



TSM Summary of Approach 2025/26

Wandsworth Council



Table of contents

- Summary of Approach3
 - Background information3
 - Collection method3
 - Sample information4
 - Assessment of representativeness4
 - Collection method impact6
- Results of tenant perception measures.....7
- Questionnaire.....9

Summary of Approach

Background information

The Tenant Satisfaction Measures (TSMs) are a set of performance measures that help tenants understand how well their landlord is performing. The Regulator of Social Housing's (RSH) requires all registered housing providers to collate and submit TSMs in line with requirements. As part of this obligation, registered housing providers must inform residents how it collects the data provided in the TSM survey and publish a summary of approach alongside the TSM results.

BMG Research was commissioned to carry out this research and undertaken the interviews on behalf of Wandsworth Council in line with guidance from the Regulator of Social Housing. All TSM requirements have been achieved.

Survey timing



The survey was undertaken as a single point in time, between 01/07/2025 and 27/07/2025.

Collection method

In 2025/26, data was collected using a face-to-face method amongst LCRA residents. There are a number of reasons for choosing this methodology:

- **Consistency:** Maintaining the same methodology as with previous years' allows for comparison and trend analysis.
- **Inclusive:** Face to face is an effective method for engagement and ensures that it is inclusive. Fieldwork took place at different times of day and on different days of the week.
- **Flexibility:** Online survey invites allow tenants to complete the survey at their own convenience.
- **Accessible:** This methodology ensures accessibility for all tenants, so that no one is unduly prevented from taking part.
- **Engaging:** Speaking directly with participants face-to-face often improves engagement, as it allows for real-time clarification of questions. This leads to more precise and comprehensive responses.
- **Focussed:** Using this methodology allows us to set targets during fieldwork in order to consult with a representative sample and reduce the need for weighting.
- **Neutrality:** Using an independent market research agency, prevents bias and reassures participants who wish to remain anonymous.

No incentives to take part in the survey were offered.

Sample information

Sample method



Respondents were sampled using cluster sampling.
Targets were set by ward, tenure type, age by gender and property type by area to ensure the resulting sample was representative of key characteristics.

No tenant households were removed from the sample frame due to exceptional circumstances.

Sample size information

During 2025/26 Wandsworth Council] completed 1,109 surveys. Wandsworth Council has 16,986 of properties, which means that the margin of error at 95% confidence is +/- 2.85%.

Weighting

Weighting was not applied to the data as the survey sample was representative of Wandsworth Council's tenant population.

Assessment of representativeness



The tables below summaries the demographic information available and the representativeness of the survey results. The rationale for the choice of characteristics included are that they were key characteristics provided in the sample and give a good indication of representativeness.

LCRA	Relevant population (% total)	Survey responses unweighted (% total)
Tenure		
General Needs	86%	86%
Sheltered	6%	7%
Temporary	8%	8%
Gender		
Male	33%	33%
Female	67%	67%
Age		
16 to 34	11%	10%
35 to 44	18%	19%
45 to 54	20%	21%
55 to 64	23%	22%
65+	27%	29%
Property type		
Flat	67%	67%
Maisonette	18%	18%
House	14%	14%
Bungalow	1%	0%
Ward		
Balham	2%	2%
Battersea Park	14%	14%
East Putney	3%	4%
Falconbrook	13%	13%
Furzedown	3%	3%
Lavender	1%	1%
Northcote	1%	1%
Roehampton	16%	15%
Shaftesbury & Queenstown	8%	8%
South Balham	1%	1%
Southfields	1%	1%
St Mary's	3%	4%
Thamesfield	2%	2%

Tooting Bec	5%	5%
Tooting Broadway	3%	3%
Trinity	1%	1%
Wandle	2%	2%
Wandsworth Common	3%	3%
Wandsworth Town	5%	5%
West Hill	9%	8%
West Putney	7%	7%

Collection method impact

Proportion of respondents who report that they are satisfied with the overall service from their landlord TP01:

	LCRA
Face to face	67.8%

Total number of tenants (unweighted) who reported they are:

	LCRA
Very satisfied	204
Fairly satisfied	548
Neither satisfied or dissatisfied	111
Fairly dissatisfied	121
Very dissatisfied	125

Results of tenant perception measures

TSMs reported for LCRA:

