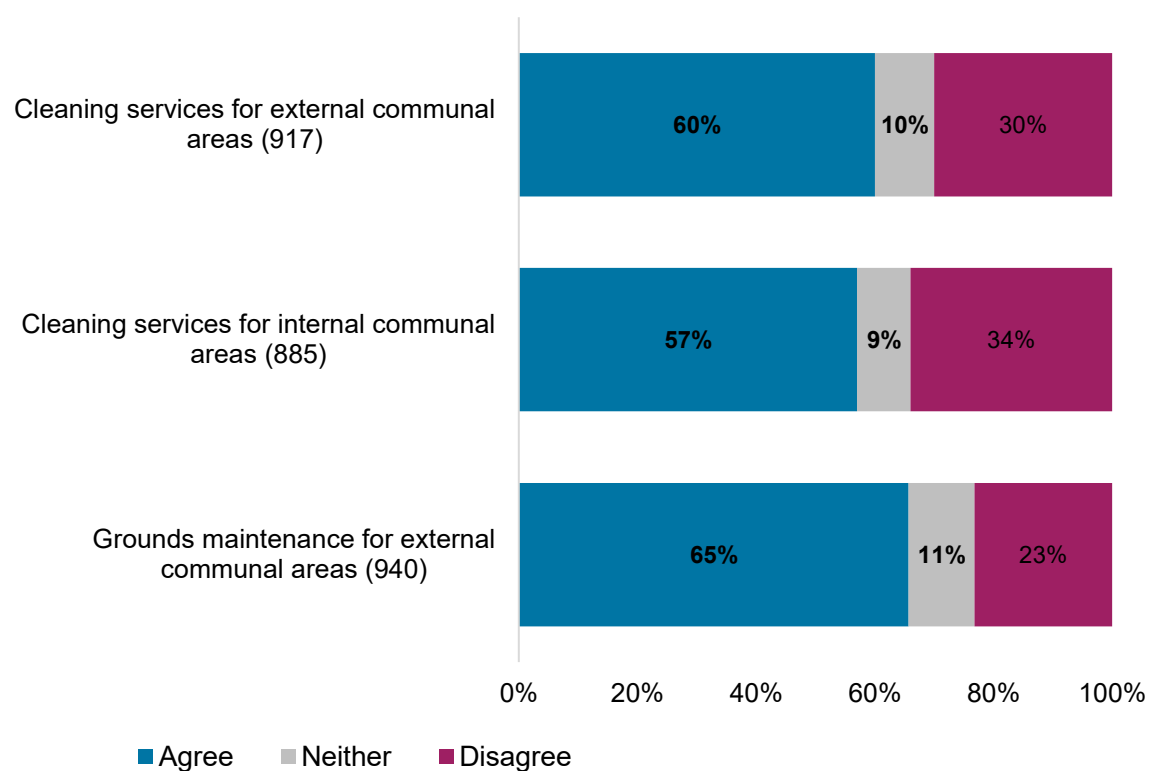
4 Estate services

4.1 Satisfaction with estate services – Tenants

Tenants were asked about their perceptions of the estate services provided by Wandsworth Council housing services. Two thirds (65%) of tenants are satisfied with the grounds maintenance for external communal area, with just under a quarter (23%) dissatisfied.

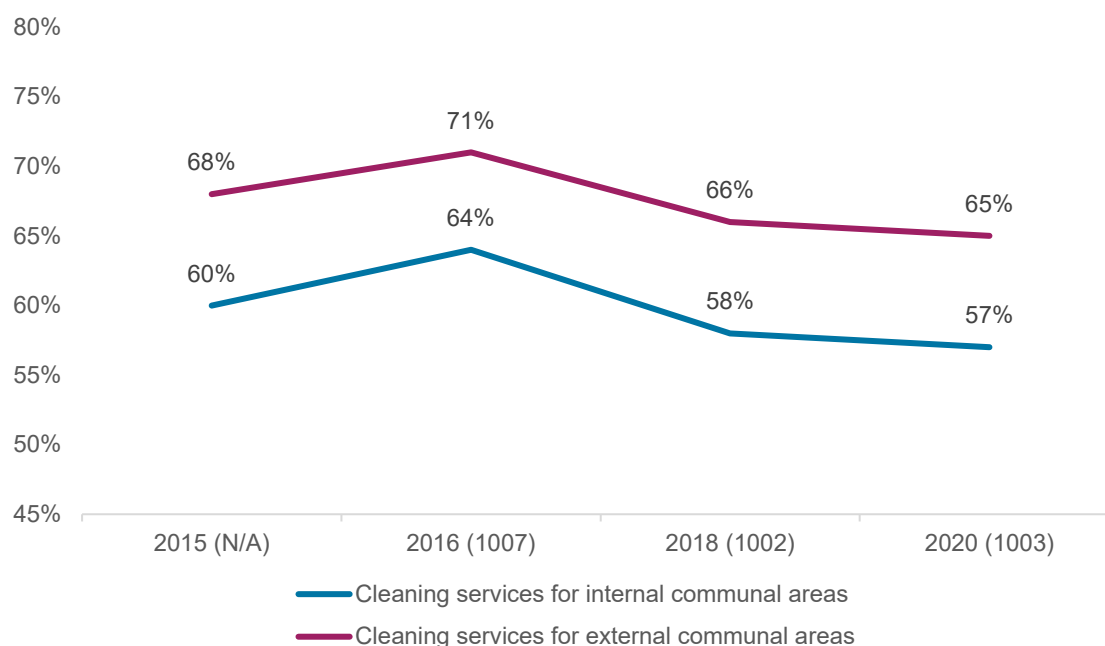
In terms of the cleaning services, 60% of tenants are satisfied with the cleaning of external areas, with three in ten (30%) dissatisfied. In terms of the internal communal area cleaning services, 57% express satisfaction, with around a third (34%) saying they are dissatisfied with the service.

Figure 10: Q6. Overall, how satisfied or dissatisfied are you with the following services provided by your landlord during the last six months (the period covering the coronavirus pandemic)? (Valid responses)



Unweighted bases in parentheses

Figure 11.a: Q6. Overall, the levels of satisfactions with cleaning services have been gradually falling (All responses)



Unweighted bases of total sample in parentheses

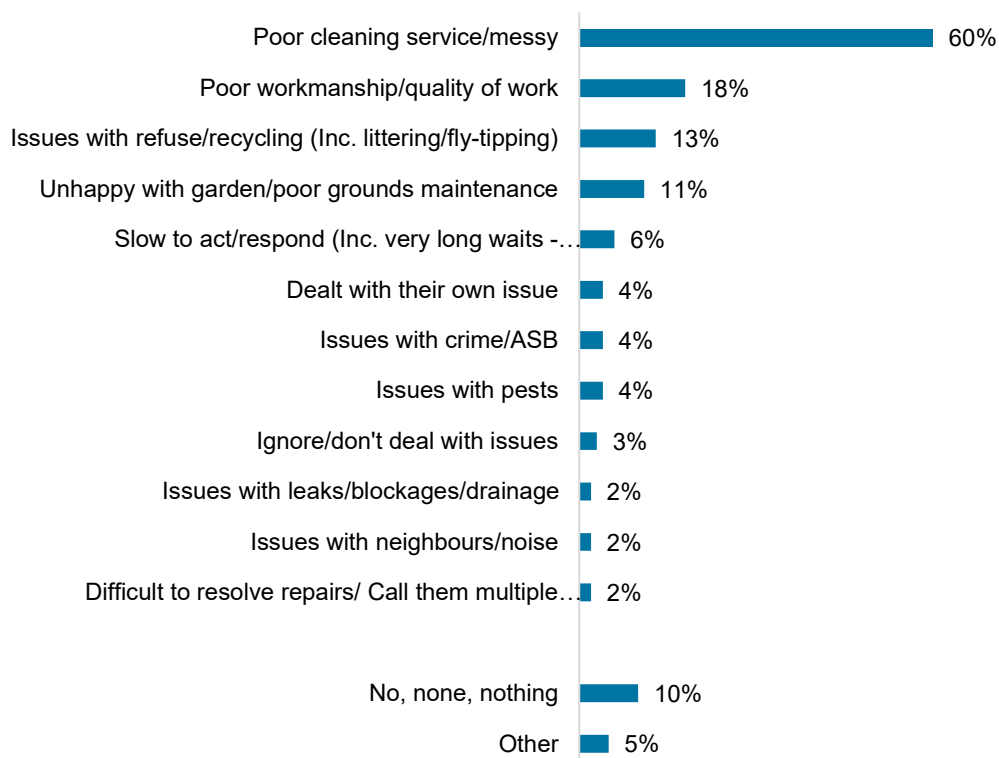
Tenants living in the Central estate management area are significantly more likely to be satisfied with all the estates services, whilst also being significantly less dissatisfied. Conversely, those living in the Eastern estate management area are significantly less likely to be satisfied with all three estate services, and significantly more dissatisfied with each.

Table 2:Q6. Overall, how satisfied or dissatisfied are you with the following services provided by your landlord during the last six months (the period covering the coronavirus pandemic)? (Valid responses)

		Estate management area				
		Total	Central	Eastern	Southern	Western
Cleaning of external communal areas	Satisfied	65%	76%	59%	66%	63%
	Dissatisfied	23%	15%	29%	21%	24%
Cleaning of internal communal areas	Satisfied	57%	64%	52%	57%	57%
	Dissatisfied	34%	26%	41%	31%	36%
Grounds maintenance	Satisfied	60%	69%	54%	61%	57%
	Dissatisfied	30%	25%	37%	25%	32%

Tenants who were dissatisfied with any of the grounds services were asked for their reasons why. Much the most common reason for dissatisfaction was the poor cleaning service/ left messy, which was cited by 60% of those tenants dissatisfied. Other common reasons for dissatisfaction were poor workmanship/ quality of work (18%, issues with refuse/ recycling (13%) and unhappiness with the garden/ grounds maintenance 11%).

Figure 12: Q6b. Why do you say that you are dissatisfied? (Where dissatisfied with any of the estate services – where more than 1%)



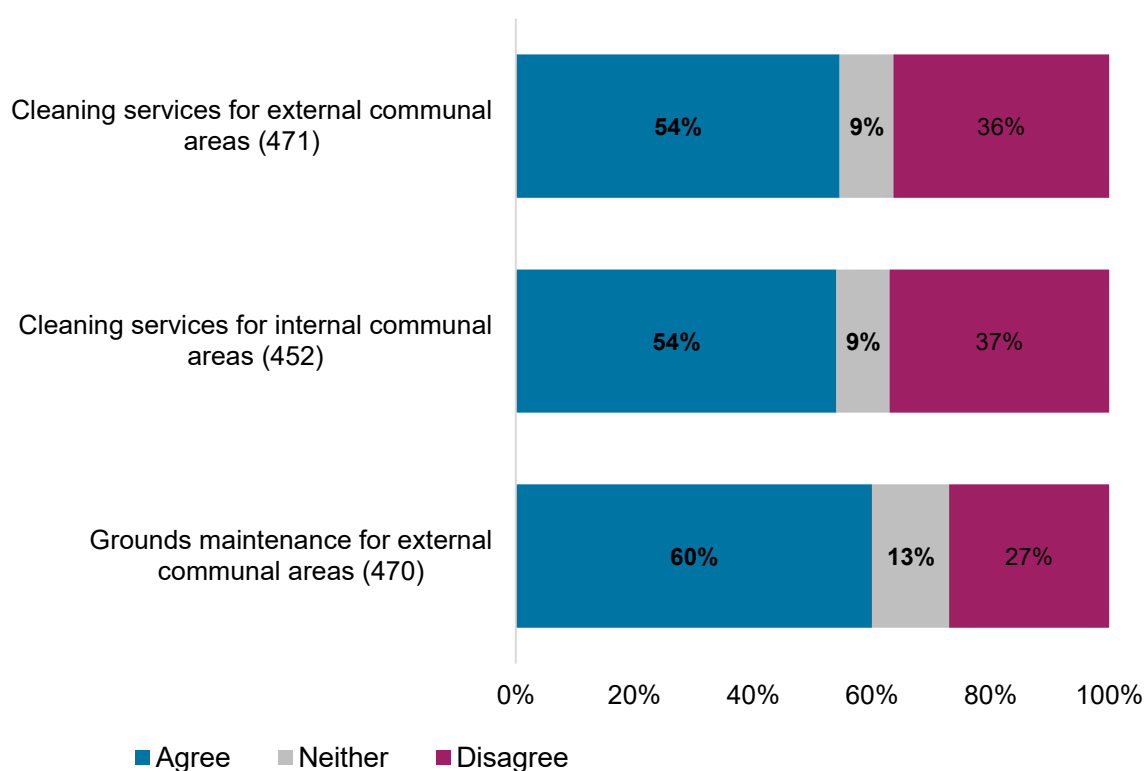
Unweighted base: 374

4.2 Satisfaction with estate services – Leaseholders

Three fifths (60%) of leaseholders express satisfaction towards the ground’s maintenance service for the external communal areas they operate, with just over a quarter (27%) dissatisfied.

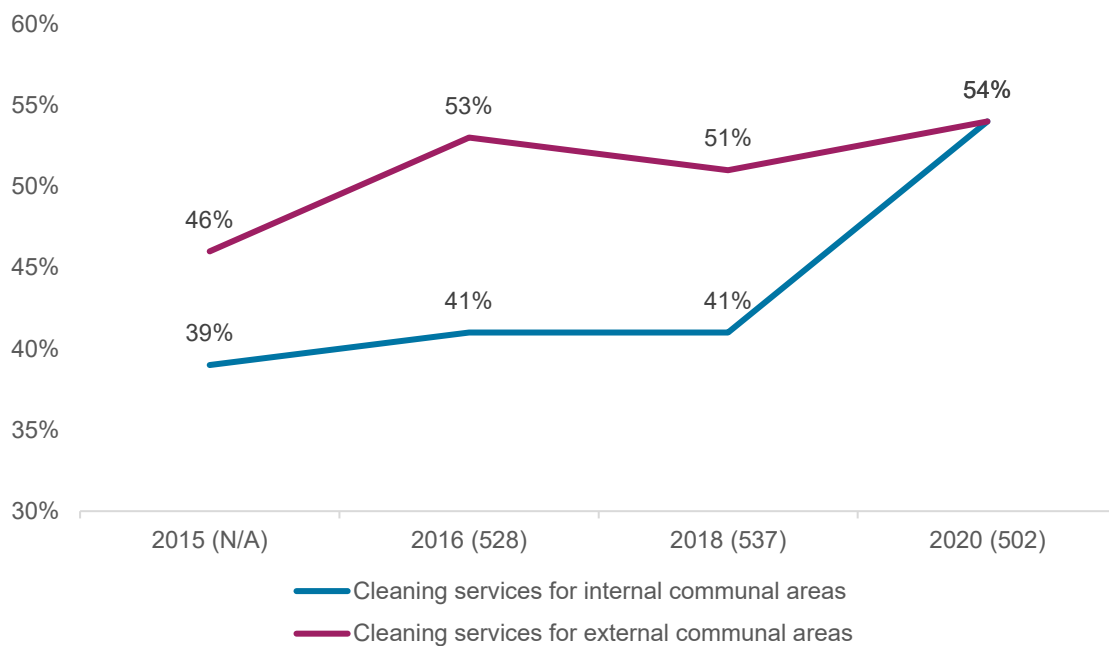
In terms of the cleaning services, 54% of leaseholders are satisfied with the services provided within the internal communal areas, with over a third (37%) dissatisfied. 54% are also satisfied with the cleaning services provided in the external communal areas, with 36% expressing dissatisfaction.

Figure 13: Q6. Overall, how satisfied or dissatisfied are you with the following services provided by your landlord during the last six months (the period covering the coronavirus pandemic)? (Valid responses)



Unweighted bases in parentheses

Figure 14.a: Q6. Amongst leaseholders the levels of satisfaction remained fluctuated over time (All respondents)



Unweighted bases of total sample in parentheses

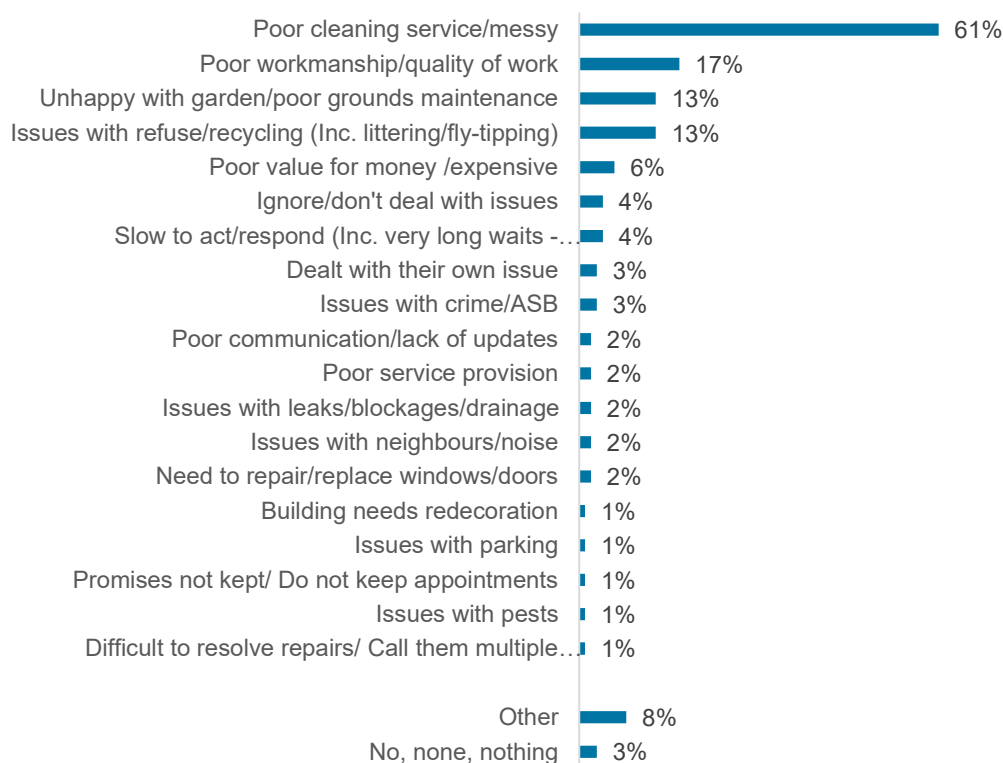
Leaseholders living in the Western estate management area are significantly more likely to be satisfied with the grounds maintenance services for the external communal areas compared to the total average (70% cf. 60%). Conversely, those in the Southern estate management area are significantly less likely to be satisfied with the grounds maintenance services compared to the total average (52% cf. 60%).

