



Wolverhampton Council

TSM Annual Report 2025/26

Prepared by: Acuity Research & Practice



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 managed by Wolverhampton Homes, 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 are 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 1,601 responses had been received, 1,460 complete plus a further 141 incomplete, which are required to be included. In terms of the split between the agents, 1,225 are from Wolverhampton Homes, 185 from Bushbury, 148 from Dovecote and 43 from New Park Village. Of all these, 1,285 are by telephone interview and 316 online. The results are checked for their representativeness and are weighted by the managing agent.

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 is shown later in 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
 - 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 annually as required.

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 Wolverhampton Homes, 1,592 completed responses were received for the overall service question, and this response is high enough to conclude that the findings are accurate to within $\pm 2.36\%$ annually.

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

67% 

Overall Satisfaction

Across all the properties owned by Wolverhampton Council, two-thirds (67%) are satisfied with the overall service. This is a little higher than last year, up 1 percentage point (p.p), part of a general increase this year.

Six measures exceed 70% satisfaction, with the highest ratings for the repairs service in the last 12 months and the time to complete repairs, both at 76%.

However, three measures fall below 60%: the way the Council listens to tenants' views and acts upon them (58%), how it handles anti-social behaviour (54%), and just 32% are satisfied with the handling of complaints, this traditionally being the lowest-scoring measure.

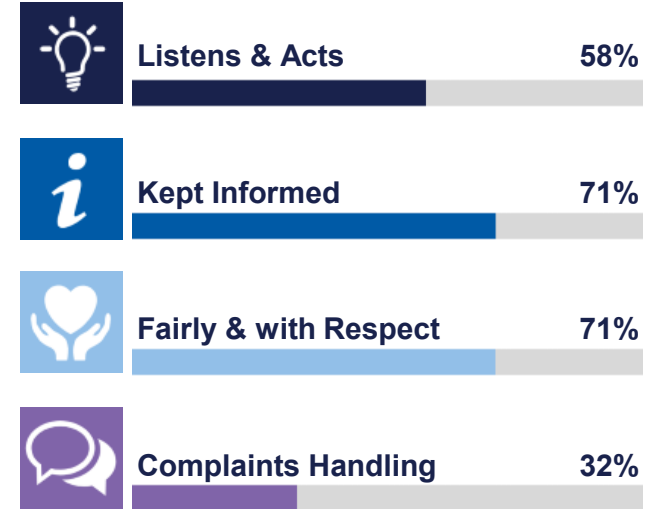
The report focuses on the headline figures, shows how satisfaction has changed since last year and how the results compare with other landlords. It also includes an assessment of the open comments made by tenants.

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 surveys.

Satisfaction is generally good, with overall satisfaction sitting in the middle of the range of measures at 67%.

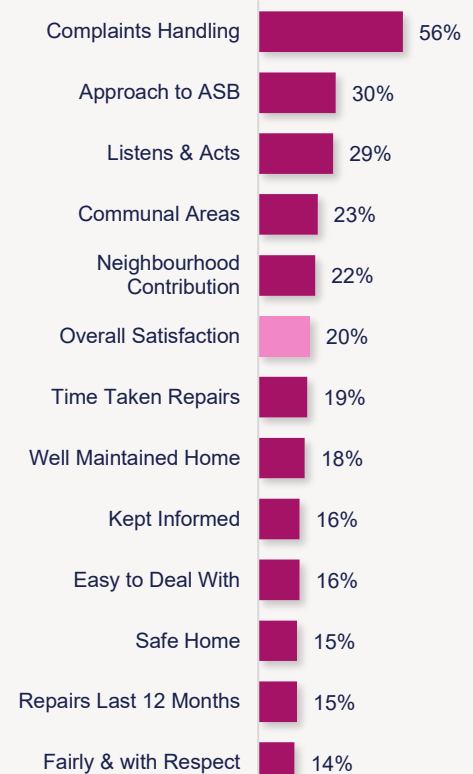
However, around a fifth of tenants are dissatisfied, with the highest level of dissatisfaction shown for how the Council listens to their views and acts upon them (29%) and handles both ASB (30%) and complaints (56%). With how the Council handles complaints, the only indicator to have more dissatisfied than satisfied tenants, something seen across the sector.

There has been little change in satisfaction since last year, although it has generally increased. This will be analysed below; however, the Council should be pleased that satisfaction is holding up despite external pressures. Satisfaction across the sector has increased a little over the past year, after a period of slow decline.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





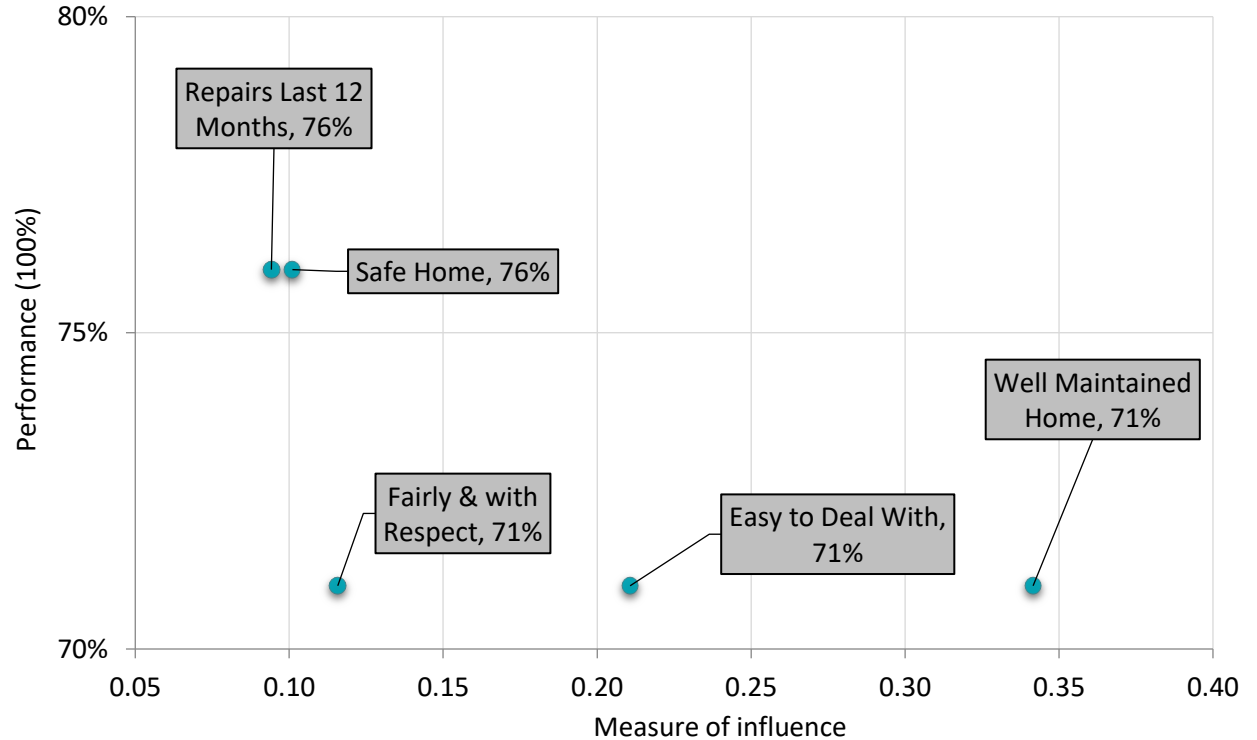
Key Driver Analysis

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.

When combining all the results for 2025/26, the most important driver for tenants' satisfaction with the overall service is that they have a well-maintained home, followed by the Council being easy to deal with: these two measures are often the most influential. Having a safe home, treating tenants fairly, and the repairs service 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 service provided.

Annual Key Driver Analysis – Overall Satisfaction



Benchmarking – RSH results 2024/25 (LCRA)



All registered providers over 1,000 units are required to submit their TSM results for 2025/26 to the Regulator of Social Housing by the end of June 2026. The full set of results for the year will be released later on in the year.