	TP01	TP02	TP03	TP04	TP05	TP06
	Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?	How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.		539	539			
Number of respondents who responded 'No' to the filter question relevant to the perception measure.		566	566			
Very satisfied	204	106	99	169	204	123
Fairly satisfied	548	221	207	562	621	510
Neither satisfied nor dissatisfied	111	63	52	126	96	127
Fairly dissatisfied	121	73	88	132	87	128
Very dissatisfied	125	76	93	118	87	151
Not applicable/ don't know*					11	65
Calculated TSM: Proportion of respondents who report that they are satisfied	67.8%	60.7%	56.8%	66.0%	75.3%	60.9%

	TP07	TP08	TP09	TP10	TP11	TP12
	How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?	To what extent do you agree or disagree with the following "[my landlord] treats me fairly and with respect"?	How satisfied or dissatisfied are you with [your landlord]'s approach to complaints handling?	How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?	How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	How satisfied or dissatisfied are you with [your landlord]'s approach to handling anti-social behaviour?
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.			252	902		
Number of respondents who responded 'No' to the filter question relevant to the perception measure.			853	204		
Very satisfied	161	155	16	164	169	135
Fairly satisfied	599	677	36	362	587	540
Neither satisfied nor dissatisfied	151	131	22	93	146	134
Fairly dissatisfied	98	69	60	150	67	78
Very dissatisfied	73	42	118	133	81	118
Not applicable/ don't know	22	30			58	100
Calculated TSM: Proportion of respondents who report that they are satisfied	70.2%	77.5%	20.6%	58.3%	72.0%	67.2%

Questionnaire

Survey introduction

[TENANTS] We are conducting a survey on behalf of your landlord Wandsworth Borough Council Housing Services. 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. Wandsworth Council's housing management service is not responsible for the collection of refuse and recycling nor for resolving crime. It is important for the council to understand how council residents feel about the 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 results of the survey will be used to calculate annual tenant satisfaction measures which Wandsworth Borough Council will publish.

The survey will take around **15 minutes to complete**.

Just to confirm, your responses will be treated in the strictest confidence. BMG Research abides by the Market Research Society Code of Conduct and data protection laws at all times. Please note consent is audio recorded.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website.

I can give you the website address (<https://www.bmgresearch.co.uk/privacy>).

Ensure calling card provided if request more detail about BMG including about privacy notice

INTERVIEWER: Confirm respondent happy to proceed with the survey

✓ Informed consent provided **[TICK BOX, DO NOT ALLOW TO PROCEED WITHOUT TICKED]**

Section A: Overall Housing Services

Base: All respondents

A01. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Wandsworth Borough Council's housing service?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		GO TO A02
2	Fairly satisfied		GO TO A02
3	Neither satisfied nor dissatisfied		GO TO A01_A
4	Fairly dissatisfied		GO TO A01_A
5	Very dissatisfied		GO TO A01_A

Base: A01=3,4,5

OPEN RESPONSE

A01_A. Why do you feel that way?



Probe and type in verbatim

[]

Fixed codes	Answer list	Scripting notes	Routing
97	No comment	VERBATIMS AND CODEFRAME REQUIRED	

Base: All respondents**A02.** How satisfied or dissatisfied are you that your landlord makes a positive contribution to your neighbourhood?*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
97	Not applicable/ Don't know		

Base: All respondents**A03.** How satisfied or dissatisfied are you that your landlord provides a home that is well maintained?*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents**A04.** Thinking specifically about the condition of the property or building you live in, how satisfied or dissatisfied are you that your landlord provides a home that is safe?*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		

4	Fairly dissatisfied		
5	Very dissatisfied		
97	Not applicable/ Don't know		

Base: Dissatisfied with home safety

A04.A. What are the main reasons why you are not satisfied with the safety of your home?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	Takes too long to deal with repairs		
2	Not repairing or fixing things		
3	Poor workmanship		
4	Issues with doors/windows in home		
5	Issues with doors/windows in communal areas		
6	Issues with boiler		
7	Issues with electricity		
8	Crime or ASB		
9	Lack of support for disabled or vulnerable tenants		
95	Other (please specify)	OPEN RESPONSE BOX	
97	Don't know	FIX, EXCLUSIVE	
98	Prefer not to say	FIX, EXCLUSIVE	

Base: All respondents

A05. Do you live in a building with communal areas, either inside or outside, that your landlord is responsible for maintaining?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		GO TO A06
2	No		GO TO A07

Base: A05=1

A06. How satisfied or dissatisfied are you that your landlord keeps these communal areas clean and well maintained?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		

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

Base: All respondents

A07. How satisfied or dissatisfied are you with the value for money of your rent?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Section B: Repairs

Base: All respondents

B01. Has your landlord carried out a repair to your home in the last 12 months?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		GO TO B02
2	No		GO TO C01

