

Wolverhampton Council

TSM Annual Report 2024/25

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Introduction

Acuity has been commissioned to undertake independent satisfaction surveys of the tenants of Wolverhampton Council to collect data on their opinions of, and attitudes towards, their landlord and the services provided. The quarterly surveys are now just based on the tenants of the City of Wolverhampton Council, whilst those properties managed by three additional TMOs are surveyed just once annually. The survey was designed using the Tenant Satisfaction Measures from the Regulator of Social Housing, which became mandatory to collect from April 2023 and were reported upon for the first time in 2024 and will be required annually from now on. This report combines the full year's results from the four managing agents, Wolverhampton Homes, Bushbury Hill EMB, Dovecotes TMO, and New Park Village TMC.

The tenants were contacted by Acuity's in-house telephone team and invited to take part in a telephone interview and were also given the opportunity to complete the survey online if they wished. At the end of the year, a total of 1,669 responses had been received, 1,553 complete responses plus a further 116 incomplete which are required to be included. In terms of the split between the agents, 1,192 are from Wolverhampton Homes, 261 from Bushbury, 167 from Dovecotes and 49 from New Park Village. Of all these, 1,319 were by telephone interview and 350 online. The results were checked against the characteristics of the tenant population, and some differences were noted, so weighting has been applied to make the sample more representative.

The survey is confidential, and the results are sent back to Wolverhampton Council anonymised unless tenants give their permission to be identified – 71% of tenants did give permission to share their responses with their details attached so the Council will have better information to help them improve services and 93% of these are happy to be contacted to discuss their responses further.

This survey aims to provide data on tenants' satisfaction, which will allow Wolverhampton Council to:

- Provide information on tenants' perceptions of current services
- Compare the results with previous surveys, where possible
- Compare the results with other landlords (where appropriate at year-end)
- Compare the results between the different managing agents
- Report to the Regulator on an annual basis

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with over 10,000 properties achieve a sampling error of at least $\pm 3\%$ at the 95% confidence level. For City of Wolverhampton Council, 1,553 completed responses were received, and this response is high enough to conclude that the findings are accurate to within $\pm 2.4\%$.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from two decimal places in the data files to the nearest whole number and may not, in all cases, add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The base numbers of responses against the different questions are also shown on the charts.



67%

Overall Satisfaction



When combining the four managing agents over the full year, 67% of tenants are satisfied with the overall service they receive.

Satisfaction with the repairs service (repairs in the last 12 months) and the provision of a safe home are the highest scoring metrics, both 72%. Time taken to complete the most recent repair also has performed well in this set of measures (71%).

The other measures fall below this, with four below 60% satisfaction

- Positive contribution made by the Council to the neighbourhood (59%)
- The approach taken to handle anti-social behaviour (57%)
- The way the Managing Agents listen to tenants' views and act upon them (53%)
- Handling of complaints (31%) which is generally the lowest scoring metric in these TSM-based surveys.

This annual report focuses on the main headline figures but also reports on the comments made in the open questions, compares performance against other social landlords and aims to see what is driving satisfaction at Wolverhampton Council.

TSM Key Metrics

Keeping Properties in Good Repair



Well Maintained Home

68%



Safe Home

72%



Repairs Last 12 Months

72%



Time Taken Repairs

71%

Respectful & Helpful Engagement



Listens & Acts

53%



Kept Informed

67%



Fairly & with Respect

69%



Complaints Handling

31%

Responsible Neighbourhood Management



Communal Areas

63%



Neighbourhood Contribution

59%



Approach to ASB

57%



Annual Summary

Now that all the surveys have been completed for 2024/25, it is possible to combine the results. Here is a summary of both satisfaction and dissatisfaction at Wolverhampton Council.

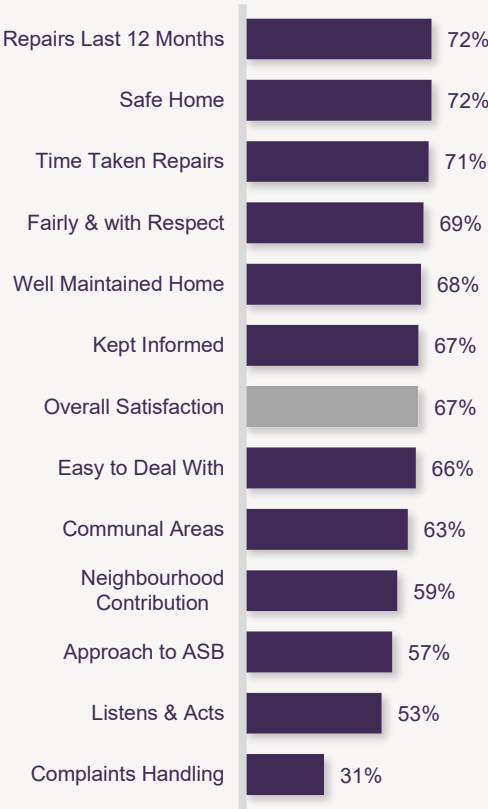
Sometimes where satisfaction is low, the remaining tenants can be split between those who fall into the neutral middle ground and those who are actually dissatisfied. This difference can signal areas where tenants do not have strong opinions or areas where a high percentage of tenants are actually dissatisfied.

Generally, the range of satisfaction is good with 67% satisfied with the overall service provided by the Council and most other measures having more than two-thirds satisfied, the highest for the repairs service and having a safe home.

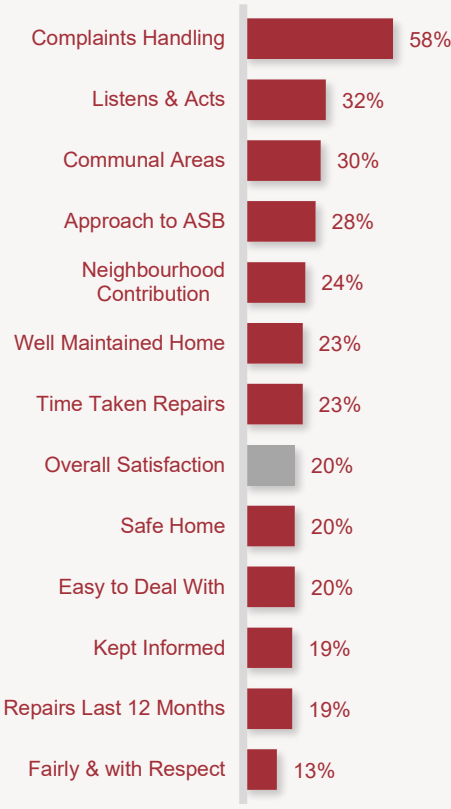
However, around a fifth of tenants are dissatisfied with the service, 20% overall, but the most is for the handling of complaints, where more are dissatisfied than satisfied, 58% compared with 31%, although this is the only measure where this is the case. In addition, around a quarter of tenants are dissatisfied with the handling of ASB, the upkeep of the communal areas and how the Council listens to tenants' views and acts upon them.

