

Your Views

Tenant Satisfaction Measures 2023/24

About the Survey

This year, many of you took part in an important survey. Since July last year, telephone interviews and online surveys have been used at various stages, to engage with a representative sample of council tenants from across the city.

The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way City of Wolverhampton Council and our managing agents maintain your homes and deliver key services. The survey also collected the Tenant Satisfaction Measures as required by the Regulator of Social Housing.

The findings will help us to understand the key issues that influence satisfaction levels and what tenants are most concerned about, helping to shape how the Council develops its housing services.

This report contains key survey results regarding tenants' opinions about their homes and the services received.



1,512
tenants took
part from a
total of 21,840
households

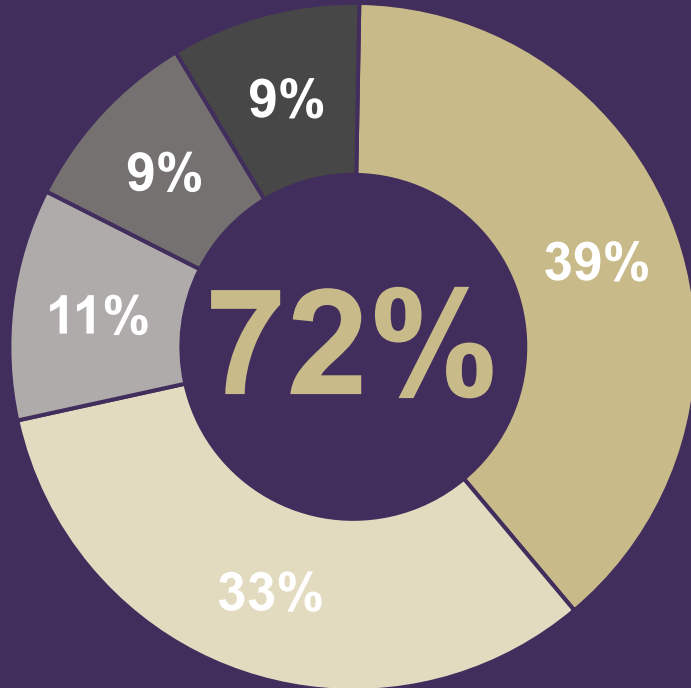
Managing agents
included in the survey:



Overall Service



Around seven out of ten tenants are satisfied with the overall service provided by the Council (72%).



- Very satisfied
- Fairly satisfied
- Neither
- Fairly dissatisfied
- Very dissatisfied



The Home and Communal Areas



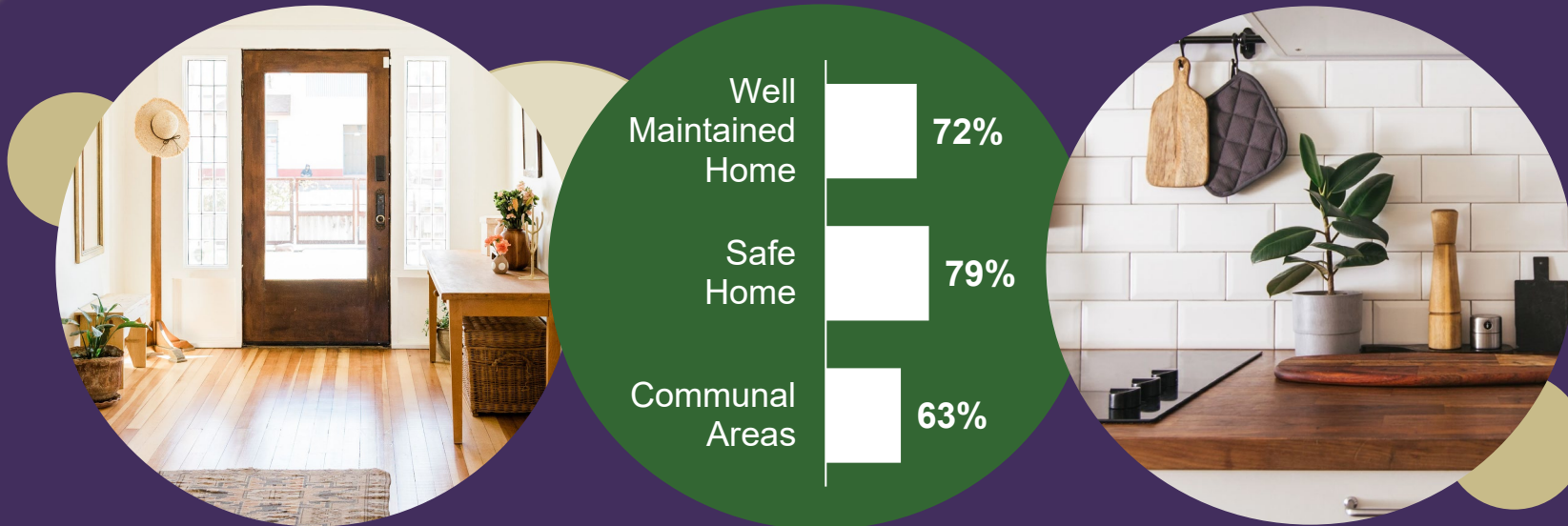
Around seven out of ten tenants are satisfied that they are provided with a home that is well maintained (**72%**).