Table 3: Q6. Overall, how satisfied or dissatisfied are you with the following services provided by your landlord during the last six months (the period covering the coronavirus pandemic)? (Valid responses)

		Estate management area				
		Total	Central	Eastern	Southern	Western
Cleaning of external communal areas	Satisfied	54%	57%	50%	47%	62%
	Dissatisfied	36%	31%	42%	44%	30%
Cleaning of internal communal areas	Satisfied	54%	60%	47%	47%	60%
	Dissatisfied	37%	34%	41%	42%	32%
Grounds maintenance	Satisfied	60%	62%	56%	52%	70%
	Dissatisfied	27%	27%	27%	34%	20%

Leaseholders who were dissatisfied with any of the grounds services were asked for their reasons why. By far the most common reason for dissatisfaction was the poor cleaning service/ left messy, which was cited by 61% of those dissatisfied. Other common reasons for dissatisfaction were poor workmanship/ quality of work (17%, unhappiness with the garden/ grounds maintenance 13%) and issues with refusal of litter/ recycling (13%).

Figure 15: Q6b. Why do you say that you are dissatisfied? (Where dissatisfied with any of the estate services)



Unweighted base: 231

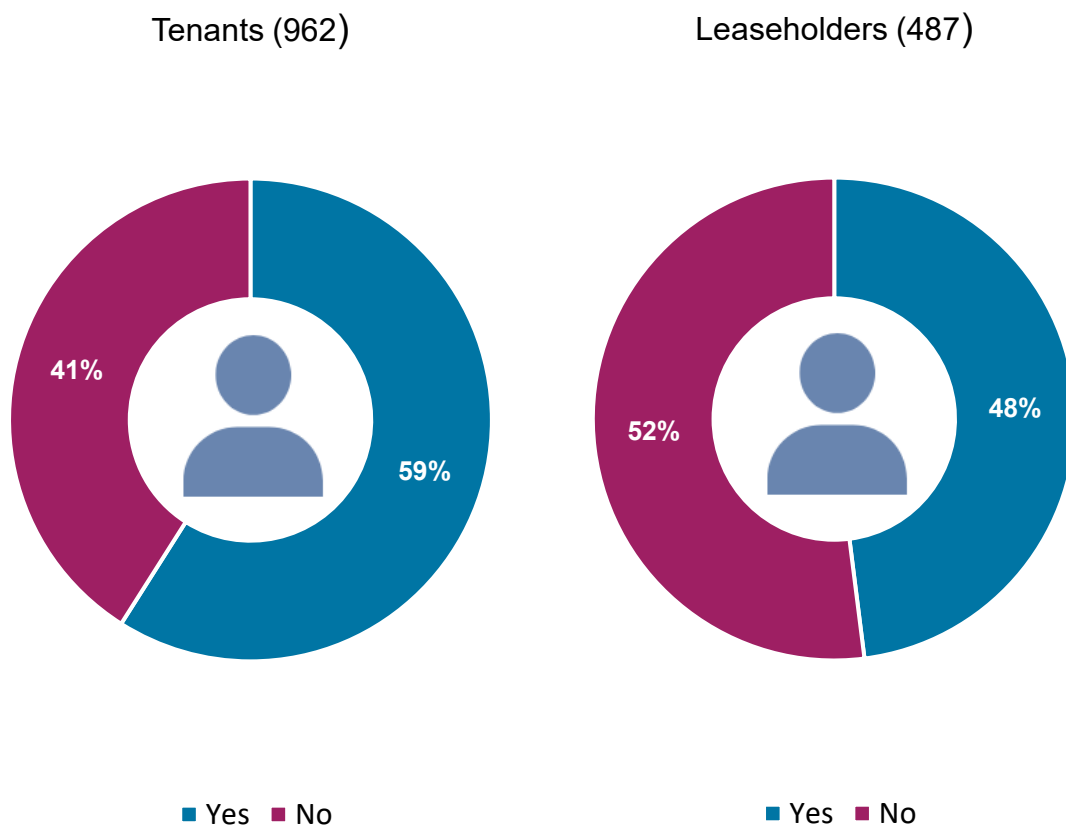
5 Contact and Communication during the coronavirus pandemic

5.1 Contact with Wandsworth Council’s Housing Dept.

5.1.1 Reasons for Contacting Wandsworth Council’s Housing Department

Respondents were asked whether they had contacted Wandsworth Council’s Housing Department since the end of March when the first coronavirus lockdown commenced. Around three fifths (59%) of tenants said they had contacted the housing department. Females tenants were significantly more likely than male tenants to have contacted the department. Amongst leaseholders, just under half (48%) said they had made contact. BME leaseholders were significantly less likely compared to the total average to say they had made contact with the housing department since the end of March (35% cf. 48%).

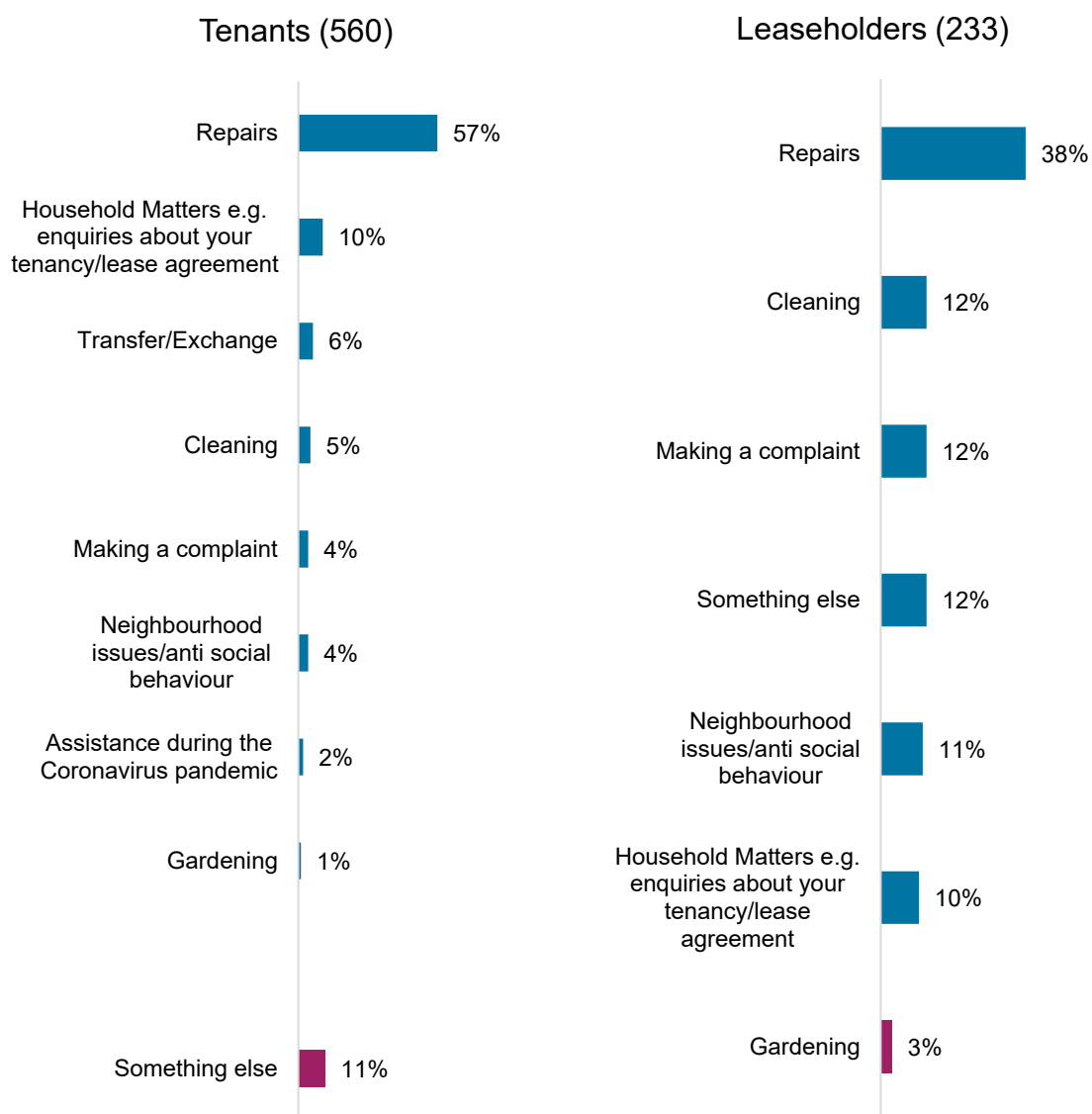
Figure 16: Q7 Have you contacted Wandsworth Council’s Housing Department since the end of March when the coronavirus lockdown started? (Valid responses)



Unweighted bases in parentheses

For both tenants and leaseholders, when contacting the housing department, the repairs was the most common topic discussed. Leaseholders who said they are dissatisfied with the overall services provided are significantly more likely to have contacted the housing department regarding a complaint (21% cf. 12%). Amongst tenants, those living in a house are significantly more likely than those living in a flat to have discussed a repair with the housing services (67% cf. 52%).

Figure 17: Q8 What was this contact about? (Valid responses)



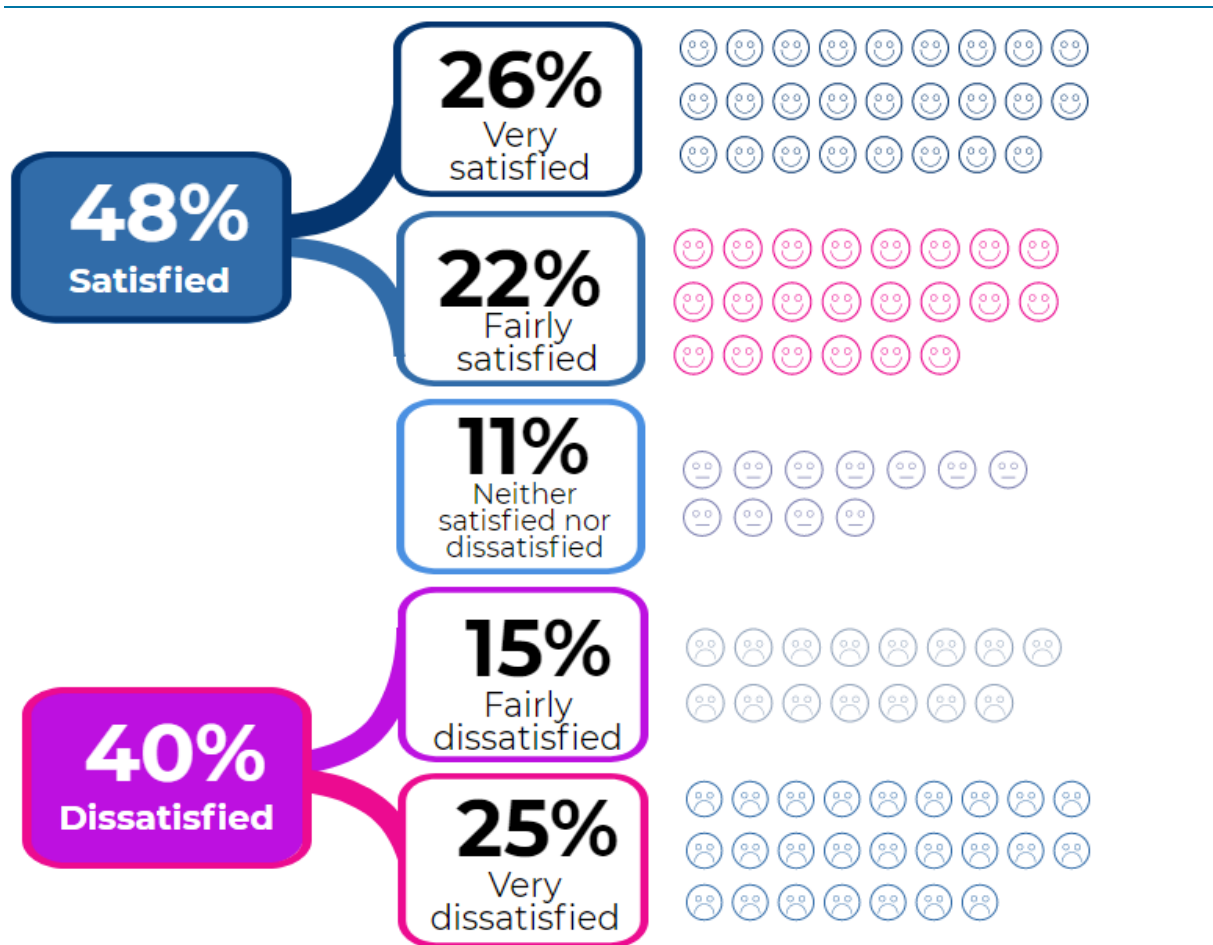
Unweighted bases in parentheses

5.1.2 Satisfaction with the Wandsworth Council’s Housing Department during call - Tenants

Tenants who did contact Wandsworth’s Housing department since March were asked how easy they felt it was to deal with the department during their call, despite the service restrictions in place due to coronavirus. Just under half (48%) of tenants said they were satisfied with this measure, with around a quarter (26%) saying they are very satisfied. 40% of tenants are dissatisfied with dealing with the housing department during their call, with 25% very dissatisfied. This shows there is a split opinion on how easy it was to deal with Wandsworth’s housing department. Those retired from work were significantly more likely compared to the total average to be satisfied (61% cf. 48%). This may indicate timing of calls may have been a frustration amongst those who work during the day, where as those retired have more freedom to call at non-peak hours.

Tenants who are satisfied with the condition of their home are significantly more likely to be satisfied compared to those who are dissatisfied with the condition of their property (68% cf. 27%). As the most common reason for calling was due to a repair, this finding may indicate those unhappy with the condition of their home may not have received the outcome they wanted and this has impacted their general perception of the call.

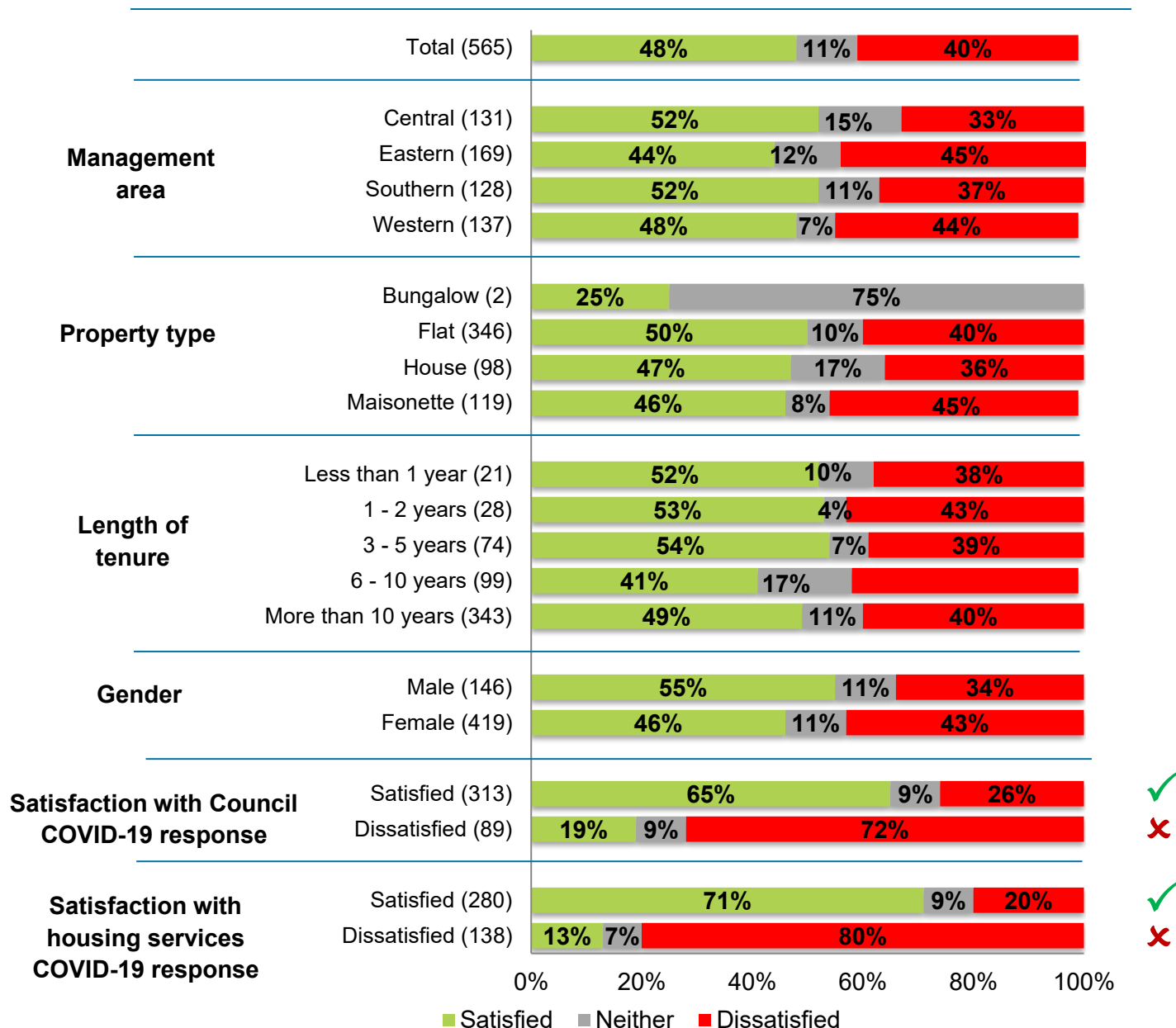
Figure 18: Q9a. Overall, how satisfied were you that the Housing Department was easy to deal with on this occasion despite some restrictions to services available? (Valid responses)



Unweighted base: 565

By subgroup, there is little variance in terms of satisfaction with this measure. Those satisfied with the Council's and housing service's response to COVID-19 are however significantly more likely to have found the department easy to deal with during their call compared to those who have a negative perception on how the Council has deal with coronavirus.

