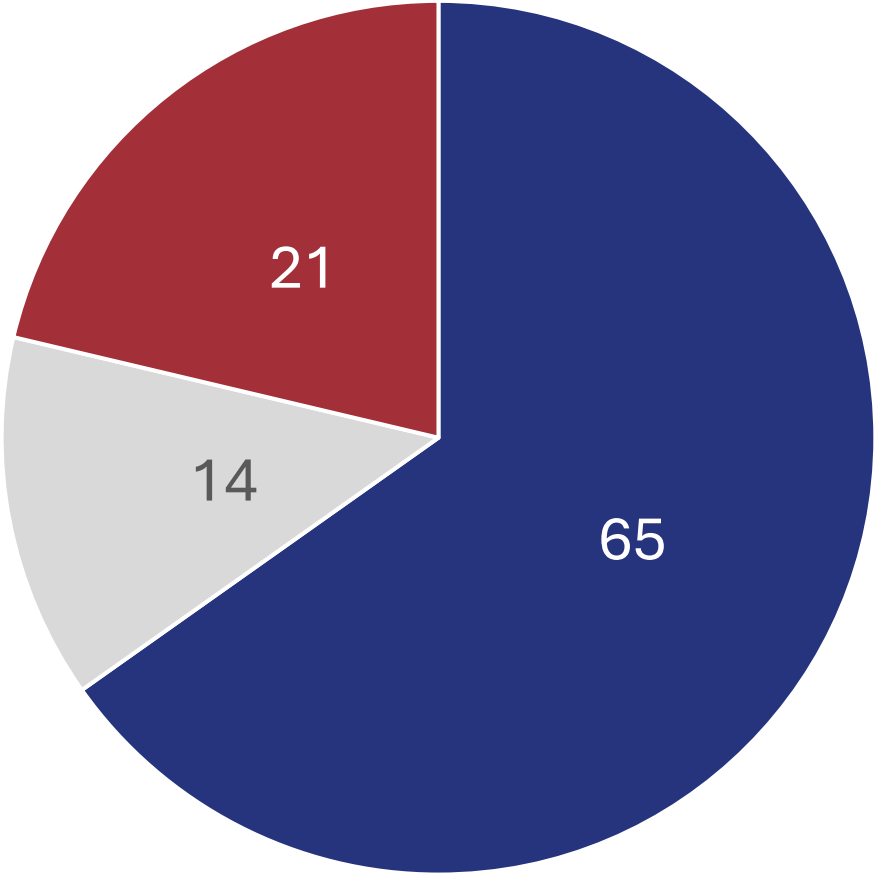