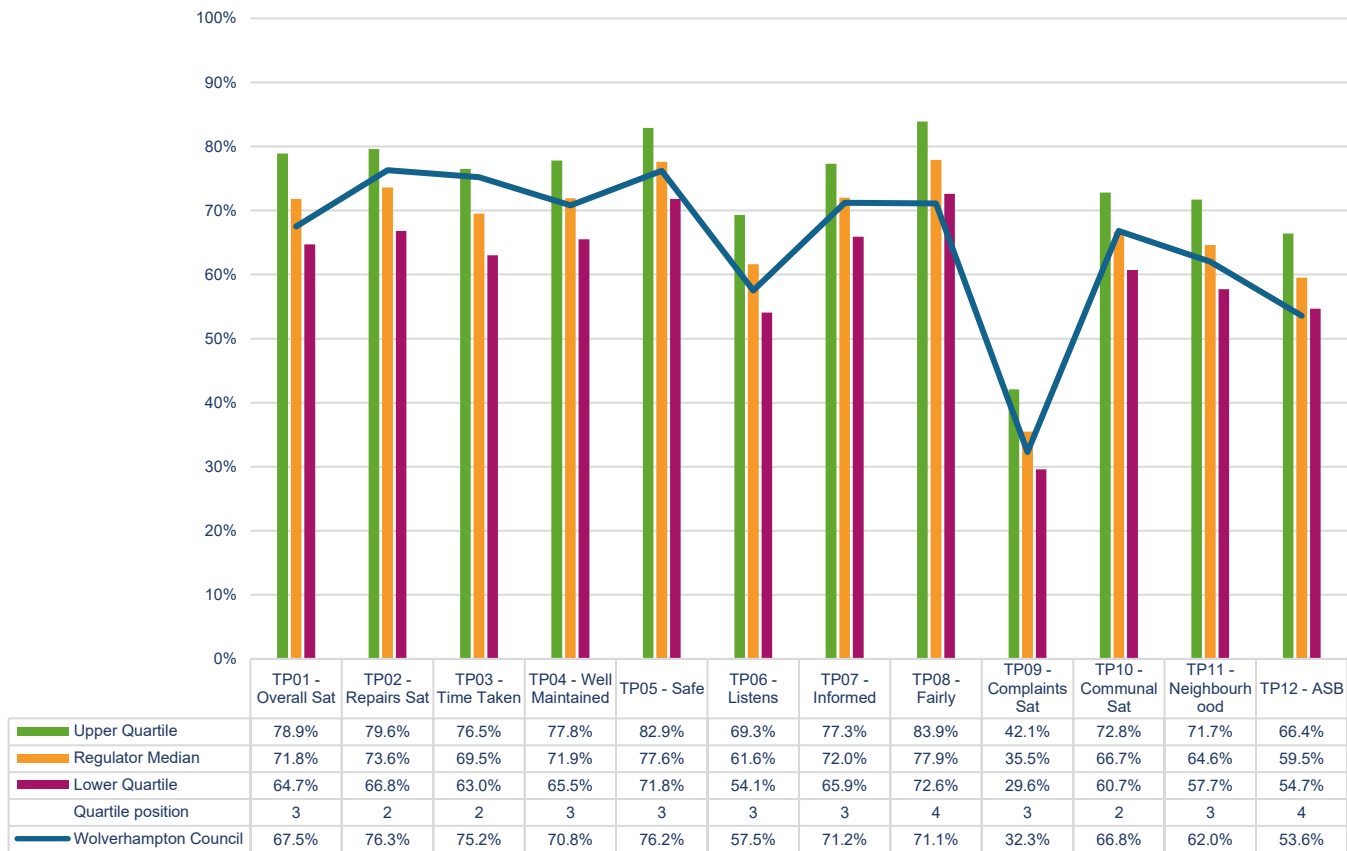
Typically, national datasets do not vary much year on year, and here we provide a comparison with the previous year's dataset (2024/25), which includes local authorities and housing associations.

When compared against all landlords, all but three measures for Wolverhampton are below the median.

Satisfaction with the repairs service in the last 12 months, the time taken to complete the home and the maintenance of the communal areas all fall into the second quartile, with the first two at 2.7.p and 5.7.p.p above the median.

The remaining metrics all fall in the third quartile, including the overall service; with the exception of the way tenants are treated fairly and with respect and handling of ASB, which are in the lower quartile.

Base 353 landlords



Benchmarking – RSH results 2024/25 (Councils)



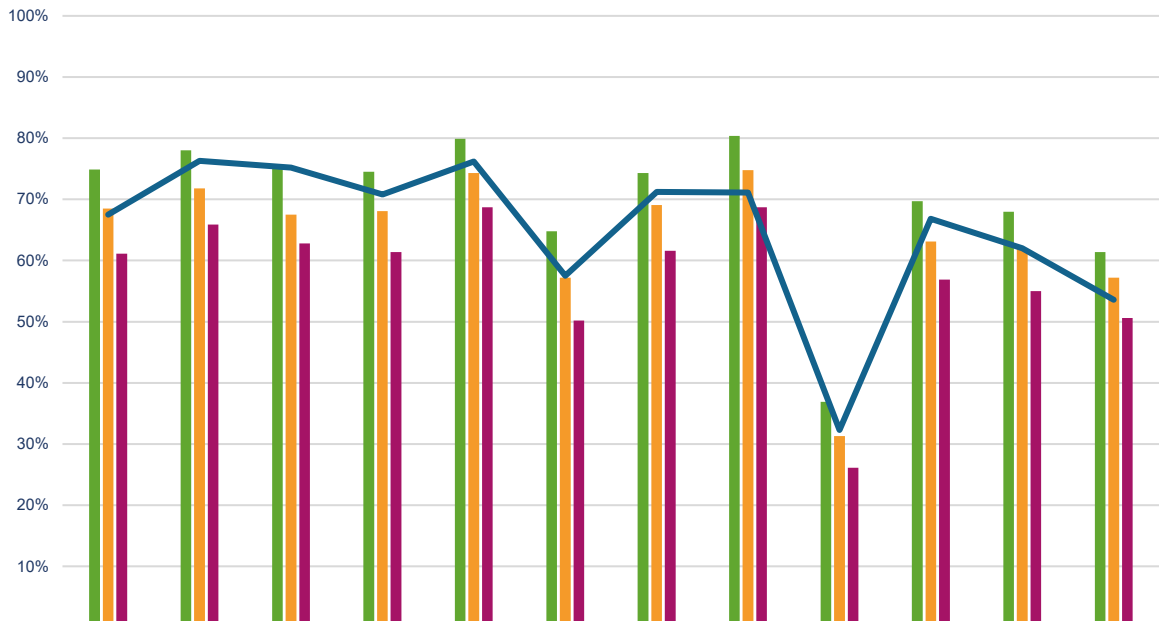
Given that Wolverhampton Council is a local authority, it is appropriate to compare the results against other local authorities only, and the chart shows the differences against the quartile positions, again using the 2024/25 RSH data set.

The Council compares very well against this group, with all but three measures above the median.

Nine of the measures are in the second quartile, with the other three in the third, including the overall service.

The Council should be very pleased with the strong performance compared with other councils.

Base 158



	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	2	2	2	3	2	2	2	3
Wolverhampton Council	67.5%	76.3%	75.2%	70.8%	76.2%	57.5%	71.2%	71.1%	32.3%	66.8%	62.0%	53.6%



Top 30 Comments

The survey includes seven open questions, and these are analysed below. However, this page summarises all the comments and ranks them by frequency and shows their subject areas.

With the general good level of satisfaction, it is perhaps no surprise that many of the comments are positive.

The most common comments are about the time taken to complete repairs, followed by the general condition of the homes. The staff also receive high praise.

These comments help to provide some insight into the satisfaction questions, and will help the Council identify what is working well and what might require some attention.

The full text of the comments is shown on the Acuity dashboard.

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	50.80%	728	-0.65
Property Services - Responsive Repairs - Other	26.52%	380	-0.70
Property Condition - General Condition	25.33%	363	1.83
Housing Services - Customer Service & Contact - Satisfaction	23.94%	343	3.12
Property Services - Responsive Repairs - Quality of Work / Service	21.49%	308	0.55
Property Services - Responsive Repairs - Resolution	20.87%	299	-1.47
Housing Services - Customer Service & Contact - Communication / Transparency	20.52%	294	0.51
Uncategorized Comments	17.86%	256	0.71
Housing Services - Customer Service & Contact - Staff Conduct	17.31%	248	3.35
Housing Services - Customer Service & Contact - Other	16.61%	238	0.72
Housing Services - ASB - Other	14.65%	210	-0.63
Housing Services - Communal Maintenance - Quality of Work / Service	13.61%	195	0.81
Housing Services - Grounds Maintenance - Quality of Work / Service	13.54%	194	-0.76
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	13.33%	191	1.24
Property Services - Responsive Repairs - Communication / Transparency	12.21%	175	-0.79
Property Services - Responsive Repairs - Satisfaction	10.40%	149	3.25
Property Condition - Damp	9.84%	141	-3.49
Housing Services - Grounds Maintenance - Other	9.70%	139	-2.01
Housing Services - Neighbourhood Contribution - Satisfaction	9.28%	133	1.68
Housing Services - Neighbourhood Contribution - Other	9.28%	133	0.63
Housing Services - Grounds Maintenance - Timeliness / Responsiveness	9.21%	132	-3.25
Property Condition - Window/doors	8.86%	127	-2.73
Housing Services - ASB - Listening / Acting	8.44%	121	-2.04
Estate Services - Rubbish, Bins & Recycling	8.44%	121	-2.04
Housing Services - Neighbourhood Contribution - No Comments	7.33%	105	-1.05
Housing Services - Complaints - Timeliness / Responsiveness	7.19%	103	-2.08
Property Services - Responsive Repairs - Effort	7.12%	102	-1.88
Housing Services - Complaints - Other	7.12%	102	-2.17
Housing Services - Customer Service & Contact - No Comments	6.77%	97	-0.49
Building Safety - Door/window/gate security	6.63%	95	0.39



