



Wolverhampton Homes

TSM Annual Report 2025/26

Prepared by: Acuity Research & Practice



Introduction

Wolverhampton Council owns over 21,000 homes managed by four different managing agents: Wolverhampton Homes, Bushbury Hill EMB, Dovecotes TMO, and New Park Village TMC. An annual report has been produced for all properties and a Q4 report for just those managed by Wolverhampton Homes. In addition, there are four separate annual reports based on the responses from each agent; this is based on the responses from tenants in Wolverhampton Homes managed properties from the four quarterly surveys completed throughout 2025/26.

The tenants were contacted by Acuity's in-house telephone team and invited to take part in a telephone interview, but were also given the opportunity to complete the survey online if they wished. At the end of the year, a total of 1,225 responses had been received, 1,100 complete plus a further 125 incomplete, which are required to be included. Of these, 959 were completed by telephone interview and 266 online.

The report has used sentiment analysis to better understand tenants' comments and why they have responded to the satisfaction questions the way they have. An analysis of the seven open questions, and information about how this works, is shown towards the end of the report and adds an extra layer of focused insight to the results to help the Council better understand what is driving satisfaction, what tenants are most concerned about, and what could be improved.

The survey is confidential, and the results are sent back to Wolverhampton Council anonymised unless tenants give their permission to be identified. 73% of tenants gave permission to share their responses with their details attached, so the Council will have better information to help them improve services, and 95% 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 from those managed by Wolverhampton Homes
- Compare the results with those of last year
- Compare the results with other landlords
- Report to the Regulator annually, as required.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with over 10,000 and below 25,000 properties achieve a sampling error of at least $\pm 3\%$ at the 95% confidence level. For Wolverhampton Homes, 1,218 responses were received for the overall service question, and this response is high enough to conclude that the findings are accurate to within $\pm 2.72\%$ annually, so within the required margin of error.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down to the nearest whole number, and for this reason, 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.

Key TSM Metrics

Annual Summary

Wellbeing

Further Insight

Trends

Summary

Annual Demographics

66% 

Overall Satisfaction

Satisfaction with the range of services provided by Wolverhampton Homes has increased since last year, with all but one of the measures having seen improvement, although most changes are small.

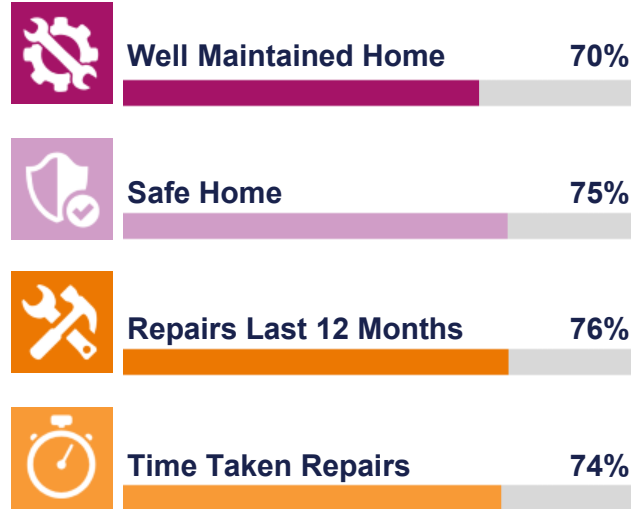
Satisfaction with the overall service now stands at 66% for the year, although a number of measures exceed this. The highest satisfaction is for the repairs service in the last 12 months (76%) and tenants' homes being safe (75%).

However, three measures fall below 60% satisfaction: the way Wolverhampton Homes listens to tenants' views and acts upon them (56%), its approach to handling anti-social behaviour (53%) and just 31% are satisfied with the handling of complaints.

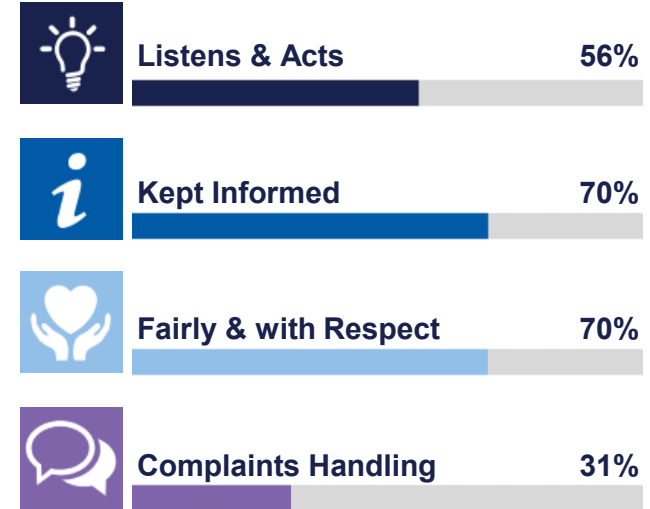
This summary report shows the headline figures for 25/26, shows how satisfaction has changed since last year, includes an assessment of the open comments made by tenants and shows what is driving satisfaction and where improvements could be made.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management





Annual Summary



Annual Satisfaction & Dissatisfaction

The charts shown opposite summarise the range of both satisfaction and dissatisfaction across all the measures included in the quarterly surveys in 2025/26.

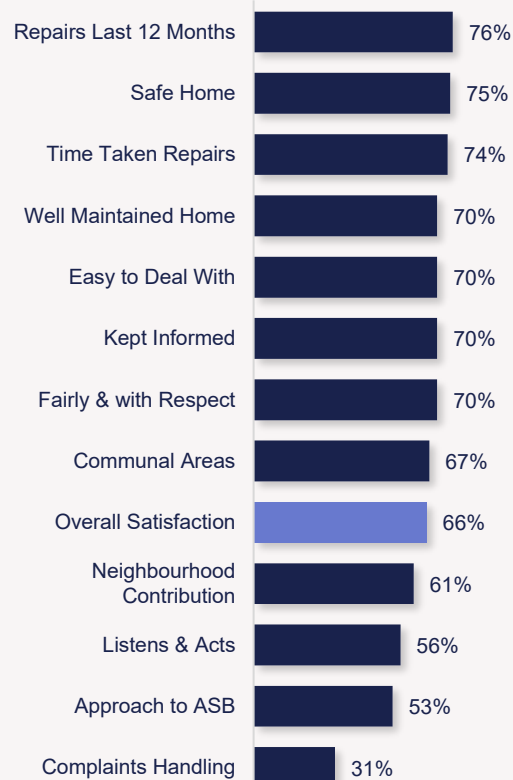
The range of satisfaction is generally good, although it would be better if the overall satisfaction was a little higher up the list, as this suggests that trust is a little low, even if some measures are performing well.

The handling of complaints stands out as this is the only measure where more tenants are dissatisfied (57%) than satisfied (31%), suggesting more is needed to build confidence in the process.

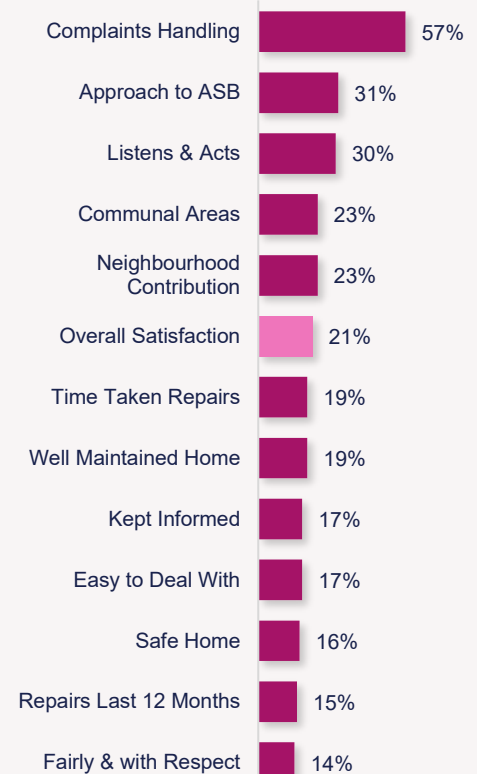
A fifth of tenants are dissatisfied overall, and most measures have fewer dissatisfied than this, although around a third are dissatisfied with the way their views are listened to and acted upon and how ASB is handled.