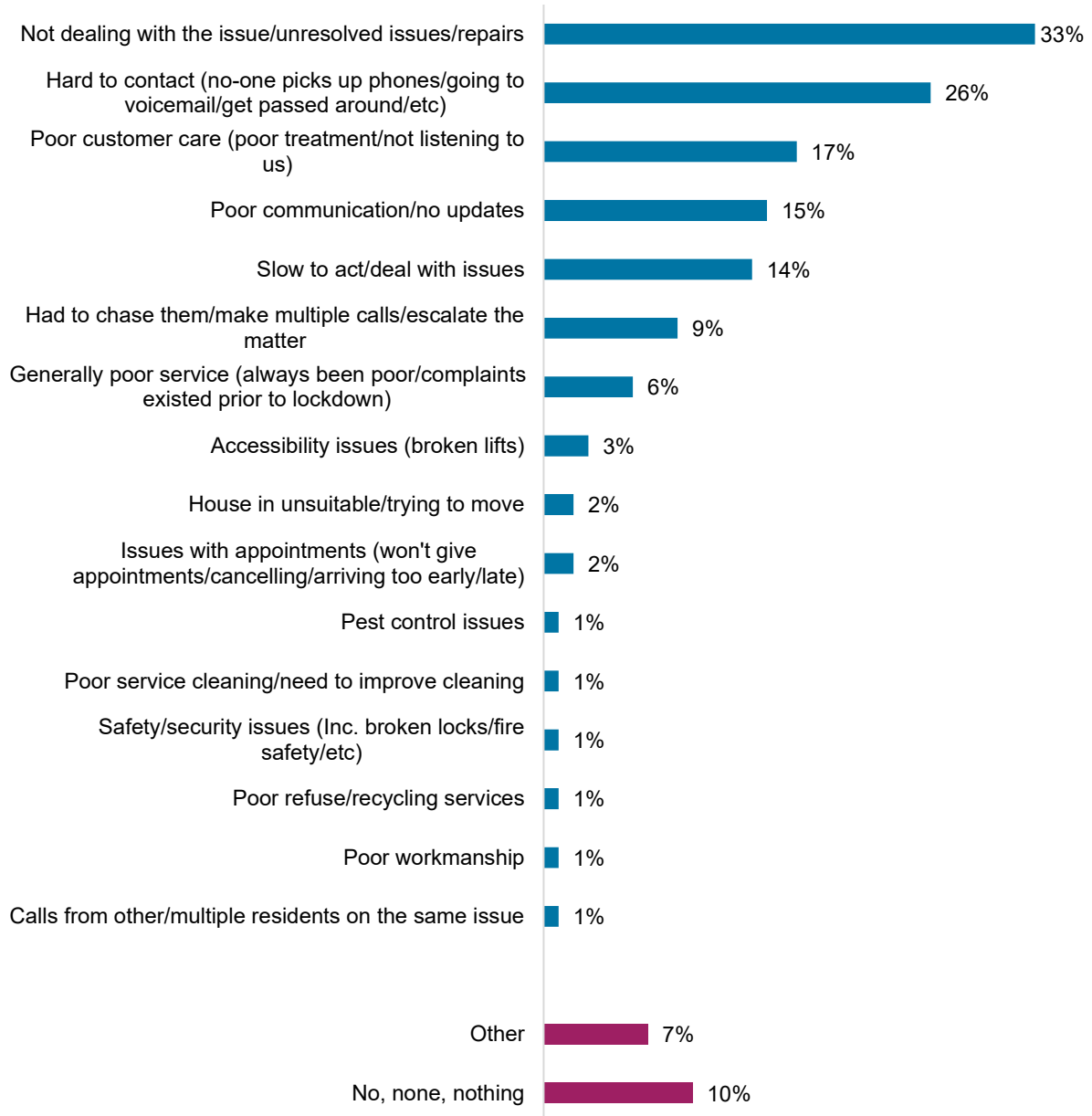
Figure 19: Q9a Overall, how satisfied were you that the housing department was easy to deal with on this occasion despite some restrictions to services available? (Valid responses)



Unweighted bases in parentheses

Those that were dissatisfied with how easy the housing department were to deal with during their call were asked for their reasons why. 33% said it was because issues were not dealt with or unresolved, whilst around a quarter (26%) said they were hard to contact – another indicator for why those who are retired from work seem more positive with this measure overall.

Figure 20: Q9b. Why do you feel dissatisfied? (Valid responses)

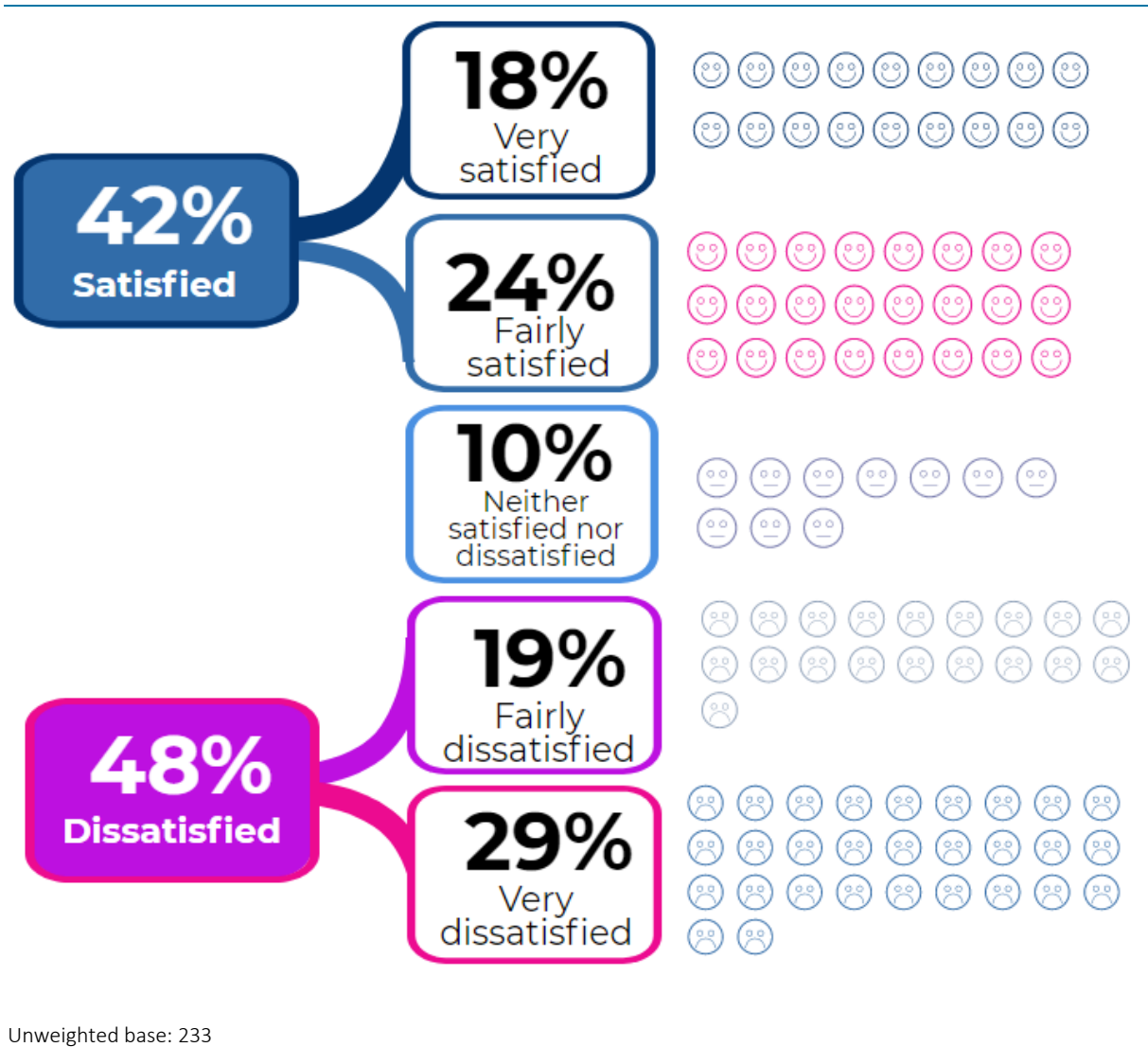


Unweighted base: 227

5.1.3 Satisfaction with the Wandsworth Council’s Housing Department during call – Leaseholders

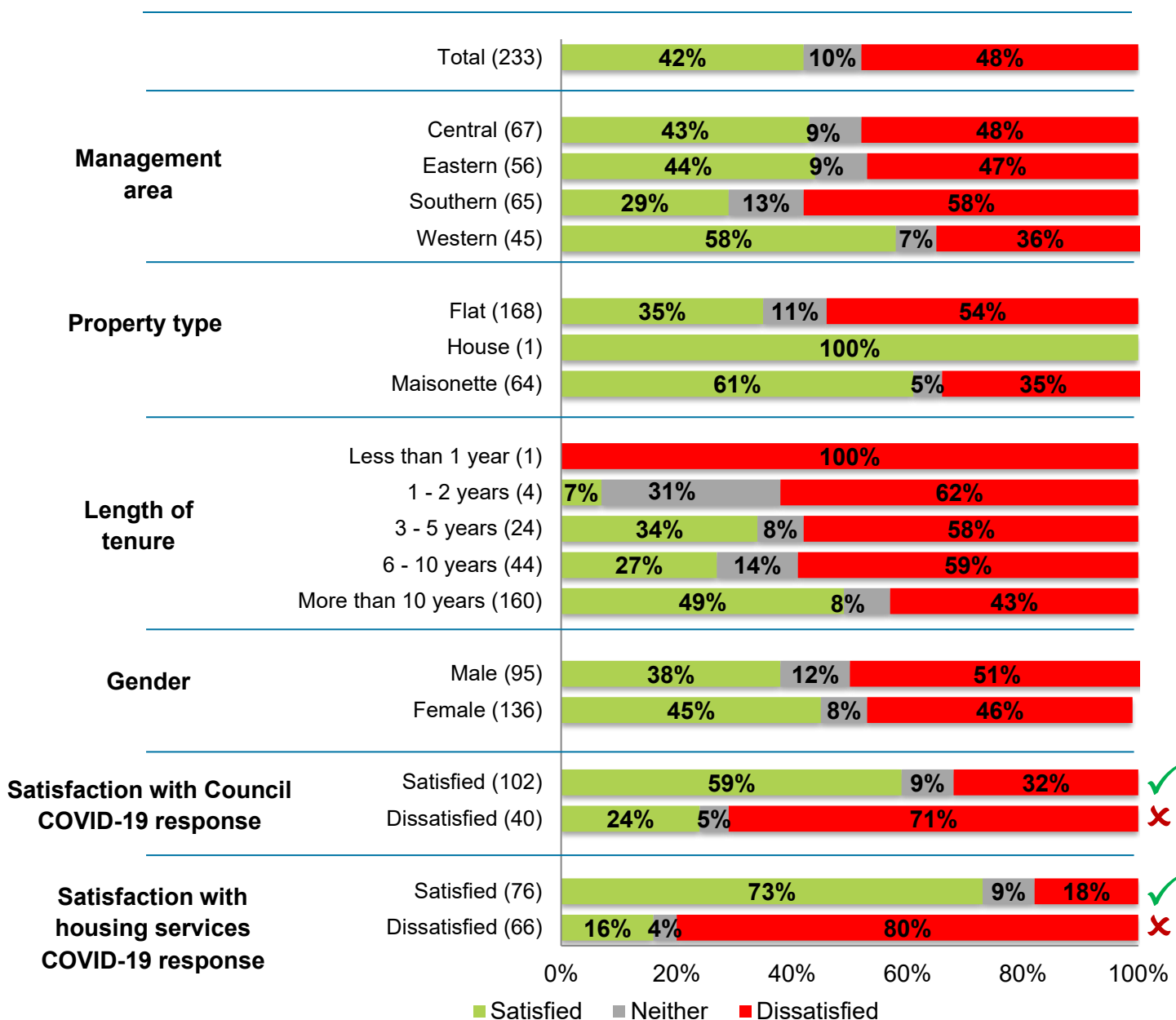
Just over two fifths (42%) of leaseholders said they are satisfied with how easy it was to deal with the housing department, with 18% very satisfied. Just under half (48%) said they were dissatisfied with this measure, with 19% saying they are very dissatisfied.

Figure 21: Q9a Overall, how satisfied were you that the housing department was easy to deal with on this occasion despite some restrictions to services available? (Valid responses)



Mirroring that of tenants, those who are satisfied with the Council’s response to Covid-19 are significantly more likely to feel the housing department was easy to deal with compared to those dissatisfied with the Council’s response to Covid-19 (59% cf. 24%). The same can be said when looking at the housing Council’s specific response to Covid-19 (73% cf. 16%).

Figure 22: Q9a Overall, how satisfied were you that the housing department was easy to deal with on this occasion despite some restrictions to services available? (Valid responses)

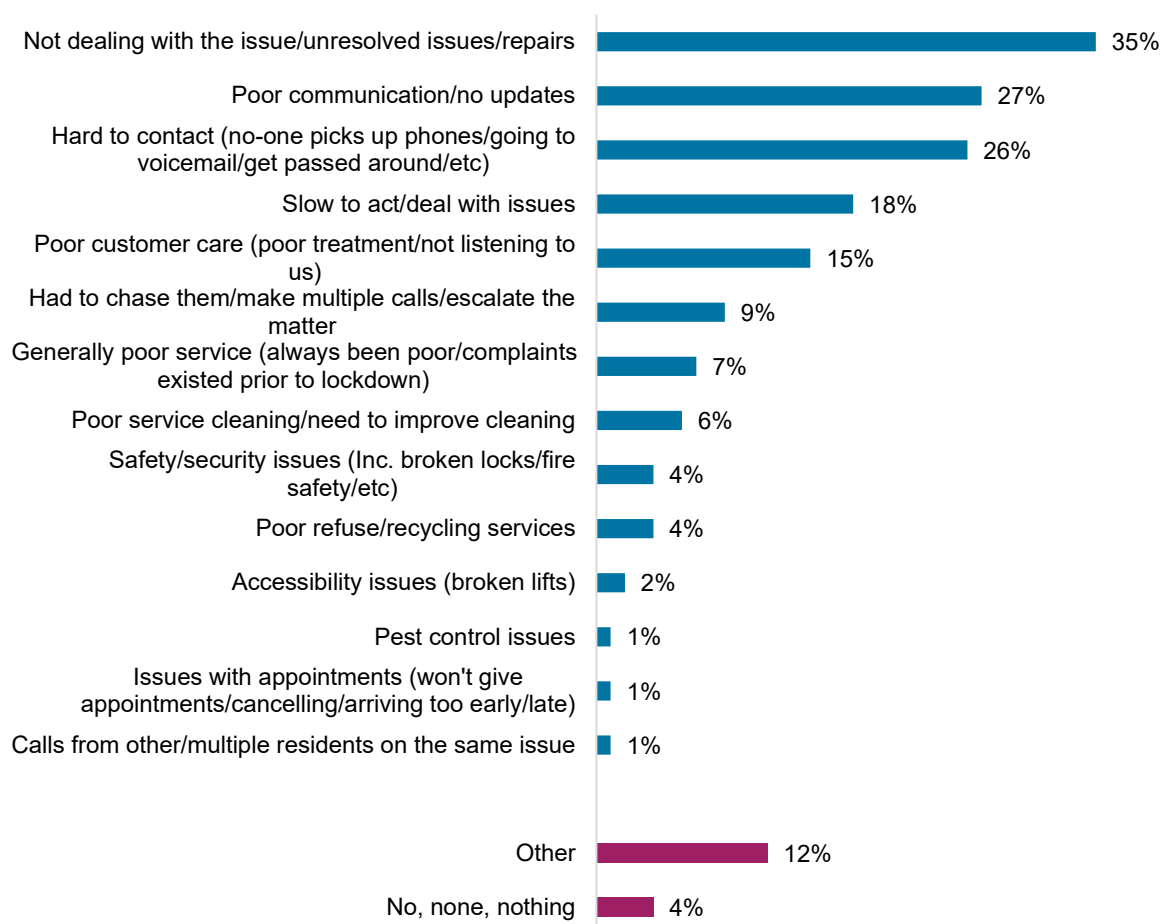


Unweighted bases in parentheses

Not dealing with issues was the most common reason amongst leaseholders for why they found the housing department not easy to deal with. This is significantly lower however amongst those within the Central estate management area, which sees significantly lower amounts saying this compared to the total average (19% cf. 35%).

Poor communication/ updates (27%) and hard to contact (26%) were also common issues amongst leaseholders for why they found the housing department not easy to deal with.

Figure 23: Q9b. Why do you feel dissatisfied? (Valid responses)



Unweighted base: 113

5.2 Sources of Information

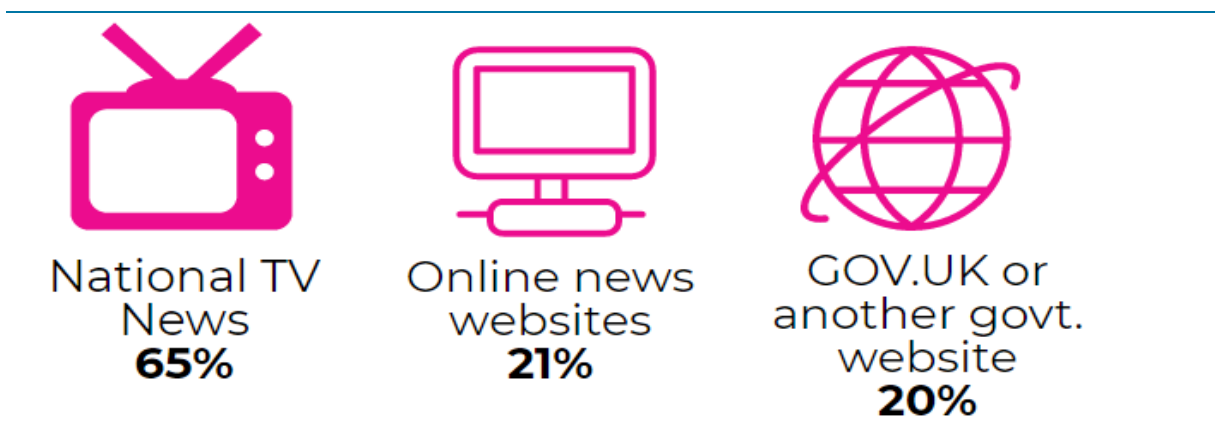
Tenants were asked what sources of information they used the most to gather information on coronavirus. Much the most source of information was via national TV news, with 61% of tenants saying this was their preferred source. Letters from Wandsworth Council (20%) and the Gov.uk or other government website (17%) were also popular methods of gathering information about coronavirus.