Tenants are more satisfied that the Council provides them with a home that is safe (**79%**).



Over three out of five tenants with communal areas are satisfied that these communal areas are kept clean and well maintained (**63%**).



Repairs Service



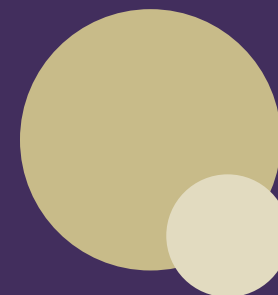
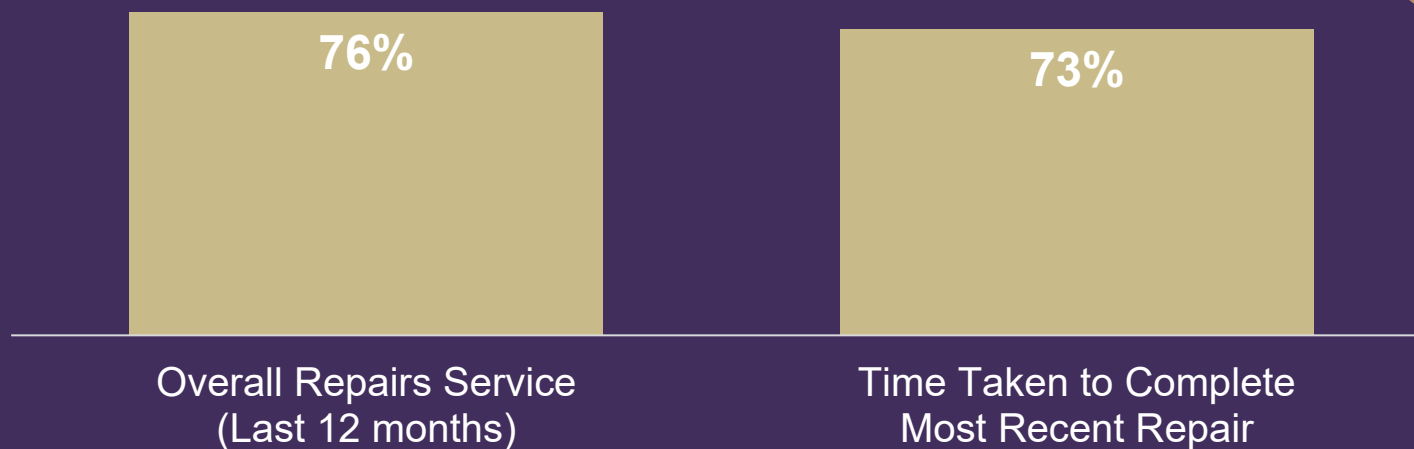
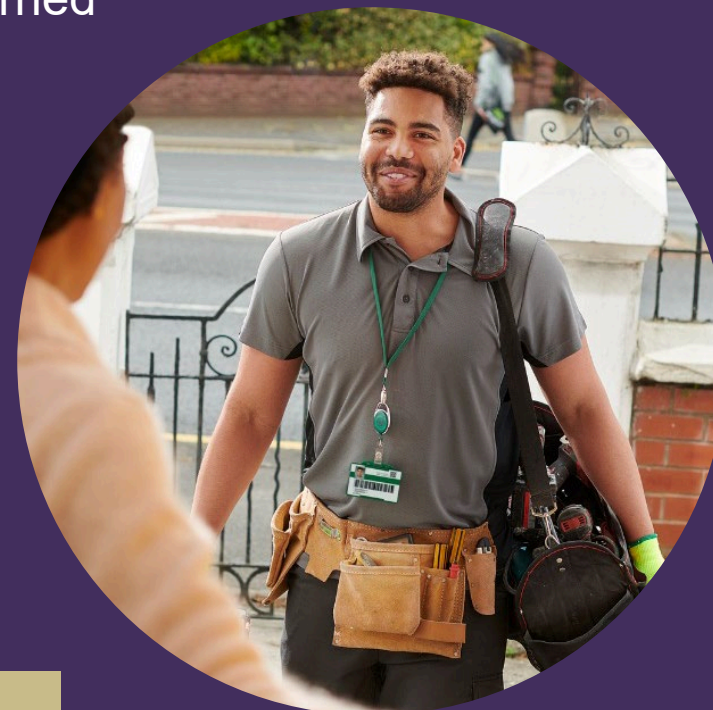
Seven out of ten tenants said they had a repair carried out to their home in the last 12 months **(69%)**.