This is an improving position, but more could be done to compete better with other landlords, see below.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





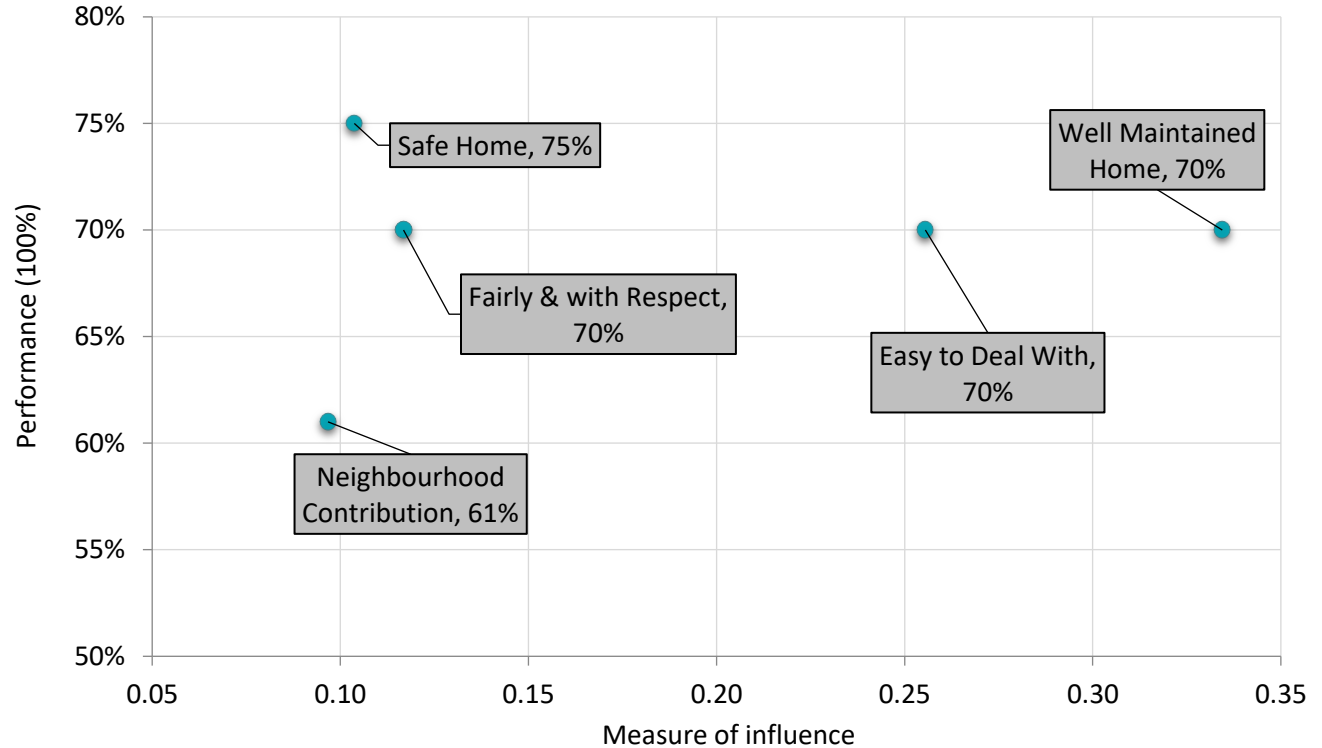
Key Driver Analysis

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 own unique pattern of influence.

Each landlord has a unique profile, and for Wolverhampton Homes, the key driver for overall satisfaction is that the home is well-maintained; this is often the case with many other social landlords. This is followed quite closely by the ease of dealing with Wolverhampton Homes. Having a safe home, which scores the highest of these measures, treating tenants with respect, and the contribution made to the neighbourhood are all important to tenants 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. This then particularly focuses on the repairs service.

Annual Key Driver Analysis – Overall Satisfaction



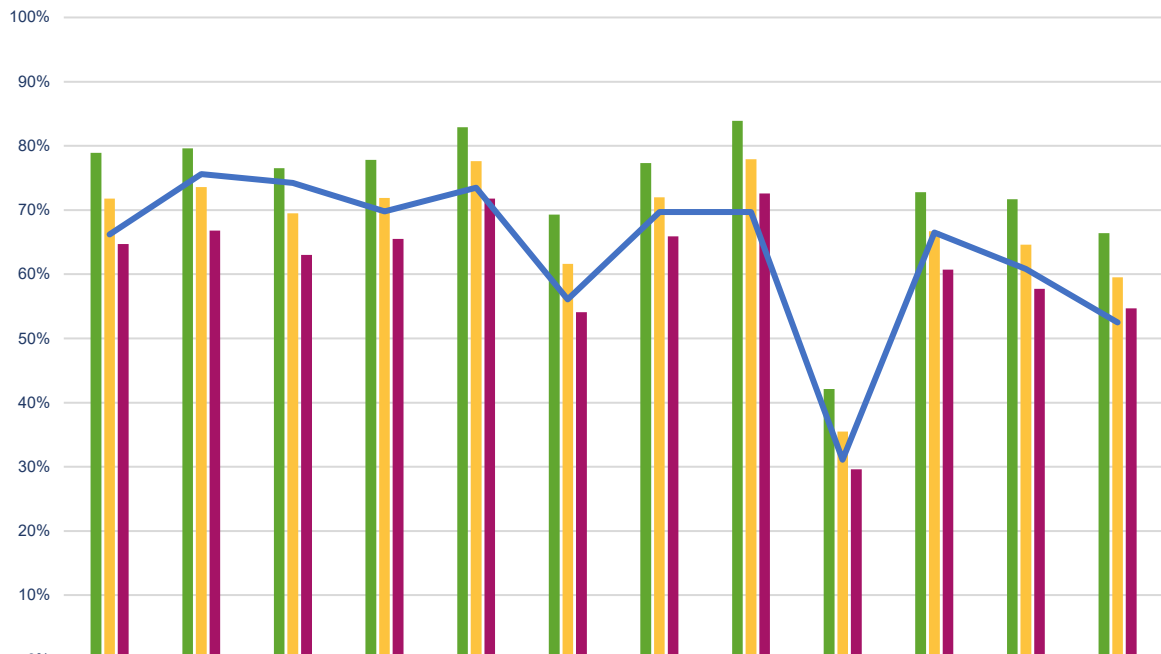
Benchmarking – RSH results 2024/25 (LCRA)



All registered providers with over 1,000 units are required to submit their TSM results for each year to the Regulator of Social. The full set of results for 2024/25 was released late last year, so it is possible to compare the results from Wolverhampton Homes against these. Shown on the chart are the quartile positions of the group.

The properties managed by Wolverhampton Homes have a mixed profile with two measures above the medians and in the second quartile, but the remaining measures below the medians, eight in the third quartile, including the overall service, and two in the lower quartile: treating tenants fairly and with respect, and the handling of ASB.

The cohort of landlords includes councils and housing associations from all across England, and this helps to provide some context to the results and shows where Wolverhampton Homes should target for improvements.



Upper Quartile	78.9%	79.6%	76.5%	77.8%	82.9%	69.3%	77.3%	83.9%	42.1%	72.8%	71.7%	66.4%
Regulator Median	71.8%	73.6%	69.5%	71.9%	77.6%	61.6%	72.0%	77.9%	35.5%	66.7%	64.6%	59.5%
Lower Quartile	64.7%	66.8%	63.0%	65.5%	71.8%	54.1%	65.9%	72.6%	29.6%	60.7%	57.7%	54.7%
Quartile position	3	2	2	3	3	3	3	4	3	3	3	4
Wolverhampton Homes	66.2%	75.6%	74.2%	69.8%	73.5%	56.1%	69.7%	69.7%	31.1%	66.5%	60.8%	52.5%

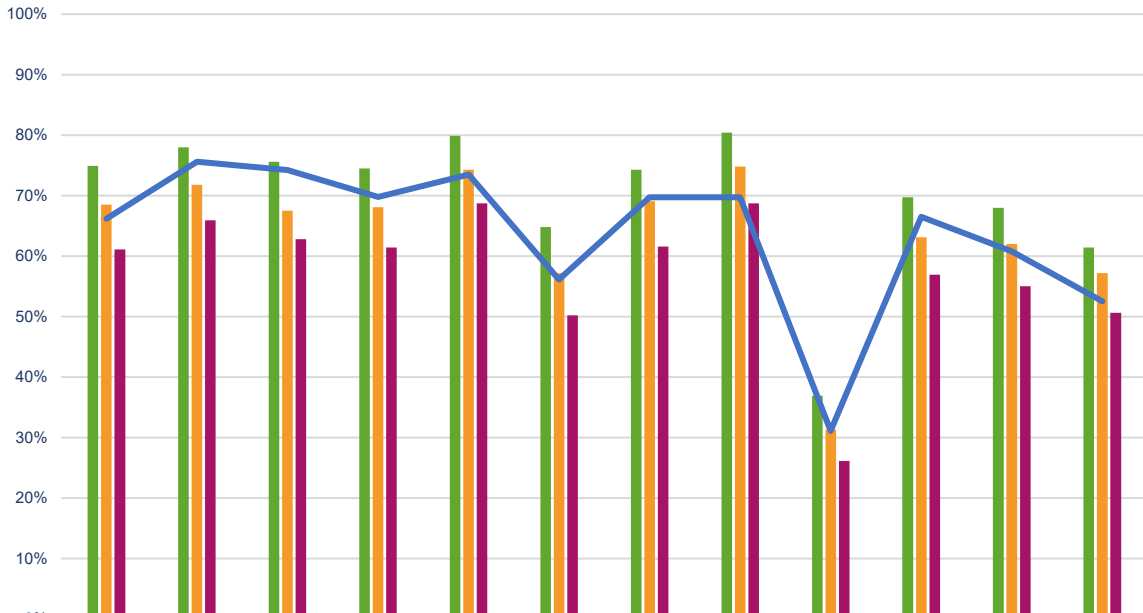
Benchmarking – RSH results 2024/25 (Councils)



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.

Wolverhampton Homes compares better against this group, with five measures above the medians and in the second quartile, whilst the remaining seven are in the third quartile. Overall satisfaction is still in the third quartile, just 2.3p.p below the median.

Whilst this is clearly better and, perhaps, a more appropriate benchmark, it does still show that some areas could be open to improvements, although this increase in satisfaction from year to year is encouraging and suggests Wolverhampton Homes is moving in the right direction.