Figure 24: Top 3 Sources (Tenants)



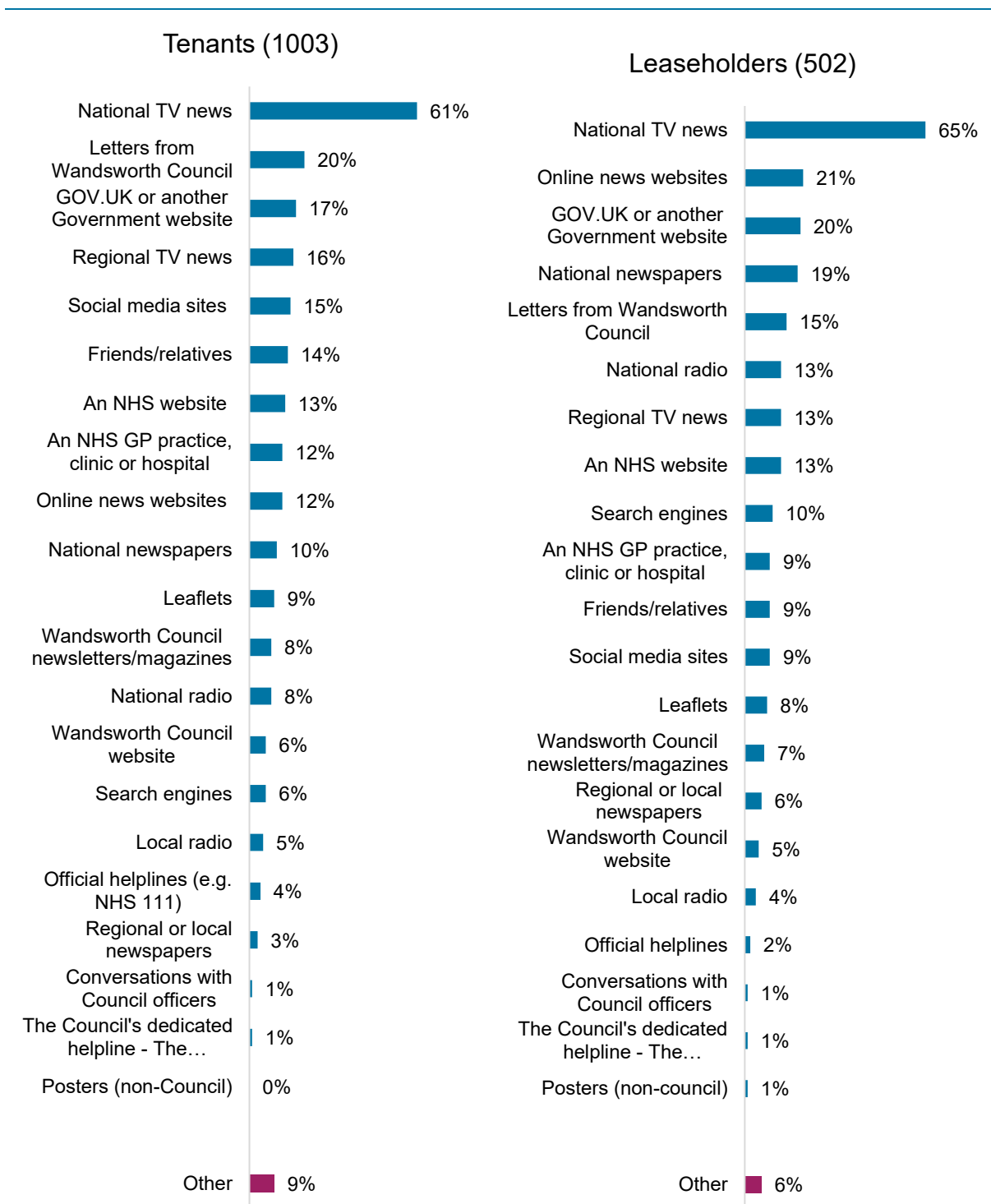
Like tenants, leaseholders' preferred source of information during the coronavirus pandemic is national TV news, with two thirds of respondents choosing this source (65%). Online news websites (21%) and the Gov.uk/ other government websites (20%) were also common sources of communication amongst leaseholders.

Figure 25: Top 3 Sources (Leaseholders)



As seen in the full list of information sources, national TV news is by far the most common choice amongst tenants and leaseholders. Amongst tenants, those who have been a tenant of Wandsworth for more than 10 years are significantly more likely to have chosen national TV news compared to the total average (65% cf. 61%).

Figure 26: Q10 What three places have you received most of your information about coronavirus from in the past two months or so? (All respondents)



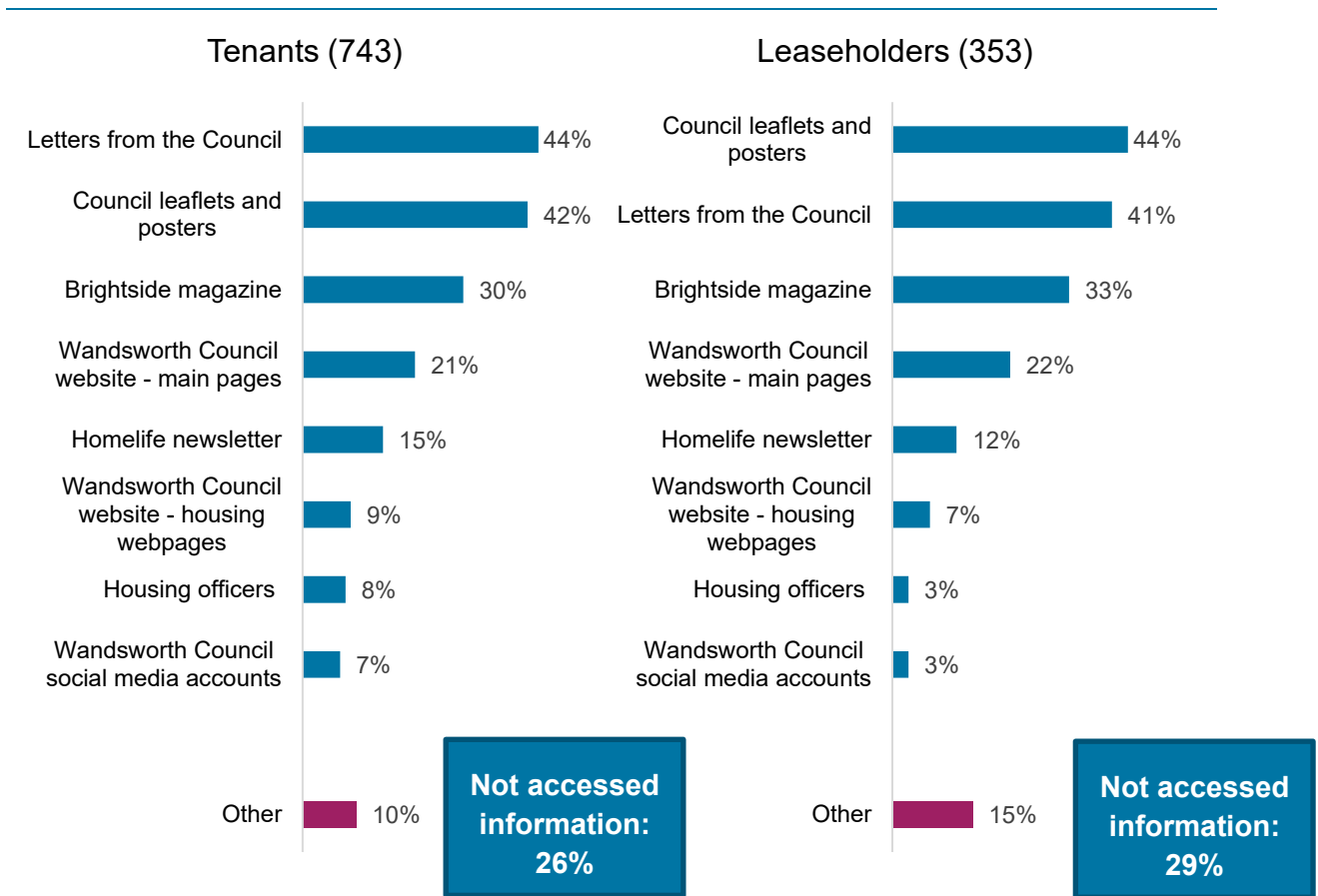
Unweighted bases in parentheses

5.2.1 Information from Wandsworth Council

Tenants and leaseholders were then asked how they sourced information specifically from Wandsworth Council. Amongst tenants, letters from the Council (44%) and Council leaflets and posters (42%) were the two most common ways to gather information from the Council. Those in the Western Estate management area are significantly more likely compared to the total average to say they have mainly gathered information from the Council via leaflets and posters (49% cf. 42%). BME tenants are significantly more likely than none BME tenants to use the Council website – main pages (29% cf. 17%) to source information.

Amongst leaseholders, leaflets and posters (44%) and letters from the Council (41%) were also the most common sources of information regarding coronavirus via the Council. Around three in ten (29%) leaseholders said they had not sourced any information from the Council regarding coronavirus, marginally higher than the proportion of tenants who had not sourced information from the Council (26%).

Figure 27: Q11a How have you accessed information about the coronavirus outbreak from Wandsworth Council? (Valid responses)



Unweighted bases in parentheses

Those that said they had used the Homelife newsletter to source information regarding coronavirus were asked a series of statements regarding its usefulness. 80% of tenants agreed that they found the Homelife coronavirus special newsletter was useful, with 44% strongly agreeing. Leaseholders were also positive towards this statement, with 86% saying the coronavirus special newsletter was useful.

Over four fifths of tenants also said they found the information in the newsletter easy to understand (83%) and said after reading the newsletter, they knew how to get help if they needed it (84%). The same can be said for leaseholders, with nine in ten agreeing with both statements.

The majority of both tenants (84%) and leaseholders (86%) stated they would be likely to read Homelife magazine in the future.

Table 4: Q11b. To what extent would you agree with the following statements? (Where used the Homelife newsletter)

		Agree	Neither	Disagree
Tenants	I found the information in the Homelife coronavirus special useful (112)	80%	16%	4%
	I found the information in the Homelife coronavirus special easy to understand (111)	83%	13%	5%
	I understood, after reading the Homelife coronavirus special, how to get help if I needed it (110)	84%	14%	4%
	I am likely to read Homelife in the future (110)	84%	12%	4%
Leaseholders				
Leaseholders	I found the information in the Homelife coronavirus special useful (42)	86%	10%	4%
	I found the information in the Homelife coronavirus special easy to understand (42)	90%	7%	2%
	I understood, after reading the Homelife coronavirus special, how to get help if I needed it (42)	91%	6%	2%
	I am likely to read Homelife in the future (43)	86%	7%	6%

Contact and Communication during the coronavirus pandemic

Tenants and leaseholders who sourced coronavirus information via the Council website housing pages were asked a series of statements regarding the usefulness of the pages during the pandemic. In terms of how useful the information was on the website; tenants were more likely to agree compared to leaseholders (85% cf. 68%). Tenants were also more likely than leaseholders to state they were more likely to know how to get help if they needed it after reading the housing pages (84% cf. 69%).

Tenants who have been a tenant of Wandsworth Council for more than 10 years were significantly less likely to find the webpages useful compared to the total average (73% cf. 85%). Those who have been a tenant of the Council between 6-10 years were significantly more likely however to feel the web pages are useful (98% cf. 86%).

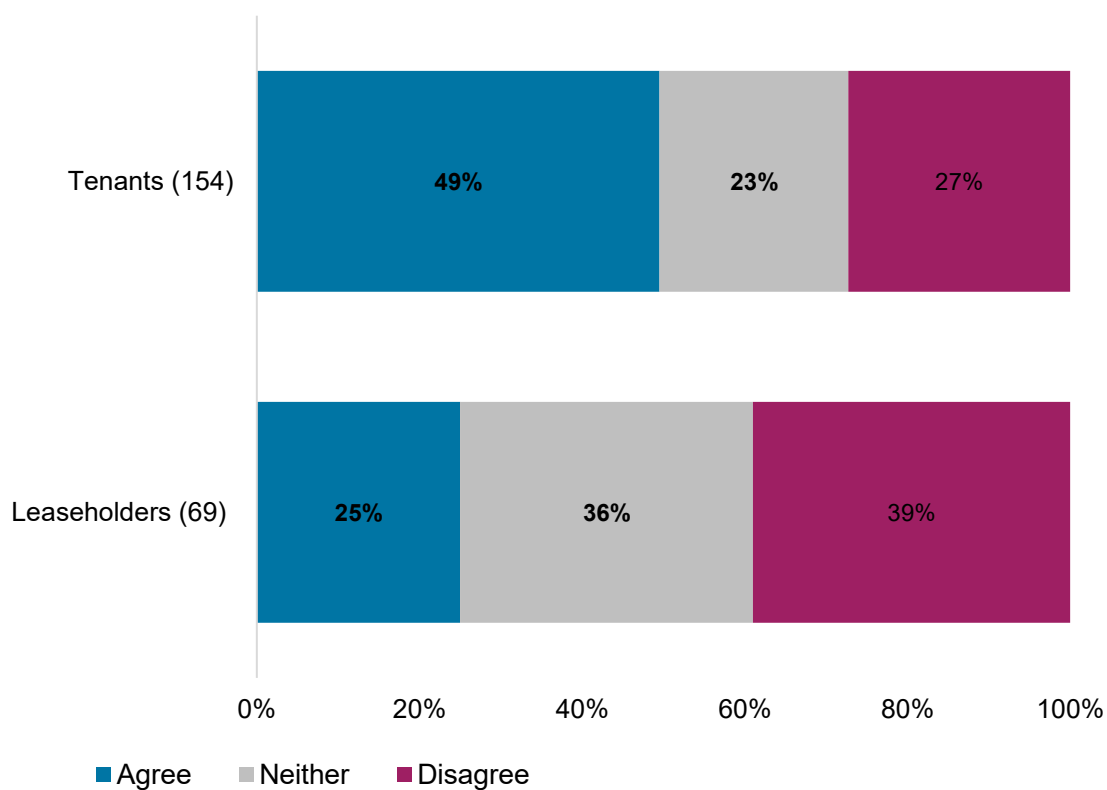
For both tenants (94% cf. 85%) and leaseholders (80% cf. 68%), those that were satisfied with the housing services response to coronavirus were significantly more likely compared to the total average to feel that the web pages were useful. This indicates that good information on the Council website plays in parts in respondents' perceptions of the housing services response to coronavirus in general.

Table 5: Q11c. To what extent would you agree with the following statements? (Where used Council website housing pages)

		Agree	Neither	Disagree
Tenants	I found the coronavirus information on the housing webpages useful (181)	85%	11%	4%
	I found the coronavirus information on the housing webpages easy to understand (181)	86%	11%	3%
	I understood, after reading the coronavirus information on the housing webpages, how to get help if I needed it (179)	84%	10%	6%
Leaseholders				
Leaseholders	I found the coronavirus information on the housing webpages useful (77)	68%	27%	5%
	I found the coronavirus information on the housing webpages easy to understand (77)	72%	25%	4%
	I understood, after reading the coronavirus information on the housing webpages, how to get help if I needed it (77)	69%	25%	5%

Around a half (49%) of tenants said they still had questions regarding coronavirus after reading the information on the Council webpages. Amongst leaseholders, this drops to a quarter (25%) who say they still had questions remaining.

Figure 28: Q11c/4. To what extent would you agree with the following statements? ...I still had questions relating to housing services during coronavirus after having read the information on the webpages. (Valid responses)

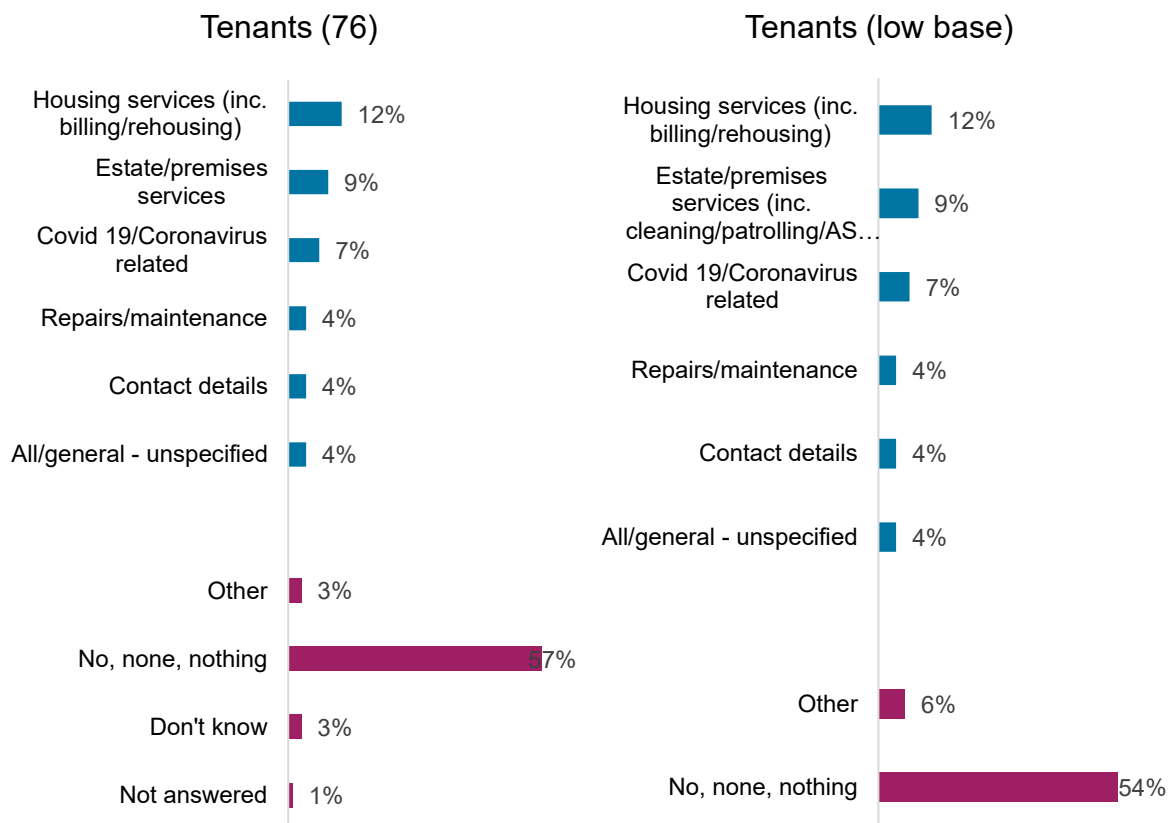


Unweighted bases in parentheses

Those that said they still had questions were asked what more needs to be in the webpages for them. Amongst tenants, issues with housing services (including billing and rehousing) (12%) were the most mentioned missing part. This is the same amongst leaseholders, though due to low base sizes, these findings should be taken as indicative only.

Over half of both tenants (57%) and leaseholders (54%) did not provide an answer for what other information was needed to answer the questions they had when reading the Council housing pages regarding coronavirus.

Figure 29: Q11d. What information were you looking for which wasn't there? (Where still had questions)

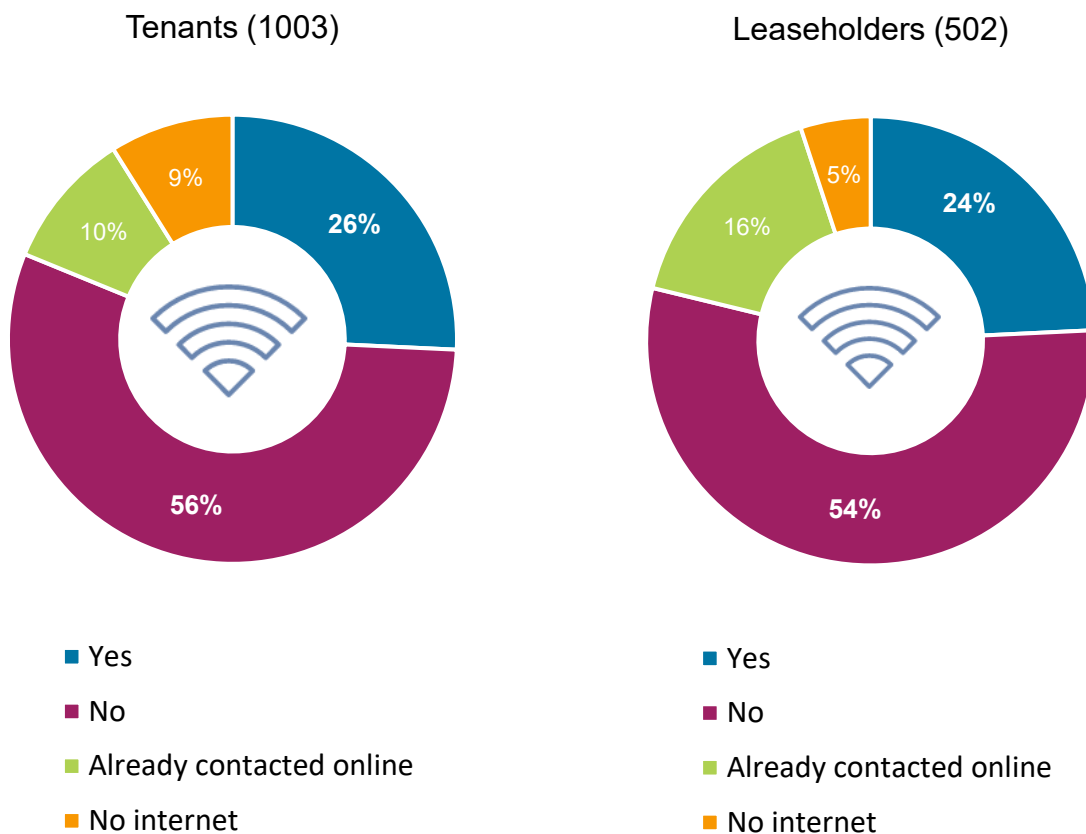


Unweighted bases in parentheses

Just a quarter (26%) of tenants said they would be more likely to contact the Housing and Regeneration Department online compared to before the coronavirus lockdown. This proportion is significantly higher amongst those living in the Southern Estate Management Area (31% cf. 26%). BME tenants are also now significantly more likely to contact the Housing department online now compared to before the pandemic compared to the total average (35% cf. 26%).