Three-quarters of these tenants are satisfied with the overall repairs service over the last 12 months **(76%)**.



Slightly fewer tenants are satisfied with the time taken to complete their most recent repair after they reported it **(73%)**.



The Neighbourhood



Just under seven out of ten tenants are satisfied that the Council and managing agent makes a positive contribution to their neighbourhood (68%).



Fewer tenants are satisfied with the Council and managing agent's approach to handling anti-social behaviour (60%).



Communications and Tenant Engagement



Around three-fifths of tenants are satisfied that the Council managing agent listens to their views and acts upon them **(62%)**.



More tenants are satisfied that they are kept informed about things that matter to them **(72%)**.



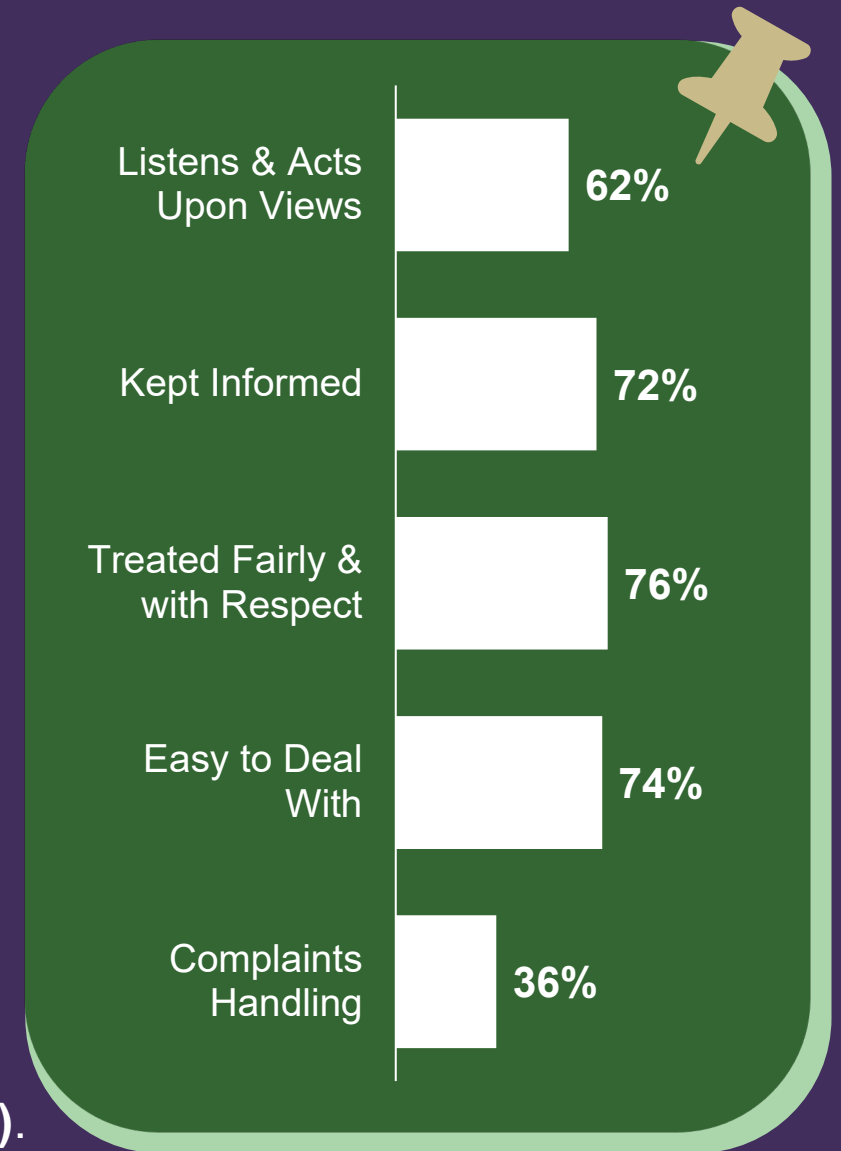
Three-quarters of tenants agree that they are treated fairly and with respect **(76%)**.