	TP01 - Overall Sat	TP02 - Repairs Sat	TP03 - Time Taken	TP04 - Well Maintained	TP05 - Safe	TP06 - Listens	TP07 - Informed	TP08 - Fairly	TP09 - Complaints Sat	TP10 - Communal Sat	TP11 - Neighbourhood	TP12 - ASB
Upper Quartile	74.9%	78.0%	75.6%	74.5%	79.9%	64.8%	74.3%	80.4%	36.9%	69.7%	68.0%	61.4%
Regulator Median	68.5%	71.8%	67.5%	68.1%	74.3%	57.2%	69.1%	74.8%	31.3%	63.1%	62.0%	57.2%
Lower Quartile	61.1%	65.9%	62.8%	61.4%	68.7%	50.2%	61.6%	68.7%	26.1%	56.9%	55.0%	50.6%
Quartile position	3	2	2	2	3	3	2	3	3	2	3	3
Wolverhampton Homes	66.2%	75.6%	74.2%	69.8%	73.5%	56.1%	69.7%	69.7%	31.1%	66.5%	60.8%	52.5%



Top 30 Comments

The comments from the seven open questions are summarised here into subject areas and largely reflect the range of satisfaction shown.

The most common comments relate to the time to complete repairs, and these are generally negative, suggesting repairs should be completed more quickly, such as *“reported the shower faulty, took about 8 months to get it sorted.”*

Repairs feature in many of the most common comments and emphasise the importance of the service to tenants.

The conduct of the staff is generally seen as positive: *“They’re always polite and respectful.”*

An analysis of each question is shown below, and the full text of the comments is available on the Acuity dashboard. These help to provide some insight into what it is like being a tenant of Wolverhampton Homes, what works well and what could be done better.

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	51.10%	556	-1.00
Property Services - Responsive Repairs - Other	26.47%	288	-0.99
Property Condition - General Condition	23.44%	255	1.74
Housing Services - Customer Service & Contact - Satisfaction	22.89%	249	2.89
Property Services - Responsive Repairs - Quality of Work / Service	21.60%	235	0.13
Property Services - Responsive Repairs - Resolution	21.60%	235	-1.66
Housing Services - Customer Service & Contact - Communication / Transparency	19.94%	217	0.29
Uncategorized Comments	17.56%	191	0.45
Housing Services - Customer Service & Contact - Other	16.91%	184	0.41
Housing Services - Customer Service & Contact - Staff Conduct	16.73%	182	3.09
Housing Services - Communal Maintenance - Quality of Work / Service	16.73%	182	0.85
Housing Services - ASB - Other	14.25%	155	-0.93
Property Services - Responsive Repairs - Communication / Transparency	12.96%	141	-1.15
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	12.22%	133	0.72
Housing Services - Grounds Maintenance - Quality of Work / Service	11.86%	129	-1.18
Property Services - Responsive Repairs - Satisfaction	10.66%	116	3.11
Property Condition - Damp	10.20%	111	-3.83
Housing Services - Grounds Maintenance - Timeliness / Responsiveness	9.38%	102	-3.53
Housing Services - Grounds Maintenance - Other	9.19%	100	-2.32
Property Condition - Window/doors	9.01%	98	-2.97
Housing Services - ASB - Listening / Acting	8.82%	96	-2.26
Housing Services - Neighbourhood Contribution - Other	8.82%	96	0.52
Housing Services - Neighbourhood Contribution - Satisfaction	8.36%	91	1.13
Estate Services - Rubbish, Bins & Recycling	8.27%	90	-2.26
Housing Services - Complaints - Other	8.00%	87	-2.56
Housing Services - Neighbourhood Contribution - No Comments	7.72%	84	-1.31
Equality, Diversity & Inclusion - Vulnerabilities	7.72%	84	-3.39
Property Services - Responsive Repairs - Effort	7.63%	83	-2.07
Housing Services - Complaints - Timeliness / Responsiveness	7.63%	83	-2.22
Housing Services - Customer Service & Contact - Quality of Work / Service	7.17%	78	1.47



National Context

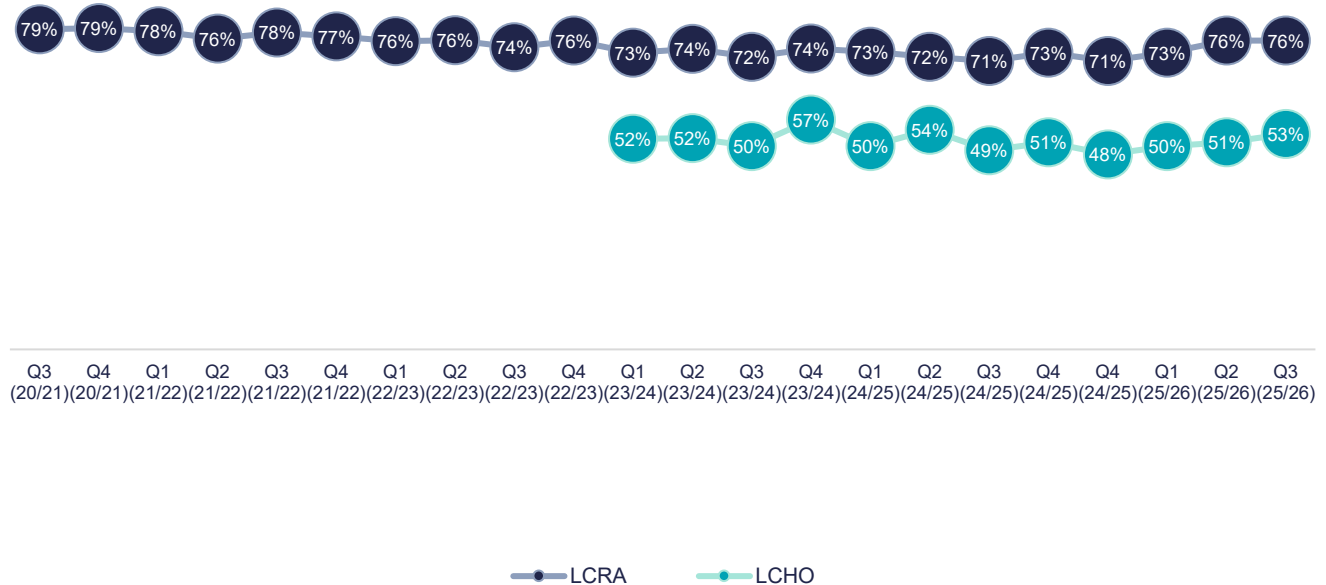
When considering the results, the national context and external factors must also be taken into account.

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.

Tenants have had to face considerable challenges in recent years, particularly the ongoing cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but there are signs that it is starting to increase again as we move through 2025/26.

Overall Services (Acuity Clients)





Wellbeing



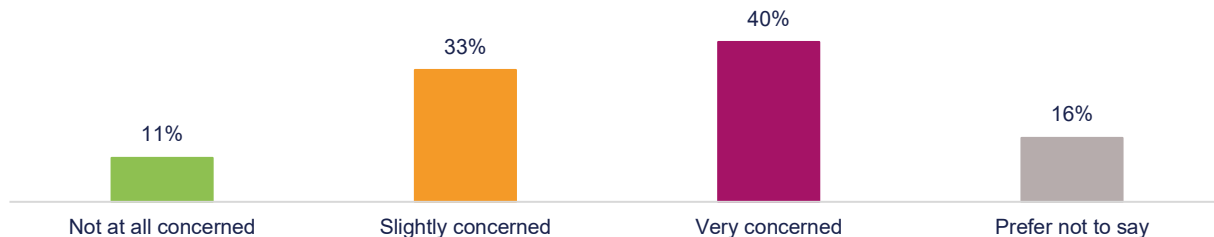
Cost of Living

Tenants were asked, "How concerned are you about the cost of living crisis for you or your household?" Two-fifths of tenants are very concerned (40%) in 2025/26, with a further 33% slightly concerned. Just 11% of tenants are not at all concerned.

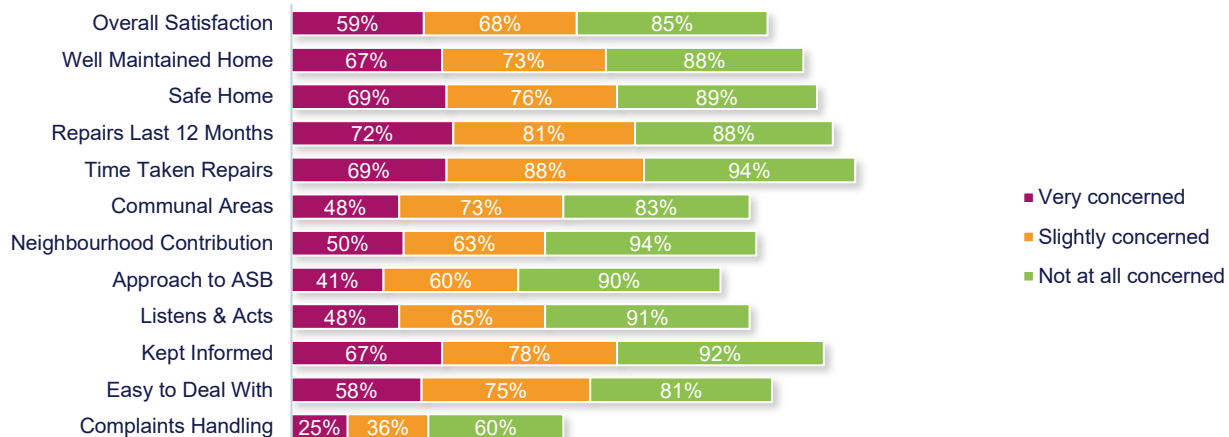
Given these high numbers, anything that Wolverhampton Homes could do to help alleviate these worries would be much appreciated.

