



Resident Satisfaction Survey 2014
Executive Summary

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Introduction

In March 2014, Wimbledon Park Co-operative Ltd ('WPC'), which manages Wimbledon Park estate, carried out a Resident Satisfaction Survey, as required by the management agreement in place between it and Wandsworth Council (the 'Council'). This survey is generally referred to herein as '2014 survey'.

The Council previously engaged BMG Research to carry out a borough-wide RMO/Co-operative customer satisfaction survey in February-March 2013, which BMG published in April 2014 as *RMO Customer Satisfaction Survey 2013* ('2013 BMG survey'). As WPC is not aware of any prior survey being undertaken at Wimbledon Park by the Council or itself, the BMG survey questionnaire was used as a model, and the reported data was used for comparison purposes.

This document reports on and analyses the results of the survey and is meant to be read in conjunction with *WPC 2014 Survey Results*, which includes all the detailed results of the 2014 WPC survey, the 2013 BMG survey data, and a full description of the methodology used.

All survey documents mentioned, including this one, may be obtained on the Wimbledon Park website (<http://www.wimbledonparkco-op.org.uk>) or from the WPC estate office.

Methodology

WPC's 2014 survey was sent to all 279 residents and to the 99 leaseholders who do not live on the estate. Previous notice of the survey was given in WPC's February-March *Gazette* newsletter. As the initial response was slow, WPC's Board extended the deadline and offered a prize drawing for those who completed the survey and provided their names. This more than doubled the number of surveys received, to 55. Of these, 24 (44%) were returned by leaseholders living on the estate, nine (16%) by leaseholders who do not live on the estate ('absentee leaseholders'), eight (15%) by Council tenants, and eight (15%) by private tenants renting from absentee leaseholders; the remaining six (11%) did not indicate their tenancy category.

The overall response rate for the 2014 WPC survey was 15% of all 378 surveys sent out, or 18% of the 279 flats at Wimbledon Park. The response rate for leaseholders living on the estate was 18%, leaseholders not living on the estate 9%, Council tenants 17%, and private tenants 8%.

The 2013 BMG survey noted that its overall response rate of 25% was '*a little low compared to what BMG would normally expect to achieve from a postal survey of residents—between 30% and 40%—but [was] still considered to be a robust response rate.*' As WPC's response rate is quite a bit lower, the results of its survey cannot be taken as extremely accurate reflections of residents' attitudes, but are still useful as general indications. However, it is highly desirable to increase significantly the number of completed questionnaires in the 2015 survey so that the results are more reliable, and the Board should consider how this may be achieved. In particular it would be helpful to include more Council tenants, as their satisfaction scores were generally lower than for other tenancy types.

The data from the survey was compared with data from the 2013 BMG survey for (a) Wimbledon Park, (b) the six largest RMOs and co-operatives in Wandsworth ('Large RMOs and Co-ops'), and (c) all twelve RMOs and co-operatives ('All RMOs and Co-ops') in Wandsworth. Wimbledon Park's data was included in the latter two categories in order to show a true average. The averages without Wimbledon Park data would be lower in almost every case.

Analysis of survey results

As this is the first survey carried out by WPC, it does not offer as much scope for comparison and useful analysis as will future surveys. In general the results of the survey showed high levels of satisfaction with the services WPC provides to Wimbledon Park residents and leaseholders, and in almost all cases WPC's results were higher than the average for all RMOs/Co-ops and for the larger RMOs/Co-ops.

Because the survey asked respondents to give their tenancy type (Council tenant, leaseholder living on the estate, etc.), it was possible to do cross-analysis on some of the questions. It would be useful to include a question in future surveys asking whether the respondent is a member of WPC (and if not, why not), so that a similar cross-analysis could be done.

The following are the general findings from the survey. Please refer to the individual survey responses beginning on page 5 for more detail.

Communications

Wimbledon Park respondents are both more aware of and more interested in the management of their estate than those of the twelve RMOs and Co-operatives in the borough of Wandsworth, on average.