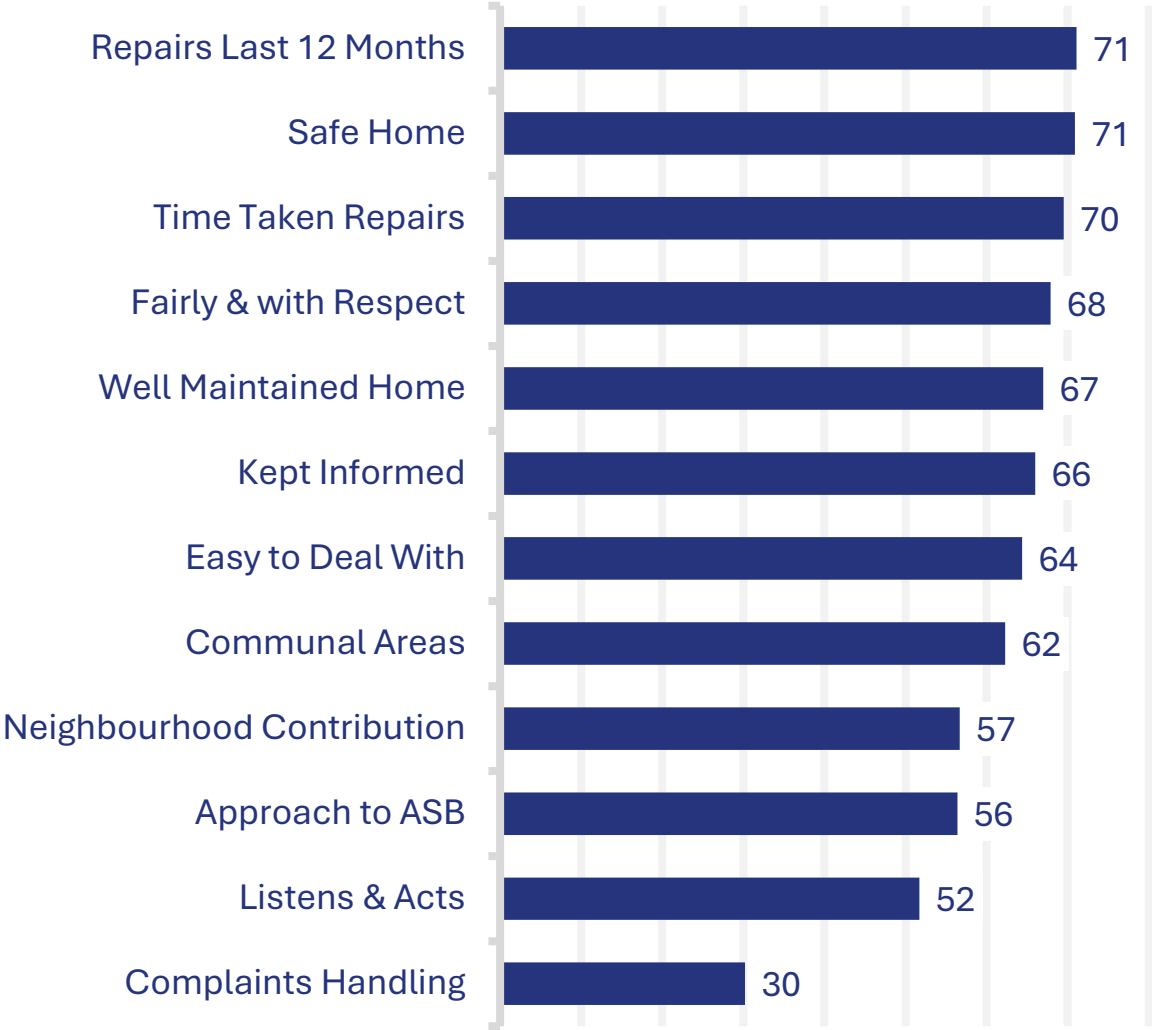