A similar proportion of leaseholders said they would contact Housing department more online than compared to before the pandemic (24%), with over half (54%) saying they wouldn't contact the department online more frequently than before.

Figure 30: Q12. If you need to contact the Housing and Regeneration Department are you now more likely than before the coronavirus lockdown to contact them online and/or use online housing services? (Valid responses)



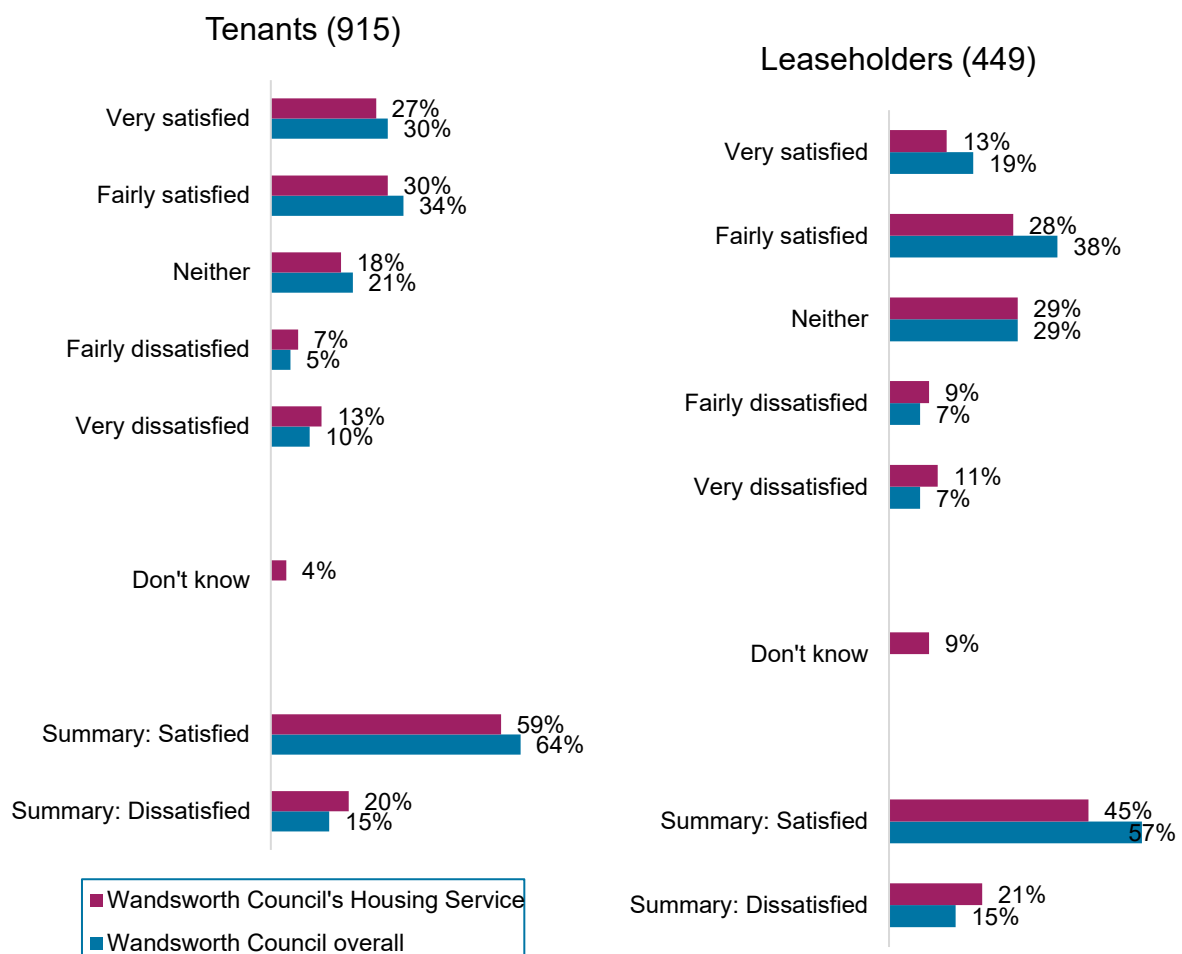
Unweighted bases in parentheses

6 Response to coronavirus Outbreak

59% of tenants said they were satisfied with the housing services response to the coronavirus outbreak, with 27% very satisfied, just 15% of tenants expressed dissatisfaction towards this measure. Amongst leaseholders, 45% said they were satisfied with Wandsworth’s Housing services during the outbreak, with 13% very satisfied. 21% of leaseholders said they were dissatisfied, around the same proportion as tenants.

Respondents were also asked about their views on the response to the coronavirus outbreak from Wandsworth Council in general. Perceptions were higher amongst tenants compared to their views regarding the housing services specifically, with 64% saying they were satisfied with this measure, and just 15% said they were dissatisfied. 57% of leaseholders were satisfied with Wandsworth Council’s overall response to the coronavirus outbreak, with 13% very satisfied. 15% said they were dissatisfied.

Figure 31: Q13A. How satisfied or dissatisfied are you with the response to this coronavirus outbreak provided by Wandsworth Council overall? / Q13B How satisfied or dissatisfied are you with the response to this coronavirus outbreak provided by Wandsworth Council’s Housing Service? (Valid responses)



Unweighted bases in parentheses

Wandsworth Council STAR Lite Survey 2020

Female tenants are significantly less satisfied compared to the total average in regards to the housing services response to the coronavirus outbreak (55% cf. 59%). This can also be said for satisfaction with the coronavirus outbreak from the Council overall (61% cf. 64%).

Amongst both tenants and leaseholders, those who have had a negative financial impact from the coronavirus outbreak are all significantly less likely to be satisfied with either the housing services or the Council overall's response to the pandemic. This may indicate there has not been the level of financial support/ advice from the Council that tenant and leaseholders may have hoped for.

Table 6: Q13A. How satisfied or dissatisfied are you with the response to this coronavirus outbreak provided by Wandsworth Council overall? / Q13B How satisfied or dissatisfied are you with the response to this coronavirus outbreak provided by Wandsworth Council's Housing Service? (Valid responses)

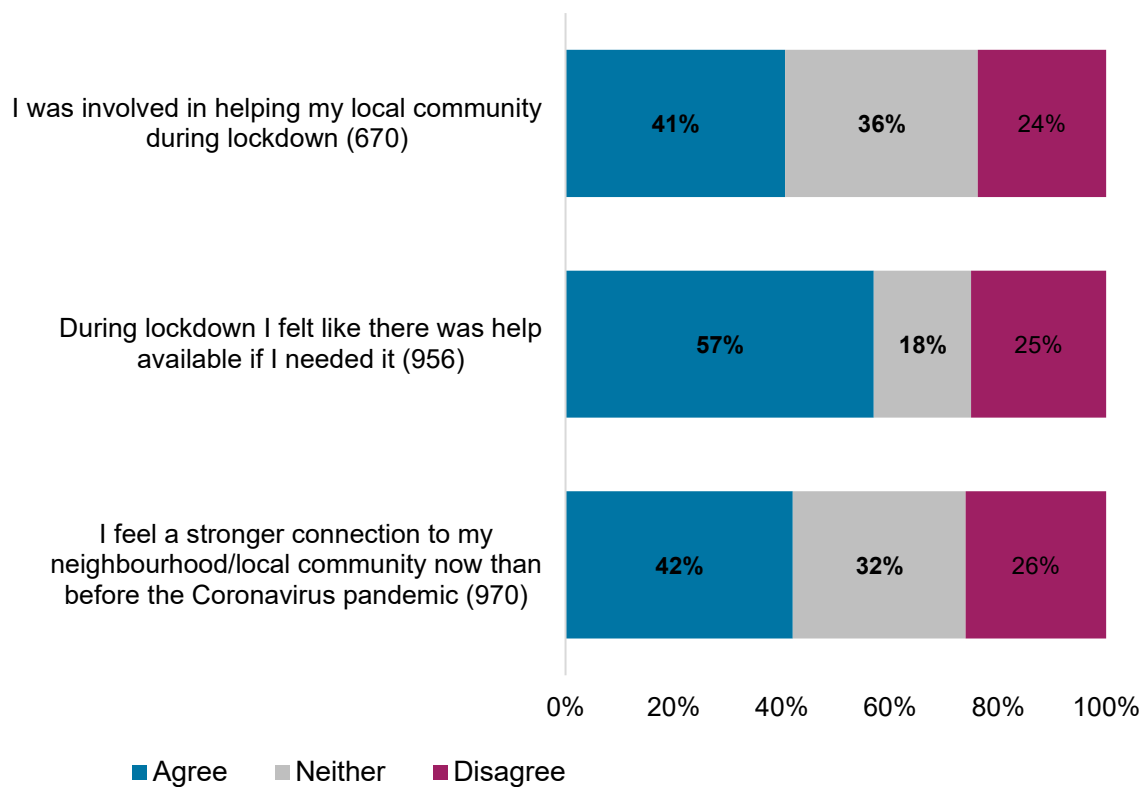
	% satisfied	Housing Service		Overall	
		Tenant (913)	Leaseholder (425)	Tenant (915)	Leaseholder (449)
	Total	59%	45%	64%	57%
Length of Tenure	Less than 1 year	52%	0%	53%	50%
	1-2 years	65%	45%	79%	67%
	3-5 years	64%	40%	71%	56%
	6-10 years	60%	35%	65%	55%
	More than 10 years	58%	18%	62%	57%
Gender	Male	68%	46%	72%	54%
	Female	55%	44%	61%	58%
Estate Management Area	Central	61%	48%	67%	60%
	Eastern	57%	42%	64%	53%
	Southern	59%	38%	61%	56%
	Western	59%	50%	64%	56%
Financial Impact of COVID	Positive	80%	64%	81%	82%
	Negative	46%	34%	54%	46%

6.1 Living with the coronavirus outbreak

6.1.1 Tenants

Tenants were asked a series of statements revolved around how they dealt with the lockdown restrictions in place throughout 2020, and how connected to the community they were. 41% of tenants agreed that they were involved in helping their local community during lockdown. Just under three fifths (57%) agreed that during lockdown they felt like there was help available if needed. Over four in ten (42%) agree that they feel a stronger connection to their local community now, more so than before the coronavirus pandemic.

Figure 32: Q5. To what extent would you agree or disagree with the following statements? (Valid responses)

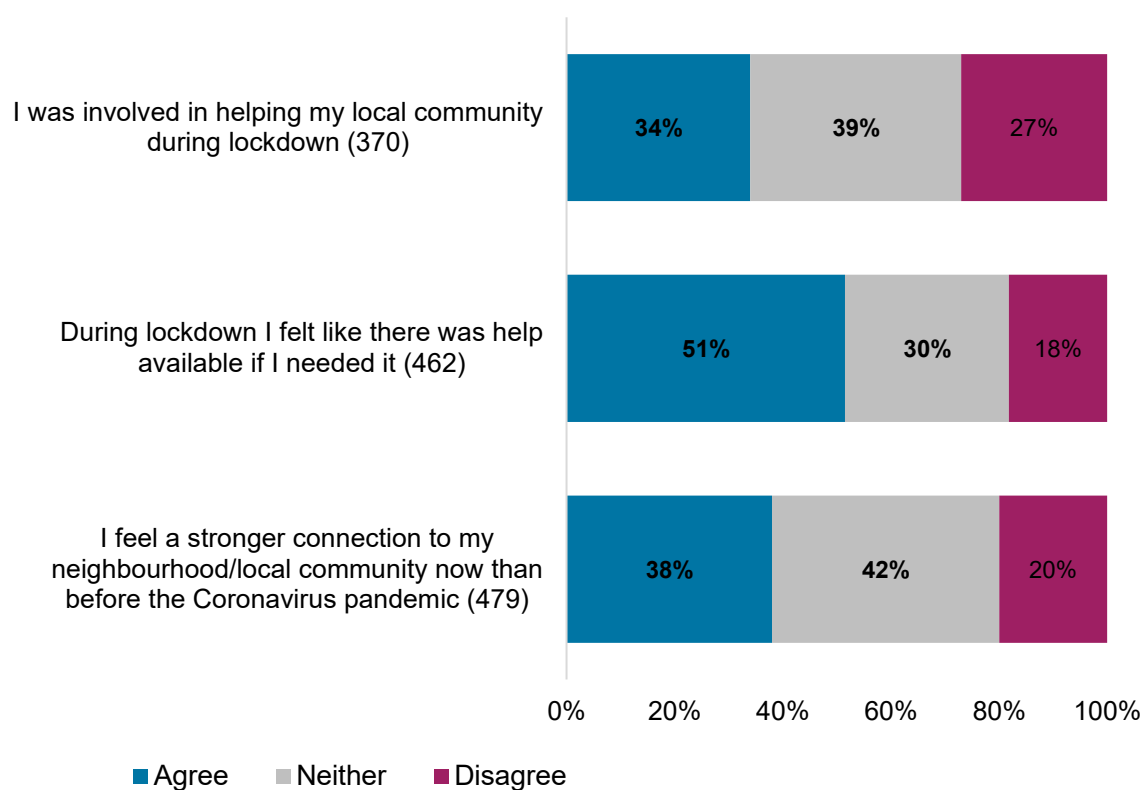


Unweighted bases in parentheses

6.1.2 Leaseholders

Around a third of leaseholders (34%) agree that they were involved in helping their local community during the lockdown, whilst around half (51%) agreed that the help was there for them if they needed it. 38% of leaseholders agree that they feel a stronger connection to their local community than they did before the coronavirus pandemic, whilst a fifth (20%) disagree with this statement.

Figure 33: Q5. To what extent would you agree or disagree with the following statements? (Valid responses)



Unweighted bases in parentheses

7 Building Safety Information

7.1 Safety awareness and information

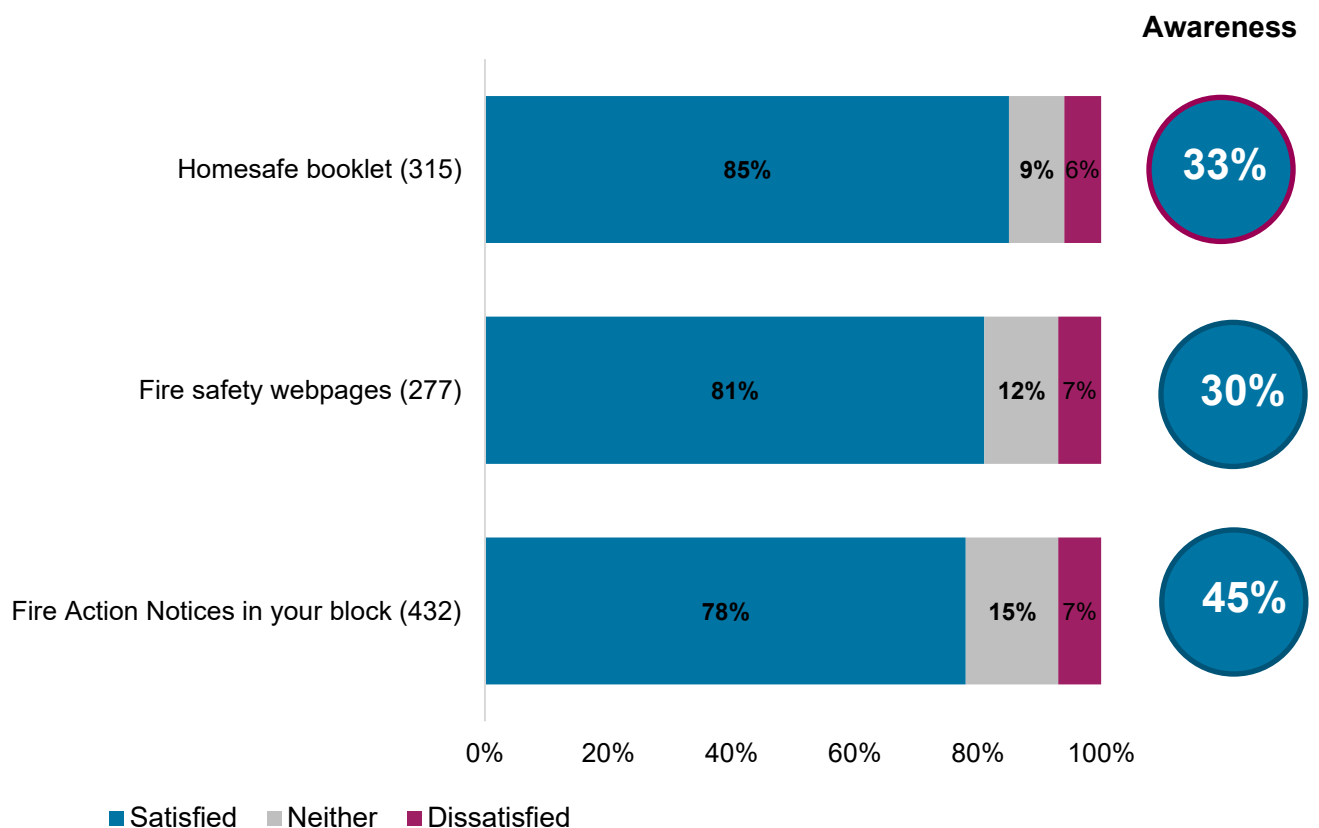
7.1.1 Tenants

Around a third (33%) of tenants said they are aware of the Homesafe booklet. Of those who are aware of it, 85% say they are satisfied with the information it provides to them, with just 6% dissatisfied.

Three in ten (30%) tenants are also aware of the fire safety webpages, with 81% of those aware satisfied with the information contents within. This is significantly lower amongst those living in the Central Estate Management Area (70% cf. 81%). Those in houses (61%) and maisonettes (71%) are also significantly less satisfied with the information provided in the Fire safety webpages, where as those living in flats are significantly more satisfied (87%).