Although the vast majority are satisfied with communications from WPC, there is room for improvement. Fewer respondents mentioned notice boards and the website than in the previous year (as reported in the 2013 BMG survey). Several people mentioned that outdated notices are not removed from the boards. If the Board would like to use the website as its main communication method besides the newsletter, it should be updated and kept current. The Twitter feed, which is posted on secondary pages on the website but received only one mention, should appear on the landing page.

Some absentee leaseholders said they did not receive any information from WPC. The newsletter is delivered by hand to all residents, and by email to absentee leaseholders who have given WPC their email addresses. All Council tenants and WPC members receive General Meeting notices and associated documents. However, absentee leaseholders who are not WPC members and have not given their email addresses receive nothing. The Board should consider a targeted campaign to encourage all absentee leaseholders to become WPC members, or at least join an email list, particularly as some may then be willing to join the Board to ensure continued good management of the estate and their investments.

A little over two-thirds of the respondents believe their views are taken into account by WPC, the same as in 2013 and significantly above the response from all RMOs/Co-ops.

Board

Although the vast majority of respondents know how to get involved in the management of the estate, only about two-thirds are interested in being involved. Although this is nearly a 40% increase from 2013, it highlights one of the major issues the Board faces, which is how to ensure there are enough replacements for departing Board members.

Similarly, almost all respondents in 2014 said they were aware of what the Board does, a 60% increase from 2013. This is probably due to the management crisis of summer 2013, when the number of Board members fell to an unsustainable level and a letter was sent to all residents and leaseholders to suggest returning management of the estate to Wandsworth Council.

However, fewer than half of the respondents said they had attended any WPC General or Board meeting. Those who had attended generally found the meetings informative. Those who had not attended gave various reasons, though only a small number said they were not interested. The reason given most often was the timing of meetings. This year the Board has tried having General Meetings at various times and days, so it will be instructive to see how this question is answered in the 2015 survey. Many respondents said WPC could contact them with follow-up questions, so it would be useful to ask those who have not attended meetings for their reasons.

Maintenance and repair services

Responses to the questions regarding satisfaction with estate maintenance and repairs ranged from 75% to 85% satisfied, in most cases higher than the average results from RMOs. Four-fifths of respondents were satisfied with services that are frequent subjects of complaint from a small number of residents, such as grounds maintenance and cleaning of internal common areas. Council tenants in general appeared less satisfied than respondents with other types of tenancies, although it should be noted that there were only eight self-identified Council tenants.

A high percentage of respondents were satisfied with the repairs and maintenance service, though private tenants were much less satisfied. This may be the result of confusion as to repair responsibilities, as WPC provides only some repairs to private tenants.

Estate office

More than four fifths of respondents said they had contacted the estate office in the past 12 months. This is quite a high response, but it may be that residents and leaseholders who were recently in contact with the office were more engaged and more likely to respond to the survey. About a quarter of respondents said they had contacted the office regarding repairs, but there were a number of other reasons that received fewer responses.

Almost every survey respondent answered the questions regarding their experiences with the office, despite the instruction to answer them only if they had contacted the office in the previous 12 months. If all respondents are included, the satisfaction rates are very high, but if only the respondents who contacted the office in the past 12 months are included, they are noticeably lower, though in line with the responses from all RMOs. The reason for this is unclear.

Only 10 respondents said they had contacted the office regarding anti-social behaviour (ASB) in the past 12 months. Satisfaction with the experience was mixed, but in line with the other RMOs.

Few respondents found the service of providing advice on housing and welfare benefit and managing finances of interest or relevance, but those who did were generally satisfied, with only one dissatisfied response.

General satisfaction

Four fifths of respondents would speak highly of WPC, an increase from 2013 and much higher than the average responses for all RMOs, where only about half of respondents would speak highly. Fifteen percent of WPC respondents in 2014 would be critical, up slightly from 2013 but less than all RMOs.

It is notable that the results from the self-identified Council tenants are much lower (five of the eight Council tenants would speak highly vs three who would be critical), but again it should be remembered that it is a small sample from the 47 Council flats.

Taking everything into account, four fifths of respondents are satisfied with WPC's services, a small decrease from 2013, but better than the responses from RMOs in general. Five of the eight Council tenants are satisfied vs two who are dissatisfied.