As is usually seen when concern is crossed by the satisfaction measures, satisfaction is higher for those tenants who are the least concerned. This pattern can be observed for all the satisfaction measures, with overall satisfaction at 59% for those very concerned compared with 85% for those not at all concerned.

Cost of Living Concern



Cost of Living Concern & Satisfaction





Damp and Mould

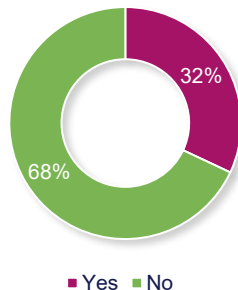
It is of some concern that around a third of tenants complain that they have problems with damp and mould in their homes, and this has increased a little at the end of the year, perhaps due to the recent poor weather.

Proportionally, more tenants of maisonettes and houses have problems than those in other property types, particularly bungalows.

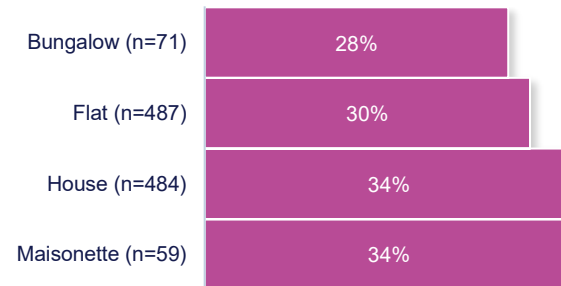
It is important that Wolverhampton Homes contacts all those affected to see the extent of the problems and to take action if needed. This is particularly important as Awaab's Law, which came into force in October of last year, will bring further scrutiny from the Regulator into how landlords respond to damp and mould issues, as well as placing strict timescales on actions.

To help the process, Acuity have made the names and addresses of those affected available to view on the dashboard.

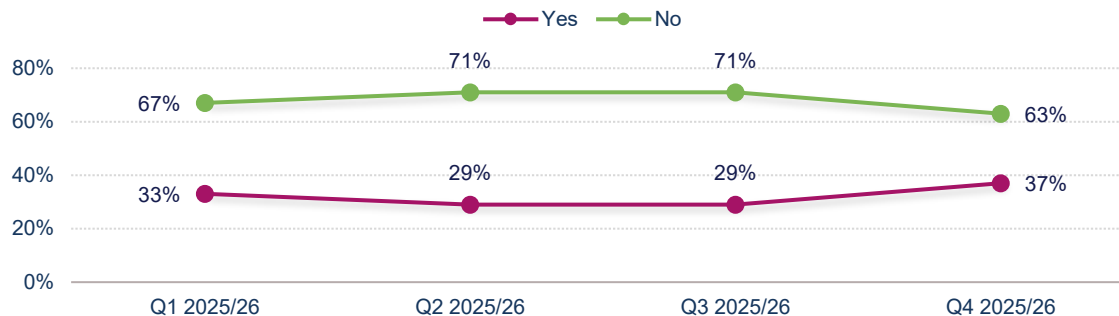
Currently Suffer from Damp & Mould



Damp & Mould by Property



Suffering from Damp & Mould Over Time





Further Insight

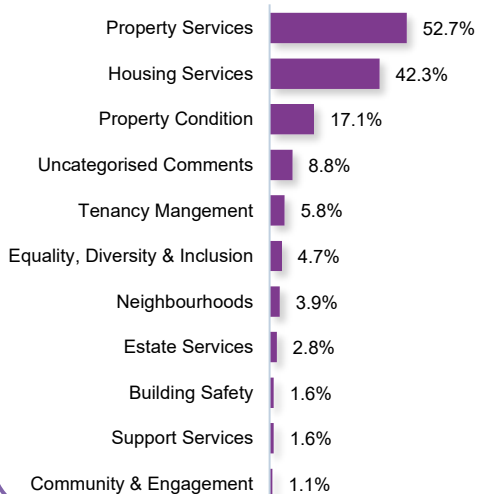
Overall Satisfaction

Please describe your specific experiences that have shaped your view of Wolverhampton Homes' service.

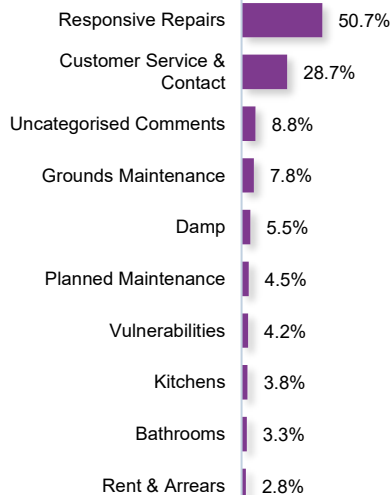
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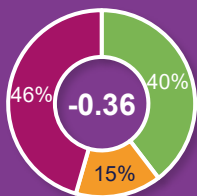
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	396	44.6%	-1.17
Subcategory, no attribute (yet)	179	20.2%	-0.23
Quality of Work / Service	139	15.7%	-1.38
Resolution	139	15.7%	-1.88
Satisfaction	126	14.2%	+3.19
Communication / Transparency	80	9.0%	-0.90
Effort	51	5.7%	-2.75
Listening / Acting	42	4.7%	-2.98
Appointments / Convenience	34	3.8%	-2.15
Staff Conduct	33	3.7%	+2.91
No Comments	29	3.3%	-0.07
Empathy	16	1.8%	-1.13
Worker Conduct	11	1.2%	-3.00
Trust	8	0.9%	-2.75
Accountability	7	0.8%	-4.29
Safety	6	0.7%	-3.83
Consistency	5	0.6%	+1.60
Accessibility	3	0.3%	+1.67
Fairness	3	0.3%	-3.33



The 1,029 responses indicate a mix of satisfaction and dissatisfaction with the services provided by Wolverhampton Homes, particularly in relation to repairs and maintenance. Many tenants express positive sentiments about prompt repairs and good communication when emergencies arise. However, repeated issues regarding delays and poor follow-up are highlighted, with some tenants waiting years for repairs to be completed.

Numerous comments reflect dissatisfaction with the quality of workmanship and the handling of maintenance issues, particularly concerning damp and mould, which have led to health concerns. Furthermore, tenants report frustration with customer service accessibility, citing long wait times and ineffective communication. Many respondents emphasise the lack of adequate support for vulnerable tenants, particularly those with disabilities.

Overall, while some tenants have had positive experiences, concerns regarding repairs, communication, and responsiveness must be addressed to enhance the overall service quality and tenant satisfaction.

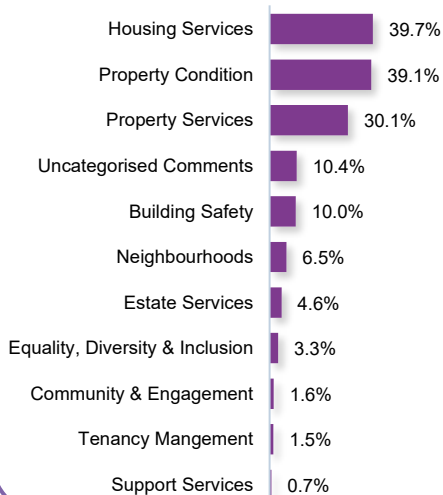
The Home

Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.

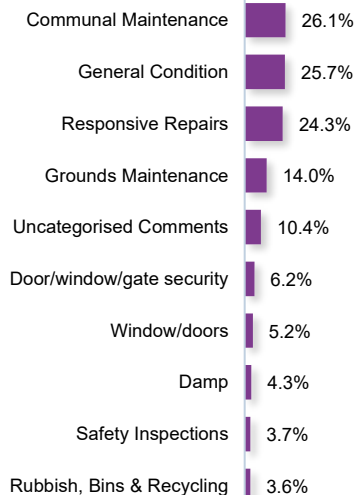
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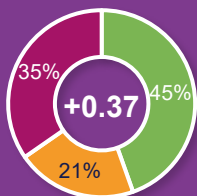
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	253	43.1%	+0.46
Timeliness / Responsiveness	152	25.9%	-1.06
Subcategory, no attribute (yet)	137	23.3%	-0.44
Safety	105	17.9%	+0.70
Resolution	38	6.5%	-2.24
Communication / Transparency	26	4.4%	-2.23
Satisfaction	26	4.4%	+4.19
Effort	20	3.4%	-1.10
Listening / Acting	18	3.1%	-2.89
No Comments	15	2.6%	-0.60
Empathy	8	1.4%	-4.13
Worker Conduct	7	1.2%	-1.29
Accountability	5	0.9%	-1.00
Appointments / Convenience	5	0.9%	-5.00
Consistency	5	0.9%	+1.60
Staff Conduct	3	0.5%	-4.33
Trust	3	0.5%	-5.00
Fairness	2	0.3%	-5.00
Accessibility	1	0.2%	-5.00



Tenants' comments highlight various concerns regarding safety, maintenance, and cleanliness in communal and individual living areas. Many respondents express dissatisfaction with the upkeep of communal spaces, citing issues such as litter, overgrown vegetation, and infrequent cleaning schedules. Safety concerns are prevalent, with mentions of unsecured entries allowing unauthorised access and problems with anti-social behaviour. Maintenance responses often indicate long wait times for repairs, with ongoing issues related to mould, leaks, and outdated facilities.