Around three-quarters of tenants are also satisfied that the Council managing agent is easy to deal with **(74%)**.



Just over a third of tenants who made a complaint in the last 12 months are satisfied with the approach to complaints handling **(36%)**.



Tenants' Comments

Tenants were also asked what one thing the managing agent or the Council could do to improve housing services.

The most frequently highlighted area for improvement is around day-to-day repairs. Specifically, tenants want improvements to the timescales to complete repairs and for outstanding and forgotten repairs to be dealt with.

Some tenants would also like the managing agent and Council to listen more carefully. While others commented that communications in general could be improved, and staff could show more care, empathy and support.

Tenants also mentioned improvements to their homes, including new doors or windows.

Top comments



Management TSMs

Tenant Satisfaction Measures

Management Information

In addition to completing surveys with you to understand what you think about your home and the services that our managing agents provide, the Regulator of Social Housing requires us to publish performance details regarding:

- Building Safety
- Anti-Social Behaviour
- Responsive Repairs
- Complaints Handling



21,581

homes owned by
City of
Wolverhampton
Council

Managing agents:

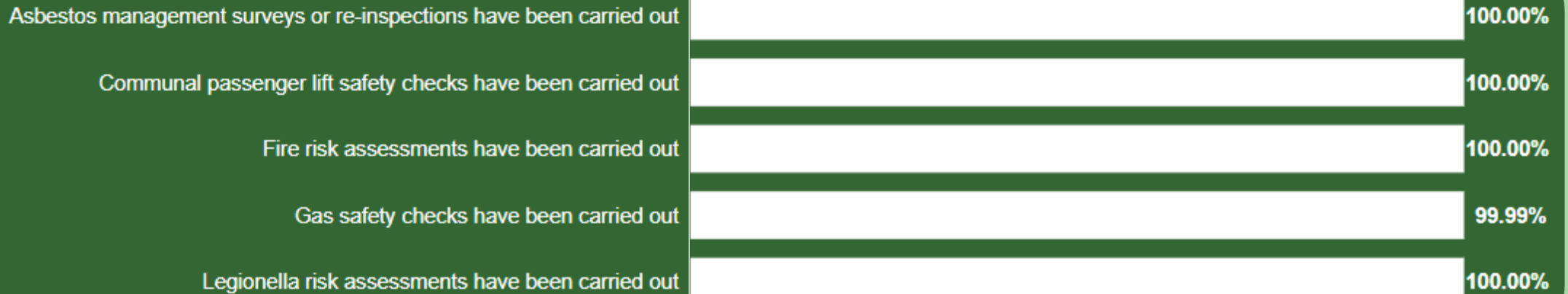


New Park Village TMC Ltd



Building Safety

Percentage of homes in which building safety checks have been carried out



100% of asbestos management surveys or re-inspections have been carried out.

Communal passenger lift safety checks have been carried out in 100% of buildings which require this.

Of the homes in which fire and legionella risk assessments are required, 100% of these have been carried out.

Gas safety checks have been carried out on 99.99% of properties, where required.