WP residents and leaseholders felt that the most important services, in descending order, were repairs and maintenance, dealing with ASB, keeping residents informed, listening to residents' views and acting on them, and value for money for rent/service charge. No one felt that support/advice on benefits, finances and paying rent was a priority. These results were noticeably different from 2013 and also from RMOs in general, in which dealing ASB was by a large margin the most important service. Of interest is that value for money as a priority dropped by nearly half for WP respondents, perhaps as a result of including the absentee leaseholders.

It is worth noting that WPC received high satisfaction scores on the services that its residents and leaseholders found most important, which is likely to have influenced the high scores for the overall satisfaction questions.

A note on survey responses

The full responses to all the survey questions may be found in *WPC 2014 Survey Results*, the companion document to this *Executive Summary*. A higher level view of the data, limited to positive and negative responses, is shown here for discussion purposes, as in the 2013 BMG survey.

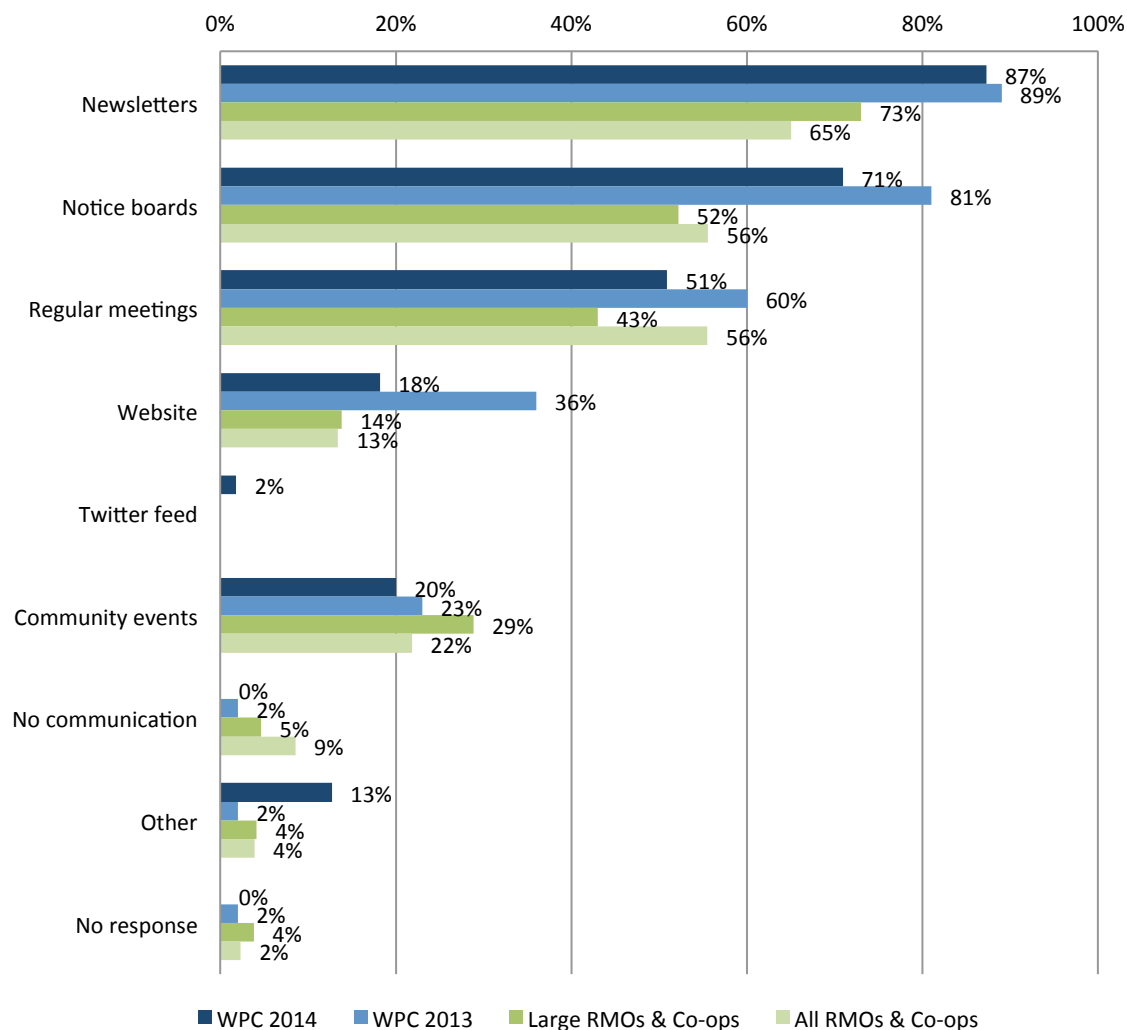
Taking Question 2 as an example, the possible responses were 'Very satisfied', 'Fairly satisfied', 'Neither/nor', 'Fairly dissatisfied', 'Very dissatisfied', and 'Don't know/no opinion'. For this *Executive Summary*:

- 'Very satisfied' and 'Fairly satisfied' are combined and shown as 'Satisfied'.
- 'Fairly dissatisfied' and 'Very dissatisfied' are combined and shown as 'Dissatisfied'.
- The other two options are not shown.

NB: Because of rounding error, in some cases the 2013 BMG survey data did not total to 100%.

Responses to survey questions

1. What communications do you receive from Wimbledon Park Co-operative (WPC)?



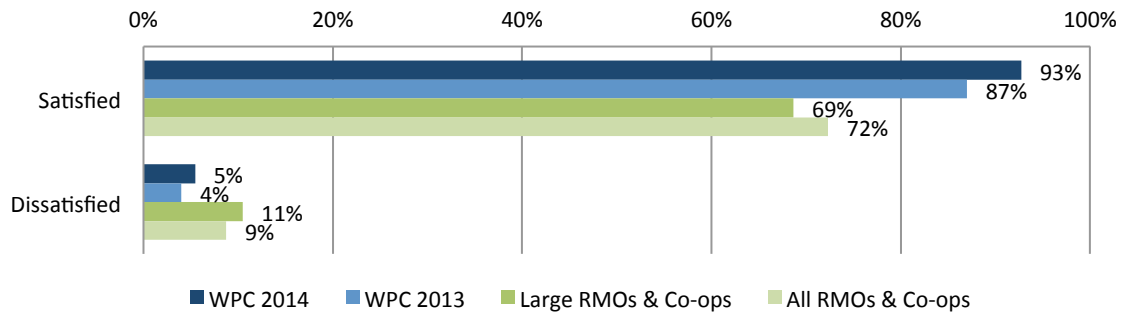
Respondents could choose more than one answer to this question.

Wimbledon Park residents are aware of newsletters (87%), notice boards (70%), regular meetings (50%), and the website (17%). These numbers are down from the BMG 2013 survey, which may be due to the fact that the 2014 survey included absentee leaseholders, who are less likely to be aware of or receive these communications.

Interestingly, 20% of WP's respondents mentioned community events, although there has not been one since summer 2012. Several residents mentioned emails in the 'Other' category.

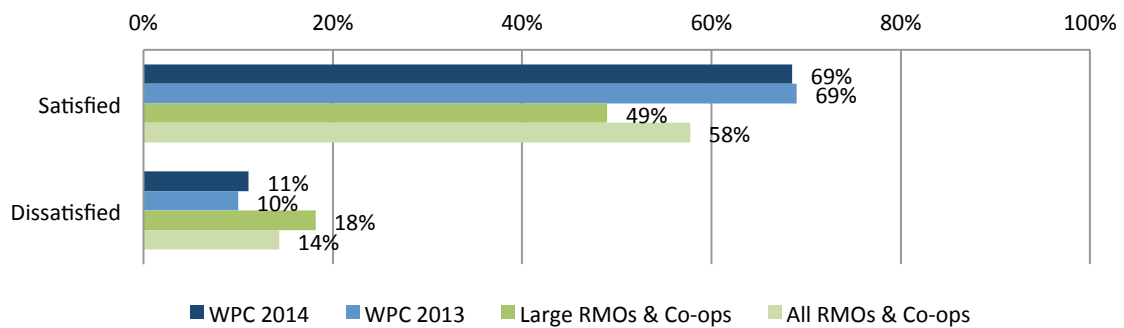
Notification of all WPC meetings is given in the *Gazette* newsletter and on notice boards, as well as being sent to WPC members, but only 50% of respondents mentioned the meetings, as opposed to 87% for the newsletters and 71% of the notice boards. This could possibly be an indication that while residents are aware of receiving the newsletters, some do not read them; it could also mean that only some of the respondents are WPC members and attend the meetings.