Some respondents report feeling unsafe due to drug use and homelessness near their premises, while others note positive interactions with maintenance teams when issues are escalated. Respondents are mixed in their satisfaction levels, with some feeling safe and well taken care of, pointing to efficient gas and fire safety checks, while others are frustrated with unresolved maintenance requests and poor communication. Overall, a portion of feedback highlights the need for improved maintenance responsiveness and consistent cleanliness standards.

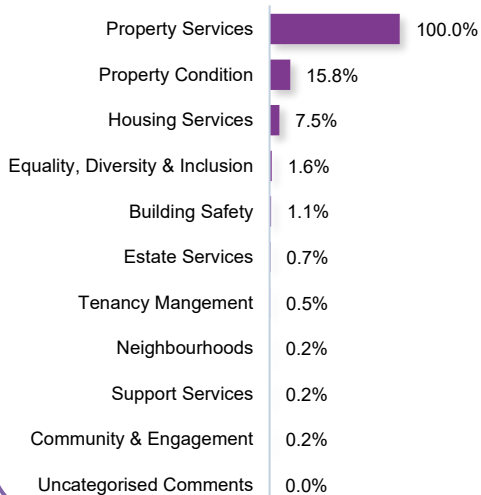
Repairs & Maintenance

Tell us more about your experience with the repairs service over the last 12 months.

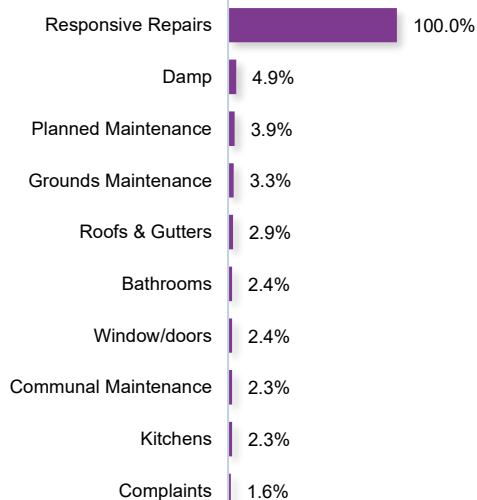
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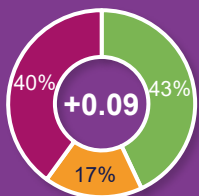
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	292	47.5%	-0.53
Subcategory, no attribute (yet)	144	23.4%	-0.42
Resolution	107	17.4%	-0.90
Quality of Work / Service	85	13.8%	+1.80
Satisfaction	75	12.2%	+3.40
Communication / Transparency	30	4.9%	+0.80
Worker Conduct	25	4.1%	+3.32
No Comments	21	3.4%	-0.24
Appointments / Convenience	20	3.3%	+0.80
Effort	16	2.6%	-0.50
Listening / Acting	7	1.1%	+0.43
Accountability	5	0.8%	-1.60
Safety	5	0.8%	-0.40
Empathy	3	0.5%	-4.33
Trust	3	0.5%	-1.00
Fairness	2	0.3%	0.00
Consistency	1	0.2%	-5.00
Accessibility			-
Staff Conduct			-



The survey responses indicate a mixed experience with the repairs service, highlighting significant variations in customer satisfaction. While many respondents appreciate the promptness and politeness of repair personnel, there are recurring complaints about long wait times for repairs, with issues taking weeks to months to resolve. Emergency repairs often receive prompt attention, but routine issues, particularly those relating to leaks, damp, and mould, experience delays, with some tenants waiting over a year for resolution.

Common themes include frustration with communication, as updates and follow-ups are often lacking, leading to confusion about repair status. Several respondents report inadequate or incomplete repairs, prompting calls for better workmanship and reliability. Despite some positive feedback regarding the initial inspection and friendliness of staff, the overall sentiment points to a need for improvements in efficiency, communication, and timeliness of service. The ongoing issues with unresolved repairs have left several tenants feeling dissatisfied, particularly those with disabilities or urgent needs.

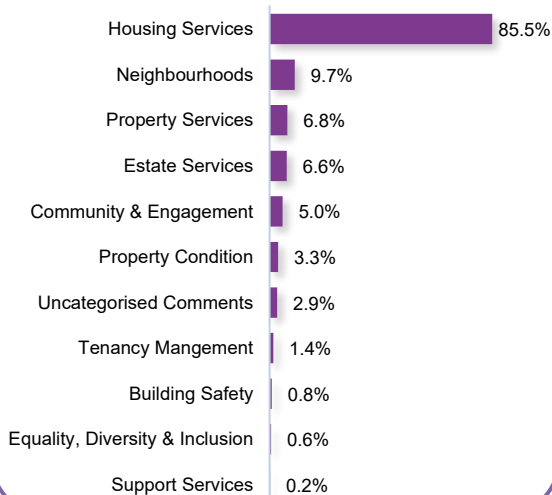
Neighbourhood Contribution

Share your views on your landlord's contribution to your neighbourhood.

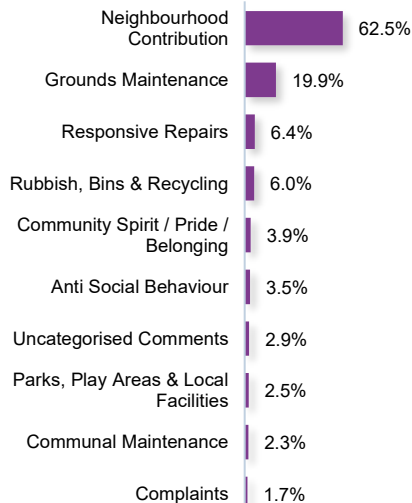
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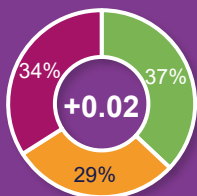
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	136	30.0%	-0.32
Quality of Work / Service	103	22.7%	+0.11
Satisfaction	95	20.9%	+1.06
No Comments	84	18.5%	-0.77
Timeliness / Responsiveness	33	7.3%	-1.91
Communication / Transparency	21	4.6%	+0.67
Listening / Acting	19	4.2%	-3.89
Safety	15	3.3%	+0.73
Resolution	13	2.9%	-3.08
Staff Conduct	9	2.0%	+2.22
Effort	6	1.3%	-1.83
Empathy	4	0.9%	-3.75
Accountability	1	0.2%	-5.00
Appointments / Convenience	1	0.2%	0.00
Consistency	1	0.2%	+5.00
Trust	1	0.2%	-5.00
Worker Conduct	1	0.2%	+3.00
Accessibility			-
Fairness			-

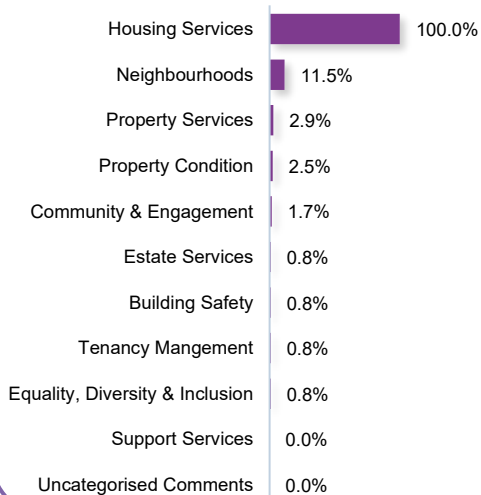


The survey responses regarding neighbourhood contributions highlight a mix of satisfaction and dissatisfaction among tenants. Many appreciate the cleanliness and regular maintenance, citing timely bin collections, well-cut grass, and the presence of community officers. Some tenants feel that their areas are well-kept, fostering a sense of safety and community engagement. However, some concerns are raised about litter, fly-tipping, and inadequate street cleaning, with numerous mentions of overgrown trees and potholes. Complaints about maintenance neglect, particularly regarding communication and responsiveness to anti-social behaviour, are prevalent.

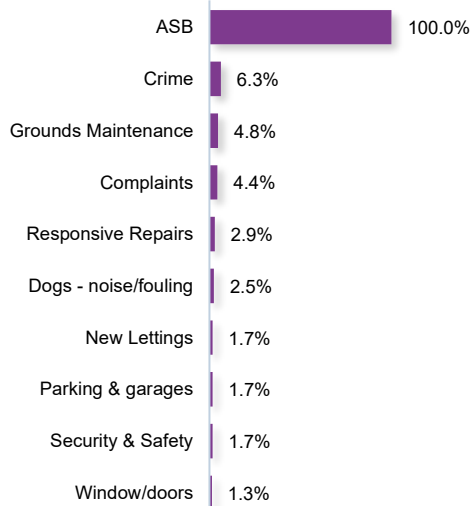
Many respondents feel that more could be done for elderly tenants and to improve general neighbourhood upkeep. A common sentiment is a lack of visibility and proactive engagement from housing officers, leading to feelings of discontent and frustration among some tenants. Overall, while there are positives noted about clean areas and community efforts, the critiques signal a need for improved involvement and maintenance across various neighbourhood aspects.