Annual Satisfaction & Dissatisfaction

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25



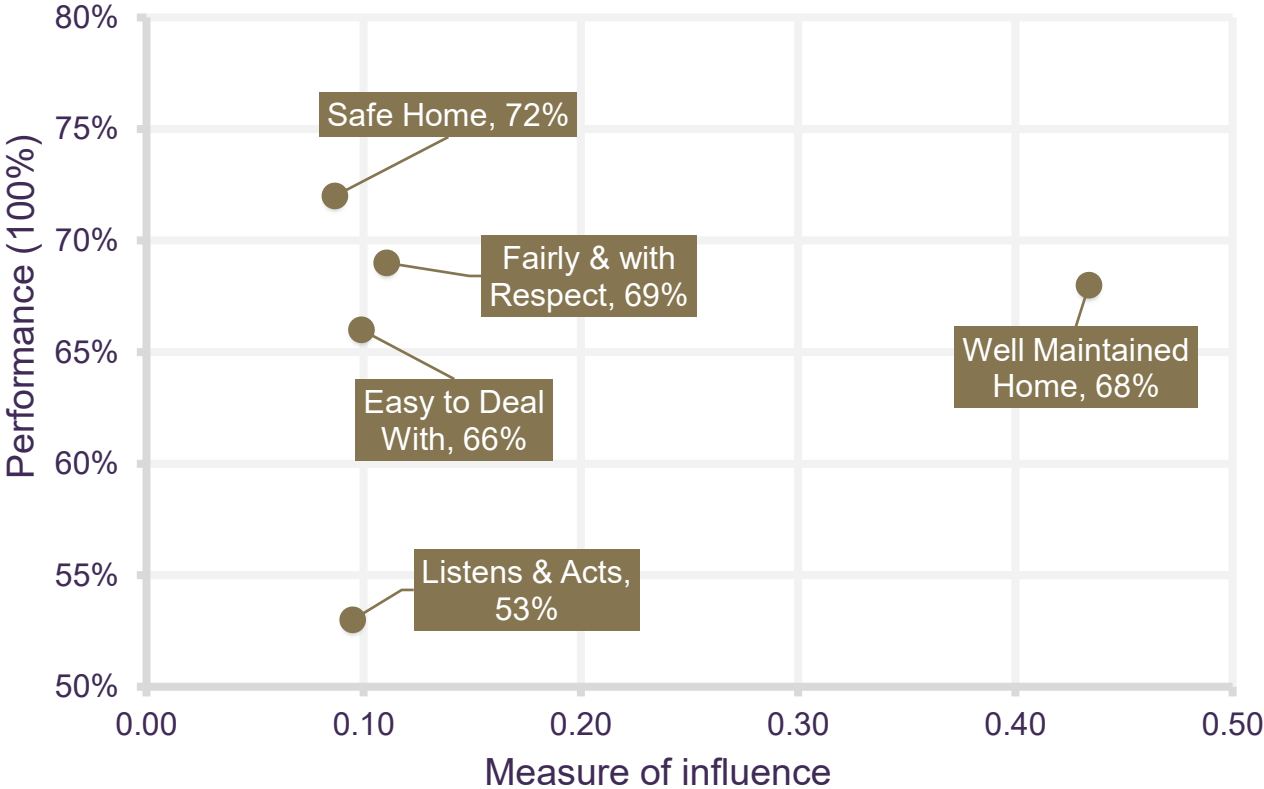
Key driver analysis is used to examine the relationship between the different variables (the questions asked in the survey) and determine which elements of the service are the key drivers for tenants' overall satisfaction. Each landlord has its unique pattern of influence.

When combining all the results for 2024/25, the most important driver for tenants' satisfaction with the overall services is that they have a well-maintained home. Treating tenants fairly and with respect, being easy to deal with, listening to tenants' views and having a safe home are also important but not as influential.

This analysis implies that if improvements around the most influential measures can be achieved, it is more likely to lead to increased satisfaction with the overall services provided.

Key Driver Analysis

Annual Key Driver Analysis – Overall Satisfaction



All registered providers with over 1,000 units were required to submit their TSM results for 2023/24 to the Regulator of Social Housing by the end of June 2024. The full set of results was then released late in the year, so it is possible to compare the results from City of Wolverhampton Council against these.

The Council compares reasonably well against this group, which consists of all social landlords, councils and housing associations. Two of the measures are above the group medians and are in the second quartile, including the repairs measures, whilst nine of the remaining measures are below the medians and in the third quartile, including the overall service and just one is in the lower quartile, that being the way the Council treats its residents fairly and with respect.

Benchmarking with TSM publication 2023/24 (LCRA)