2. How satisfied are you with the communications you receive from WPC?



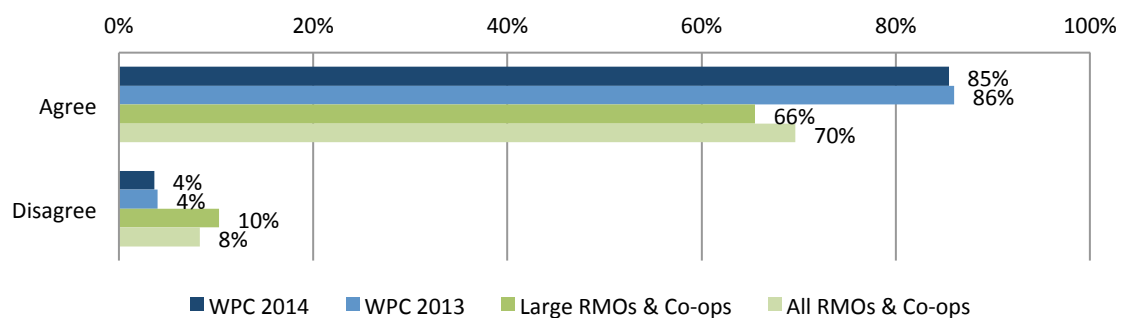
The results indicate that the vast majority of WP respondents (93%) are satisfied with the communications received from WPC, an increase from 87% in 2013, and significantly more than respondents from the large RMOs and RMOs as a whole.

3. Generally, how satisfied are you that your views are being taken into account by WPC?



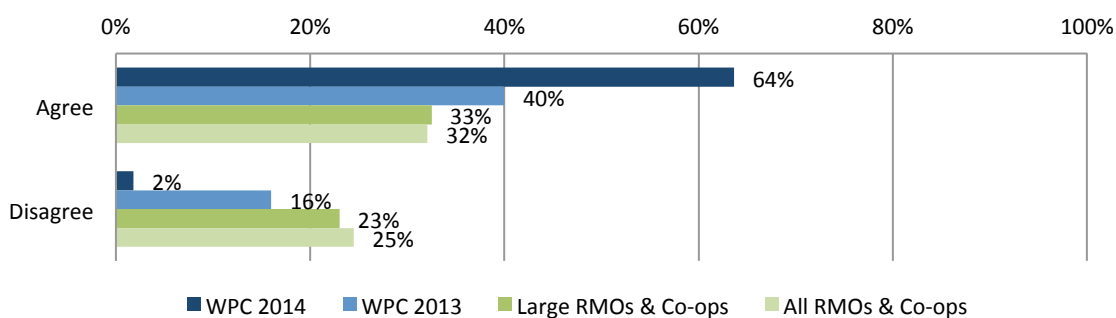
WP respondents are generally satisfied that their views are being taken into account (69%), especially compared to the averages for Wandsworth RMOs. They are also less dissatisfied (11%) compared to the RMO averages. The WP responses did not change significantly from 2013 to 2014.