Just under half (45%) of tenants are aware of the Fire Action Notices in their block. Of those aware, just over three quarters (78%) are satisfied with the information they provide. This is significantly higher amongst those living in flats (80% cf. 78%).

Figure 34: Q14a Which of the following sources of information about building safety are you aware of? / Q14b How satisfied or dissatisfied are you with the information your landlord provides about your home? (Valid responses)

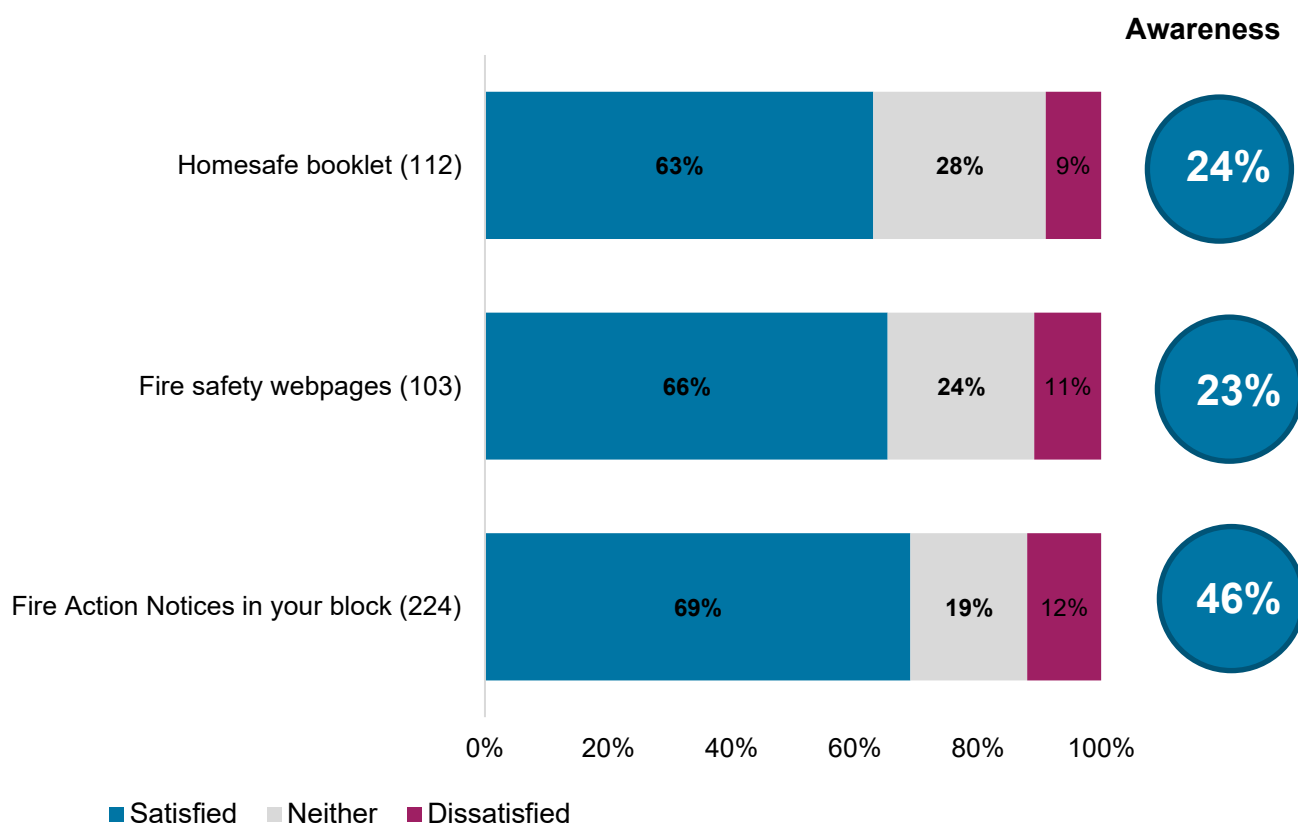


Unweighted bases in parentheses

7.1.2 Leaseholders

A quarter (24%) of leaseholders said they are aware of the Homesafe booklet, with 63% of those aware satisfied with its contents. 23% said they were aware of the fire safety webpages, with 66% satisfied, whilst just under half (45%) of leaseholders were aware of the Fire Action Notices in their block, with 69% satisfied with the information it provides to them.

Figure 35: Q14a Which of the following sources of information about building safety are you aware of? / Q14b How satisfied or dissatisfied are you with the information your landlord provides about your home? (Valid responses)

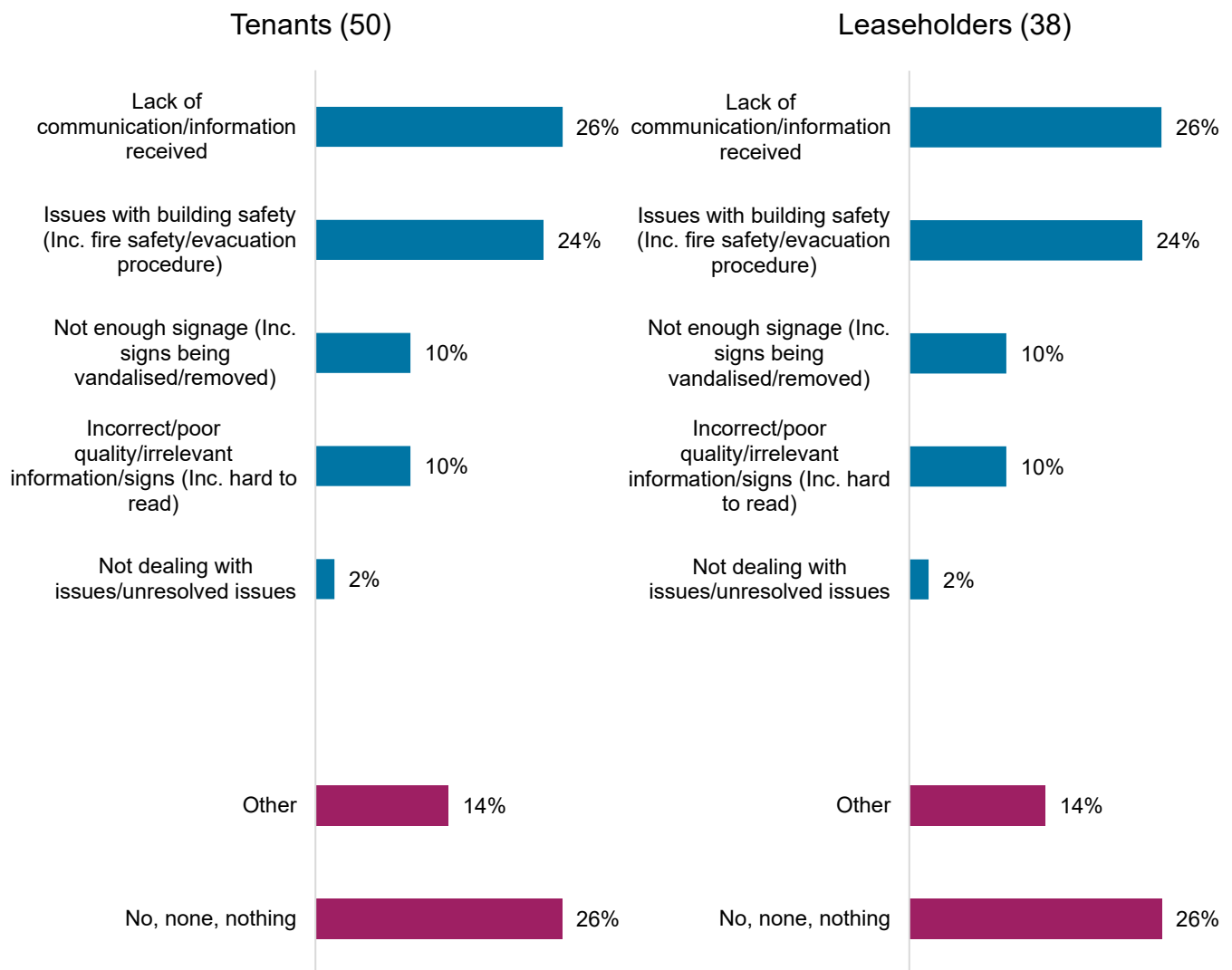


Unweighted bases in parentheses

7.2 Reasons for dissatisfaction

If respondents were dissatisfied with any of the measures regarding the building safety information sources were asked for their reasons why. For both tenants and leaseholders, the most common reasons for being dissatisfied were a lack of communication/ information received and issues with building safety – such as fire safety and evacuation procedure.

Figure 36: Q14c Why do you say that you are dissatisfied? (Valid responses)



Unweighted bases in parentheses.

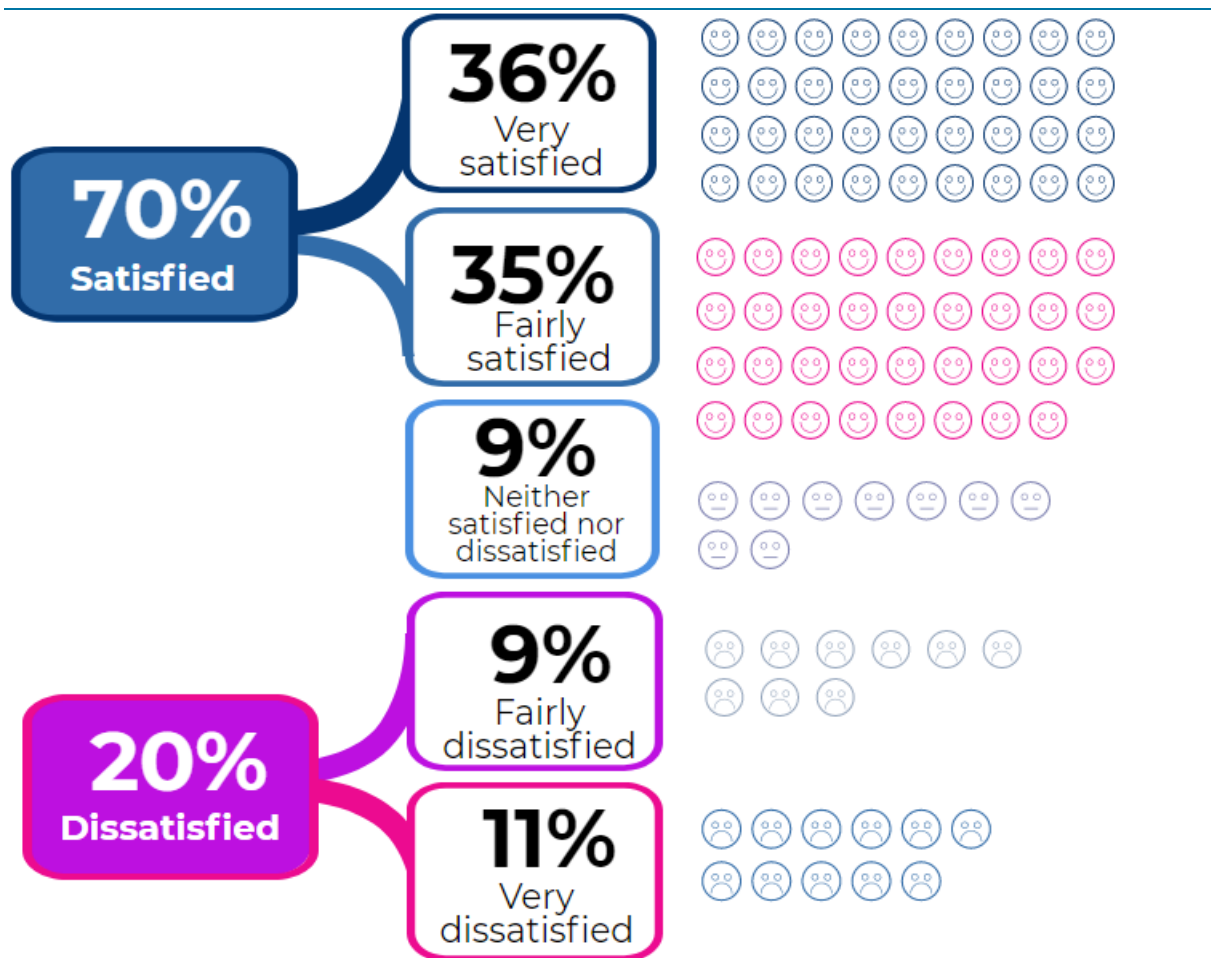
8 Rents and Service Charges

8.1 Value for Money

8.1.1 VFM Tenants

Seven in ten (70%) tenants are satisfied with the value for money of rent and service charges, with just over a third (36%) very satisfied. Just a fifth (20%) stated they were dissatisfied with this measure, with one in ten (11%) very dissatisfied.

Figure 37: Q4/2. Overall, how satisfied or dissatisfied are you with the following? ...The value for money for your rent/service charge. (Valid responses)

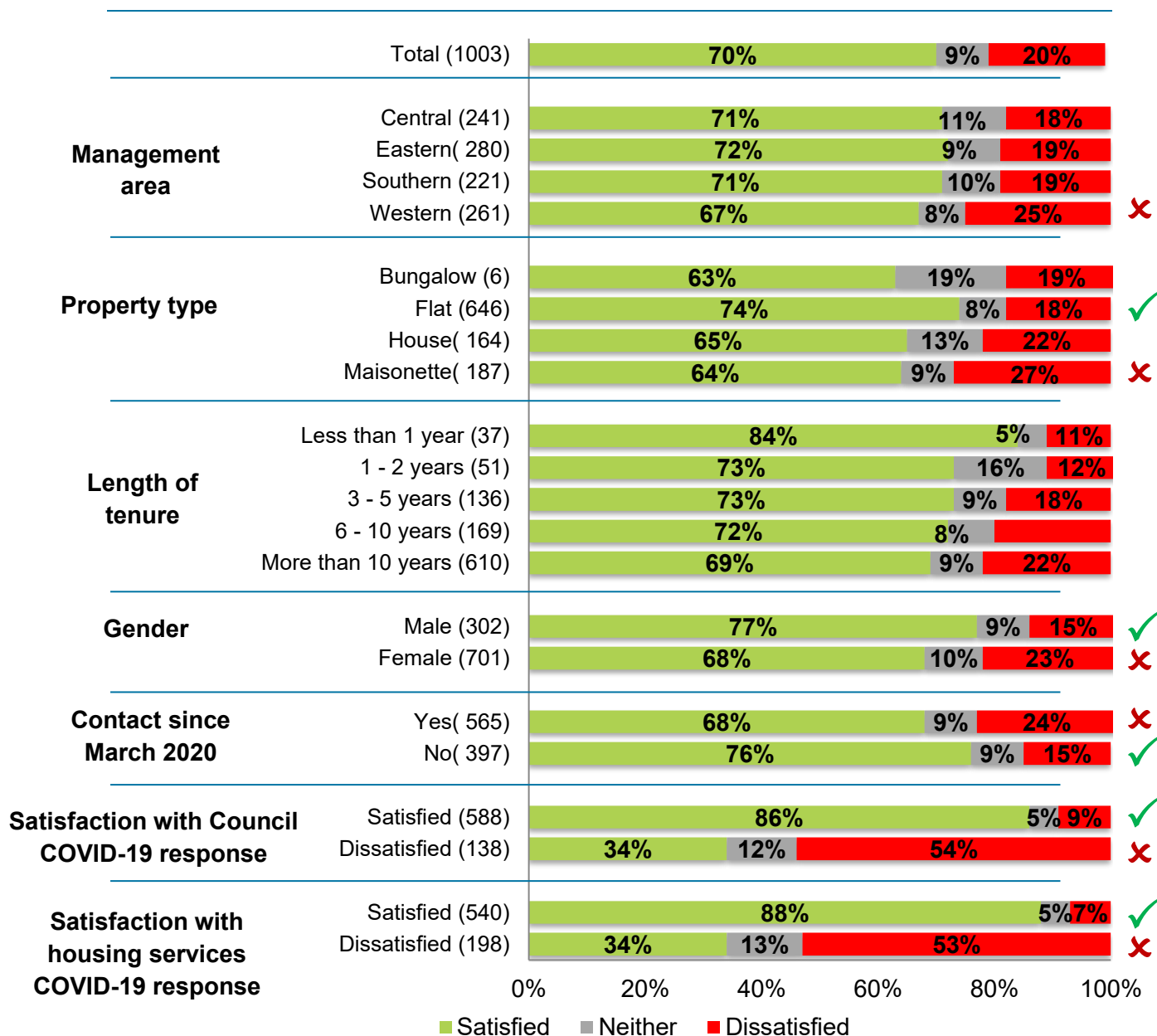


Unweighted base: 1003

8.1.2 Subgroup - Tenants

Those living in the Western Management area are significantly less likely to be satisfied with this measure compared to the total average (67% cf. 70%). By property type, those in a maisonette are also significantly less satisfied compared to the total (64% cf. 70%), however those living in flat are significantly more satisfied with the value for money of rent and service charges compared to the total average (74% cf. 70%). Male tenants are significantly more satisfied with the value for money of rent and services charges compared to female tenants (77% cf. 68%). Those who are satisfied with both the Councils coronavirus response and the housing services response are significantly more likely to be satisfied with the value for money.