Categories

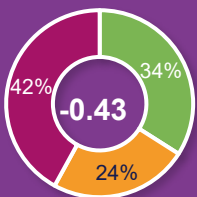


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	152	31.7%	-0.72
Listening / Acting	92	19.2%	-2.27
Resolution	71	14.8%	-1.25
Timeliness / Responsiveness	65	13.5%	-0.12
No Comments	64	13.3%	+0.38
Satisfaction	57	11.9%	+2.91
Quality of Work / Service	45	9.4%	+1.20
Communication / Transparency	29	6.0%	-1.93
Safety	14	2.9%	-1.29
Empathy	9	1.9%	-1.33
Effort	6	1.3%	-2.67
Fairness	5	1.0%	-4.20
Accountability	4	0.8%	-2.00
Trust	4	0.8%	-3.25
Staff Conduct	3	0.6%	+5.00
Appointments / Convenience	2	0.4%	-2.50
Accessibility	1	0.2%	-3.00
Consistency	1	0.2%	+5.00
Worker Conduct			-



When asked, "Give us your thoughts on Wolverhampton Homes' approach to handling anti-social behaviour," 480 left comments. Many express dissatisfaction with Wolverhampton Homes response to ASB issues, citing long wait times, lack of action, and ineffective communication. Some tenants report ongoing issues with noisy neighbours, drug use, and general disorder, feeling that complaints often go unaddressed and that the Wolverhampton Homes approach is reactive rather than proactive.

There are complaints about ineffective mediation, biased handling of cases, and a perception that certain tenants receive preferential treatment. Conversely, some respondents note instances of prompt action and effective resolution of their concerns, particularly where evidence is provided. The presence of youths engaging in disruptive behaviour, along with lingering problems of vandalism and littering, are also highlighted as persistent challenges. Overall, while some tenants feel supported, a number are frustrated by perceived inadequacies in addressing ASB and ensuring community safety.

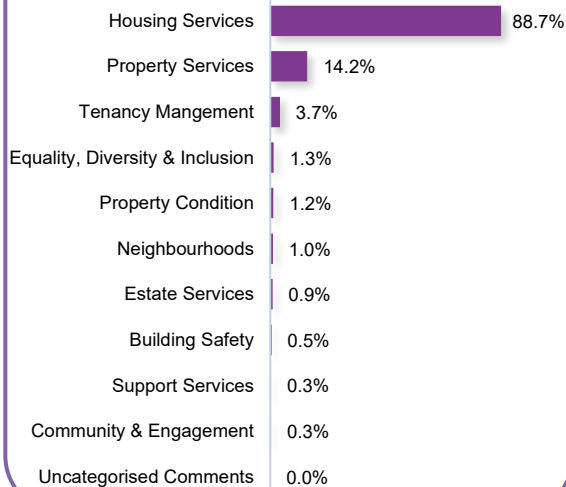
Customer Service & Communication

Describe your experience with the customer service and communications you receive.

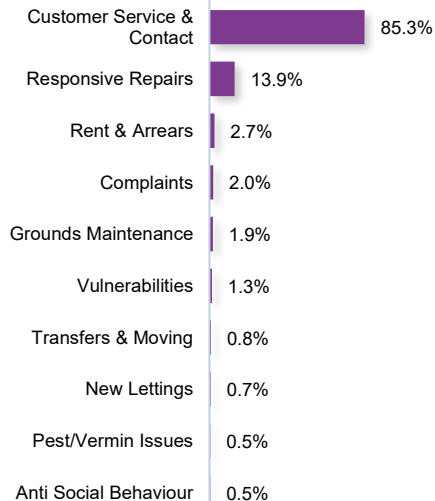
Base Size: 913



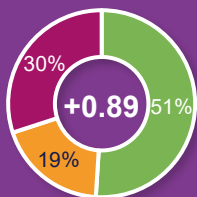
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Communication / Transparency	241	26.5%	+0.03
Satisfaction	181	19.9%	+2.54
Subcategory, no attribute (yet)	167	18.4%	+0.10
Staff Conduct	162	17.8%	+2.91
Timeliness / Responsiveness	134	14.7%	-0.19
Quality of Work / Service	73	8.0%	+0.60
Effort	63	6.9%	-1.65
Listening / Acting	49	5.4%	-0.12
Resolution	44	4.8%	+0.50
No Comments	41	4.5%	-0.61
Empathy	28	3.1%	-0.07
Appointments / Convenience	15	1.6%	-1.40
Worker Conduct	9	1.0%	-0.44
Consistency	8	0.9%	-1.50
Trust	6	0.7%	-0.33
Fairness	4	0.4%	+0.75
Accessibility	3	0.3%	-5.00
Safety	2	0.2%	-5.00
Accountability	1	0.1%	-5.00



The tenants' responses regarding customer service and communication highlight a mixed experience among Wolverhampton Homes tenants. Many respondents commend the politeness and helpfulness of staff when they manage to connect. Common issues include long waiting times on hold, with some respondents waiting over 20 minutes, leading to frustration. Miscommunication between departments is a prevalent concern, as several tenants report conflicting information from different representatives, causing delays in resolution and increased dissatisfaction.

While some respondents express satisfaction with services, especially in resolving straightforward repair requests, there is a notable sentiment around lack of proactivity and follow-through from Wolverhampton Homes. Tenants often feel neglected when more complex issues arise, with reports of poor service related to urgent matters. Additionally, the transition to online communication has left some individuals, particularly older tenants or those without internet access, feeling excluded. Overall, the general perception reflects a need for improved communication, better follow-up, and enhanced service consistency from Wolverhampton Council.

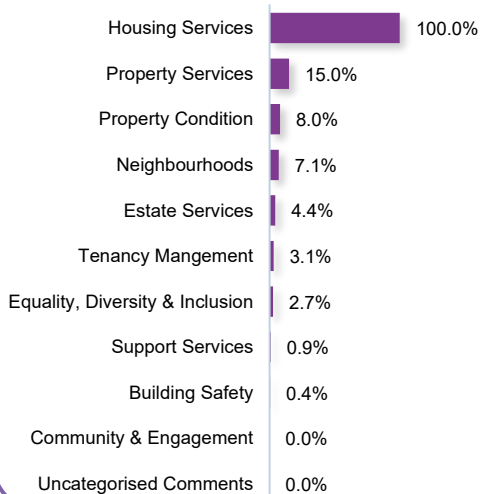
Complaints Handling

Please describe your experience of how complaints are handled.

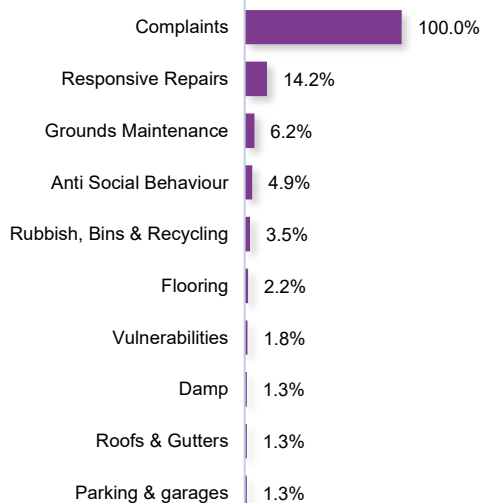
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Categories

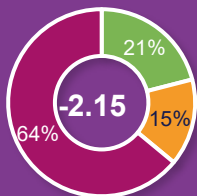


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	72	31.9%	-2.35
Timeliness / Responsiveness	57	25.2%	-1.93
Communication / Transparency	43	19.0%	-3.79
Listening / Acting	37	16.4%	-3.49
Resolution	37	16.4%	-1.97
Quality of Work / Service	17	7.5%	+1.00
Satisfaction	14	6.2%	-0.64
Effort	13	5.8%	-2.08
Empathy	6	2.7%	-0.33
No Comments	6	2.7%	0.00
Appointments / Convenience	2	0.9%	0.00
Safety	2	0.9%	-4.00
Staff Conduct	2	0.9%	-5.00
Trust	2	0.9%	-5.00
Accountability	1	0.4%	-5.00
Fairness	1	0.4%	0.00
Worker Conduct	1	0.4%	-5.00
Accessibility	-	-	-
Consistency	-	-	-



There is significant dissatisfaction with the complaint handling process. Many individuals express frustration over long response times, ineffective resolutions, and a perceived lack of accountability from Wolverhampton Homes and housing management. Complaints frequently go unanswered, with respondents stating they have to chase for updates or provide evidence multiple times before action is taken. Issues such as noise complaints, maintenance delays, and anti-social behaviour remain unresolved, contributing to feelings of helplessness and neglect among tenants.

Some respondents note that while responses are prompt initially, follow-ups are lacking, causing ongoing dissatisfaction. Additionally, there is a sense that complaints are often brushed aside or inadequately addressed, leading to a lack of trust in the system. Conversely, a minority report satisfactory resolutions and effective communication, highlighting inconsistency in service quality. Overall, the sentiments indicate a need for improved responsiveness, follow-up, and transparency in the complaint handling process.



Trends



Year-on-Year Change

Satisfaction has generally increased since last year, as shown in the table opposite. This is in line with Acuity's assessment of the sector as a whole, with satisfaction appearing to increase this year, after a long period of slow decline.

Overall satisfaction is up just 1p.p, whilst 5 p.p more are satisfied with the time taken to complete repairs and Wolverhampton Homes being easy to deal with.

Just the approach to handling anti-social behaviour is down in satisfaction this year, falling 4p.p to 53%.

To be statistically significant, changes need to exceed the combined margins of error for the two surveys, around 5.5%, so none of the changes reaches this threshold, but small changes can indicate a direction of travel, and for Wolverhampton Homes, this is positive.