4. I know how I can get involved in decisions about what happens in Wimbledon Park if I choose to



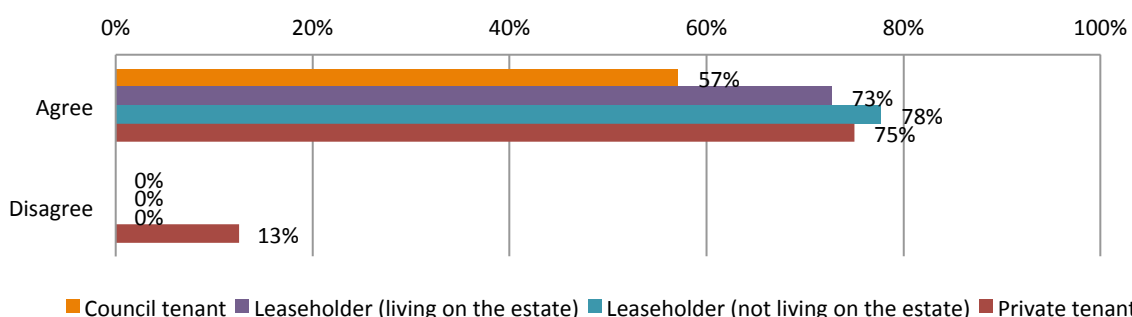
As in 2013, WP respondents are very aware of how to get involved in decisions (85%), again especially compared to RMOs as a whole. Only 4% of WP respondents say they don't know how to get involved.

5. I am interested in being involved in decisions about Wimbledon Park



The percentage of WP respondents who are interested in being involved in decisions jumped significantly from 2013 (40%) to 2014 (63%). This may be a result of a difference in the way the question was asked,¹ but might also be due to the management crisis in summer 2013, when the number of Board members dropped to an unsustainable level and a letter was sent to all WPC members notifying them of the fact, and suggesting that management of WPC be returned to Wandsworth Council. (As a result, a number of members expressed interest and concern, and several joined the Board.)

By tenancy type

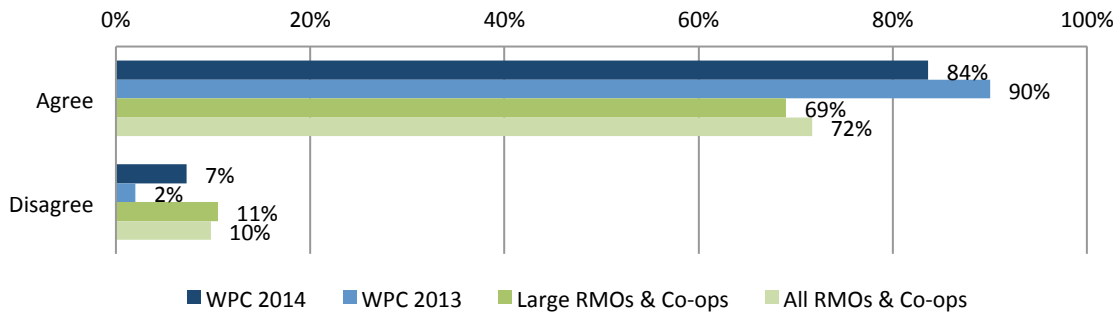


A further analysis was done on WPC's 2014 results for Question 5 by type of tenancy.² This indicated that Council tenants are less interested in being involved in decisions about the estate than respondents in the other categories, although the results should be viewed with caution due to the small number of respondents to the survey and in each category; only eight respondents identified themselves as Council tenants.

¹ This question in the 2013 RMO survey was given as 'I am not interested in being involved in decisions about my area', so those responses were reversed to match the question in the WPC 2014 survey. As the manner in which survey questions are asked may have an effect on how they are answered, the difference in wording between the two questions may have caused survey takers to respond slightly differently.

² As noted in Question 24, 49 of the 55 respondents indicated their tenancy types; the responses of the other six are not included in the analysis of this and the other questions where a breakdown by tenancy is shown. Not all respondents who indicated their tenancy types answered all these questions. Eight respondents identified themselves as Council tenants, compared to 24 leaseholders living on the estate, nine leaseholders not living on the estate (absentee leaseholders), and nine private tenants. See Question 24 for more details.