Figure 38: Q4/2. Overall, how satisfied or dissatisfied are you with the following? ...The value for money for your rent/service charge. (Valid responses)

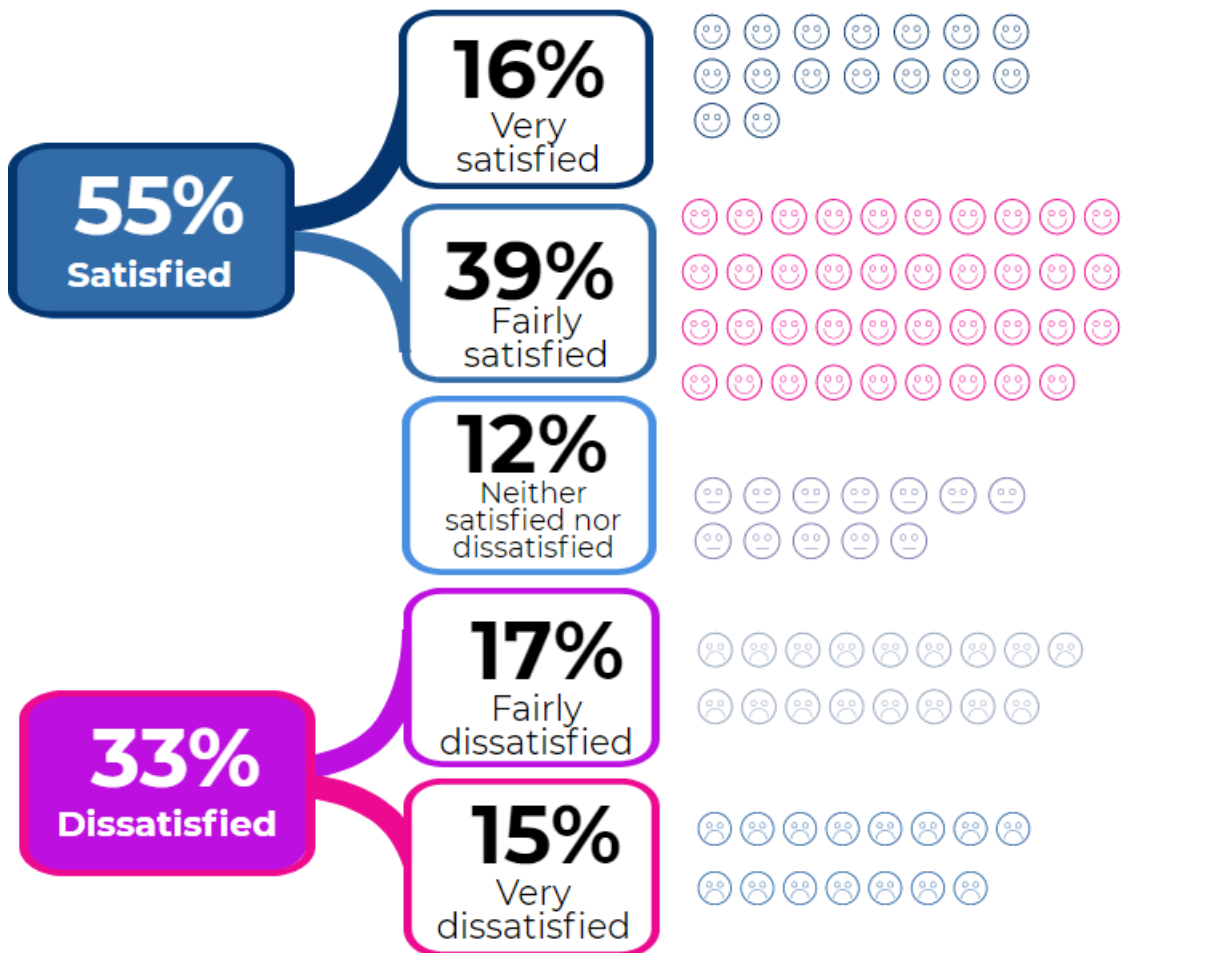


Unweighted base size in parenthesis

8.1.3 Value for Money – Leaseholders

Amongst leaseholders, over half (55%) expressed satisfaction towards the value for money of rent/ services charges, with 16% very satisfied. A third (33%) of leaseholders said they were dissatisfied, with 15% very dissatisfied with the value for money they provide.

Figure 39: Q4/2. Overall, how satisfied or dissatisfied are you with the following? ...The value for money for your rent/service charge. (Valid responses)



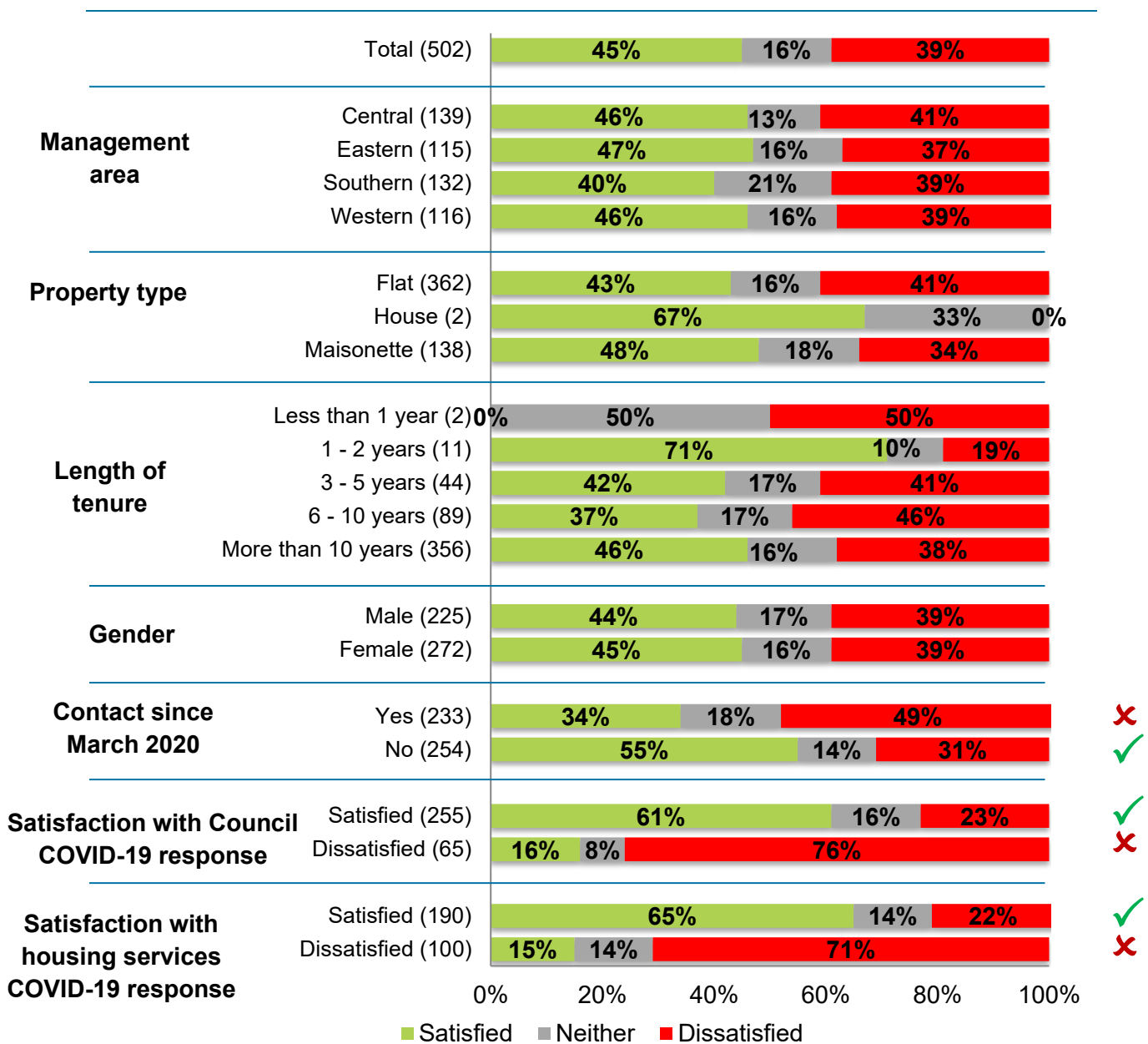
Unweighted base: 502

8.1.4 Subgroup – Leaseholders

Those that had contacted the Council since March 2020 are significantly less satisfied with the value for money of their rent/ services charges compared to those who have not contacted the Council since March 2020 (34% cf. 55%).

Like tenants, those that were satisfied with the housing services’ response to the coronavirus outbreak are significantly more likely to be satisfied with the value for money of rent/ services charges compared to those dissatisfied with the housing services’ response (65% cf. 16%). The same can be said for those satisfied with the Council’s overall response to the outbreak compared to those dissatisfied (65% cf. 15%).

Figure 40: Q4/2. Overall, how satisfied or dissatisfied are you with the following? ...The value for money for your rent/service charge. (Valid responses)



Unweighted base size in parenthesis

8.2 Finance Dept. Support

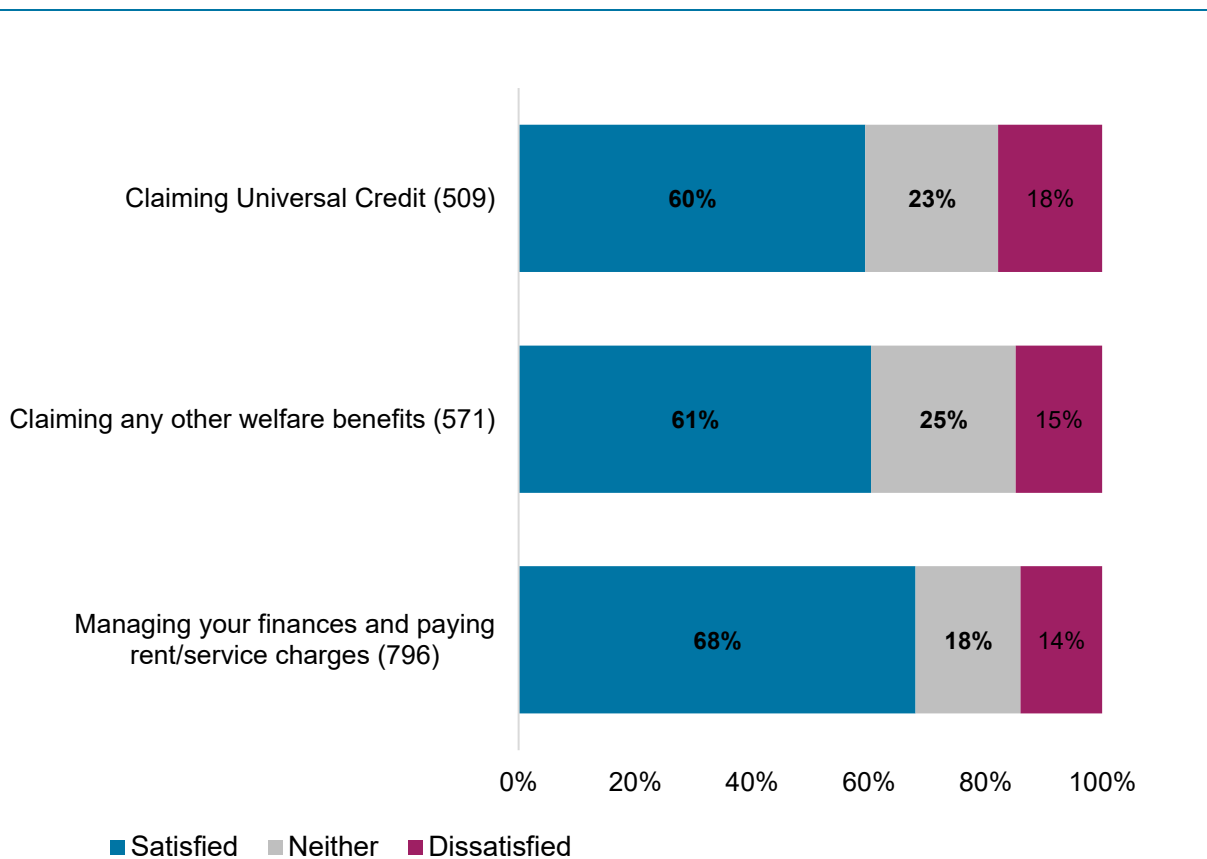
8.2.1 Support for Tenants

Amongst tenants, 60% said they were satisfied with the advice and support they received in regards to claiming universal credit, with just 18% dissatisfied. Those that have been a tenant of Wandsworth for over 10 years are significantly less likely to be satisfied with this measure compared to the total average (55% cf. 61%).

61% of tenants are satisfied with the advice and support they received on claiming any other welfare benefits. Tenants working in full time employment are significantly less likely to be satisfied with this measure compared to the total average (34% cf. 61%). This may be because they have not needed to access this support, given their employment status.

Just under seven in ten (68%) of tenants said they were satisfied with the advice and support they received in managing their finances and paying rent/ service charges, with just 14% dissatisfied with this measure. Those wholly retired from work are significantly more likely to be satisfied with this measure compared to the total average (83% cf. 68%).

Figure 41: Q15 Thinking about your rent/service charge and income, how satisfied or dissatisfied are you with the advice and support you receive from the Finance Department with the following? (Valid responses)



Unweighted bases in parentheses

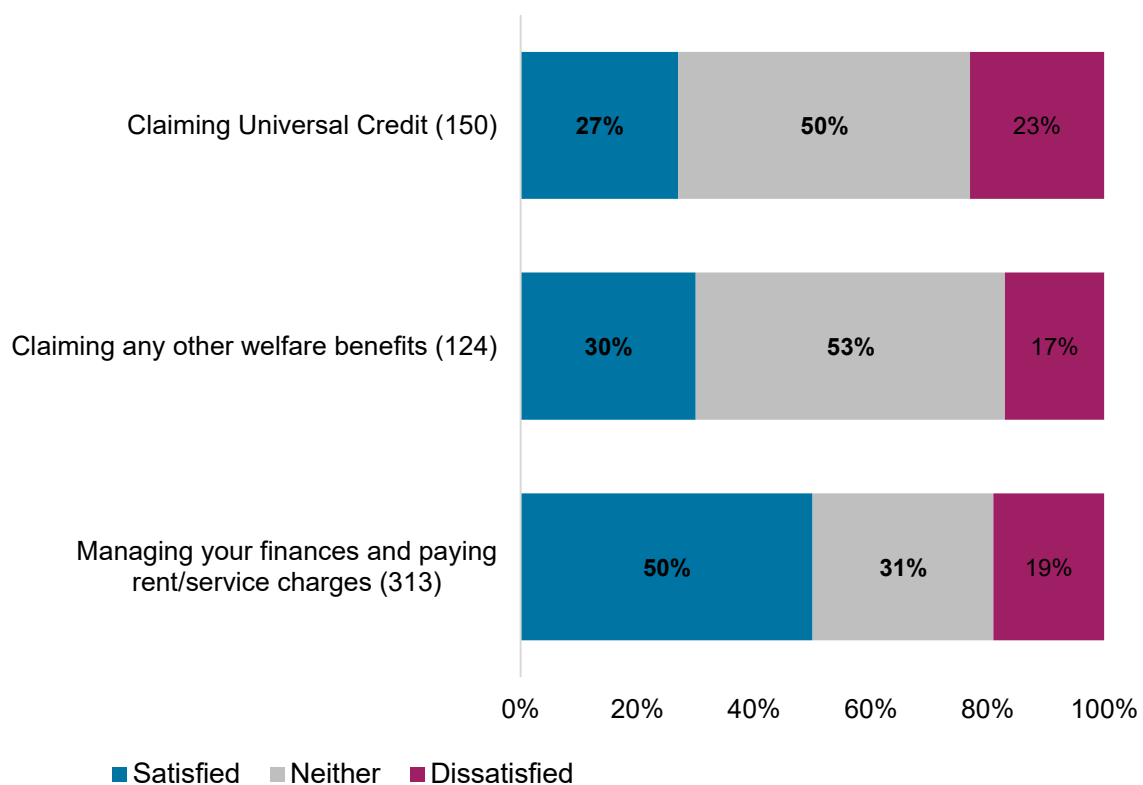
8.2.2 Support for Leaseholders

For leaseholders, just over a quarter (27%) said they were satisfied with the support and advice they received in regards to claiming universal credit. Half stated neither, which may indicate they do not need to use the services offered. There was a not applicable option for this measure, in which 70% of leaseholders chose.

Similar to the previous measure, 50% of leaseholders said they were neither satisfied or dissatisfied with the support and advice for claiming any other welfare benefits. More leaseholders were satisfied (30%) than dissatisfied (17%) however. Three quarters (75%) said this was not applicable to them so they were removed.

Half (50%) of leaseholders said they were satisfied with the advice and support they received in managing their finances and paying rent/ service charges, with just 19% dissatisfied. Those who have been negatively affected financially due to coronavirus are significantly less likely to be satisfied with the advice and support they received in managing finances from Wandsworth’s finance department (30% cf. 50%). This does jump significantly however amongst those who have had a positive financial impact from coronavirus (70% cf. 50%).

Figure 42: Q15 Thinking about your rent/service charge and income, how satisfied or dissatisfied are you with the advice and support you receive from the Finance Department with the following? (Valid responses)



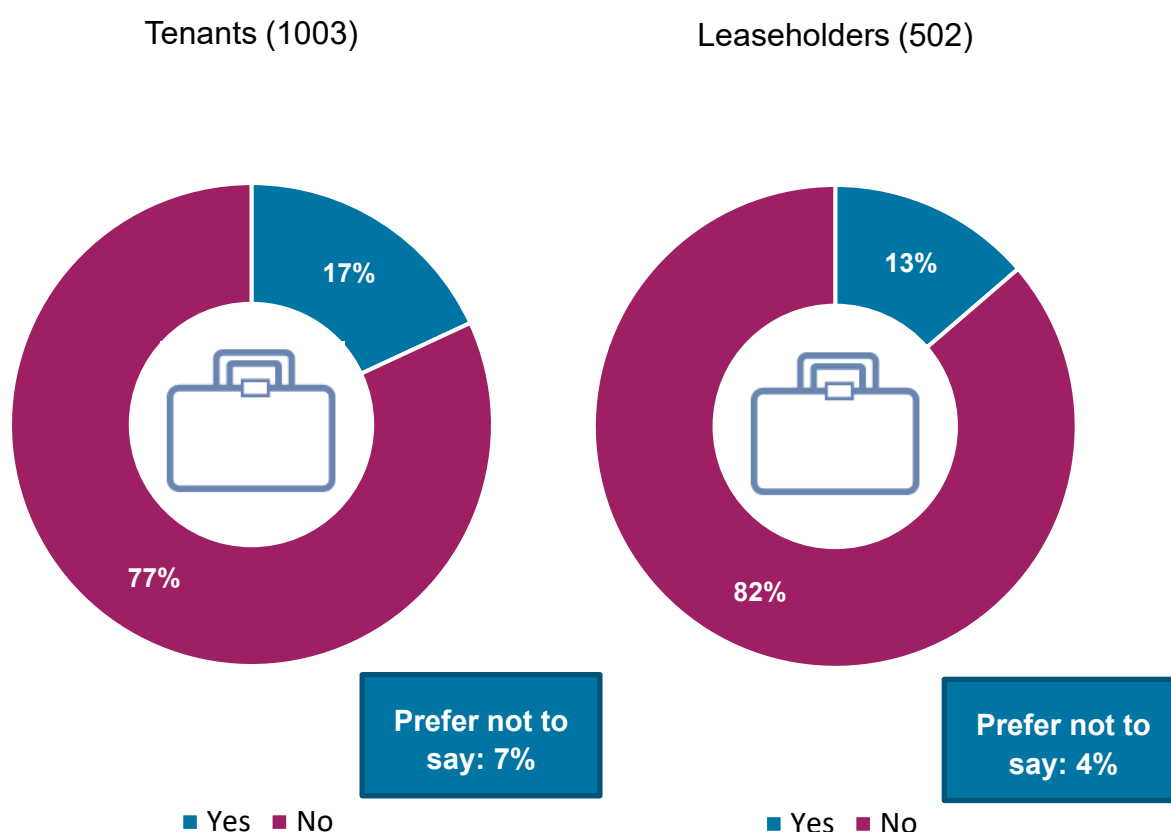
Unweighted bases in parentheses

8.3 Employment Status

Just over three quarters of tenants (77%) say that their employment status has remained unchanged as a result of lockdown. This is significantly lower amongst those living in the Eastern Estate management area (72% cf. 77%). More specifically, those living in St Marys Park ward are significantly more likely to say their employment status has changed (27% cf. 17%). Those who have been a tenant of Wandsworth's for 3-5 years are significantly more likely to say their employment status has changed (23% cf. 17%). Conversely, those who have been a tenant for over 10 years at Wandsworth are significantly more likely to state their employment status has not changed (79% cf. 77%).