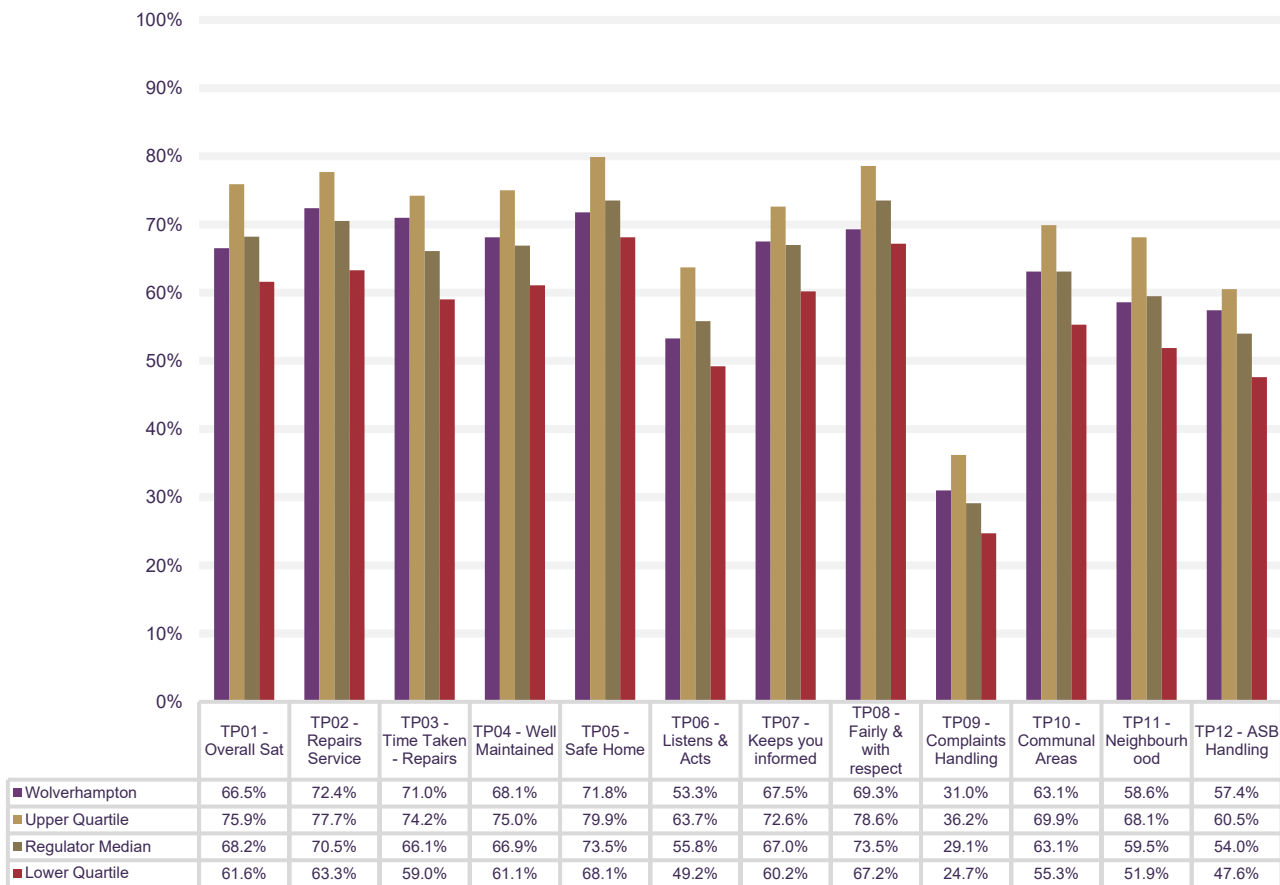
Given that this is a council landlord, it is appropriate to compare the results against other local authorities only, and the chart shows the differences against the quartile positions.

The Council compares better against this group with seven measures above the group medians, and in the second quartile.

However, the remaining five measures fall just below the medians and are in the third quartile, this includes the overall satisfaction.

The Council should be pleased with this and shows how hard it has worked to make the service as effective as possible, although there are still areas which could be improved further.

Benchmarking with TSM publication 2023/24 (Councils)



When considering the results, the national context and external factors must also be taken into account.

For example:

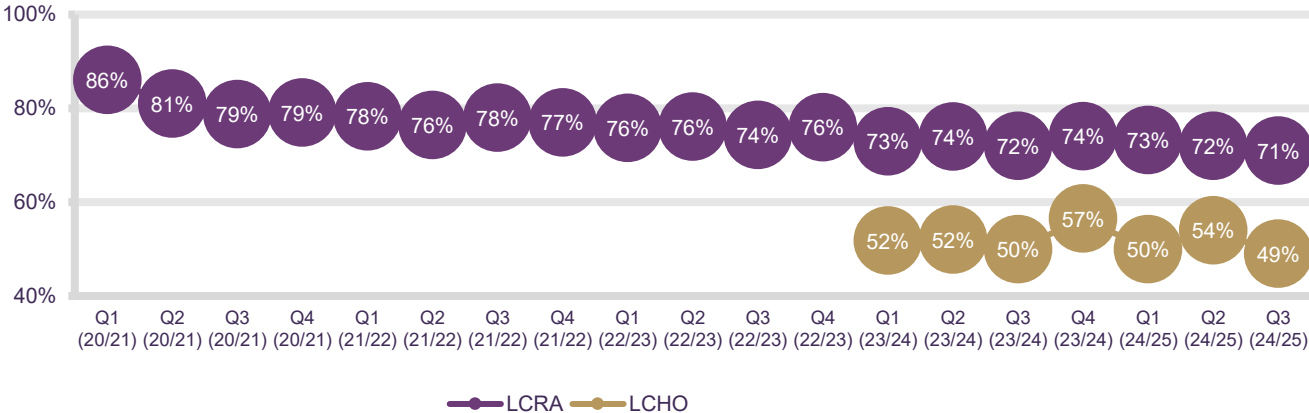
- The ongoing cost of living crisis
- New government, political changes, and changing legislative landscape
- Uncertainty about the future
- Wider economic challenges

Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives. Factors such as the pandemic also altered the way social landlords operate, perhaps making them less accessible and responsive.

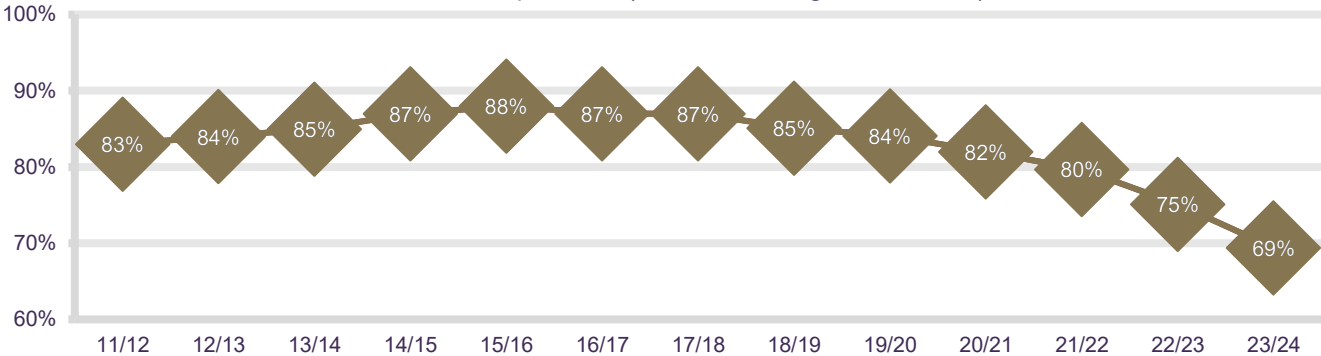
The top graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years. The lower chart shows the results from the National Housing Federation (NHF) members with a peak in 2015/16 and a slow decline since; this started even before the disruption caused by the pandemic.