6. WPC keeps me informed about things that might affect me as a tenant/leaseholder

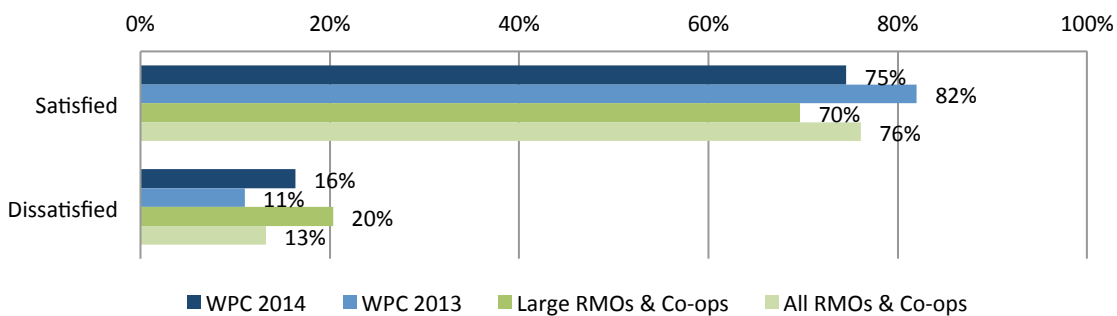


WP respondents agree strongly (84%) that WPC keeps them informed regarding matters that affect them, down from 90% in 2013, while 7% disagree with this statement, up from 2% in 2013. This may again be the result of including absentee leaseholders in the 2014 survey.

7. Overall how satisfied or dissatisfied are you with the following?

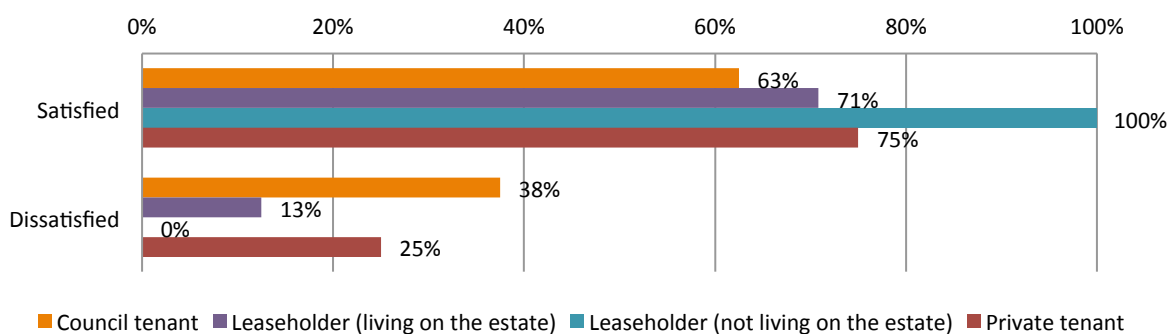
Questions 7a through 7f asked about satisfaction with WPC's services to residents and leaseholders. In general respondents expressed a high degree of satisfaction, ranging from 75% to 85%, and in most cases higher than that of RMOs in general.

7a. The general condition of the property



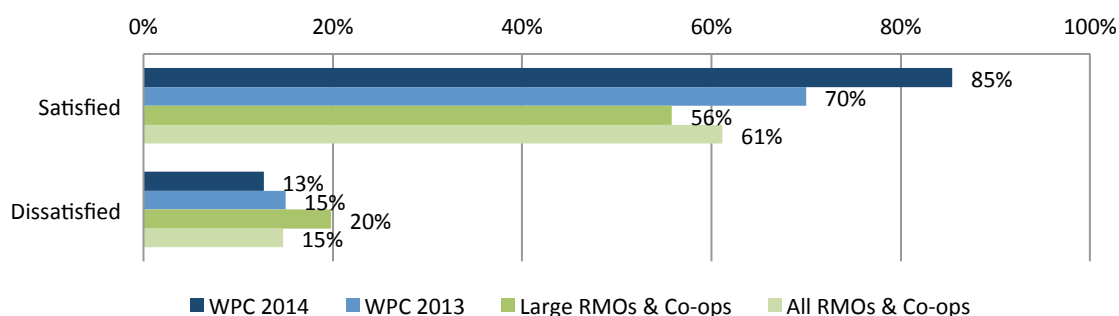
Three-quarters of WP respondents are satisfied with the general condition of the property, a slight drop from 2013 but in line with the other RMOs. The percentage of WP respondents who are dissatisfied with the general condition rose from 11% to 16%.