National Context

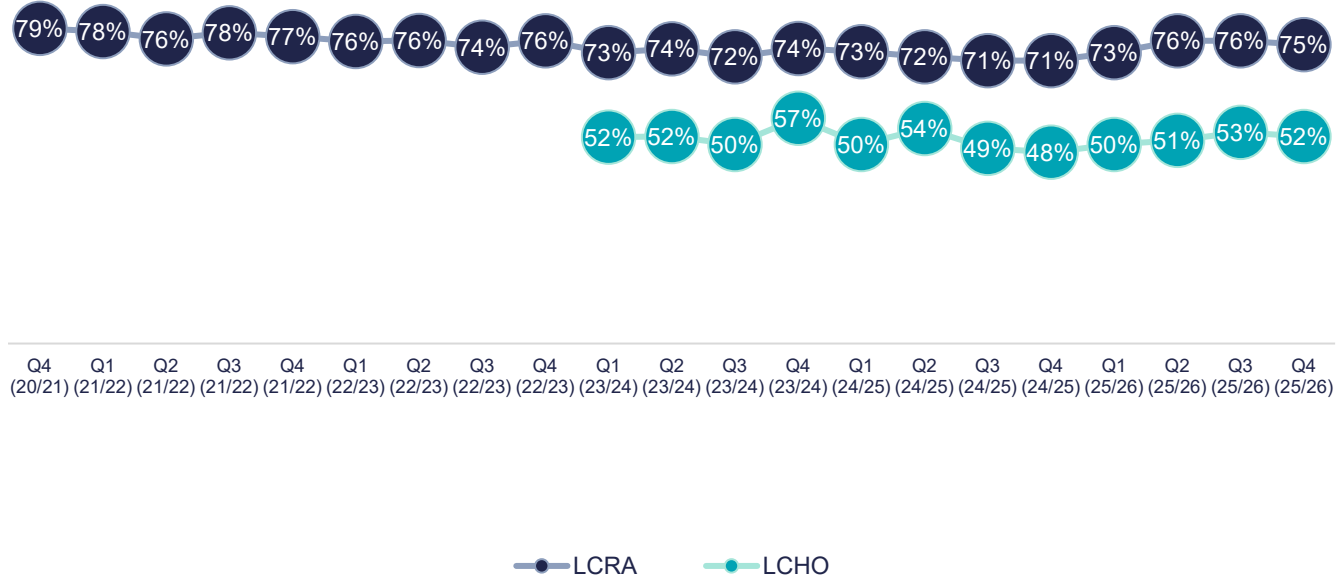
When considering the results, the national context and external factors must also be taken into account.

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



Damp and Mould

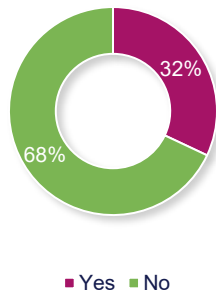
It is of some concern that a third of tenants (32%) complain that they have problems with damp and mould in their homes.

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

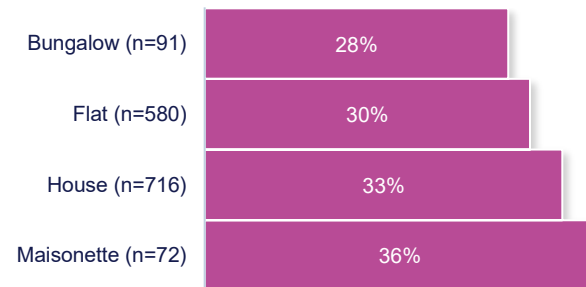
It is important that the Council contacts all those affected to see the extent of the problems and to take action if needed. This is particularly important as Awaab's Law, which came into force on the 27th October last year, will bring further scrutiny from the Regulator into how landlords respond to damp and mould issues.

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

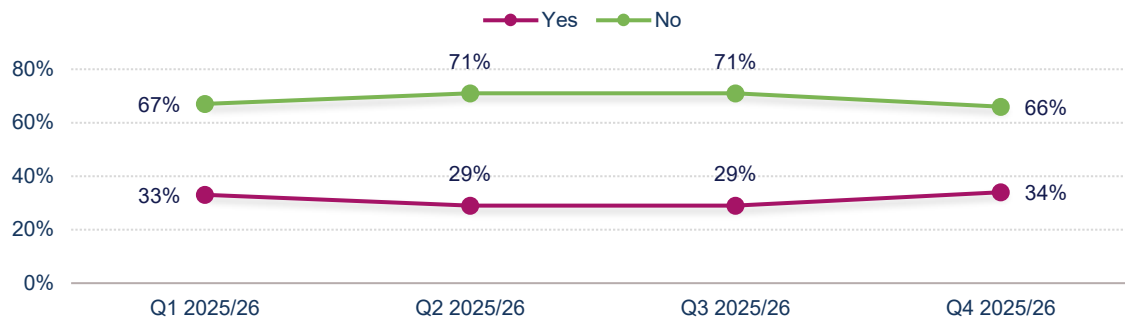
Currently Suffer from Damp & Mould



Damp & Mould by Property



Suffering from Damp & Mould Over Time





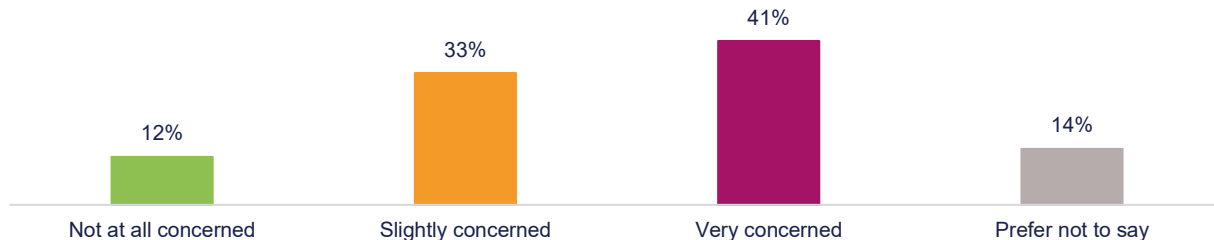
Cost of Living

Tenants were asked, "How concerned are you about the cost-of-living crisis for you personally?" 41% of tenants are very concerned, with a further 33% slightly concerned. Just 12% of tenants are not at all concerned, and 14% preferred not to say.

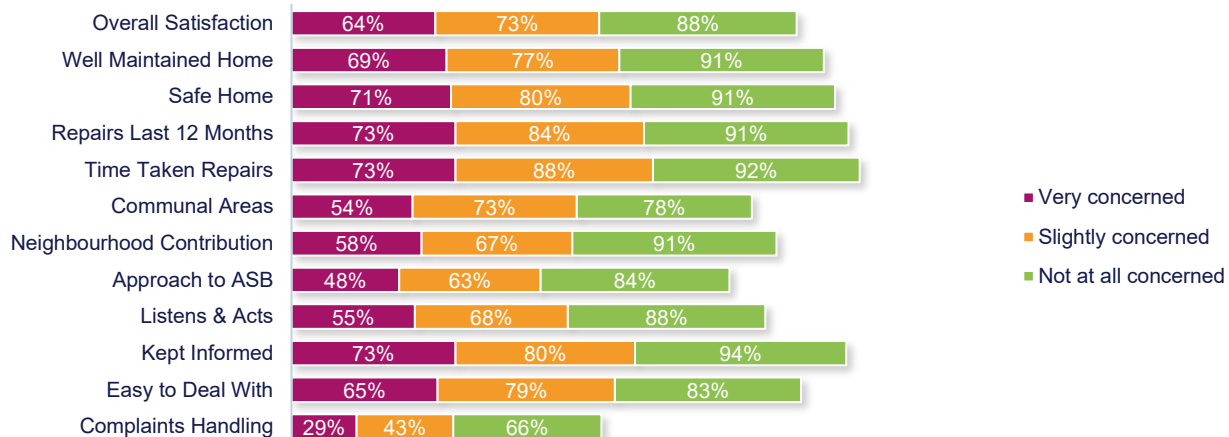
Given these high numbers, anything that the Council could do to help alleviate these worries would be much appreciated.

Evidence suggests that when tenants are struggling financially, it can affect the way they feel about the services they receive. This does appear to be happening here also, although not as pronounced as with some other providers. On the overall service, 64% of those very concerned are satisfied compared with 88% of those not at all concerned.

