

# Tenant Satisfaction Measures

CITY OF  
WOLVERHAMPTON  
COUNCIL

# Summary Report

2024 - 2025

# Listening to Your Views

## 1,675

responses were received throughout 2024 – 2025, from a total of 21,247 homes owned by City of Wolverhampton Council.

We therefore achieved a survey rate of 8%.

## Tenant Satisfaction Measures 2024 – 2025

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

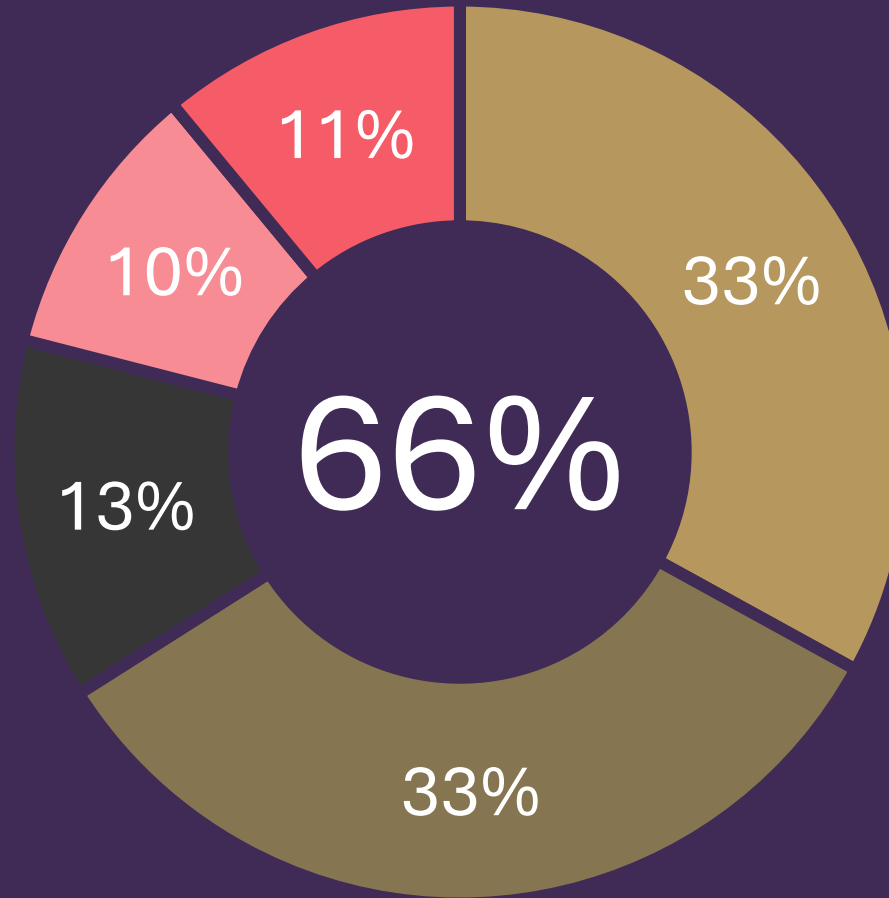
The survey was carried out by an independent market research company – Acuity Research and Practice. It focused on how happy you are with the way City of Wolverhampton Council and our managing agents maintain your homes and deliver key services. The survey also collected the Tenant Satisfaction Measures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