	2024/25	2025/26
Overall Satisfaction	65%	66% (+1)
Well Maintained Home	67%	70% (+3)
Safe Home	71%	75% (+4)
Communal Areas	62%	67% (+4)
Repairs Last 12 Months	71%	76% (+4)
Time Taken Repairs	70%	74% (+5)
Neighbourhood Contribution	57%	61% (+4)
Approach to ASB	56%	53% (-4)
Listens & Acts	52%	56% (+4)
Fairly & with Respect	68%	70% (+2)
Kept Informed	66%	70% (+4)
Easy to Deal With	64%	70% (+5)
Complaints Handling	30%	31% (+1)



Quarterly Change 2025/26

The tenants managed by Wolverhampton Homes were surveyed four times during the year, and this table shows the differences by each quarter.

Results are more likely to fluctuate during the year rather than year to year as the number of responses is more limited.

However, on many of these measures, satisfaction ends the year on a higher note than at the start. This includes listening to views, which was 53% in Q1 but 59% in Q4, and keeping tenants informed, up from 65% to 75%.

There are some exceptions to this; overall satisfaction is the same in Q4 as in Q1, and being easy to deal with fell from 70% to 68%.

Overall, the changes are encouraging and show that generally, Wolverhampton Homes is doing well and improving.

	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26
Overall Satisfaction	65%	66% (+0)	69% (+3)	65% (-4)
Well Maintained Home	70%	68% (-2)	71% (+2)	70% (-1)
Safe Home	76%	77% (+1)	74% (-2)	75% (+1)
Communal Areas	65%	63% (-3)	70% (+8)	68% (-2)
Repairs Last 12 Months	78%	70% (-7)	77% (+7)	77% (0)
Time Taken Repairs	76%	74% (-2)	72% (-1)	75% (+3)
Neighbourhood Contribution	60%	60% (0)	60% (+0)	64% (+4)
Approach to ASB	51%	51% (+1)	54% (+3)	54% (+0)
Listens & Acts	53%	57% (+4)	55% (-2)	59% (+5)
Fairly & with Respect	68%	71% (+3)	73% (+1)	67% (-6)
Kept Informed	65%	70% (+5)	70% (0)	75% (+5)
Easy to Deal With	70%	71% (+1)	71% (0)	68% (-3)
Complaints Handling	30%	31% (+1)	29% (-2)	35% (+7)



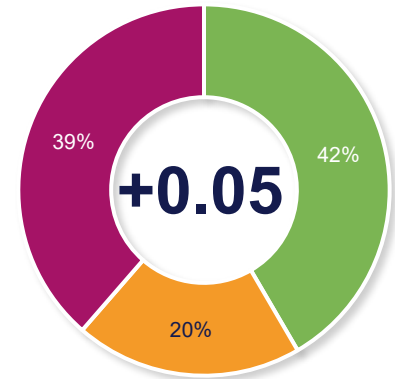
Summary

Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of tenant feedback across all key service areas.

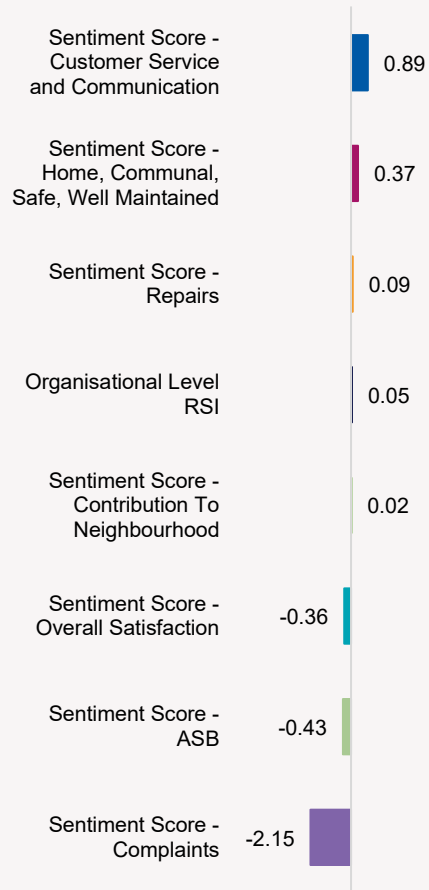
It is based exclusively on responses to the seven core RSI open-ended questions. It reflects how positively or negatively tenants feel about the organisation's performance across these key areas.

Please note, if your organisation does not ask all seven core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

Sentiment Scores



Sentiment Summary



Overall Satisfaction

Tenants' comments highlight frustration with repair delays, communication issues, and inadequate property maintenance, alongside instances of satisfactory service and prompt repairs. Tenants express concerns about ongoing issues like damp, responsiveness, and the overall quality of maintenance, reflecting a need for improvement.

The Home

There are also concerns about safety, maintenance, and cleanliness in communal areas and homes. Many tenants report inadequate cleaning frequency, delayed repairs, pest issues, and safety risks such as drug use and broken locks, impacting overall satisfaction.

Repairs

Mixed experiences exist with the repair services. While some tenants appreciate quick responses and effective resolutions, many express frustration over long wait times, incomplete work, and poor communication. Issues like mould, leaks, and ongoing repairs remain common concerns.

Neighbourhood Contribution

The comments made reflect a mixed sentiment towards neighbourhood contributions, highlighting issues such as littering, maintenance shortcomings, and anti-social behaviour, alongside appreciation for timely bin collections and grass maintenance. Overall satisfaction varies, often tied to direct engagement with local services.

ASB

There appears to be a mix of satisfaction and dissatisfaction regarding the handling of anti-social behaviour (ASB). Many respondents feel issues are inadequately addressed, while others appreciate prompt responses and effective measures. Complaints include noise, drug use, and littering, highlighting a need for improved communication and follow-up.

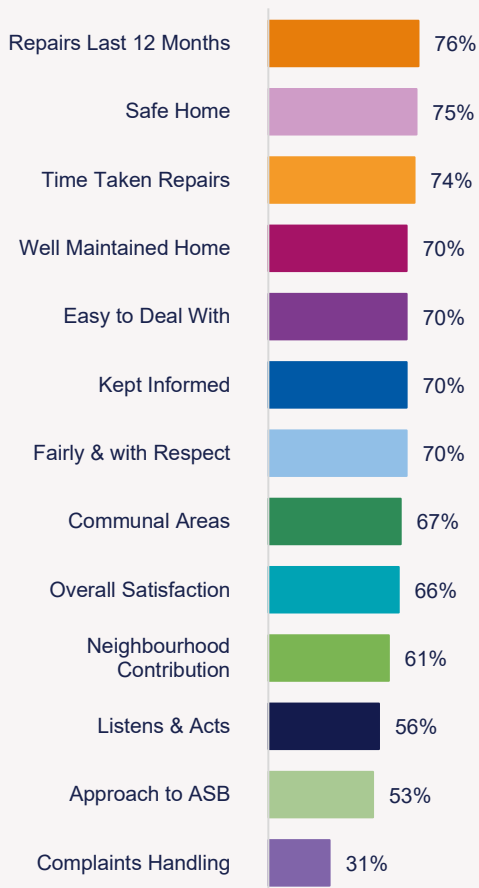
Customer Service & Communication

Comments about customer service and communication from Wolverhampton Homes are largely positive. However, key issues include long waiting times, inconsistent information, and poor follow-through on repairs. While many praise staff politeness and responsiveness, concerns over communication gaps and service inefficiencies persist.

Complaints

Finally, tenants comments reflect significant dissatisfaction with complaint handling, particularly regarding slow response times, unresolved issues, and communication failures. Many respondents feel ignored, report a lack of follow-up, and express frustration over inefficiency and perceived indifference from Wolverhampton Homes.

Satisfaction with Measures



Summary



There are encouraging changes with the range of satisfaction this year, with most measures improving since the previous survey, although most changes are small and not statistically significant. Satisfaction with the overall service has risen just 1 percentage point to 66%, but there are 5p.p increases for the time to complete repairs, and Wolverhampton Homes being easy to deal with. Just the approach to handling ASB has seen satisfaction going in the other direction.

The highest satisfaction this year is for the repairs service in the last 12 months, this is linked to the key driver, having a well-maintained home, and this has also improved this year, up 4p.p. Having a safe home is also appreciated by three-quarters of tenants, and 70% or more are satisfied with seven of the survey measures. However, just 56% are satisfied with how tenants' views are listened to and acted upon, 53% with the handling of ASB and just 31% are satisfied with how complaints are dealt with, more (57%) being dissatisfied. Tenants want the Council to be more proactive in dealing with complaints, be more involved, and be advised of progress.

When compared against other social landlords, the results are mostly below the group medians, although the comparisons are better against other council landlords, with five measures in the second quartile and the remaining seven in the third. As well as the maintenance of the home being a key driver, being easy to deal with and treated fairly are also important to tenants.

Sentiment analysis has been used against seven qualitative questions, covering the main areas of service. This gives a sentiment score based on the comments made and also highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is just positive at +0.05, and all other subject areas have positive scores with the exception of the overall satisfaction (-0.36), ASB (-0.43) and complaints (-2.15). Analysing the sentiment scores and reading the comments will help Wolverhampton Homes get a better understanding of what is driving satisfaction, and what is not working quite as well.