Cost of Living Concern



Cost of Living Concern & Satisfaction





Further Insight

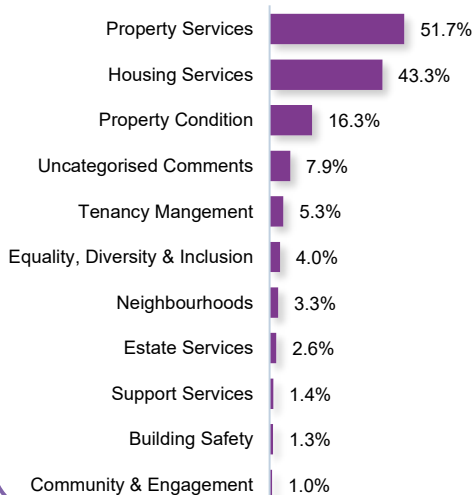
Overall Satisfaction

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

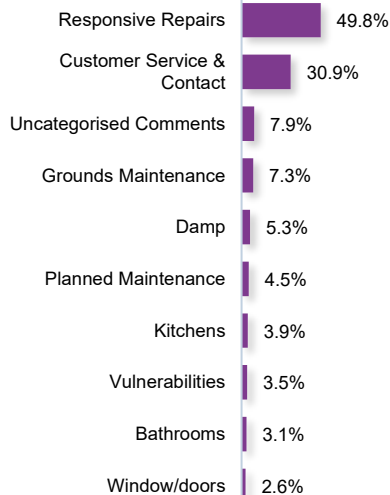
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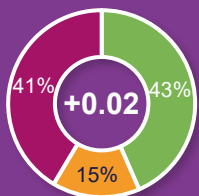
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	525	44.1%	-0.54
Subcategory, no attribute (yet)	235	19.7%	+0.03
Resolution	179	15.0%	-1.45
Satisfaction	176	14.8%	+3.33
Quality of Work / Service	175	14.7%	-0.76
Communication / Transparency	102	8.6%	-0.52
Effort	65	5.5%	-2.46
Listening / Acting	53	4.5%	-2.58
Staff Conduct	49	4.1%	+2.98
No Comments	42	3.5%	+0.07
Appointments / Convenience	40	3.4%	-2.08
Empathy	22	1.8%	-1.18
Trust	14	1.2%	-2.64
Worker Conduct	12	1.0%	-2.75
Accountability	10	0.8%	-3.50
Fairness	8	0.7%	-1.00
Safety	7	0.6%	-3.71
Consistency	6	0.5%	+2.17
Accessibility	3	0.3%	+1.67



Many tenants praise prompt emergency repairs, polite staff, and overall cleanliness; several long-term tenants report positive relationships with officers. However, recurrent themes of dissatisfaction dominate: long waits or missed appointments for non-emergency repairs; poor-quality or repeated “patch” fixes; limited follow-up; and difficulties contacting the service (long phone waits, unclear online/app processes). Persistent damp, mould, leaks, heating failures and unfinished kitchen/bathroom works appear frequently, sometimes over years, often requiring repeated reporting or legal escalation. Vulnerable tenants report slow or absent adaptations (showers, stairlifts), inaccessible communication, and perceived lack of empathy.

Estate management issues—overgrown grounds, litter, rats, unrepaired trees, parking shortages and scaffolding left in place—also recur. Anti-social behaviour complaints are repeatedly described as inadequately handled. Several tenants describe being offered unsuitable properties or long waits for rehousing; others note good outcomes (new kitchens, rapid emergency fixes). Overall sentiment is evenly split: appreciation for responsive emergency work but frustration with timeliness, repairs quality, communication and long-standing disrepair issues.

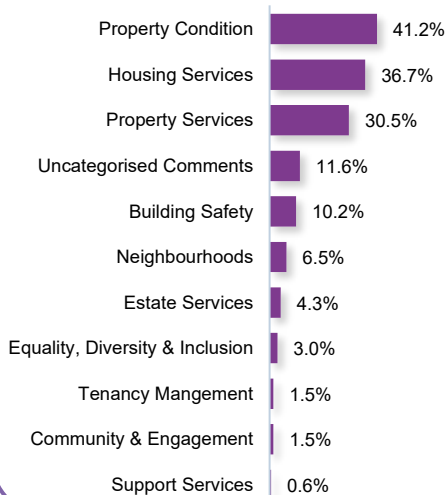
The Home

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

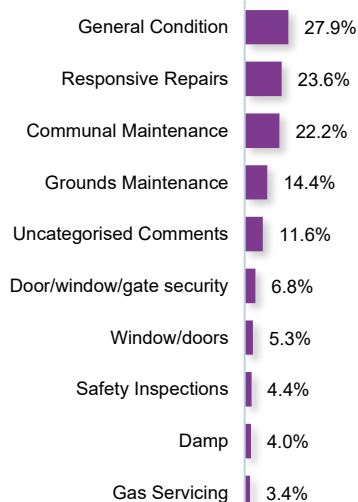
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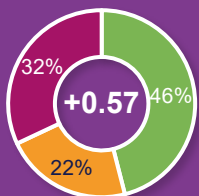
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	297	39.7%	+0.41
Timeliness / Responsiveness	196	26.2%	-0.84
Subcategory, no attribute (yet)	181	24.2%	+0.03
Safety	125	16.7%	+0.82
Resolution	53	7.1%	-1.89
Satisfaction	35	4.7%	+4.29
Communication / Transparency	34	4.5%	-1.29
No Comments	29	3.9%	-0.48
Effort	25	3.3%	-1.68
Listening / Acting	21	2.8%	-3.10
Empathy	8	1.1%	-4.13
Consistency	7	0.9%	-0.29
Worker Conduct	7	0.9%	-1.29
Accountability	5	0.7%	-1.00
Appointments / Convenience	5	0.7%	-5.00
Fairness	3	0.4%	-5.00
Staff Conduct	3	0.4%	-4.33
Trust	3	0.4%	-5.00
Accessibility	2	0.3%	-4.00



Responses show mixed satisfaction: many tenants feel their homes are generally safe and receive routine safety checks (gas, fire, alarms), timely major repairs, and external grounds maintenance. Common positives include recent upgrades (doors, kitchens, boilers), responsive emergency fixes, and regular gas inspections. However, recurring issues are widespread: damp, mould, and rising/recurring leaks; poor-quality or incomplete repairs; slow response times for non-urgent work; and ageing windows, doors, heating and insulation. Communal-area problems are frequent — inconsistent cleaning, litter, dog fouling, fly-tipping, drug use, and homeless people in blocks — plus insecure or broken entrance doors/intercoms and poor lighting or CCTV coverage.

Garden/grounds upkeep and tree/fence hazards are often neglected or irregular. Several tenants report overcrowding, small bedrooms, accessibility shortfalls, unresolved anti-social behaviour, and communication gaps about appointments or long waits for agreed-upon works. Overall sentiment is polarised: many are satisfied with basic safety checks and some maintenance, but a substantial proportion is frustrated by recurring damp, cleanliness, security lapses, slow or poor-quality repairs, and inconsistent communal upkeep.

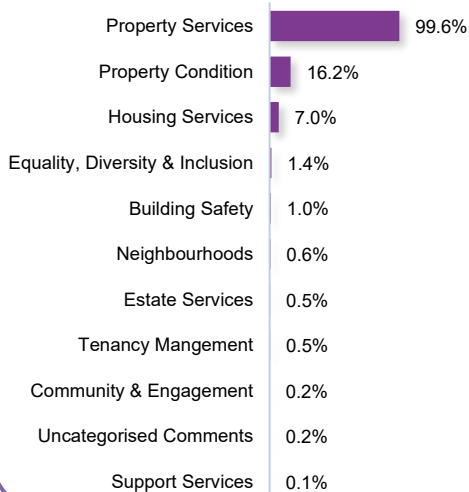
Repairs & Maintenance

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

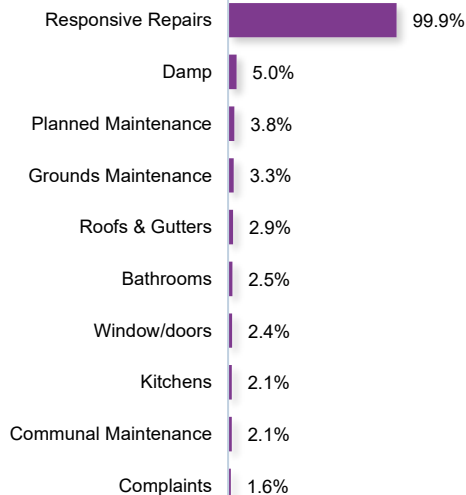
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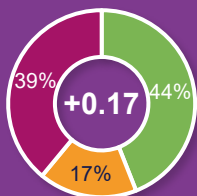
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	403	47.6%	-0.47
Subcategory, no attribute (yet)	196	23.1%	-0.32
Resolution	145	17.1%	-0.86
Quality of Work / Service	123	14.5%	+1.90
Satisfaction	101	12.0%	+3.43
Communication / Transparency	43	5.0%	+0.79
Worker Conduct	35	4.1%	+3.18
No Comments	30	3.5%	-0.21
Appointments / Convenience	28	3.2%	+0.64
Effort	21	2.5%	-0.58
Listening / Acting	10	1.2%	+0.36
Safety	7	0.8%	+0.19
Accountability	7	0.8%	-1.81
Empathy	4	0.5%	-2.91
Trust	4	0.5%	-1.54
Fairness	3	0.3%	0.00
Consistency	2	0.3%	-3.04
Staff Conduct			+5.00
Accessibility			-