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



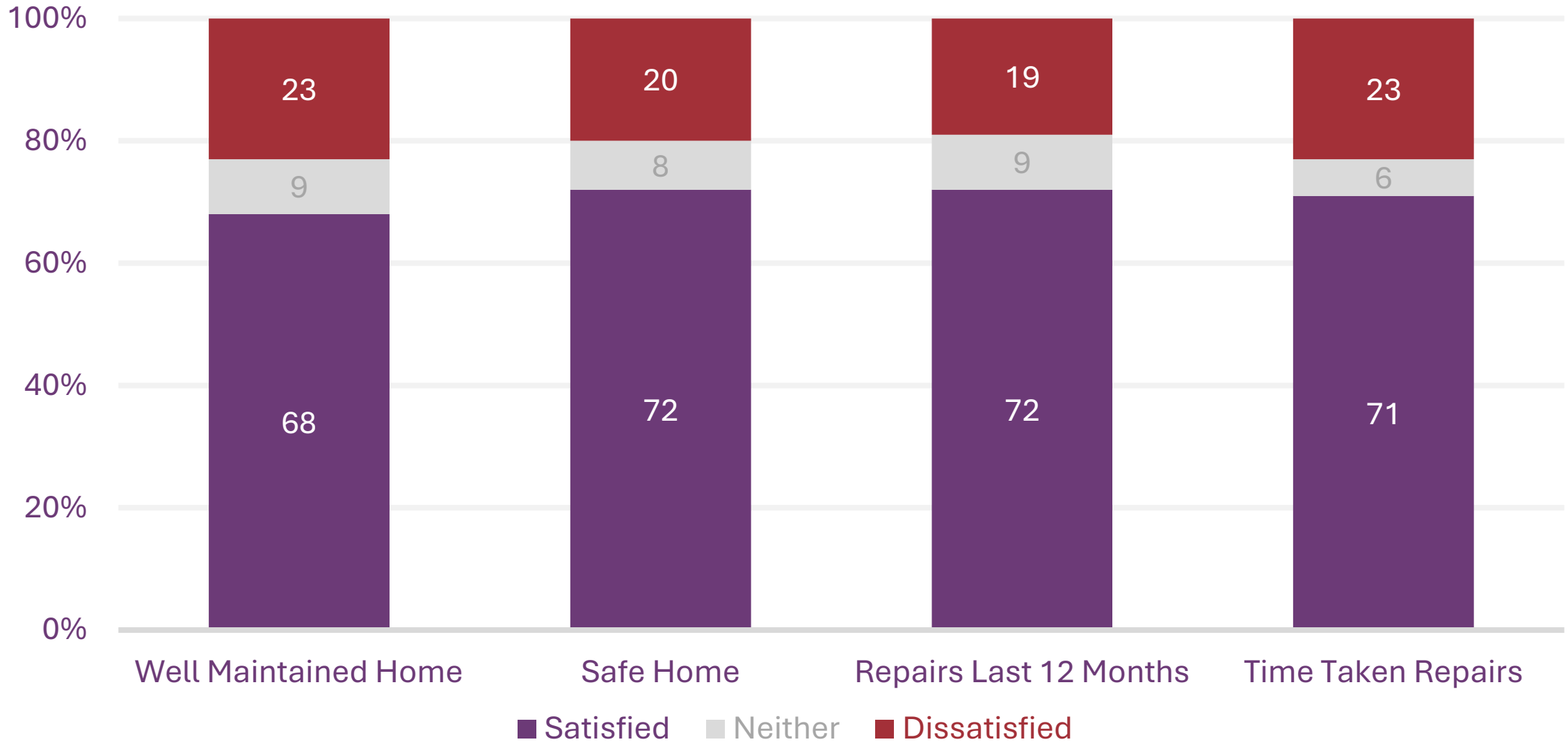
# Overall Satisfaction

Around two thirds of council tenants are satisfied with the overall services provided by our housing managing agents