National Context

Overall Services (Acuity Clients)



Satisfaction with services provided (NHF median - general needs)

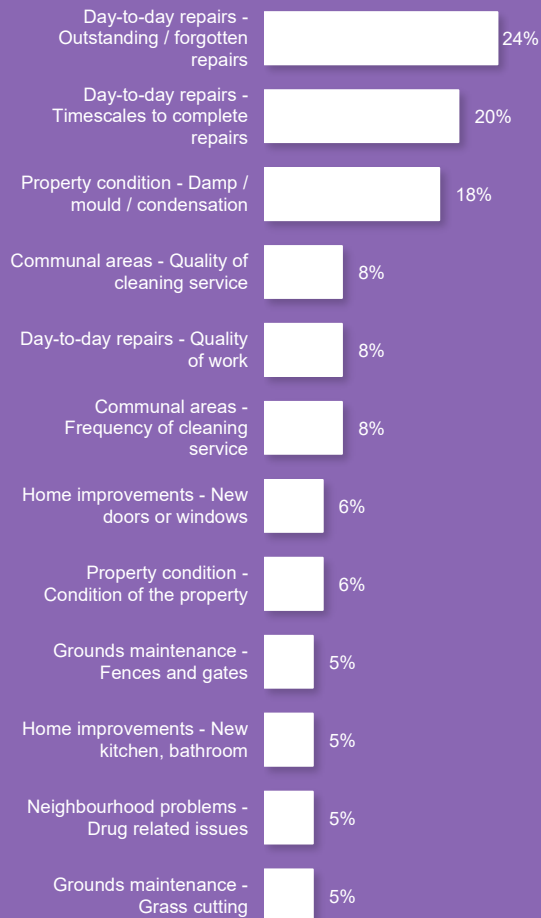




Further Insight



Comments - Home or communal areas safe or well maintained



Number of Responses: 494

Summary

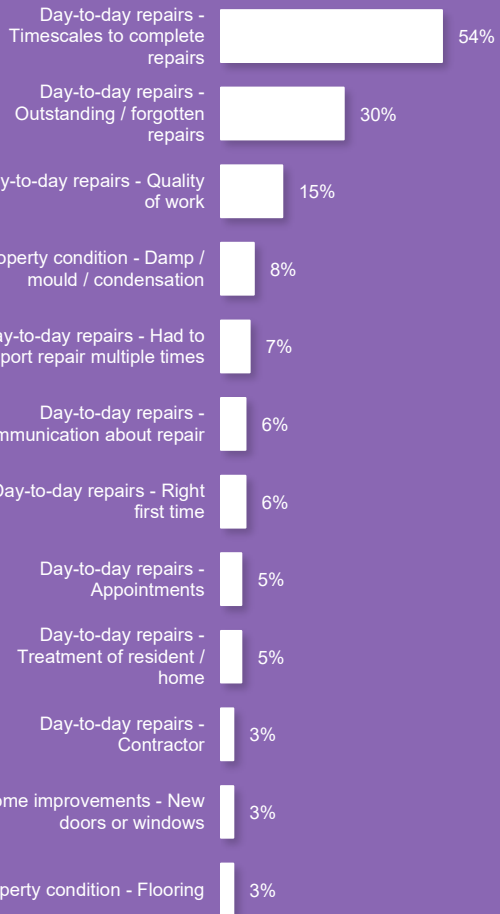
The survey responses reveal some dissatisfaction among tenants regarding the maintenance and management of their properties, highlighting a range of urgent issues that require attention. A recurring theme is the prevalence of damp and mould, with many respondents reporting ongoing problems that have not been adequately addressed despite multiple complaints. Issues with windows, including drafts and leaks, are also frequently mentioned, contributing to uncomfortable living conditions, particularly for families with children or individuals with health concerns.

Many respondents express frustration over the slow response times for repairs, with some waiting years for essential work to be completed. There is a notable lack of communication from the Council, leading to feelings of neglect and helplessness among tenants. The quality of repairs is often criticised, with reports of temporary fixes that fail to resolve underlying issues, resulting in repeated maintenance requests.

Safety concerns are common, particularly regarding communal areas that are poorly maintained and often littered with rubbish, posing risks to tenants, especially children. Instances of anti-social behaviour, including drug use and harassment, further exacerbate feelings of insecurity within the community. Tenants are calling for more regular cleaning and maintenance of shared spaces, as well as better management of communal gardens and outdoor areas.

Overall, the feedback indicates a need for improved maintenance services, better communication, and a more proactive approach to addressing tenant concerns. The dissatisfaction expressed in these responses suggests that improvements are necessary to enhance the living conditions and overall satisfaction of tenants.





Number of Responses: 296

Comments - Repairs

Summary

Of the 296 responses, some show dissatisfaction regarding the timeliness and quality of repair services provided by the Council. There are complaints of excessive waiting times for repairs, with many respondents reporting delays ranging from several weeks to multiple years. For instance, some individuals have been waiting over two years for essential repairs, such as door replacements and wet room installations.

Respondents frequently expressed frustration with the quality of repairs, noting that many jobs are completed inadequately or only partially. Common complaints include temporary fixes rather than permanent solutions, leading to recurring issues that necessitate multiple follow-up visits. Many respondents highlighted that repairs often require several appointments, with workers sometimes arriving unprepared or without the necessary tools to complete the job.

Communication issues also emerged as a concern. Many respondents reported poor follow-up and a lack of updates regarding the status of their repair requests. Instances of missed appointments without prior notice were common, leading to further frustration among tenants who had to rearrange their schedules.

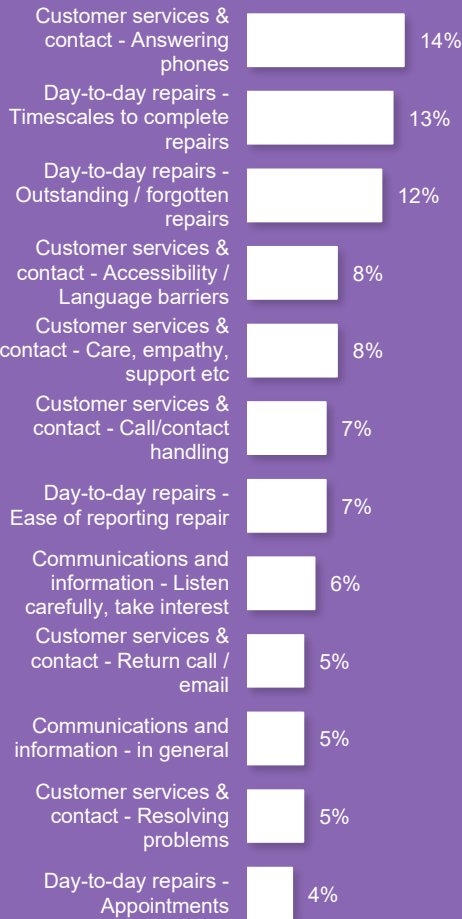
Additionally, there are complaints about the perceived negligence in addressing urgent repairs, particularly those affecting health and safety, such as damp and mould issues. Some respondents indicated that they had to escalate their concerns to local representatives or legal channels to prompt action.

Overall, the feedback suggests a need for improved repair processes, enhanced communication with tenants, and ensuring that repairs are completed to a satisfactory standard in a timely manner. The sentiment expressed by some in the responses reflects a deep-seated frustration with the current state of service, indicating a critical area for improvement.