Many tenants praise polite, professional operatives and prompt emergency responses (same-day or within 24–72 hours). Positive notes include clean, respectful contractors, good communication about appointments, and successful larger jobs (boiler, kitchens, bathrooms, damp treatment). However, recurring problems dominate: long waits for non-emergency work (weeks to months, in some cases years), incomplete or “bodged” repairs, poor follow-up, and handoffs between teams causing delays. Common issues: persistent damp/mould, repeated returns for the same fault, unfinished jobs, scheduling cancellations/miscommunication, and poor quality from some subcontractors. Administrative weaknesses appear in online booking limits, phone access delays, inconsistent prioritisation, and a lack of coordination between the Council, Wolverhampton Homes, and external contractors.

Vulnerable tenants (disabled, families with young children) report added hardship when repairs are slow. Overall sentiment is that frontline tradespeople generally perform well, but systemic process failures—resourcing, communication, contractor management, and timeliness—undermine satisfaction and leave many repairs unresolved or repeatedly fixed.

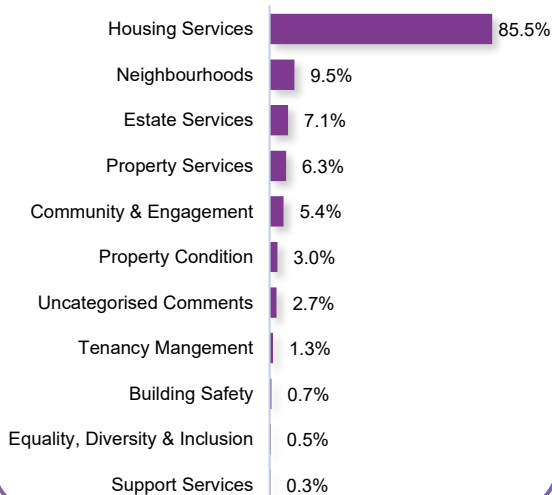
Neighbourhood Contribution

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

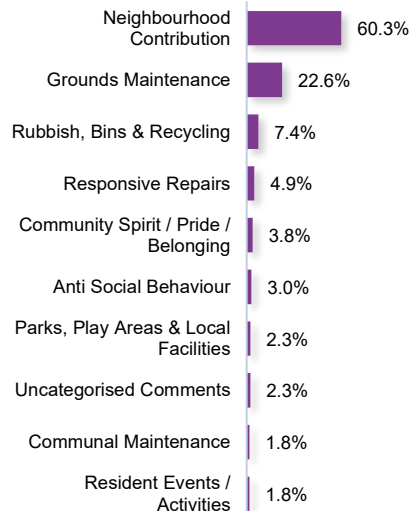
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Categories

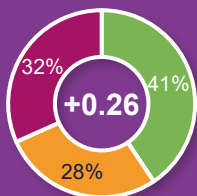


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	201	31.0%	-0.10
Quality of Work / Service	147	22.7%	+0.46
Satisfaction	138	21.3%	+1.51
No Comments	105	16.2%	-0.57
Timeliness / Responsiveness	53	8.2%	-1.26
Communication / Transparency	29	4.5%	+0.24
Listening / Acting	23	3.5%	-3.87
Safety	18	2.8%	+0.94
Resolution	16	2.5%	-3.31
Staff Conduct	11	1.7%	+2.55
Effort	6	0.9%	-1.83
Empathy	6	0.9%	-3.33
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			-

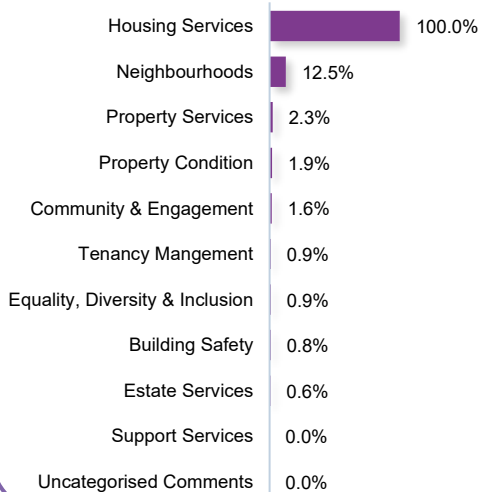


Responses are mixed but cluster around a few clear themes. Many tenants appreciate basic maintenance: regular grass cutting, bin collection, litter picking, visible staff presence, community events (Christmas, kids' activities, coach trips) and responsive repairs. Several praise specific officers and tenant-run initiatives (TMO volunteers, newsletters, community centre). However, widespread criticisms recur: persistent litter, fly-tipping, rodents, overgrown trees and leaves, and poorly maintained communal areas. Potholes, damaged roads/kerbs, insufficient parking, and inconsistent street sweeping are frequent concerns. Multiple respondents report slow or absent responses to ASB, noisy/neighbour issues, and perceived lack of enforcement or follow-through.

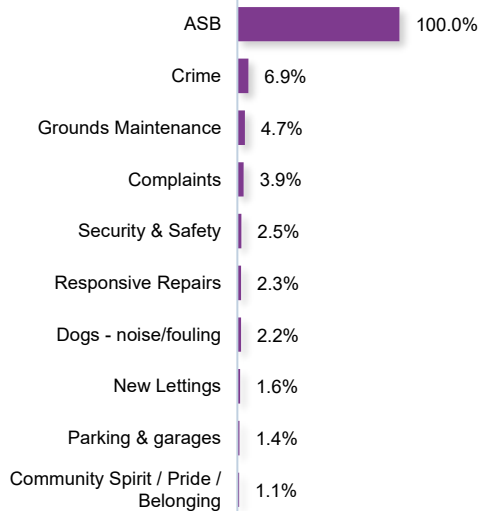
Some feel attention and resources are unevenly allocated—well-kept visible areas versus neglected corners—and experience poor communication or inaccessible housing officers. A sizable group reports no visible landlord contribution, especially in estates pending demolition or undergoing renovation, where tenants see little benefit. Overall sentiment is ambivalent: appreciation for core services and community work coexists with frustration about cleanliness, safety, infrastructure, and inconsistent management visibility.



Categories

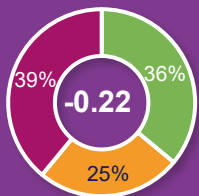


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	207	32.3%	-0.48
Listening / Acting	116	18.1%	-1.91
No Comments	90	14.0%	+0.24
Resolution	89	13.9%	-1.18
Timeliness / Responsiveness	84	13.1%	+0.14
Satisfaction	78	12.2%	+2.49
Quality of Work / Service	60	9.4%	-0.82
Communication / Transparency	40	6.2%	-1.25
Safety	18	2.8%	-1.11
Empathy	10	1.6%	-1.70
Effort	8	1.2%	-2.25
Accountability	5	0.8%	-2.60
Fairness	5	0.8%	-4.20
Trust	5	0.8%	-1.60
Staff Conduct	4	0.6%	+5.00
Accessibility	2	0.3%	-1.50
Appointments / Convenience	2	0.3%	-2.50
Consistency	2	0.3%	+5.00
Worker Conduct			-



Responses about anti-social behaviour (ASB) show mixed experiences and strong emotions. Many tenants report few problems and praise quick, visible actions (letters, CCTV, police collaboration, occasional removals), while a substantial group describe slow, inconsistent, or ineffective responses. Common issues: noisy neighbours and late-night parties, drug use and dealing, aggressive or threatening behaviour, motorbikes/fast cars, dog fouling, fly-tipping and litter, youth loitering, and parking abuses. Frequent complaints are about poor communication and follow-up (lack of callbacks, no outcome feedback), perceived bias or one-sided handling, long case timelines, and frontline staff lacking authority or consistency.