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

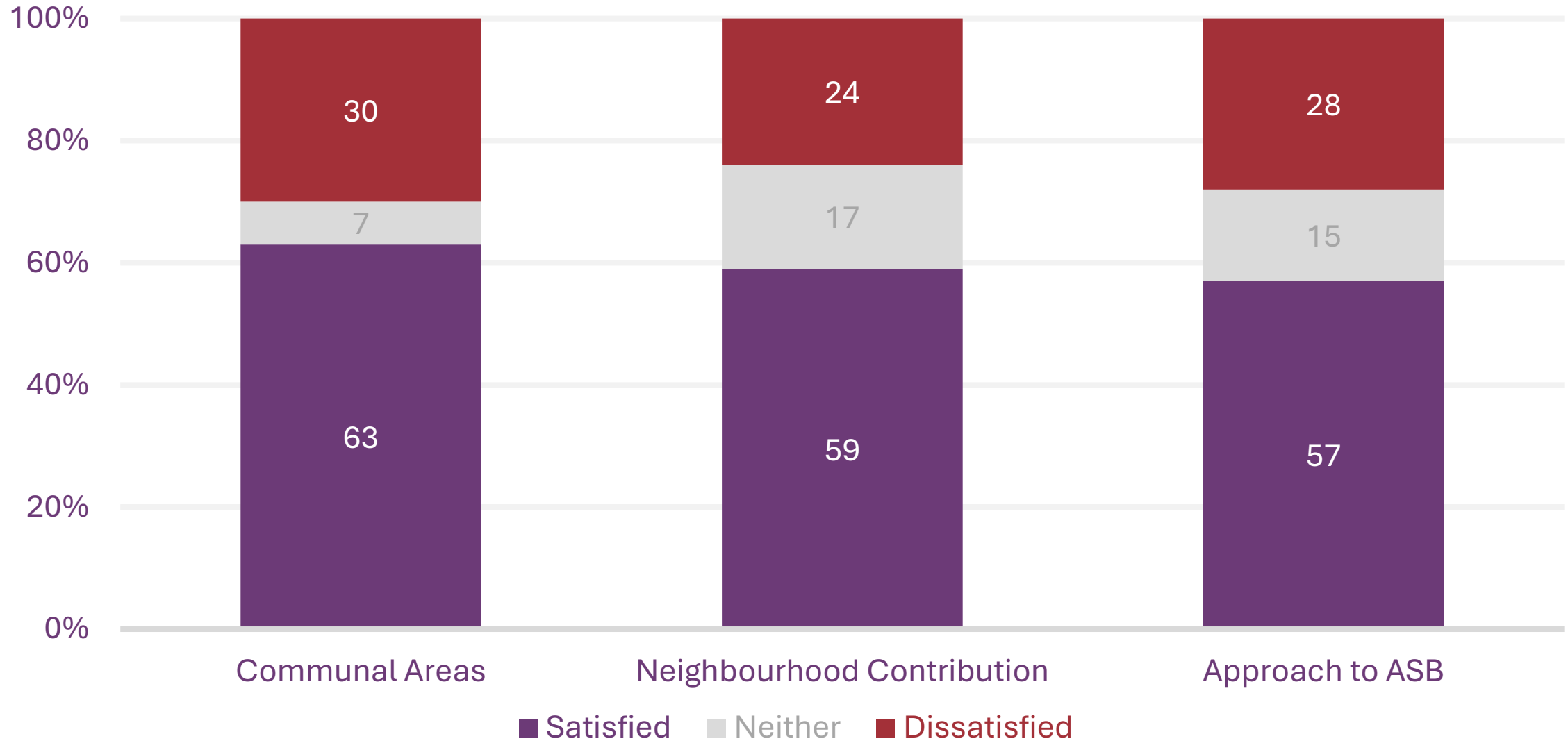
# Keeping Properties in Good Repair



# Respectful and Helpful Engagement



# Responsible Neighbourhood Management

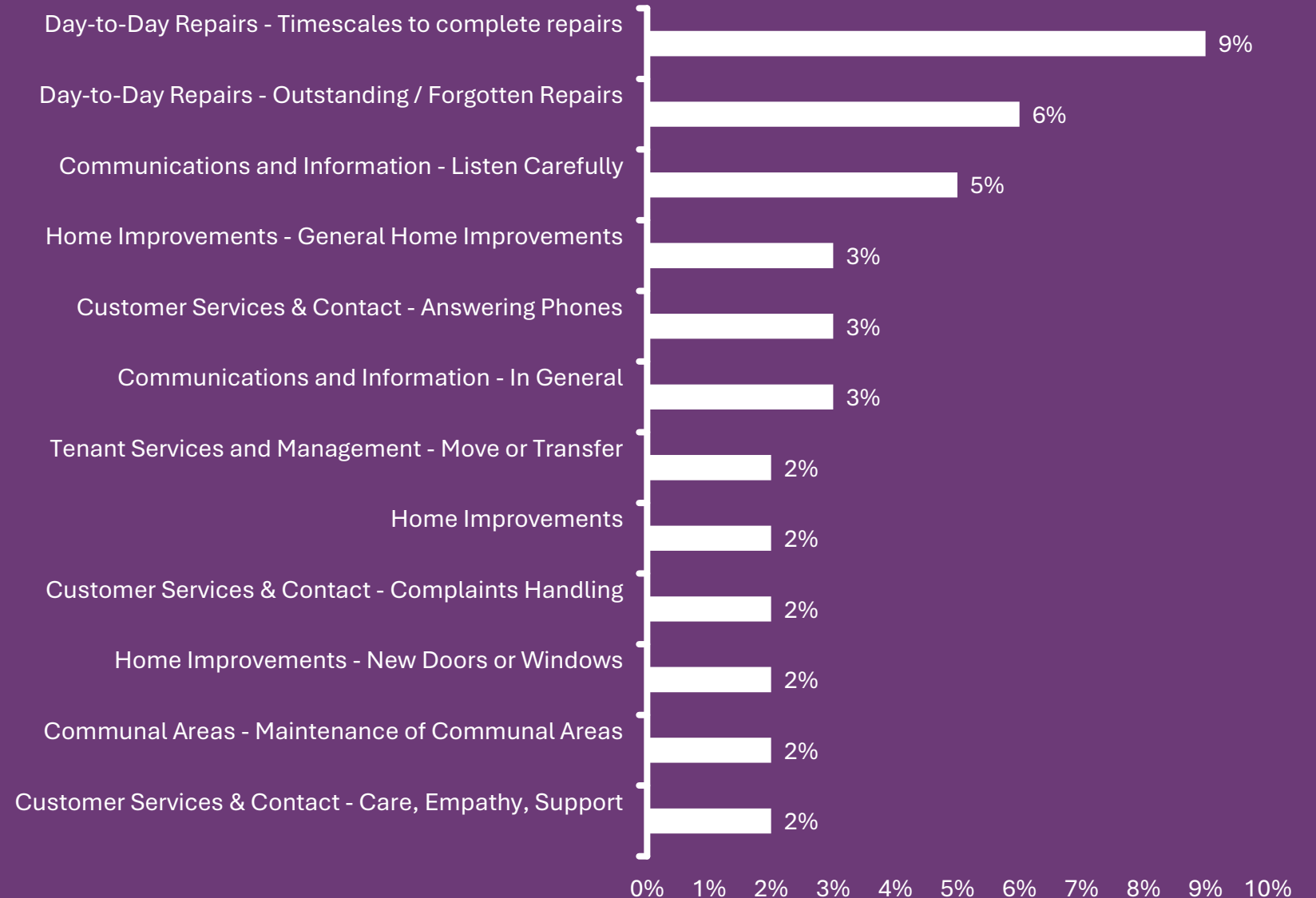


# Comments – Improvements

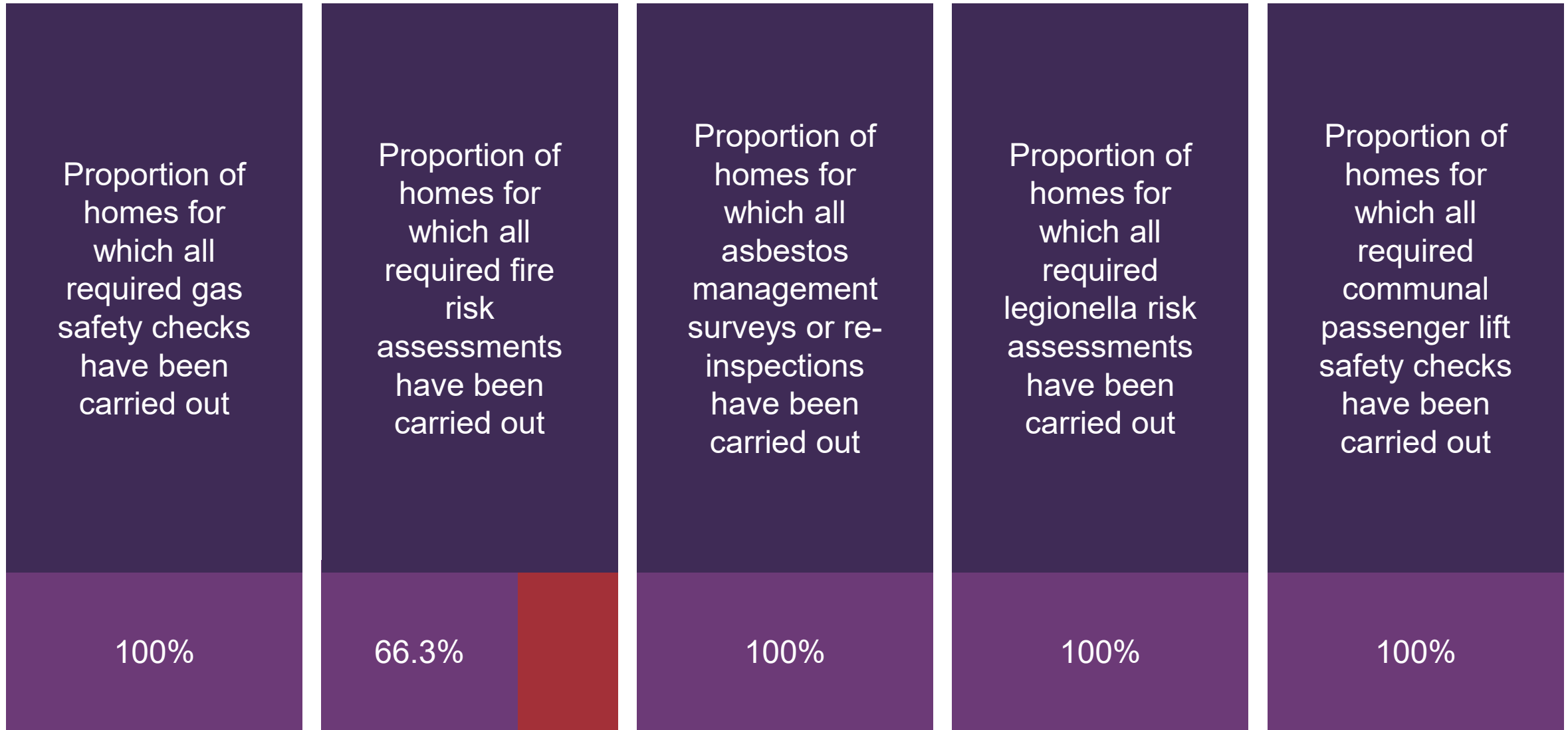
Tenants were also asked what one thing the managing agent or the Council could do to improve housing services.

The most frequently highlighted area for improvement is around day-to-day repairs. Specifically, there was a significant emphasis on communication, repair efficiency, and property maintenance.

Many tenants feel that they struggle to reach housing services, citing long wait times on the phone and a lack of clarity in online communication. There is a strong desire for more face-to-face interactions and better updates regarding the status of repairs and maintenance requests.



# Management Data – Building Safety



# Management Data – ASB & Maintenance

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

133.0

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

2.5

Proportion of homes that do not meet the Decent Home Standard

4.8%

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

95.4%

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

98.7%

# Management Data – Complaints

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

25.4

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

98.9%

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

5.1

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

100%