Comments – Easy to Deal With



Number of Responses: 380

Summary

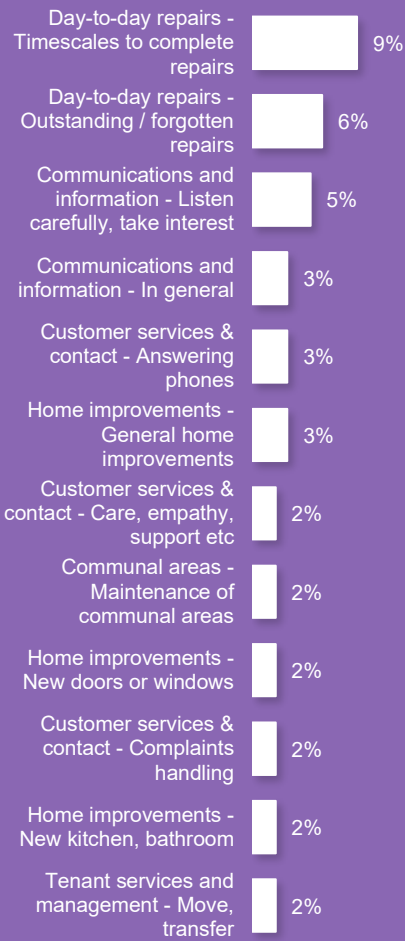
Tenants who don't find dealing with the Council easy were asked why, and 380 left comments. Of these, there is dissatisfaction among tenants regarding their interactions with Wolverhampton Council, primarily centred around communication, responsiveness, and repair services. A recurring theme is the difficulty in making contact, with many respondents reporting long wait times on the phone, unresponsive email communication, and a lack of clarity on how to navigate the system. Several individuals expressed frustration with the automated phone system, which often leads to being passed around departments without resolution.

Many respondents highlighted issues with repairs, noting that requests often go unaddressed or take an excessively long time to fulfil. Complaints about ongoing maintenance problems, such as leaks, dampness, and inadequate housing conditions, were prevalent, with some tenants waiting years for necessary repairs. The sentiment that Wolverhampton Council does not prioritise tenant concerns was echoed throughout the responses, with many feeling ignored or dismissed.

Additionally, there were mentions of poor customer service, with some tenants describing staff as rude or dismissive. The lack of face-to-face communication, especially after the closure of local offices, has exacerbated feelings of isolation and frustration among tenants. Many expressed a desire for more direct and effective communication channels, as well as a more proactive approach to addressing anti-social behaviour and community issues.

This suggests a need to improve communication strategies, enhance responsiveness to repair requests, and foster a more supportive relationship with tenants to rebuild trust and satisfaction.





Number of Responses: 1,348

Comments – Improvements

Summary

The survey responses reveal a range of concerns and suggestions from tenants regarding their housing services, with a significant emphasis on communication, repair efficiency, and property maintenance. A recurring theme is the frustration with the slow response times for repairs, with many respondents expressing dissatisfaction over the lengthy wait for maintenance work to be completed. Specific issues highlighted include problems with damp, mould, and inadequate heating, which have persisted for extended periods, leading to discomfort and health concerns for tenants.

Communication is another critical area of concern. Many tenants feel that they struggle to reach housing services, citing long wait times on the phone and a lack of clarity in online communication. There is a strong desire for more face-to-face interactions and better updates regarding the status of repairs and maintenance requests. Tenants also expressed a need for improved accessibility to services, particularly for those who are elderly or have disabilities.

Safety and security in the neighbourhoods were frequently mentioned, with calls for better lighting, increased presence of housing officers, and measures to address anti-social behaviour. Additionally, several respondents noted the need for property upgrades, including new windows, kitchens, and bathrooms, as well as better maintenance of communal areas.

While some tenants reported satisfaction with the services provided, many voiced a desire for more proactive engagement from the Council, including regular inspections and follow-ups on reported issues. Overall, the feedback indicates a pressing need for improved communication, faster repair services, and enhanced property maintenance to better meet the needs of tenants.





Trends



The table shows the annual results for 2024/25 against those for 2023/24 across all managing agents. Those in green show where the results have increased, and those in purple where they have decreased.

It should be noted, however, that with an annual margin of error of around +2.4%, a change of more than 4.8 percentage points would be needed to be statistically significant, although any change can show a direction of travel.

Satisfaction with the overall service is the same in 2023/24 as in 2024/25 (down less than 1p.p), but eight of the remaining measures have decreased in satisfaction, just three have increased, and one other stayed the same.

However, the changes are relatively small and tend to follow the general trend across the sector, which has seen satisfaction fall slowly over the last few years.

The Council shouldn't be unduly worried about these changes as satisfaction remains good, and this compares well with other Councils submitting the TSM results to the Regulator this year.

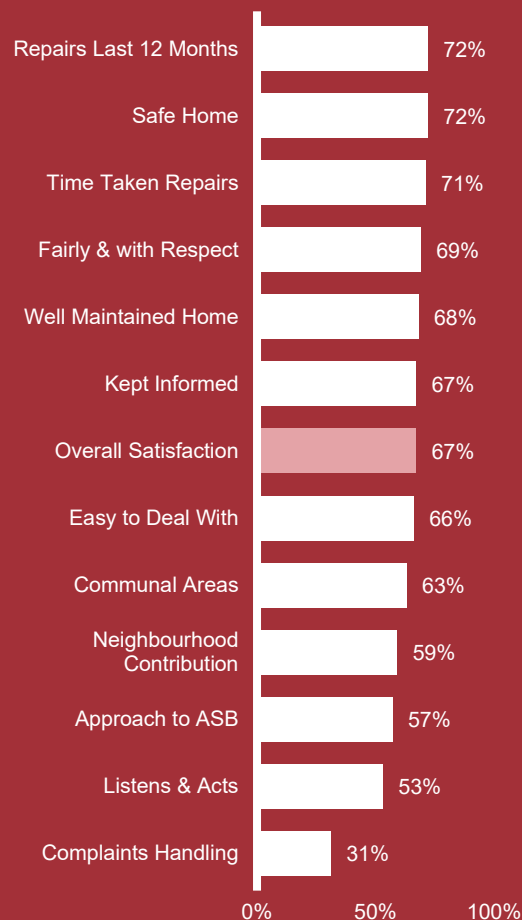
Year-on-Year Change

	2023/24	2024/25
Overall Satisfaction	67%	67% (0)
Well Maintained Home	69%	68% (-1)
Safe Home	75%	72% (-3)
Communal Areas	59%	63% (+4)
Repairs Last 12 Months	73%	72% (-1)
Time Taken Repairs	68%	71% (+3)
Neighbourhood Contribution	65%	59% (-6)
Approach to ASB	57%	57% (0)
Listens & Acts	57%	53% (-4)
Fairly & with Respect	71%	69% (-2)
Kept Informed	66%	67% (+1)
Easy to Deal With	69%	66% (-3)
Complaints Handling	32%	31% (-1)



Summary

Satisfaction with Measures



Conclusion



This report gives an annual perspective from all tenants surveyed in 2024/25 from the four different managing agents. Those managed by Wolverhampton Homes have been surveyed quarterly, whilst tenants from the other three have been included in one-off surveys completed in March of this year.