Base: B01=1

B02. How satisfied or dissatisfied are you with the overall repairs service from your over the last 12 months?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		GO TO B03
2	Fairly satisfied		GO TO B03
3	Neither satisfied nor dissatisfied		GO TO B03
4	Fairly dissatisfied		GO TO B03
5	Very dissatisfied		GO TO B03

Base: B01=1

B03. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All who are not satisfied with their property repair

B03.A. What are the main reasons why you are not satisfied with the repairs service?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	Ease of reporting repairs		
2	Time taken to complete the repair		
3	Number of visits needed to complete the repair		
4	Poor customer service and care		
5	Not being kept informed throughout the process		
6	Not feeling listened to		
7	Lack of information/knowledge of the repair		
8	Attitude of repairs contractors		
9	Overall quality of repair work		
10	Workers not having correct tools or materials		
11	Work is incomplete		
12	Work has not started		
13	Not considering disabilities or vulnerabilities		
95	Other (please specify)	OPEN RESPONSE BOX	
97	Don't know	FIX, EXCLUSIVE	
98	Prefer not to say	FIX, EXCLUSIVE	

Section C: ASB & Complaints

Base: All respondents

C01. How satisfied or dissatisfied are you with your landlord's approach to handling anti-social behaviour?

Please use showcard 6 and select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
97	Not applicable/ Don't know		

C01.A. Have you experienced any Anti-Social Behaviour in the last 12 months that has impacted you in your home, community or neighbourhood? By your community we mean the estate where you live and by your neighbourhood, we mean within a few minutes walking distance from your home.

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	Yes – in my home		
2	Yes – in my community		
3	Yes – in my neighbourhood		
2	No	EXCLUSIVE	

Base: All respondents

C02. Have you made a complaint to your landlord in the last 12 months?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		GO TO C03
2	No		GO TO D01

Base: C02=1

C03. How satisfied or dissatisfied are you with your landlord's approach to complaints handling?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		GO TO D01
2	Fairly satisfied		GO TO D01
3	Neither satisfied nor dissatisfied		GO TO C03_A
4	Fairly dissatisfied		GO TO C03_A
5	Very dissatisfied		GO TO C03_A

Base: C02=1

C03.B. How, if at all, could your landlord have improved the way your complaint was handled?

Please select all that apply

1	Resolve the issue		
2	Investigate the issue		
3	Quicker response		
4	Improve communication		
5	More transparency/honesty		
6	Improve workmanship		
7	Show more compassion/empathy		
8	Provide compensation		
9	Other (please specify)	OPEN RESPONSE BOX	
10	Could not be improved	EXCLUSIVE	
97	Don't know	FIX, EXCLUSIVE	
98	Prefer not to say	FIX, EXCLUSIVE	

Section D: Engagement

Base: All respondents

D01. How satisfied or dissatisfied are you that your landlord listens to your views and acts upon them?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
97	Not applicable/ Don't know		

BASE: D01=3,4,5

OPEN RESPONSE

D01_A. Why do you feel that way?

Probe and type in verbatim

[]

Fixed codes	Answer list	Scripting notes	Routing
97	No comment	VERBATIMS AND CODEFRAME REQUIRED	

Base: All respondents

D02. How satisfied or dissatisfied are you that your landlord keeps you informed about things that matter to you?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
97	Not applicable/ Don't know		

Base: All respondents

D03. To what extent do you agree or disagree with the following “My landlord treats me fairly and with respect”?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Strongly agree		GO TO D04
2	Agree		GO TO D04
3	Neither agree nor disagree		GO TO D03_A
4	Disagree		GO TO D03_A
5	Strongly disagree		GO TO D03_A
97	Not applicable/ Don't know		GO TO D04

Base: All respondents

D04. Which of the following services would you consider to be priorities? Please select your top 3 priorities

Please select maximum of 3

Code	Answer list	Scripting notes	Routing
1	Keeping residents informed		
2	Listening to residents' views and acting upon them		
3	Being treated fairly and with respect		
4	Responsive repairs service		
5	Home maintenance		
6	Keeping the condition of the property or building you live in safe		
7	Dealing with anti-social behaviour		
8	Dealing with complaints		
9	Making a positive contribution to your neighbourhood		
10	Value for money for your rent/service charge		
11	Keeping communal areas clean and well maintained		
12	The Wandsworth Joint Control service		
13	Other (specify)		

Section E: Contact and Communication

Base: All respondents

E01. Have you contacted Wandsworth Borough Council's housing service in the last 12 months?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		GO TO E02
2	No		GO TO E03