Several accounts allege reporting led to retaliatory problems or felt ignored; others praise specific staff who acted promptly. Recurring operational gaps cited: reliance on letters only, inadequate CCTV follow-up, weak enforcement, and limited police presence. Overall sentiment splits between satisfaction where ASB is visible and addressed, and strong dissatisfaction where incidents persist, actions stall, or residents feel unsafe and unsupported.

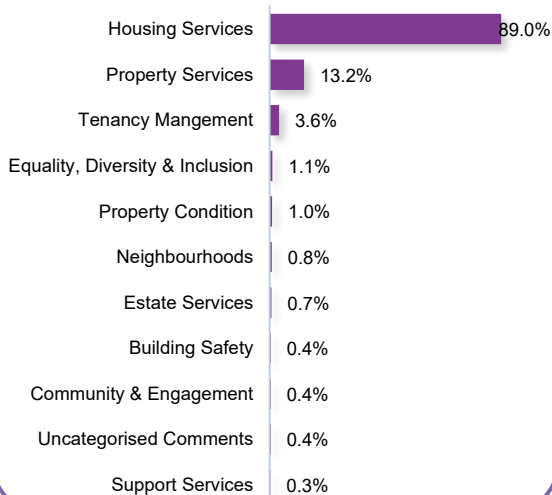
Customer Service & Communication

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

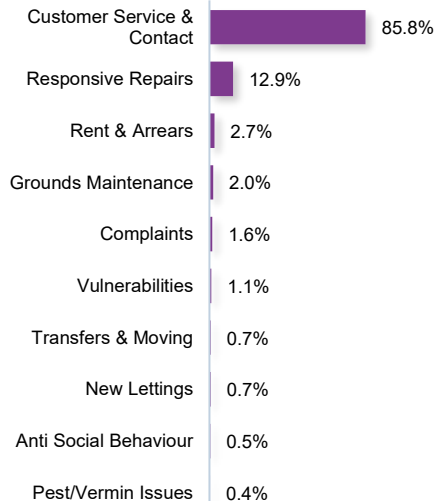
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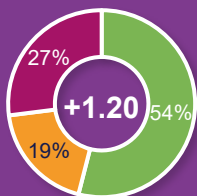
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Communication / Transparency	321	26.4%	+0.27
Satisfaction	250	20.6%	+2.86
Staff Conduct	220	18.1%	+3.23
Subcategory, no attribute (yet)	216	17.8%	+0.35
Timeliness / Responsiveness	173	14.3%	+0.17
Quality of Work / Service	87	7.2%	+0.74
Effort	84	6.9%	-0.61
Listening / Acting	68	5.6%	+0.29
No Comments	67	5.5%	-0.25
Resolution	57	4.7%	+0.56
Empathy	33	2.7%	+0.64
Appointments / Convenience	19	1.6%	-1.26
Consistency	10	0.8%	-1.80
Worker Conduct	9	0.7%	-0.44
Trust	7	0.6%	+0.14
Fairness	5	0.4%	+1.60
Accessibility	4	0.3%	-2.50
Safety	2	0.2%	-5.00
Accountability	1	0.1%	-5.00



There is mixed satisfaction with customer service and communication. Many tenants praise polite, helpful front-line staff, timely repairs in straightforward cases, and regular newsletters/emails that keep tenants informed. Positive notes highlight responsive call-centre agents, clear appointment notices, and effective local teams (some EMB/Bushbury examples).

Common problems recur: long phone wait times and automated queues; missed or cancelled appointments; poor follow-up and no call-backs; inconsistent information between officers and departments; and weak internal communication leading to repeated explanations. Several respondents report slow or incomplete repairs, contractors doing poor work or not returning, and unresolved complex or serious issues (ASB, mould, intercoms, adaptations). Digital reliance is also a concern—closures of in-person offices and emphasis on online channels disadvantage non-digital tenants. A minority describe rude or dismissive staff, lack of action despite evidence, and perceived managerial indifference. Accessibility issues (disabled or elderly tenants) and inequitable prioritisation of works are also raised. Overall sentiment is broadly neutral-to-positive about individual staff but frustrated with systems, responsiveness, and coordination.

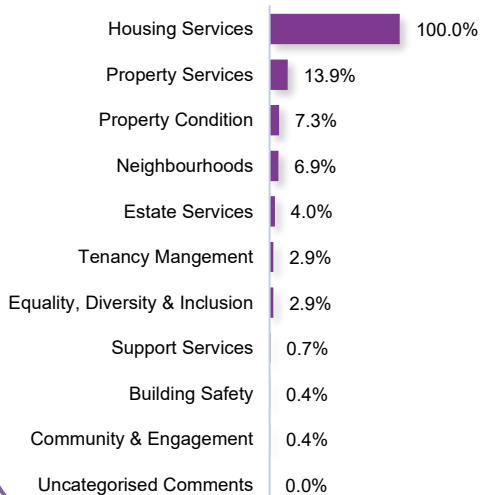
Complaints Handling

Please describe your experience of how complaints are handled.

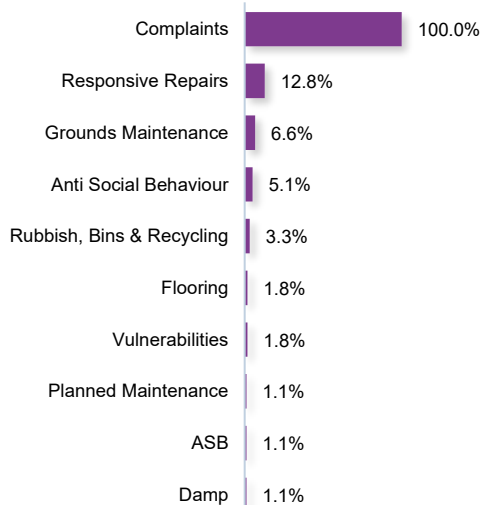
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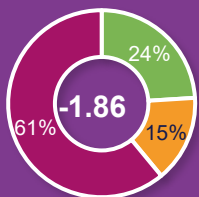
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	82	29.9%	-1.99
Timeliness / Responsiveness	72	26.3%	-1.85
Communication / Transparency	52	19.0%	-3.62
Listening / Acting	44	16.1%	-3.45
Resolution	44	16.1%	-1.84
Quality of Work / Service	24	8.8%	+1.04
Satisfaction	18	6.6%	+0.50
Effort	15	5.5%	-2.33
No Comments	11	4.0%	-0.45
Empathy	6	2.2%	-0.33
Appointments / Convenience	2	0.7%	0.00
Safety	2	0.7%	-4.00
Staff Conduct	2	0.7%	-5.00
Trust	2	0.7%	-5.00
Accountability	1	0.4%	-5.00
Fairness	1	0.4%	0.00
Worker Conduct	1	0.4%	-5.00
Accessibility	-	-	-
Consistency	-	-	-



Tenants' comments show overwhelmingly negative experiences with complaint handling, with recurring themes: poor follow-up, slow responses, and issues being passed between teams without resolution. Many tenants report acknowledgement but no action—cases left outstanding for months, repeated chasing required, or complaints logged but never progressed. Anti-social behaviour (ASB), neighbour disputes, repairs (especially kitchens, bathrooms, doors, trees, bins, mould, damp, and leaks), and waste/collection problems are commonly cited. Positive notes include some prompt repairs, helpful individual staff or managers, and occasional quick responses to urgent issues.

Vulnerable tenants report particular distress: disabled tenants, those with health needs, victims of ASB, and people unable to use online systems say they are ignored or inadequately supported. Several accounts allege staff dismissiveness, inconsistent service quality, and perceptions of staff collusion or bias. Communication failures are frequent: lack of updates, reliance on online forms, and difficulty reaching appropriate contacts. Overall sentiment is frustrated and distrustful: tenants feel the complaints system is unreliable, inconsistent, and often ineffective despite isolated examples of good practice.



Trends



Year-on-Year Change

The table shows the annual results for 2025/26 against those for 2024/25. Those in green show where the results have increased, and those in purple show where they have decreased.

It should be noted, however, that with an annual margin of error of around $\pm 2.4\%$, a change of around 5 percentage points would be needed to be statistically significant, although any change can show a direction of travel; just one, the ease of dealing with the Council reaches this threshold.

Satisfaction with the overall service is up just 1p.p and all other measures, apart from the handling of ASB, have increased: this is down by 4p.p.

Most increases are small, no more than 5p.p, but clearly moving in the right direction.

The Council should be happy about these changes as satisfaction remains good and this compares reasonably well with other Councils submitting the TSM results to the Regulator this year, see above.