The breakdown of the results into different demographics shows that satisfaction does appear to increase with age, those responding online have higher satisfaction than those using the online option, and those new to the Wolverhampton Homes are more satisfied than those of differing tenancy lengths.

The overall feeling from the results is one of an improving situation, many happy tenants and services being delivered well, but some areas could do with further improvement, and the Wolverhampton Homes still has a little way to go to be able to compete with the best.



Recommendations

Wolverhampton Council manages over 21,000 homes in the Midlands. These are primarily managed by Wolverhampton Homes, but small numbers are managed by three TMOs. This report, however, focuses on the Wolverhampton Homes managed tenancies only.

Surveys for 2025/26 were completed over four quarters and show good performance in some areas, but they have 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 Councils target services for improvement as a priority.

Shown opposite are some recommendations, building on the results of previous surveys and for this quarter, that Wolverhampton Homes may wish to follow up on to help improve satisfaction in the future.

Repairs and Maintenance

Although the satisfaction with the repairs is generally good and improving, the service attracts the most comments and is the main reason for tenant/Council interaction. Although some tenants praise the promptness and politeness of the repairs' personnel, others point out issues, citing long delays on some works, poor communications about the repairs and poor follow-ups, inconsistent quality and around a third of tenants report problems with damp and mould in their homes, with some instances starting to affect health and safety. The overall feeling is that the service is a little inconsistent in its delivery. Wolverhampton Homes could benefit from reviewing its communication strategy regarding repairs and its quality control processes. It is encouraging that most repairs do appear to go off without a hitch, but a number don't; addressing these could help improve satisfaction further.

Complaints Handling

Complaint handling continues to be the lowest rated service, with far more dissatisfied with the process than are satisfied, 57% compared with 31%. Tenants' comments tend to confirm this with a sentiment score of -2.15. Issues include long delays in dealing with complaints, ineffective resolutions, lack of accountability from Wolverhampton Homes, unanswered complaints and lack of follow-ups. All this presents a lack of trust in the process. Whilst the surveys asked tenants for their views, perhaps further questions could be asked about the reasons behind the complaints and how tenants think the process could be improved. Where landlords do well on complaints, it is usually linked to good quality, timely communications, a proactive approach and taking matters seriously. Tenants of Wolverhampton Homes want to see some of this put into action, to improve responsiveness and transparency.

Anti-social behaviour

Relatively few tenants experience problems with anti-social behaviour, with many saying their areas are quiet and well managed. However, for some, there appears to be a familiar story with tenants complaining about long delays in addressing issues, ineffective communications, a general lack of action, particularly for more serious issues such as drug use and noisy neighbours, and there is a feeling that Wolverhampton Homes is reactive rather than proactive. ASB can seriously spoil tenants' enjoyment of their homes; finding resolutions can be notoriously difficult, and sometimes solutions won't please everyone, but tenants want Wolverhampton Homes to act more positively and also provide better support to those affected.



Annual Demographics



Methodology

The survey was conducted using telephone interviews with the option of completing the survey online. Across the year, 959 responses came via a telephone interview and 266 online.

There is a distinct difference between the two methods, with those completing the survey on the phone consistently more satisfied.

This can often be put down to the age profile of those choosing the different options, but for Wolverhampton Homes, there is little between the two with similar numbers of older tenants using each option.

Why these differences occur is then down to other factors; perhaps it is easier to be more critical online, but this does emphasise that it remains important to offer different methods as this may encourage some who wouldn't normally respond to do so.

	All Tenants	Online	Telephone
Overall Satisfaction	66%	59%	68%
Well Maintained Home	70%	59%	73%
Safe Home	75%	64%	79%
Repairs Last 12 Months	76%	64%	79%
Time Taken Repairs	74%	62%	78%
Communal Areas	67%	60%	69%
Neighbourhood Contribution	61%	46%	66%
Approach to ASB	53%	41%	57%
Listens & Acts	56%	42%	61%
Kept Informed	70%	56%	74%
Fairly & with Respect	70%	57%	73%
Easy to Deal With	70%	57%	73%
Complaints Handling	31%	26%	33%



Age Group

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; something recognised by the Regulator.

For Wolverhampton Homes, the most satisfied are those aged 85 and over, 94% with the overall service, which compares with just 56% of those aged 60 to 64, although it is those aged 25 to 34 who are generally the least satisfied, having the lowest satisfaction on 11 of the measures.

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.

	All Tenants	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	65%	65%	58%	62%	65%	62%	56%	76%	81%	94%
Well Maintained Home	70%	65%	52%	66%	72%	65%	68%	80%	88%	94%
Safe Home	76%	75%	58%	72%	75%	78%	82%	84%	88%	94%
Repairs Last 12 Months	75%	69%	62%	71%	81%	83%	74%	78%	81%	100% *
Time Taken Repairs	75%	77%	60%	77%	76%	75%	70%	83%	83%	100% *
Communal Areas	65%	67%	52%	62%	70%	67%	63%	71%	77%	86% *
Neighbourhood Contribution	61%	62%	50%	62%	59%	70%	54%	63%	74%	100% *
Approach to ASB	52%	42%	37%	49%	54%	62%	51%	56%	68%	67% *
Listens & Acts	57%	53%	46%	57%	58%	55%	58%	61%	60%	75% *
Kept Informed	70%	76%	57%	71%	74%	62%	63%	75%	76%	100% *
Fairly & with Respect	69%	81%	55%	65%	70%	68%	71%	72%	82%	92%
Easy to Deal With	69%	61%	62%	70%	69%	69%	69%	73%	76%	100%
Complaints Handling	32%	33% *	17%	26%	43%	33%	19%	46%	25%	100% *

*Base below 10



Length of Tenancy

As those with the longest tenancies are likely to be the oldest tenants, it is often the case that this group is the most satisfied. This is true here, but only to a point.

Those new to Wolverhampton Homes are also very satisfied, including with the overall service and are the most satisfied on eight other measures.

One theory for this is that tenants are initially very pleased to have received an offer of a property, perhaps having waited for some time or coming from poor accommodation, but as they experience issues in their home over time, their enthusiasm wanes a little.

This could be the case here, as it is those between 6 and 20 years who tend to be the least satisfied.

The challenge for Wolverhampton Homes, therefore, is for tenants to retain their initial satisfaction.

	All Tenants	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	65%	88%	73%	75%	60%	60%	63%
Well Maintained Home	70%	95%	80%	70%	66%	60%	73%
Safe Home	76%	95%	78%	73%	72%	71%	84%
Repairs Last 12 Months	75%	100% *	86%	79%	68%	69%	78%
Time Taken Repairs	75%	88% *	77%	74%	76%	69%	78%
Communal Areas	65%	86%	73%	65%	59%	60%	71%
Neighbourhood Contribution	61%	83%	69%	69%	55%	53%	65%
Approach to ASB	52%	78% *	59%	50%	46%	46%	61%
Listens & Acts	57%	82%	64%	61%	55%	47%	59%
Kept Informed	70%	83%	76%	75%	70%	64%	67%
Fairly & with Respect	69%	94%	78%	70%	64%	60%	73%
Easy to Deal With	69%	83%	79%	74%	64%	62%	73%
Complaints Handling	32%	100% *	48%	38%	22%	22%	37%

*Base below 10



Property Type

Set out here is the satisfaction levels from those occupying different types of property.

Tenants of flats are the most satisfied overall, with those in maisonettes the least, 70% compared with 62%.

However, there is no consistent pattern with tenants of different properties being more or less satisfied across the range of measures.

It could be expected that those in bungalows would be the most satisfied, as they are likely to be older tenants; this is true to a point, but it doesn't give the full picture.

This suggests, therefore, that the type of property is not a major influence on satisfaction.

	All Tenants	Bungalow	Flat	House	Maisonette
Overall Satisfaction	66%	66%	70%	63%	62%
Well Maintained Home	70%	76%	74%	65%	66%
Safe Home	75%	83%	76%	75%	71%
Repairs Last 12 Months	76%	77%	76%	76%	70%
Time Taken Repairs	74%	76%	74%	73%	81%
Communal Areas	67%	58%	67%	73%	62%
Neighbourhood Contribution	61%	60%	62%	60%	63%
Approach to ASB	53%	48%	53%	53%	49%
Listens & Acts	56%	64%	56%	54%	61%
Kept Informed	70%	69%	72%	67%	71%
Fairly & with Respect	70%	72%	72%	66%	79%
Easy to Deal With	70%	72%	70%	68%	73%
Complaints Handling	31%	14%	32%	29%	50%



Disability

Although the status of 51 respondents is unknown (not shown), 133 said they have a disability or long-term illness.

However, it is those without a disability who are the most satisfied, although the differences between the two groups are generally relatively small.

Having a disability and the associated problems this can cause, does seem to affect satisfaction a little, and Wolverhampton Homes needs to be aware of the needs of these tenants as it can impact their daily living and how they perceive service.

	All Tenants	Yes	No
Overall Satisfaction	66%	61%	67%
Well Maintained Home	70%	69%	70%
Safe Home	75%	77%	76%
Repairs Last 12 Months	76%	65%	77%
Time Taken Repairs	74%	70%	75%
Communal Areas	67%	77%	66%
Neighbourhood Contribution	61%	60%	61%
Approach to ASB	53%	50%	54%
Listens & Acts	56%	44%	58%
Kept Informed	70%	63%	71%
Fairly & with Respect	70%	64%	70%
Easy to Deal With	70%	66%	70%
Complaints Handling	31%	20%	33%



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

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