

Tenant and Leaseholder survey 2025 – Key findings

From 2023, the Regulator of Social Housing Social Housing Providers capture feedback from tenants on a set of Tenant Satisfaction Measures (TSMs), and report on these measures. As in previous iterations of the survey, the 2025 survey was asked to both tenants and leaseholders.

This document will give an overview of the TSMs for 2025 and will discuss summary differences between this year's results and previous year's. The surveys used solely a face-to-face methodology for data collection. 1109 Tenants and 502 Leaseholders completed the survey.

Overall perceptions

Table 1 below highlights the results of the tenant satisfaction measures for the 2025 survey alone, split by tenants and leaseholders. Results in **green** are significantly higher than the total, whilst results in **red** are significantly lower than the total.

- Satisfaction with the overall service provided by Wandsworth Council's housing service shows a 9-percentage point difference between tenants and leaseholders (68% c.f. 57%) with tenants being significantly higher than the total and leaseholders being significantly lower.
- Tenants living in Central show higher satisfaction among a handful of factors compared to the other areas; they are more likely to be satisfied with the overall service (74%), the council listens to their views and acts upon them (67%) and that the housing services are easy to deal with (72%). Those in Western management area are significantly less satisfied with the overall service (60%) and handling of ASB (61%).
- For leaseholders, those in Central Wandsworth are significantly more satisfied in measures like the council having made a positive contribution to their neighborhood (Central: 72%), their home being well maintained (79%), communal areas being clean and tidy (56%), value for money of their service charge (64%), councils approach to handling anti-social behavior (71%), council listening to their views and acting upon them (71%), being kept informed about things that matter (72%) and the housing service being easy to deal with (63%). Those in Western management area are significantly less satisfied with overall service (42%), well maintained property (44%), communal areas (37%), positive contribution to neighbourhood (47%) and listens to views (41%).

Table 1: 2025 tenant satisfaction measures by tenants and leaseholders

% Satisfied	Total	Tenants	Leaseholders
TP01. Overall satisfaction	64%	68%	57%
TP02. Satisfaction with repairs	58%	61%	40%
TP03. Satisfaction with time taken to complete the most recent repair	54%	57%	38%
TP04. Satisfaction that the home is well maintained	65%	66%	63%
TP05. Satisfaction that the home is safe*	75%	75%	73%
TP06. Satisfaction that Wandsworth Borough Council's Housing Service listens to tenant views and acts upon them*	59%	61%	55%
TP07. Satisfaction that Wandsworth Borough Council's Housing Service keeps tenants informed about things that matter to them*	69%	70%	65%
TP08. Agreement that Wandsworth Borough Council's Housing Service treats tenants fairly and with respect *	76%	78%	73%
TP09: Satisfaction with Wandsworth Borough's Council Housing Service approach to handling complaints	21%	21%	23%
TP10: Satisfaction that Wandsworth Borough Council's Housing Service keeps communal areas clean and well maintained	55%	58%	49%
TP11: Satisfaction that Wandsworth Borough Council's Housing Service makes a positive contribution to neighbourhoods*	69%	72%	63%
TP12: Satisfaction with Wandsworth Borough Council Housing Service's approach to handling anti-social behaviour*	64%	67%	57%
How satisfied or dissatisfied are you with the value for money of your rent/service charge?	64%	72%	47%

*Valid responses only i.e., 'not applicable/don't know' responses removed

Differences with 2024 and 2025 surveys

Tables 2 and 3 below highlight the differences in values captured for each year, by tenants and by leaseholders. Results in **green** are significantly higher than 2024, whilst results in **red** are significantly lower than 2024.

Table 2: 2024 and 2025 TSM by tenants

% Satisfied	2023	2024	2025
TP01. Overall satisfaction	64%	65%	68%
TP02. Satisfaction with repairs	53%	58%	61%
TP03. Satisfaction with time taken to complete the most recent repair	52%	57%	57%
TP04. Satisfaction that the home is well maintained	59%	61%	66%
TP05. Satisfaction that the home is safe*	76%	70%	75%
TP06. Satisfaction that Wandsworth Borough Council's Housing Service listens to tenant views and acts upon them*	51%	50%	61%
TP07. Satisfaction that Wandsworth Borough Council's Housing Service keeps tenants informed about things that matter to them*	66%	62%	70%
TP08. Agreement that Wandsworth Borough Council's Housing Service treats tenants fairly and with respect *	77%	78%	78%
TP09: Satisfaction with Wandsworth Borough's Council Housing Service approach to handling complaints	16%	22%	21%
TP10: Satisfaction that Wandsworth Borough Council's Housing Service keeps communal areas clean and well maintained	56%	58%	58%
TP11: Satisfaction that Wandsworth Borough Council's Housing Service makes a positive contribution to neighbourhoods*	67%	65%	72%
TP12: Satisfaction with Wandsworth Borough Council Housing Service's approach to handling anti-social behaviour*	67%	62%	67%
How satisfied or dissatisfied are you with the value for money of your rent?	72%	65%	72%

*Valid responses only i.e., 'not applicable/don't know' responses removed

In comparing tenants' satisfaction scores from 2024 to 2025, the majority of results have improved since 2024. Overall satisfaction increased slightly from 65% to 68%. Satisfaction related to repairs rose from 58% to 61% and satisfaction with the time taken to complete repairs has remained in line at 57%. There were significant gains in satisfaction with the maintenance of homes, which increased from 51% to 66%.

There have been no significant decreases in satisfaction for tenants.

Table 3: 2024 and 2025 TSM by leaseholders

% Satisfied	2023	2024	2025
TP01. Overall satisfaction	64%	67%	57%
TP02. Satisfaction with repairs	47%	53%	40%
TP03. Satisfaction with time taken to complete the most recent repair	46%	46%	38%
TP04. Satisfaction that the home is well maintained	61%	61%	63%
TP05. Satisfaction that the home is safe*	75%	74%	73%
TP06. Satisfaction that Wandsworth Borough Council's Housing Service listens to tenant views and acts upon them*	50%	47%	55%
TP07. Satisfaction that Wandsworth Borough Council's Housing Service keeps tenants informed about things that matter to them*	62%	63%	65%
TP08. Agreement that Wandsworth Borough Council's Housing Service treats tenants fairly and with respect *	76%	80%	73%
TP09: Satisfaction with Wandsworth Borough's Council Housing Service approach to handling complaints	20%	27%	23%
TP10: Satisfaction that Wandsworth Borough Council's Housing Service keeps communal areas clean and well maintained	52%	59%	49%
TP11: Satisfaction that Wandsworth Borough Council's Housing Service makes a positive contribution to neighbourhoods*	69%	65%	63%
TP12: Satisfaction with Wandsworth Borough Council Housing Service's approach to handling anti-social behaviour*	61%	57%	57%
How satisfied or dissatisfied are you with the value for money of your service charge?	51%	46%	47%

*Valid responses only i.e., 'not applicable/don't know' responses removed

Leaseholders have seen a significant increase on satisfaction for the measure that the council listens to their views and acts upon them, increasing from 47% to 55%.

Leaseholders have seen a significant decrease in satisfaction for measures like overall satisfaction (67% c.f. 57%), Satisfaction with overall repairs (53% cf. 40%) and time taken to complete repairs (46% cf. 38%), being treated fairly and with respect (80% cf. 73%), complaints handling (27% cf. 23%) and the communal areas being kept clean and well maintained (59% cf. 49%).



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