	2024/25	2025/26
Overall Satisfaction	66%	67% (+1)
Well Maintained Home	68%	71% (+3)
Safe Home	72%	76% (+4)
Communal Areas	63%	67% (+4)
Repairs Last 12 Months	72%	76% (+4)
Time Taken Repairs	71%	75% (+4)
Neighbourhood Contribution	59%	62% (+3)
Approach to ASB	57%	54% (-4)
Listens & Acts	53%	58% (+4)
Fairly & with Respect	69%	71% (+2)
Kept Informed	67%	71% (+4)
Easy to Deal With	66%	71% (+5)
Complaints Handling	31%	32% (+1)



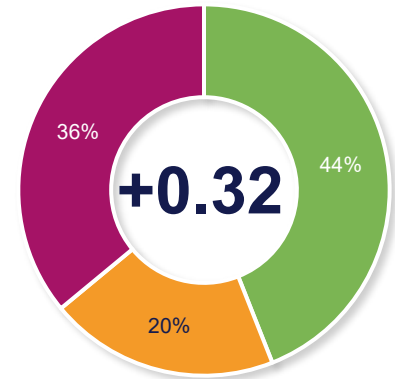
Summary

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.

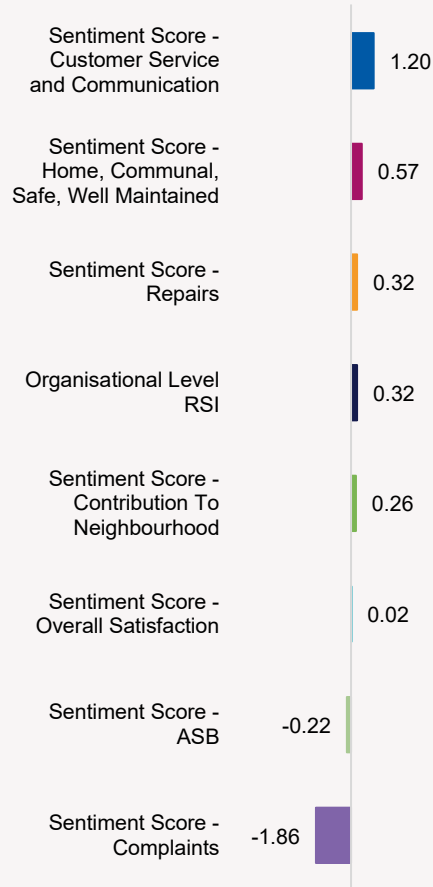
It is based exclusively on responses to the seven core RSI open-ended questions. It reflects how positively or negatively tenants feel about the organisation's performance across these key areas.

Please note that 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

Mixed feedback: many praise quick emergency repairs and helpful staff, but widespread complaints about slow, incomplete or low-quality repairs, recurring damp/mould, poor communication, long rehousing waits, neglected communal grounds and inconsistent responsiveness causing health and accessibility impacts.

The Home

Tenants feel broadly safe with routine gas/fire checks and mostly clean communal areas, but many report persistent problems: damp/mould, slow or poor-quality repairs, security/door faults, pest and waste issues, overgrown grounds and inconsistent communal cleaning and communication.

Repairs

Mixed satisfaction: many report polite, effective trades and quick emergency fixes, but widespread complaints about long waits, incomplete or poor-quality work, poor coordination between teams, recurring damp/mould and communication failures, causing frustration and repeated follow-ups.

Neighbourhood Contribution

Many praise grass-cutting, litter-picking, events and responsive staff, but widespread complaints about litter, fly-tipping, potholes, overgrown trees, poor communication, ASB and inconsistent maintenance. Perception: some areas are well-kept while others are neglected, causing resident frustration.

ASB

Tenants report widespread inconsistent ASB responses: some praise prompt action and CCTV, but many cite slow, biased, ineffective handling—especially for drugs, noise, motorbikes, fly-tipping and neighbour disputes—plus poor communication and limited police collaboration, causing frustration and fear.

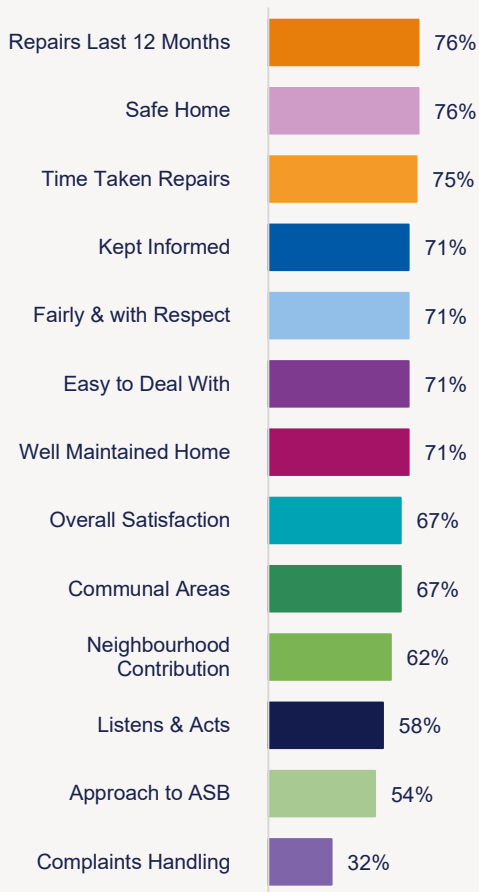
Customer Service & Communication

Mixed views: many praise polite, helpful staff and regular newsletters/emails, but frequent complaints about long phone waits, poor inter-department communication, inconsistent follow-up, slow or incomplete repairs, and occasional rudeness. Digital access and vulnerable tenants' needs are also highlighted.

Complaints

Tenants report inconsistent, slow or absent complaint handling: many feel ignored, not followed up on, or passed between staff. Some praise responsive repairs and ASB action, but widespread delays, poor communication and unresolved issues (repairs, trees, bins, noise) drive dissatisfaction.

Satisfaction with Measures



Summary



Apart from the properties managed by Wolverhampton Homes for the Council, there are also three other TMOs managing properties in the City. This report focuses on the results from the tenants managed by all four managing agents, with separate reports produced for each.

Satisfaction is good, with 67% satisfied with the overall service, with seven measures above this, the most satisfaction being with the home being safe and the repairs service in the last 12 months. In contrast, three measures fall below 60% satisfaction: the way the Council listens to tenants' views and acts upon them (58%), the approach to handling ASB (54%), and just 32% are satisfied with the handling of complaints, with far more (56%) being dissatisfied, although this is the only measure with more dissatisfied than satisfied.

Satisfaction has generally improved since last year, with the overall satisfaction up just 1p.p, the same as with the handling of complaints, but larger increases for ten other measures, although the biggest change only reached an improvement of 5p.p for the ease of dealing with the different managing agents. Just the handling of ASB has seen a small fall in satisfaction, down 4p.p since last year.

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 positive at +0.32, and all other subject areas have positive scores with the exception of the handling of ASB (-0.22) and complaints (-1.86). Analysing the sentiment scores and reading the comments will help the Council get a better understanding of what is driving satisfaction, and what is not working quite as well.

The results compare well against other council landlords, with nine of the 12 measures in the second quartile. The remaining three all fall into the third quartile, including the overall service. This is in the context of generally increasing satisfaction across the housing sector. Analysis also shows that the key driver for overall satisfaction is that tenants have a well-maintained home, followed by the Council being easy to deal with: these are often key drivers in similar TSM-based surveys.

Some tenants are concerned about the cost-of-living, and this can affect the way they feel about the service they receive. It is also of some concern that around a third of tenants say they currently have problems with damp and mould in their homes, which will need to be investigated and tackled, where necessary.

The results have also been broken down into different subgroups, and this shows that those responding online are less satisfied than those completing a telephone interview. There is some evidence that satisfaction increases with age, but the other groupings have less of an influence on satisfaction. In terms of the managing agents, those with Dovecotes are generally the most satisfied, and those managed by Wolverhampton Homes the least; perhaps linked to their ability to provide a more personal service.



Recommendations

Wolverhampton Council owns more than 21,000 homes. From the four managing agencies surveyed during 2025/26, a total of 1,601 responses were received, giving a good margin of error and accurate results.

This report focuses on the combined findings from all the tenants, with separate reports for the individual agents.

The results and comments suggest most are happy with the services they receive, but there are some areas which could be improved, and here are some of these. Analysis of the comments will also help the Council better understand what it is like to be a Wolverhampton Council tenant.

Repairs and Maintenance

Although satisfaction with the repairs service is the highest in this year's survey, it is also the source of the most comments, and having a well-maintained home is the key driver for overall satisfaction. The general feeling among tenants is that the service is inconsistent. Whilst many praise the work and the attitude of the contractors, some cite issues with long waits for repairs to be completed, poor quality, poor follow-up, cancellations, administrative weaknesses in online booking, phone access delay and a lack of coordination. Also, around a third of tenants report problems with damp and mould, which will need to be investigated and addressed as a matter of urgency. Overall sentiment is evenly split: appreciation for responsive emergency work but frustration with timeliness, repair quality, communication, and long-standing disrepair issues, suggesting that the Council should review this aspect so improvements in responsiveness and communication can be made.