Anti-Social Behaviour

Number of anti-social behavior cases per 1,000 homes

94.71

1.53

Number of anti-social behavior cases, that involve hate incidents, per 1,000 homes

There were around ninety-four cases of anti-social behavior for every 1000 homes within the City (approximately 9.4%)

Of these ninety-four cases, around 0.15% (1.53 cases for every 1000 homes in the city) of anti-social behaviour cases were reported to involve hate incidents.

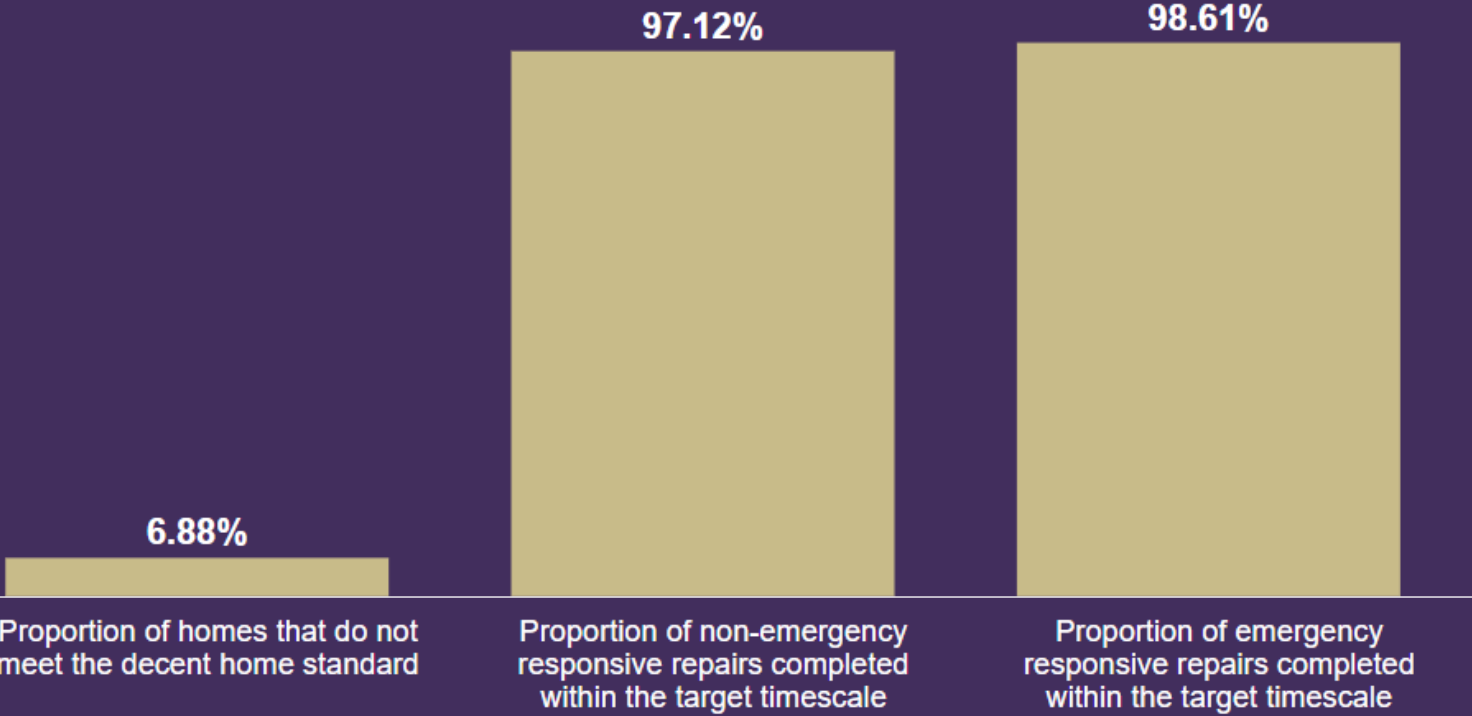


Responsive Repairs


There were 6.88% of homes across the City that did not meet the decent home standard.

Of the completed non-emergency responsive repairs, around 97% of these were completed within the target timescales.

The proportion of emergency responsive repairs completed within the target timescale was around 98% of cases.