Amongst leaseholders, over four fifths (82%) said their employment status had remain unchanged. Like tenants, those leaseholders living in the Eastern Management Area were significantly more likely compared to the total average to say their employment status had changed (21% cf. 13%).

Figure 43: Q16. Has your employment status changed as a result of lockdown? (Valid responses)



Unweighted bases in parentheses

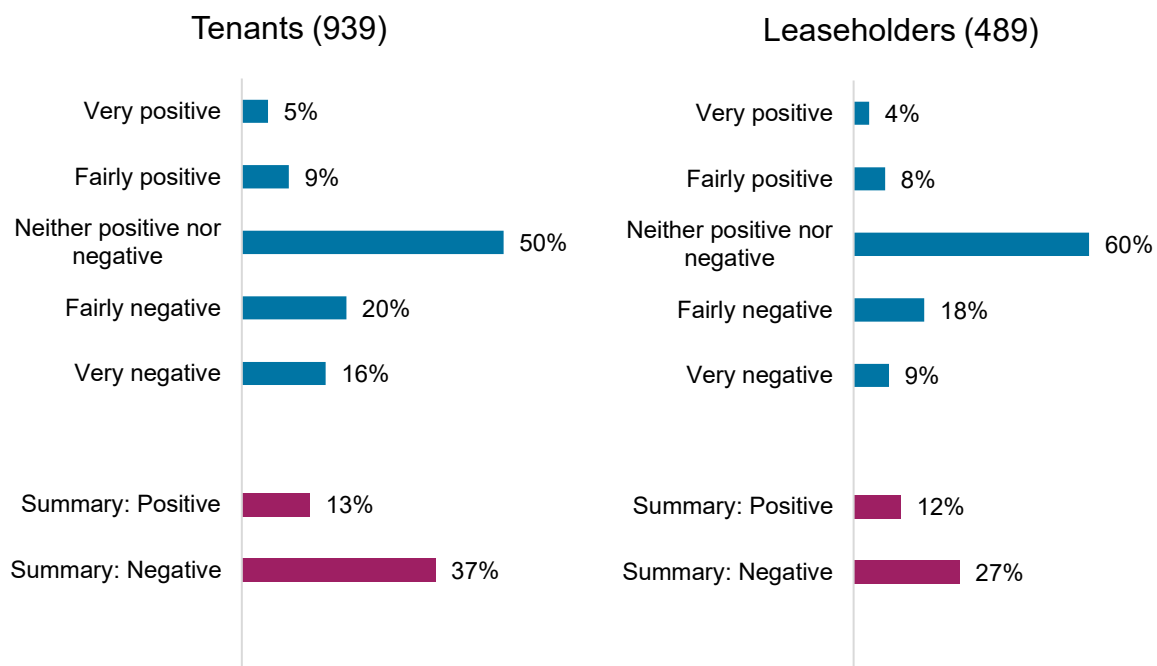
8.4 Household Finances

Respondents were asked what kind of impact the coronavirus outbreak has had on them financially. Amongst tenants, half said it had neither a positive nor negative effect, whilst just over a third (37%)

said it had a negative effect on them. Those in the Central Estate Management Area were significantly more likely to have had a negative financial impact due to coronavirus compared to those in the Western Estate management area (43% cf. 32%).

For leaseholders, three fifths (60%) said the coronavirus outbreak had neither a positive nor negative effect on them, with just over a quarter (27%) stating it had a negative impact. Those in St Marys Park were significantly more likely compared to the total average to say it had a negative impact on them (40% cf. 27%). Those in flats are significantly more likely to say it had a negative impact on them compared to those living in maisonettes (30% cf. 20%).

Figure 44: Q17. So far, what kind of impact has the coronavirus outbreak had on the financial situation of your household? (Valid responses)



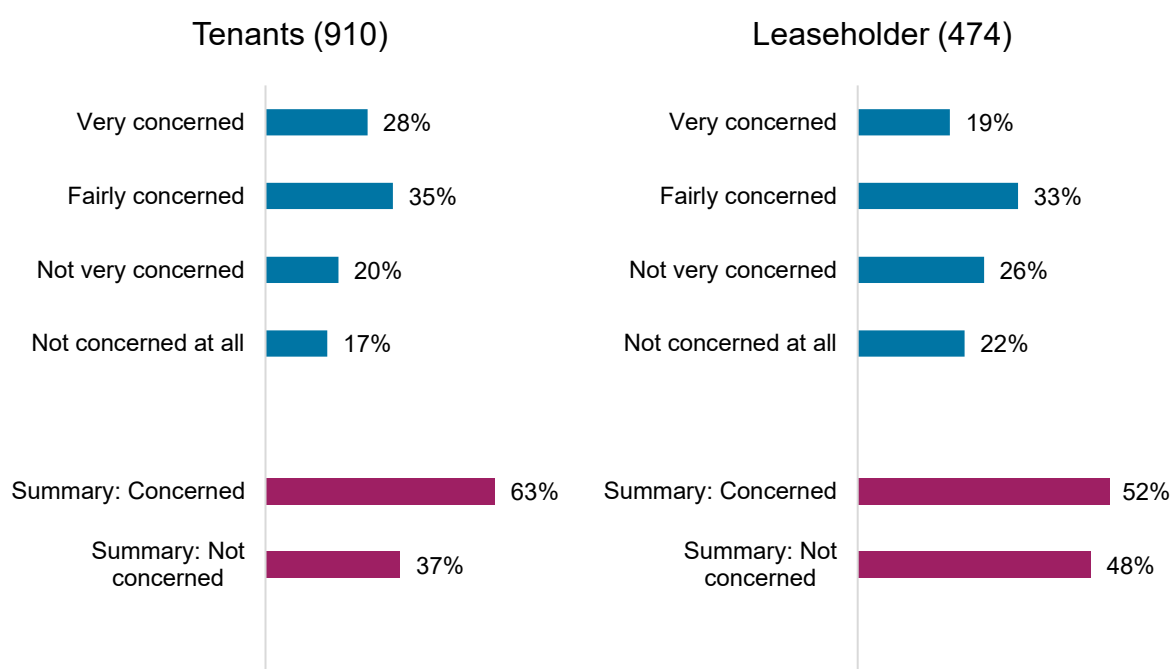
Unweighted bases in parentheses

As well as understanding the current financial impact on residents, Wandsworth Council also wanted to understand concerns going forwards into the next 6 months. Around two thirds (63%) of tenants say they are concerned about the financial impact of coronavirus on themselves and their household going forwards, with 28% very concerned. Just over a third stated they are not concerned (37%). Those in the Eastern Estate Management Area are significantly more likely to be concerned compared to the total

average (70% cf. 63%). Conversely, those living in the Southern Estate Management area are significantly less likely to feel concerned (57% cf. 63%).

Just over half (52%) of leaseholders say they feel concerned about the financial impact caused by coronavirus in the next 6 months, whilst just under half (48%) say they are not concerned, highlighting an even split in perceptions amongst leaseholders. Leaseholders in the Western Estate Management area are significantly less likely compared to the total average to feel concerned (43% cf. 52%). BME leaseholders are significantly more likely to be concerned about the financial impact of coronavirus going forwards compared to none BME leaseholders (66% cf. 41%).

Figure 45: Q18. Thinking ahead six months, how concerned are you about the financial impact of the coronavirus outbreak on your household? (Valid responses)

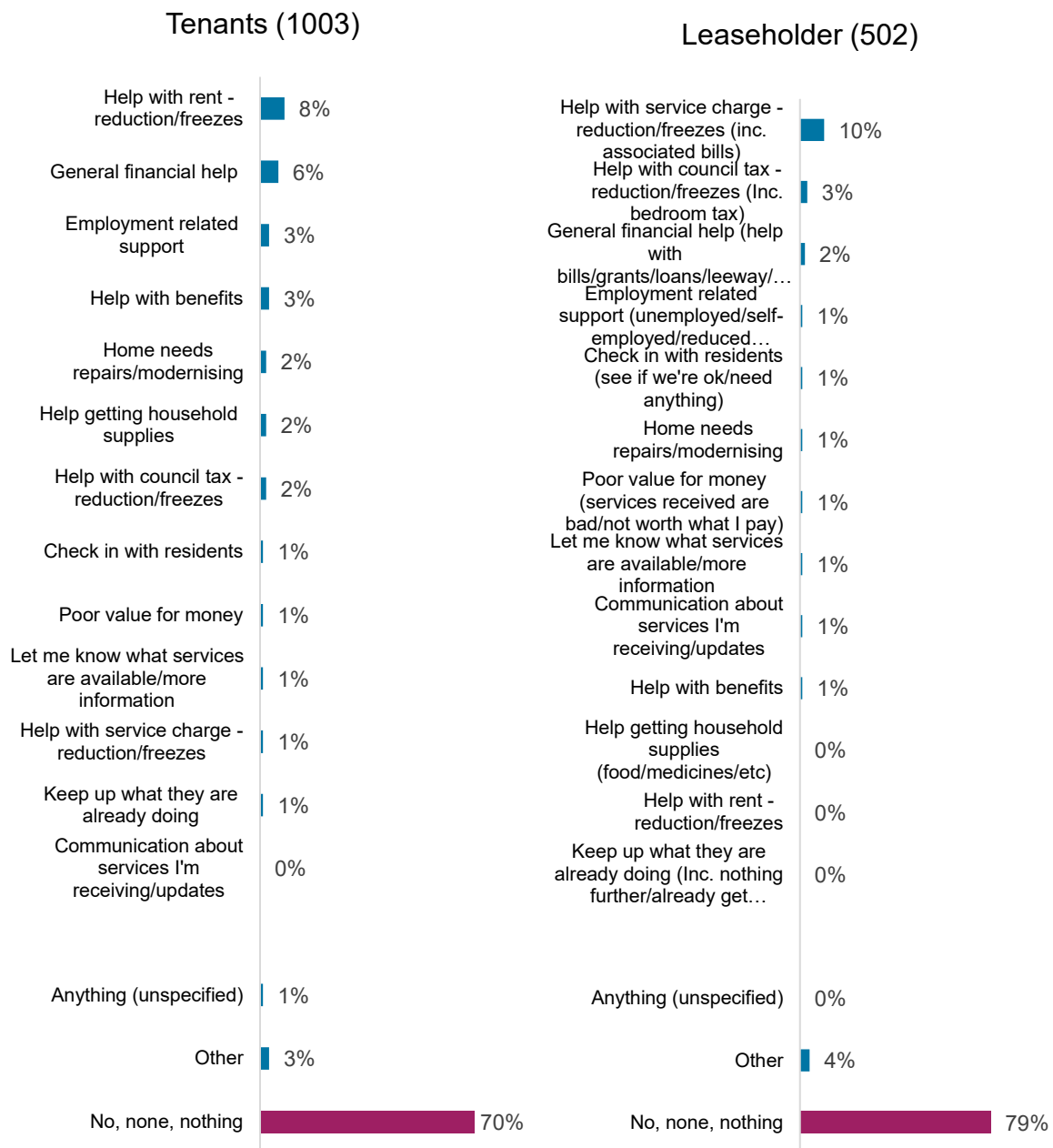


Unweighted bases in parentheses

When asked what support Wandsworth Councils finance department could provide, the most commonly cited way amongst tenants was either a freeze or reduction in rents (8%), followed by general financial help (6%). For leaseholders, one in ten (10%) stated a freeze or reduction in services charges, followed by a reduction/ freeze in Council tax (3%) and general financial help (2%).

Seven in ten respondents did not give an answer for this question.

Figure 46: Q19. What support if any do you need from the Council’s Finance Department during this period? (Valid responses)

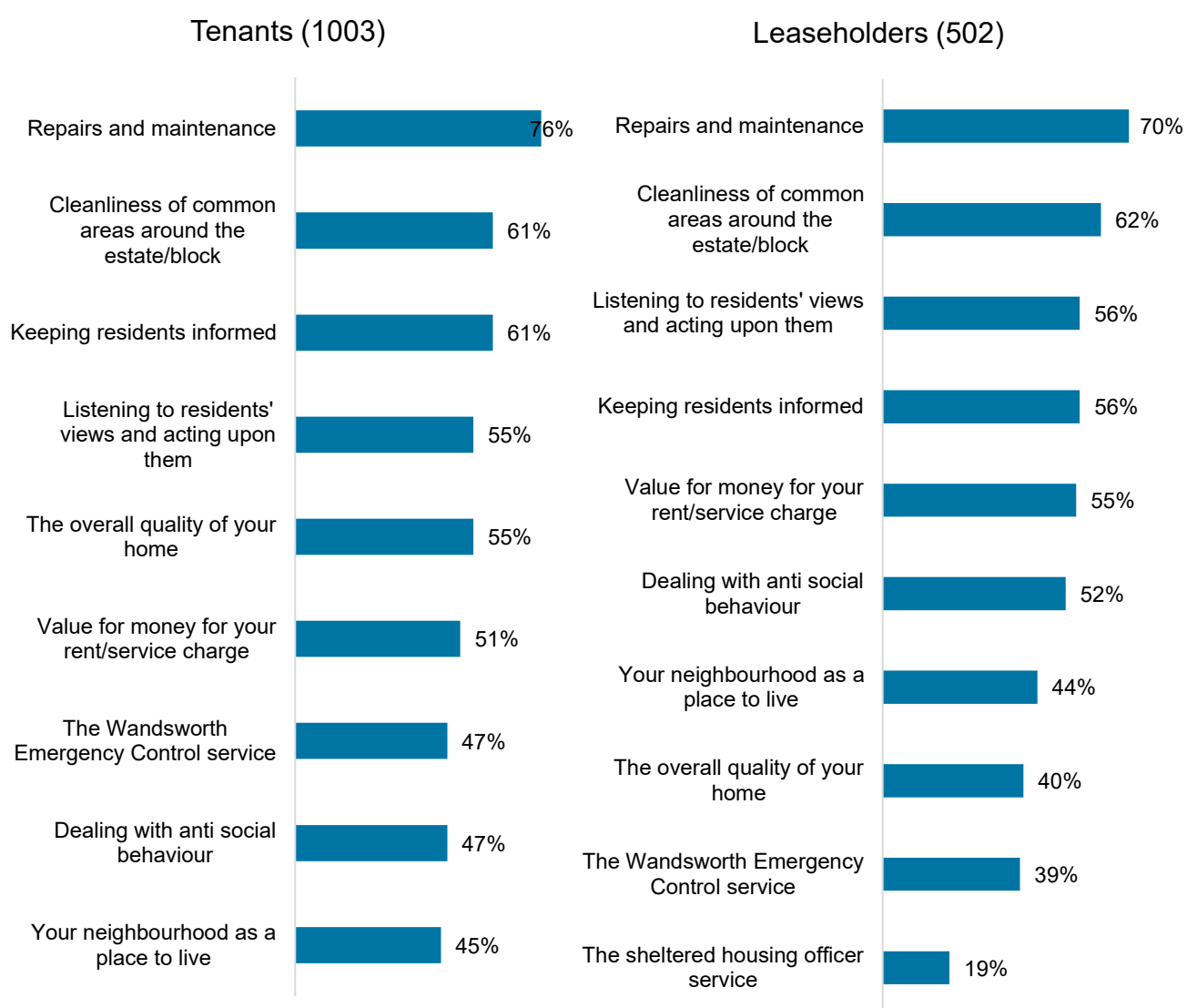


Unweighted bases in parentheses

9 Priorities

For both tenants (76%) and leaseholders (70%), the most common consideration for the biggest priority for the Council going forwards was the repairs and maintenance service, followed by the cleanliness of common areas around the estates/ blocks (tenants 61%, leaseholders 62%).

Figure 47: Q21. Which of the following services would you consider to be priorities? (Valid responses)



Unweighted bases in parentheses

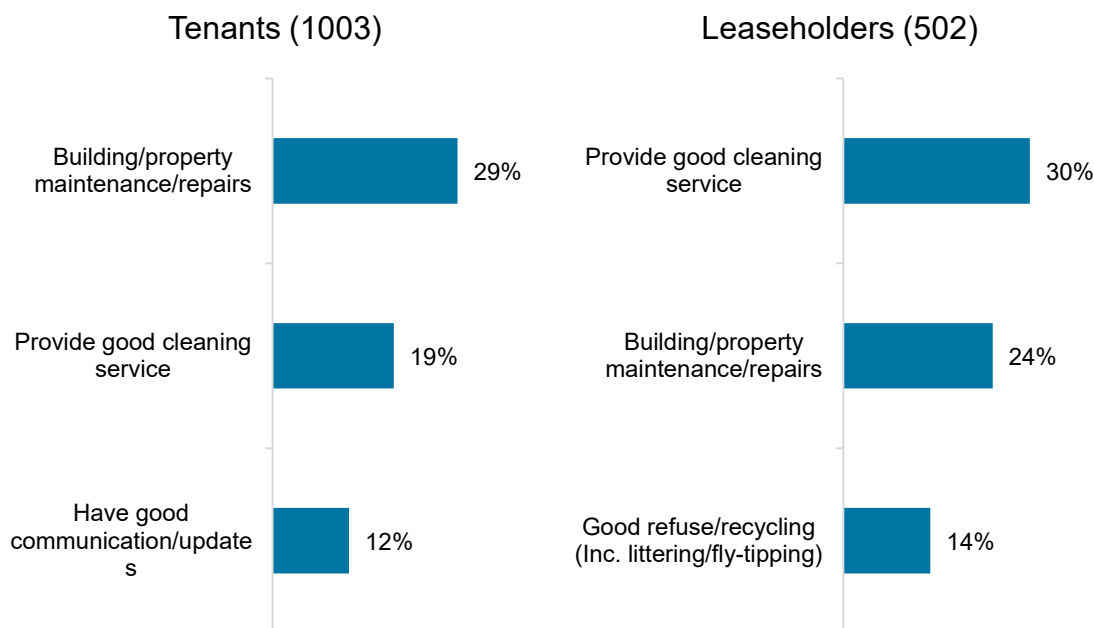
Respondents were asked to state three main things Wandsworth Council could do to improve the housing services they provide. Amongst tenants, building/ property/ repairs (29%), followed by a good cleaning service (19%) and having good communication/ updates (12%).

In terms of the cleaning services, this was mentioned significantly more amongst tenants living in the Eastern estate management area compared to those in the Southern area (24% cf. 13%). Those in St Marys Park were also significantly more likely to say the cleaning services compared to the total average (33% cf. 19%).

Tenants living in Graveney were significantly more likely to say the building/ property maintenance, repairs as an improvement for the housing services compared to the total average (46% cf. 29%). Those living in maisonettes are significantly more likely than those in flats to suggest building/ property/ repairs improvements to the housing services (35% cf. 26%).

Three in ten (30%) leaseholders stated providing a good cleaning service would improve the housing services in general. This was followed by building/ property/ repairs improvements (24%) and a good recycling service (14%).

Figure 48: 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? (Valid responses)



Unweighted bases in parentheses

Appendix: Statement of Terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2015) 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 publish any part of these results without the written and informed consent of the client.

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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.

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