The combined results show that 67% of tenants are satisfied with the overall service provided, and this sits in the lower middle of the range of measures, with most measures receiving satisfaction above this, the highest being for the repairs service in the last 12 months and having a safe home (both 72%). However, some measures score below this, with just 53% satisfied with the way their landlord listens to their views and acts upon them and 31% with the handling of complaints, more (58%) being dissatisfied.

Satisfaction is generally down a little since last year, although this is consistent with the climate across the sector. However, overall satisfaction is the same as previously, although there are falls for the provision of a safe home and listening to views (both down 4p.p) and 6p.p fewer are satisfied that the Council makes a positive contribution to the neighbourhood. However, there is some positive news with the upkeep of the communal areas having 4p.p more satisfied and a similar rise in satisfaction for the time to complete repairs (up 3p.p), a constant frustration among tenants.

Key Driver Analysis shows that the most important and influential service that the Council provides is the maintenance of the home, although treating tenants fairly, being easy to deal with, listening to tenants' views and having a safe home are also important to tenants but not as influential on overall satisfaction. When comparing the results against other council landlords who have submitted their data to the Regulator, the Council compares well, with all but one measure above the group medians and the time to complete repairs in the top quartile.

Several open-ended questions were included in the survey to allow tenants to expand on their reasons for dissatisfaction and suggest improvements. The repairs service again features as the top theme in tenants' comments and, in particular, the timescales to complete repairs, outstanding/forgotten repairs and the quality of repairs made. The condition of properties, including the presence of damp and mould, and the need for improved neighbourhood maintenance and management were also highlighted by some tenants. Others commented on problems making contact and poor customer service with some wanting better communication including more face-to-face contact.

This report has also broken down satisfaction scores by different demographics and subgroups. This analysis can be seen in the following pages of the report, after recommendations, but it shows that satisfaction does increase with age, and the method of responding does make a difference. Satisfaction is generally higher in the areas managed by Bushbury Hill and Dovecotes than under the other two managing agents.

Wolverhampton Council has commissioned Acuity to complete compliant surveys based on the TMS questions from the Regulator of Social Housing.

Surveys for 2024/25 were completed over four quarters for the properties managed by Wolverhampton Homes and in one-off exercises for those managed by the other three managing agents. The results show good performance in some areas, but it has also highlighted areas where improvements could be made.

In addition to the TSM questions, the comments made by tenants provide more insight into issues that concern them the most. These can help the Council target services for improvement as a priority.

The commentary on the different comments within the report makes some suggestions for improvement but these are also summarised here.

Recommendations

Repairs and Maintenance

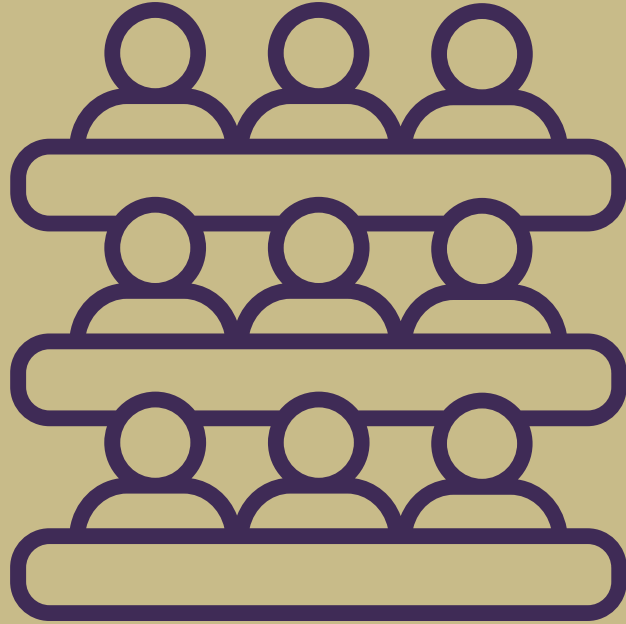
Once again, issues relating to the repairs service and, in particular, the time taken to complete repairs and dealing with outstanding repairs, are the most commonly given reasons for tenant dissatisfaction across the open-question comments in this survey; having a well-maintained home is the key driver for overall satisfaction. Ongoing repairs and maintenance is a common reason for tenants to be in contact with their landlord, and as such is important in assessing their satisfaction with the Council overall. Rising costs and sometimes a shortage of labour have meant that these issues are seen across the social housing sector. However, it is important that improvements are made wherever possible and that priority is given to cases where tenants' health or safety is a risk – for example, where there are problems with damp and mould in the home, as has been indicated by several tenants this year. Improvements to communications about the progress of repairs, in addition to good customer care and support for tenants when reporting repairs and throughout the process, are likely to help manage tenants' expectations and limit reasons for dissatisfaction. Some tenants want to see improvements to their homes and quality improved with less reliance on temporary fixes.

Communication and Customer Contact

Good communication and customer care are important to tenant satisfaction across many service areas, and as such, improvements in these aspects have the potential to positively influence satisfaction in these areas and with the Council generally. While most feel that they are treated fairly and with respect by the Council, satisfaction that their views are properly listened to and acted upon is much lower. Perhaps the Council could address this by expanding opportunities for tenant involvement, more face-to-face contact and open meetings to discuss tackling problem areas and provide feedback to tenants. In addition, when asked about reasons for dissatisfaction with customer services, some tenants commented that they had difficulty getting through to the Council on the phone, some having issues with the automated system, and that phone calls or emails were not returned and that they did not receive the care or support from staff that they had expected. Increased pressure on customer service staff during busy periods is likely to have an impact, however, additional staff training as well as ensuring that there are enough staff available, would help improve the service.

Communal areas

The maintenance and safety of the communal areas are also a source of frustration for some. Tenants cite problems with the build-up of rubbish, instances of ASB and poor cleaning, as well as limited garden maintenance. Suggestions for improvements include better scheduling of cleaning and more checking of quality, better lighting in some communal areas, including car parks and more proactive action in dealing with ASB, such as drug activity, noise, harassment and nuisance. These areas are so important in creating a good, supportive living environment, and for some, these are not being maintained to the standard expected. A review of local services could help identify the worst areas and take action where necessary.