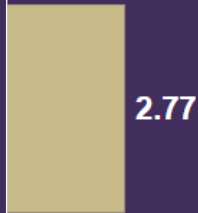
Stage One and Two Complaints



Number of stage one complaints made by tenants per 1,000 homes

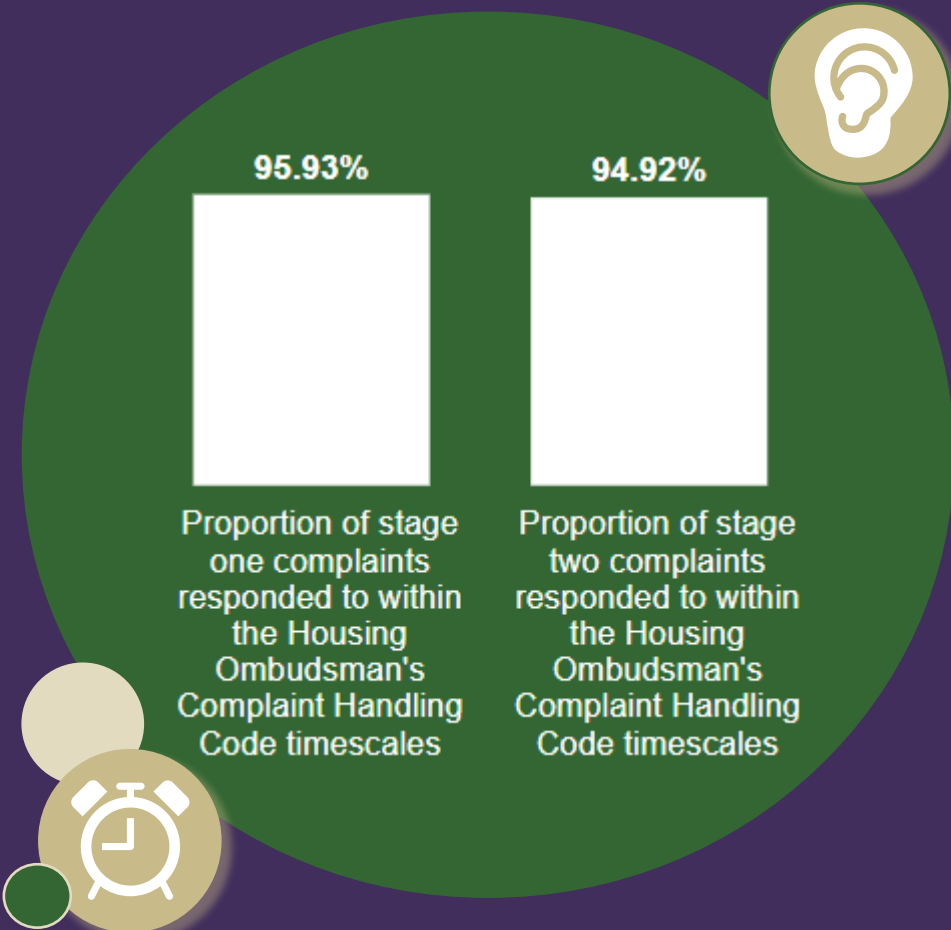


Number of stage two complaints made by tenants per 1,000 homes



The number of stage one complaints made by tenants was around 12.6 per 1,000 homes. The number of stage two complaints made by tenants was around 2.7 per 1,000 homes.

Stage one and stage two complaints need to be responded to within the Housing Ombudsman's Complaint Handling Code timescales. Approximately 95.9% of stage one complaints met this target, while around 94.9% of stage two complaints were responded to within the target timescale.



Your Views

The City of Wolverhampton Council appreciates the time everyone took to complete the survey for us. It is important that through your feedback, we understand the services that work well and those we know can and should be improved. Where you have said that you are happy for us to, we may contact you to discuss your survey responses, invite you to participate in other feedback events or ask for more information.

Carrying out this survey is just part of the work we do to involve you in developing services. As well as publishing the results of the survey, we plan to put the findings to good use by working with tenants to further improve the services we provide.



Thank you
once again to
everyone who
took part.



Publish findings to
tenants



Use findings to plan
and improve services,
e.g., communications,
customer service and
repairs



Involve tenants in
shaping service
improvements