Complaints Handling

The handling of complaints has more dissatisfied than satisfied respondents, 56% compared with 32%, and is the lowest-scoring measure in the survey. Those affected have an overwhelmingly negative view of the process, citing recurring themes of poor follow-up, slow responses, and issues being passed between teams without resolution. Many tenants report acknowledgement but no action, cases left outstanding for months, repeated chasing required, or complaints logged but never progressed. Communication failures are frequent: lack of updates, reliance on online forms, and difficulty reaching appropriate contacts. Overall, tenants feel frustrated and distrustful: tenants feel the complaints system is unreliable, inconsistent, and often ineffective despite isolated examples of good practice. Whilst having an effective complaints system is notoriously difficult to achieve, the Council may wish to review its processes by looking at the comments, so trust and appreciation can be rebuilt.

Estate Management

Around a quarter of tenants are unhappy with the maintenance and management of the communal areas. Tenants complain of overgrown grounds, litter, pests, unrepaired trees, parking shortages and problems with ASB, which are inadequately handled. There are also comments about inconsistent cleaning, dog fouling, fly-tipping and insecure entrance doors, poor lighting or CCTV coverage, creating a feeling of not being safe, among some. Having well-maintained communal areas can add to a feeling of community and improve the overall living environment, so the Council should look at the areas where the estate services fall a little below the required standard, so improvements can be made.



Annual Demographics



Methodology

The majority of responses came from those using a telephone interview (1,285), with 316 from those completing the survey online.

However, those using the online option are consistently less satisfied. On the overall service, there is a difference of 11p.p and 21p.p for the contribution to the neighbourhood and listening to views.

It is often said that the differences are linked to age, but this is not substantially different between the two methods. Perhaps it is easier to be more critical online?

	All Tenants	Online	Telephone
Overall Satisfaction	67%	59%	70%
Well Maintained Home	71%	59%	74%
Safe Home	76%	64%	79%
Repairs Last 12 Months	76%	64%	80%
Time Taken Repairs	75%	62%	79%
Communal Areas	67%	60%	69%
Neighbourhood Contribution	62%	47%	68%
Approach to ASB	54%	41%	59%
Listens & Acts	58%	42%	63%
Kept Informed	71%	56%	76%
Fairly & with Respect	71%	58%	75%
Easy to Deal With	71%	57%	74%
Complaints Handling	32%	27%	34%



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.

For the Council, this does appear to be the case with those 85 and over consistently more satisfied than those of other ages. It is those in the 25 to 34 age group who are consistently the least satisfied, just 61% overall compared with 91% of those 85 plus.

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	68%	68%	61%	62%	68%	66%	62%	77%	79%	91%
Well Maintained Home	71%	73%	56%	65%	73%	69%	70%	83%	85%	87%
Safe Home	76%	81%	61%	71%	75%	78%	82%	85%	88%	91%
Repairs Last 12 Months	76%	69%	63%	73%	80%	82%	78%	81%	79%	88%
Time Taken Repairs	75%	73%	65%	73%	75%	82%	72%	83%	80%	90%
Communal Areas	67%	67%	56%	61%	73%	67%	62%	72%	74%	90%
Neighbourhood Contribution	62%	62%	52%	62%	60%	67%	59%	66%	69%	88%
Approach to ASB	54%	43%	40%	49%	53%	60%	57%	62%	62%	79%
Listens & Acts	58%	57%	47%	55%	57%	54%	65%	65%	59%	85%
Kept Informed	71%	75%	61%	72%	75%	65%	67%	75%	77%	93%
Fairly & with Respect	71%	83%	59%	67%	72%	72%	76%	74%	81%	88%
Easy to Deal With	71%	65%	64%	69%	71%	69%	70%	76%	76%	100%
Complaints Handling	32%	33% *	14%	33%	42%	34%	18%	42%	30%	67% *

*Base below 10



Length of Tenancy

For Wolverhampton Council, those new to the Council in the last year are the most satisfied across the range of measures.

This is similar to many other landlords. The theory is that tenants can be very pleased to get an offer of accommodation, perhaps having waited for some time, or coming from poor accommodation, but as they experience issues at their home over time, satisfaction tends to wane.

This does appear to be the case here as it is those of 11 to 20 years who are the least satisfied.

	All Tenants	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	68%	89%	73%	73%	64%	61%	69%
Well Maintained Home	71%	94%	80%	69%	68%	60%	78%
Safe Home	76%	94%	79%	71%	73%	70%	85%
Repairs Last 12 Months	76%	100%	85%	78%	71%	69%	81%
Time Taken Repairs	75%	89%	79%	72%	76%	68%	80%
Communal Areas	67%	87%	74%	65%	61%	62%	72%
Neighbourhood Contribution	62%	84%	71%	66%	58%	54%	64%
Approach to ASB	54%	79%	64%	46%	51%	47%	61%
Listens & Acts	58%	83%	69%	56%	59%	45%	62%
Kept Informed	71%	85%	76%	76%	71%	64%	73%
Fairly & with Respect	71%	95%	79%	73%	67%	63%	76%
Easy to Deal With	71%	85%	77%	73%	68%	64%	76%
Complaints Handling	32%	100% *	53%	33%	22%	25%	37%

*Base below 10



Property Type

The table opposite shows satisfaction by property type. There is a mixed response, with no particular pattern, and on some measures, there is very little difference between the four groups, suggesting that property type is not a major factor in determining satisfaction.

The most satisfied overall, are those in flats, with the least in maisonettes. Occupants of bungalows are the most satisfied with their home.

	All Residents	Bungalow	Flat	House	Maisonette
Overall Satisfaction	67%	68%	71%	65%	62%
Well Maintained Home	71%	77%	75%	67%	65%
Safe Home	76%	83%	77%	76%	71%
Repairs Last 12 Months	76%	78%	77%	76%	70%
Time Taken Repairs	75%	77%	75%	75%	80%
Communal Areas	67%	59%	67%	73%	61%
Neighbourhood Contribution	62%	62%	63%	61%	64%
Approach to ASB	54%	52%	54%	54%	53%
Listens & Acts	58%	66%	57%	56%	63%
Kept Informed	71%	71%	73%	70%	71%
Fairly & with Respect	71%	73%	72%	69%	78%
Easy to Deal With	71%	73%	71%	70%	74%
Complaints Handling	32%	17%	33%	31%	51%



Disability

There are 160 tenants from those responding who said they are disabled, plus 74 for whom their status is unknown (not shown).

Those who say they are disabled are less satisfied than those who are not, 63% and 68% respectively, with the overall service.

However, the difference in satisfaction on most measures between the groups is small, suggesting this is also not a major factor in determining satisfaction.

	All Tenants	Yes	No
Overall Satisfaction	67%	63%	68%
Well Maintained Home	71%	70%	71%
Safe Home	76%	78%	76%
Repairs Last 12 Months	76%	68%	78%
Time Taken Repairs	75%	72%	76%
Communal Areas	67%	78%	67%
Neighbourhood Contribution	62%	61%	63%
Approach to ASB	54%	52%	55%
Listens & Acts	58%	47%	59%
Kept Informed	71%	65%	72%
Fairly & with Respect	71%	65%	72%
Easy to Deal With	71%	68%	72%
Complaints Handling	32%	23%	34%



Managing Agent

The vast majority of those responding to the survey (1,225) are managed by Wolverhampton Homes, with 185 from Bushbury, 148 from Dovecotes and 43 from New Park Village.

Those in Bushbury and Dovecotes are the most satisfied overall (both 86%), with the tenants of Dovecotes the most satisfied on eight other measures.

In contrast, the tenants managed by Wolverhampton Homes are generally the least satisfied, including just 66% satisfied with the overall service.

Clearly, Wolverhampton Homes manage the bulk of properties in Wolverhampton, but perhaps, can't provide the more personal service which the smaller TMOs can deliver.

	All Tenants	Bushbury Hill EMB	Dovecotes TMO	New Park Village TMC	Wolverhampton Homes
Overall Satisfaction	67%	86%	86%	70%	66%
Well Maintained Home	71%	80%	88%	74%	70%
Safe Home	76%	83%	91%	79%	75%
Repairs Last 12 Months	76%	82%	93%	72%	76%
Time Taken Repairs	75%	88%	89%	76%	74%
Communal Areas	67%	80%	75%	56%	67%
Neighbourhood Contribution	62%	70%	84%	67%	61%
Approach to ASB	54%	63%	65%	82%	53%
Listens & Acts	58%	73%	75%	78%	56%
Kept Informed	71%	88%	88%	83%	70%
Fairly & with Respect	71%	90%	85%	82%	70%
Easy to Deal With	71%	84%	87%	83%	70%
Complaints Handling	32%	48%	55%	56% *	31%

*Base below 10



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

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