Annual Demographics

It is often shown that there is a difference in satisfaction based on the methods used to respond to the survey, and this is the case here. Generally, as shown, those responding online are less satisfied than those using other methods.

In fact, for Wolverhampton Council those using the online option are less satisfied on all the survey measures, with a difference of 23p.p on the overall service.

It is not entirely clear why this is the case, however, it is common that the online option is more likely to be used by younger tenants and, as shown below, satisfaction does increase with age. In addition, perhaps it is easier to be more critical behind a computer screen than when talking to an interviewer.

It is suggested that the Council analyse this a little closer and perhaps contact some of those responding to see if it is the age factor or something else affecting satisfaction.



Methodology

	All Residents	CAWI	CATI
Overall Satisfaction	67%	49%	72%
Well Maintained Home	68%	49%	73%
Safe Home	72%	52%	77%
Repairs Last 12 Months	72%	65%	75%
Time Taken Repairs	71%	66%	73%
Communal Areas	63%	53%	66%
Neighbourhood Contribution	59%	38%	66%
Approach to ASB	57%	37%	65%
Listens & Acts	53%	30%	60%
Kept Informed	67%	46%	74%
Fairly & with Respect	69%	49%	75%
Easy to Deal With	66%	51%	70%
Complaints Handling	31%	15%	37%

The results here confirm the theory that age is a major factor in determining satisfaction, with satisfaction tending to rise with the age of the tenants.

For the Council, the most satisfied are those aged 85 and over, 96% with the overall service, this compares with just 58% of those aged 25 to 34. This age group is the most satisfied on ten of the survey measures, with those aged 75 to 84 the most satisfied on three.

In contrast, those aged 25 to 34 are generally the least satisfied.

It is not entirely clear why this difference occurs, perhaps it is linked to different levels of expectation based on age and life experience. However, this is nearly always a factor and should be borne in mind when comparing with other landlords; always worth checking if the age profile is similar.

Age Group

	All Residents	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	67%	69%	58%	59%	62%	64%	71%	81%	80%	96%
Well Maintained Home	68%	67%	58%	58%	67%	67%	72%	81%	83%	96%
Safe Home	72%	66%	58%	62%	72%	69%	77%	89%	88%	91%
Repairs Last 12 Months	72%	65%	63%	66%	72%	66%	84%	87%	81%	87%
Time Taken Repairs	71%	55%	60%	66%	70%	67%	82%	87%	78%	87%
Communal Areas	63%	60%	49%	65%	62%	58%	70%	68%	87%	75% *
Neighbourhood Contribution	59%	60%	43%	57%	56%	51%	58%	70%	80%	77%
Approach to ASB	57%	78%	49%	60%	52%	55%	56%	65%	62%	80%
Listens & Acts	53%	60%	46%	48%	51%	49%	56%	57%	75%	78%
Kept Informed	67%	78%	57%	67%	62%	63%	68%	78%	80%	89%
Fairly & with Respect	69%	66%	61%	65%	65%	67%	67%	79%	85%	100%
Easy to Deal With	66%	69%	56%	66%	59%	67%	67%	74%	80%	87%
Complaints Handling	31%	11%	14%	34%	32%	23%	44%	25%	68%	50% *

*Base below 10



In terms of satisfaction based on the length of tenancy, those with the longest tenancies are often the most satisfied as these are likely to be the older tenants.

However, new tenants are also often very satisfied, perhaps because they are initially pleased to have received an offer of a property after having waited for some time or come from poor accommodation. This initial enthusiasm can then wane over time as tenants start to experience issues in their new homes.

For Wolverhampton, there is evidence of this with satisfaction generally being good among the under-a-year group, these being the most satisfied on six measures and marginally more satisfied overall.

The least satisfaction is then for those with tenancies of 11 to 20 years, with just 58% being satisfied with the overall service.

Length of Tenancy

	All Residents	A. < 1 year	B. 1 - 3 years	C. 4 - 5 years	D. 6 - 10 years	E. 11 - 20 years	F. Over 20 years
Overall Satisfaction	67%	79%	69%	64%	60%	58%	78%
Well Maintained Home	68%	78%	72%	70%	61%	58%	80%
Safe Home	72%	75%	71%	67%	64%	68%	84%
Repairs Last 12 Months	72%	75%	75%	70%	66%	66%	84%
Time Taken Repairs	71%	79%	73%	63%	62%	70%	81%
Communal Areas	63%	78%	69%	51%	57%	62%	70%
Neighbourhood Contribution	59%	78%	60%	53%	56%	53%	65%
Approach to ASB	57%	79%	66%	57%	53%	51%	58%
Listens & Acts	53%	75%	58%	50%	50%	46%	59%
Kept Informed	67%	75%	73%	66%	62%	62%	73%
Fairly & with Respect	69%	80%	71%	71%	66%	62%	75%
Easy to Deal With	66%	80%	70%	61%	61%	60%	73%
Complaints Handling	31%	20%	31%	21%	30%	31%	40%

This report has included the results from those managed by Wolverhampton Homes, who have been surveyed quarterly throughout the year, plus the one-off surveys of tenants managed by Bushbury Hill EMB, Dovecotes TMO and New Park Village TMC. Here are the satisfaction levels from all four managing agents.

The table shows that overall satisfaction is highest among those with Dovecotes (86%), whilst the least satisfied are those with New Park Village (55%).

The general pattern shows that those in Bushbury Hill and Dovecotes are the most satisfied of the Council's tenants and New Park Village the least, although those with Wolverhampton homes are the least satisfied with their communal areas, the contribution made by the Council to the neighbourhoods and the handling of complaints.

Further analysis would be needed to find out why these differences occur and whether there are other factors than simply the management arrangements. However, the four agents may be able to learn from each other to increase the general levels of satisfaction.