Base: E01=1

MULTI RESPONSE

E02. What was this contact about?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	Household Matters e.g., enquiries about your tenancy/lease agreement		
2	Transfer/Exchange		
3	Neighbourhood issues/anti-social behaviour		
4	Gardening		
5	Cleaning		
6	Repairs		
7	Making a complaint		
95	Other (please specify)		
97	Can't remember		

BASE: ALL RESPONDENTS

E03. Overall, how satisfied or dissatisfied are you that the housing service is easy to deal with?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very satisfied	■	■
2	Fairly satisfied	■	■
3	Neither satisfied nor dissatisfied	■	■
4	Fairly dissatisfied	■	■
5	Very dissatisfied	■	■

Closing demographics (Section T)

INTRO TEXT

It is essential to the Council that people from all parts of the community are included in the research that they conduct, so that everyone is represented. I would now like to ask you some questions about yourself and your household. Your answers will be kept completely confidential by BMG Research and your answers to these questions will not be used to identify you.

Base: All respondents

T01. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include any problems related to old age.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
98	Prefer not to say		

Base: All respondents

T02. And is there anyone else in your household whose day-to-day activities are limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? Include any problems related to old age.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
98	Prefer not to say		

Base: T01=1 or T02=1

T03. If the housing service is not aware of this disability and/or communication that might arise from this, do we have your permission to pass on this information in order to update the council's records?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes -permission granted		
2	No – permission refused		

Base: All respondents

SINGLE RESPONSE

T04. What is your ethnicity?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
	White	HEADING NOT CODE	
1	British/English/Welsh/Scottish/Northern Irish		
2	Irish		
3	Gypsy, Traveller or Irish Traveller		
4	Any other white background		
	Mixed	HEADING NOT CODE	
5	White and Black Caribbean		
6	White and Black African		
7	White and Asian		
8	Any other Mixed/ Multiple ethnic background		
	Asian and British Asian	HEADING NOT CODE	
9	Indian		
10	Pakistani		
11	Bangladeshi		
12	Chinese		
13	Any other Asian background		
	Black and Black British	HEADING NOT CODE	
14	African		
15	Caribbean		
16	Any other Black/ African/ Caribbean background		
	Other ethnic group	HEADING NOT CODE	
17	Arab		
95	Other		
98	Prefer not to say		

Base: All respondents

SINGLE RESPONSE

T05_1. What is your current employment status?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Full time paid job (31+ hours)		
2	Part time paid job (<31 hours)		
3	Doing paid work on a self-employed basis or within your own business		
4	Studying at school or college		
5	Studying at university		
6	Taking part in a training programme e.g., traineeship or apprenticeship		
7	Out of work (6 months or less)		
8	Out of work (more than 6 months)		
9	Looking after home / Homemaker		
10	Retired		
11	Not in work due to ill health or disability		
12	Unpaid work for a business, community or voluntary organisation		
98	Prefer not to say		

Base: All respondents

T05_2. Are you currently a member of a Residents' Association?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: All respondents

T06. Are you happy for your responses to be passed back to Wandsworth Council Housing Service together with details such as your name and address? This would be used for analytical purposes only and you will only be contacted by the Council only if you agree to.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: All respondents

T07. Wandsworth Council's housing service may be interested in following up this survey with further research. Are you happy for Wandsworth Council to re-contact you by email in the future regarding any follow up research to this survey?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: All respondents

T08. Would you be interested in partaking in residents focus groups/ readers panels ran by Wandsworth Council?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: T07=1 or T08=1**OPEN RESPONSE**

T09. What is your e-mail address?

Type in email address below

[_____]

Fixed codes	Answer list	Scripting notes	Routing
97	Don't know		

CLOSING TEXT

Thank you, those are all the questions I have.

Wandsworth Borough Housing Services has asked us to remind you that they have support available if you have concerns about paying your rent or the cost-of-living crisis. You can call them on 0800 479 7979.

If you are concerned about whether BMG is a genuine market research agency you can call the Market Research Society on 0800 975 9596 during office hours.

As part of BMG Research's quality control process, my employer will wish to contact some of the people I have interviewed. This is to confirm that I have undertaken the interview in an appropriate manner, and according to market research practice. Could you please provide me with your name, confirm your address and provide me with a contact telephone number and email address. This information will not be passed on, or used for any purpose other than our quality control processes. Your details will be deleted as soon as our quality controls process ends. Record name and address details and take land line or mobile phone number, including the dialling code at front of questionnaire.

THANK AND CLOSE



www.bmgresearch.com