# Wolverhampton Homes Tenant Satisfaction 2024 - 2025

## Overall Satisfaction



■ Satisfied ■ Neither ■ Dissatisfied

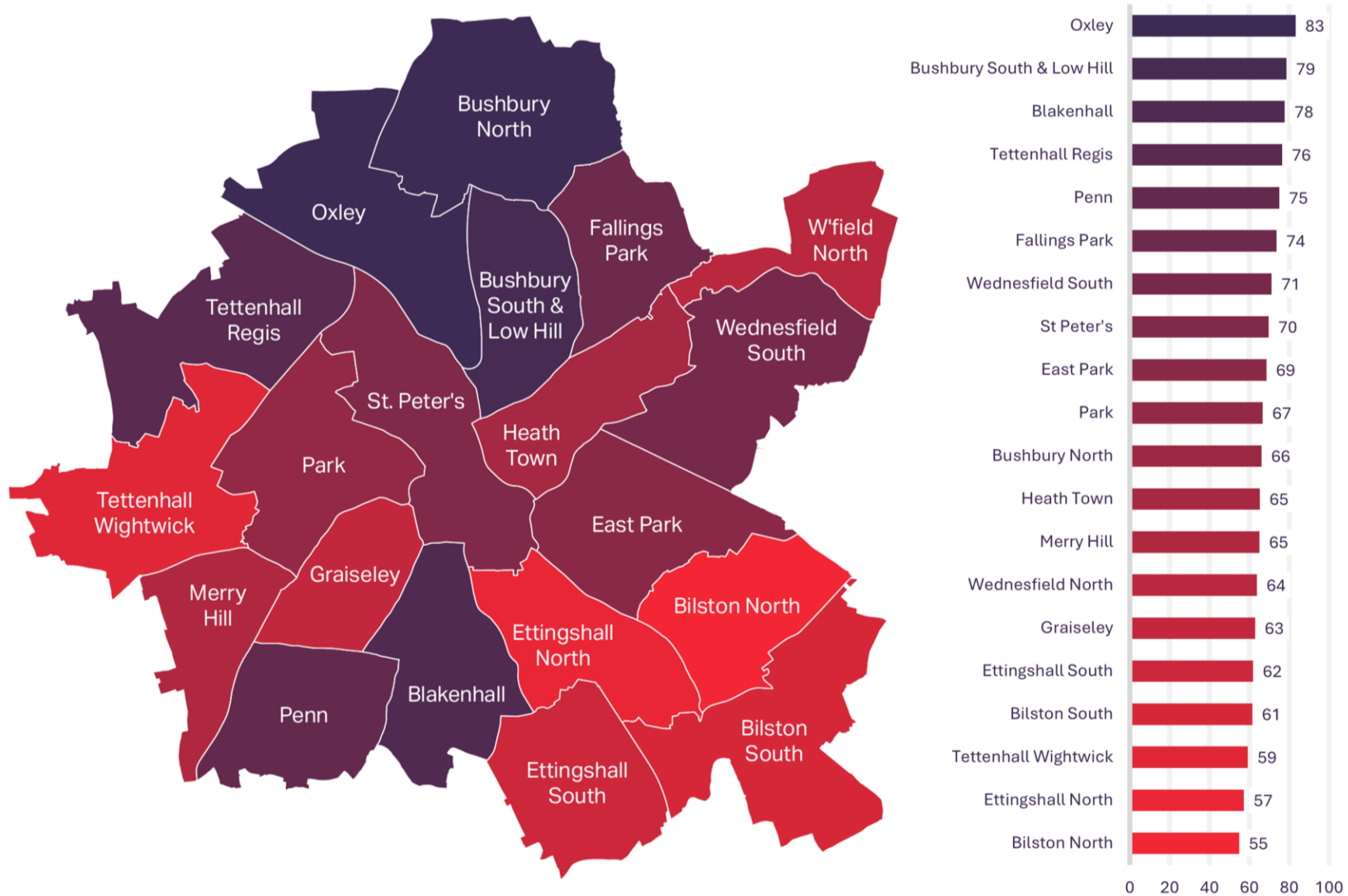


Wolverhampton Homes Tenants Surveyed: 1,192

# Wolverhampton Homes Tenant Satisfaction Annual Change

Satisfaction Measure	2023 – 2024	2024 – 2025	Change
Overall Satisfaction	64.8	65.2	+ 0.4
Well Maintained Home	67.0	67.0	+ 0.0
Safe Home	73.0	70.9	- 2.1
Communal Areas	61.2	62.3	+ 1.1
Repairs Last 12 Months	70.1	71.1	+ 1.0
Time Taken Repairs	66.1	69.5	+ 3.4
Neighbourhood Contribution	61.4	56.7	- 4.7
Approach to ASB	57.1	56.4	- 0.7
Listens & Acts	53.8	51.7	- 2.1
Fairly & with Respect	68.4	67.9	- 0.5
Kept Informed	63.2	66.0	+ 2.8
Easy to Deal With	64.1	64.4	+ 0.3
Complaints Handling	29.5	30.2	+ 0.7

# Ward Map – Overall Satisfaction



# Wolverhampton Homes Demographics Overall Satisfaction

Length of Tenancy	< 1 Year	1 – 3 Years	4 – 5 Years	6 – 10 Years	11 – 20 Years	> 20 Years
Overall Satisfaction %	79	68	62	58	57	77

Age Group	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction %	68	57	57	60	63	69	80	79	96

Property Type	Bungalow	Flat	House	Maisonette
Overall Satisfaction %	73	66	64	52

Tenancy	Introductory Tenancy	Secure Tenancy	Temporary Accommodation
Overall Satisfaction %	88	64	58