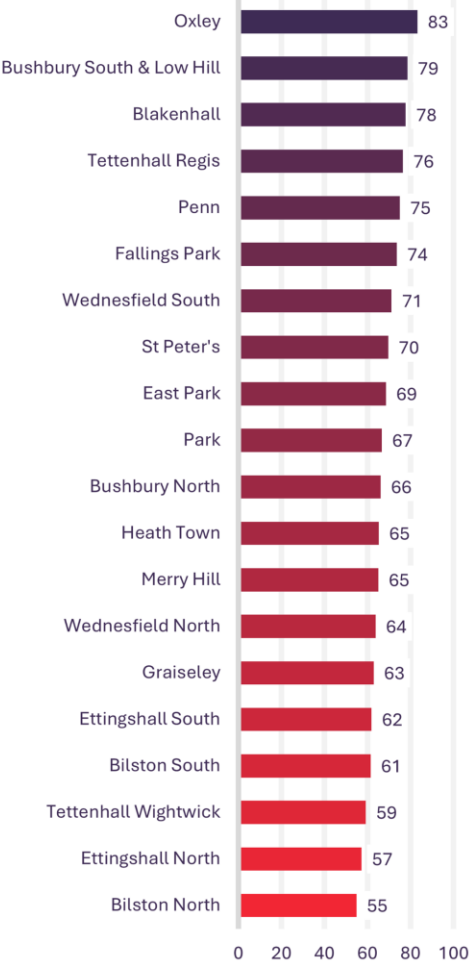
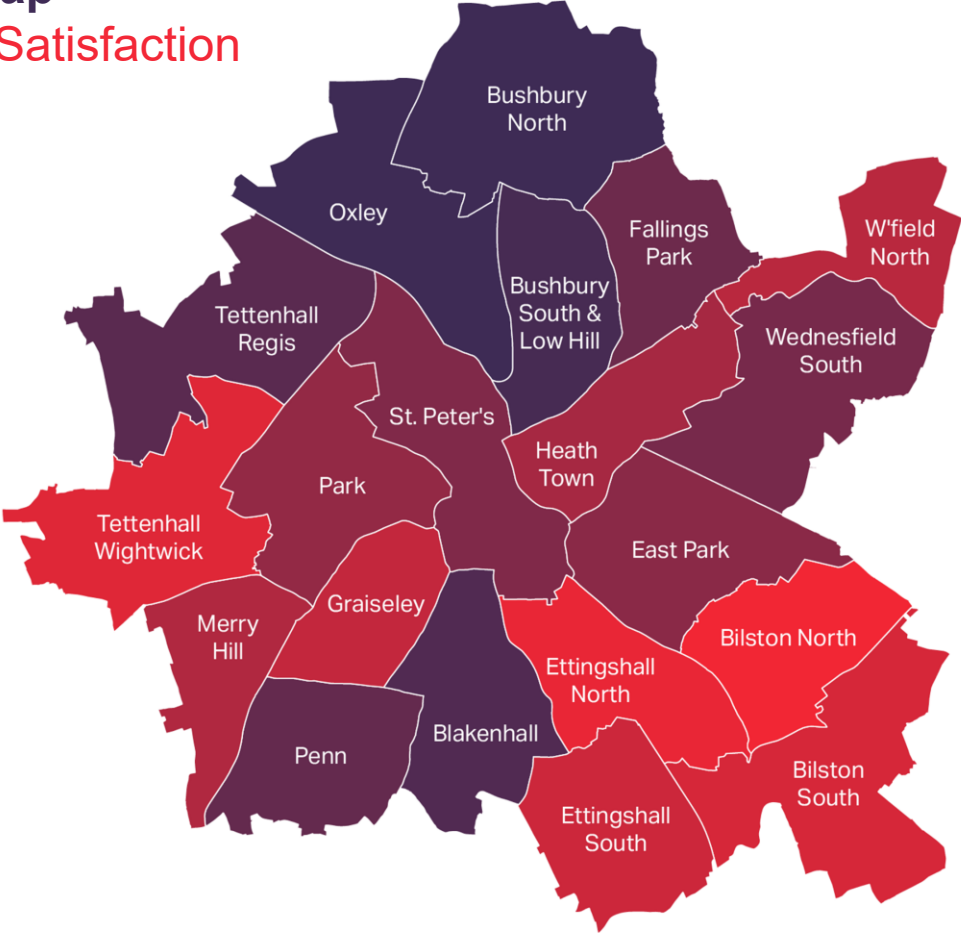


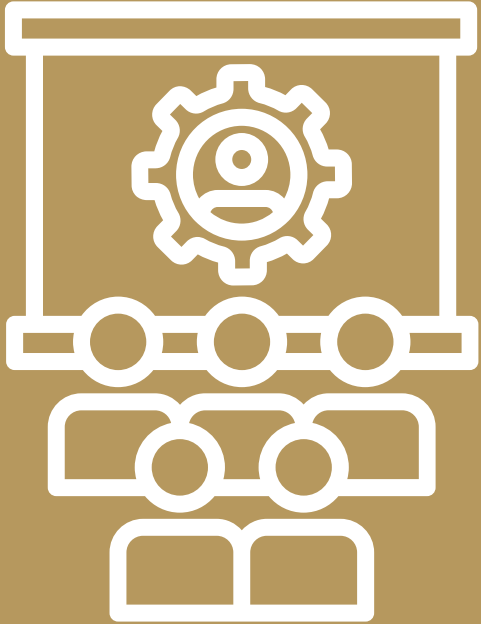
Managing Agent

	All Residents (Weighted)	Bushbury Hill EMB	Dovecotes TMO	New Park Village TMC	Wolverhampton Homes
Overall Satisfaction	67%	83%	86%	55%	65%
Well Maintained Home	68%	79%	85%	60%	67%
Safe Home	72%	81%	86%	61%	71%
Repairs Last 12 Months	72%	85%	91%	61%	71%
Time Taken Repairs	71%	85%	90%	69%	70%
Communal Areas	63%	80%	79%	71%	62%
Neighbourhood Contribution	59%	78%	78%	58%	57%
Approach to ASB	57%	70%	69%	51%	56%
Listens & Acts	53%	70%	72%	49%	52%
Kept Informed	67%	85%	85%	56%	66%
Fairly & with Respect	69%	83%	85%	66%	68%
Easy to Deal With	66%	85%	87%	62%	64%
Complaints Handling	31%	54%	32%	44%	30%

Ward Map

Overall Satisfaction





Management Data

Building Safety Measures

Proportion of homes for which all required gas safety checks have been carried out

100%

Proportion of homes for which all required fire risk assessments have been carried out

66.3%

Proportion of homes for which all asbestos management surveys or re-inspections have been carried out

100%

Proportion of homes for which all required legionella risk assessments have been carried out

100%

Proportion of homes for which all required communal passenger lift safety checks have been carried out

100%

ASB and Maintenance Measures

Number of anti-social behaviour cases opened per 1,000 homes

132.8

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

2.5

Proportion of homes that do not meet the Decent Home Standard

4.7%

Proportion of non-emergency responsive repairs completed within the landlord's target timescale

95.4%

Proportion of emergency responsive repairs completed within the landlord's target timescale

98.7%

Complaints Measures

Number of stage one complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes

25.4

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

98.9%

Number of stage two complaints made by tenants in the relevant stock type during the reporting year per 1,000 homes

5.1

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales

100%



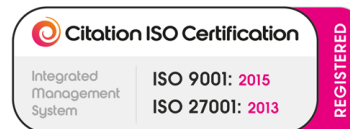
This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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