By tenancy type



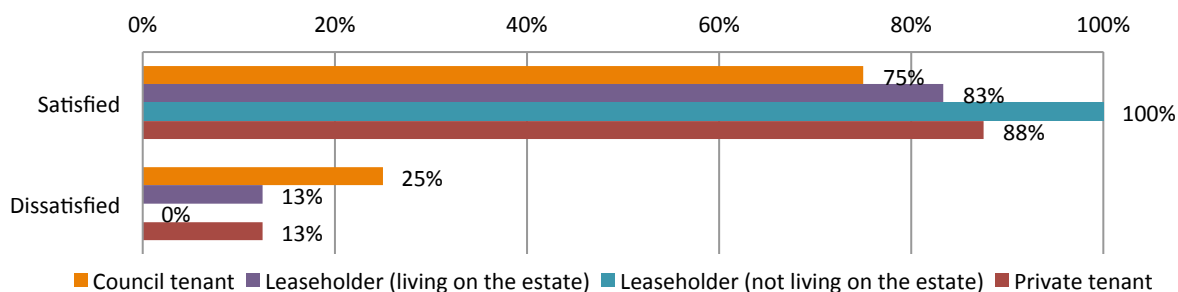
A further analysis of WPC’s 2014 results for Question 7a by type of tenancy indicates that Council tenants are much less satisfied (63%) with the condition of the property than respondents with other types of tenancies (though again it must be noted that there were only eight self-identified Council tenants). Absentee leaseholders were unanimously satisfied.

7b. The value for money for your rent/service charge



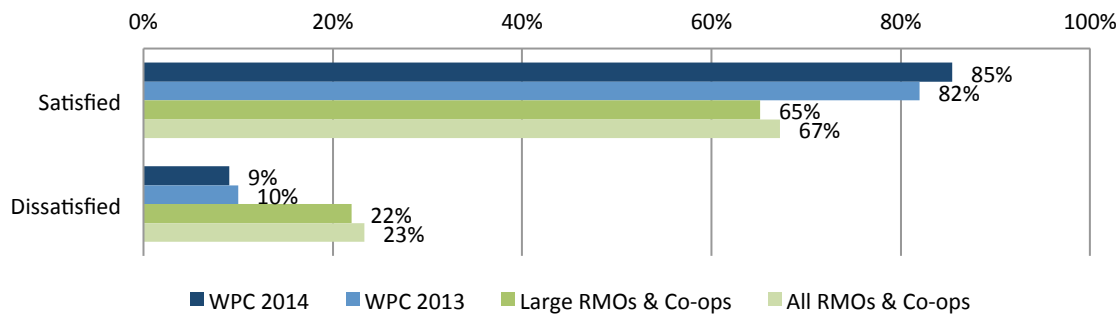
The vast majority of WP respondents were satisfied with the value for money, a jump from 70% in 2013 to 85% in 2014, and also much higher than those from the other RMOs. The reason for this is not clear, though it may be the influence of absentee leaseholders, who were not previously surveyed.

By tenancy type



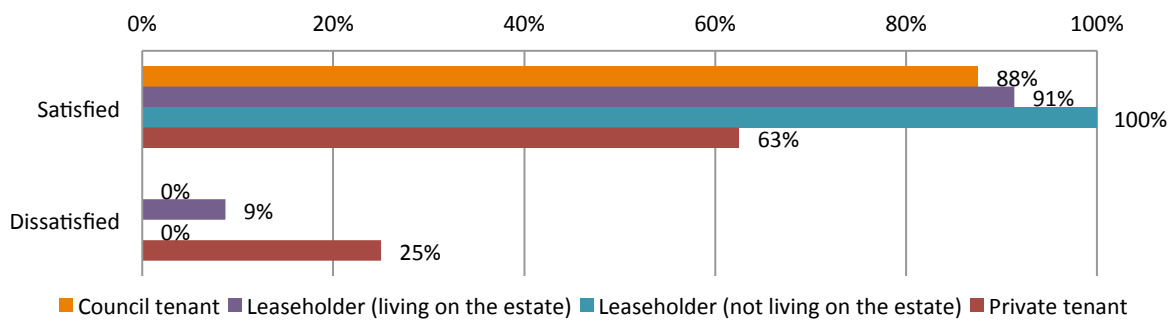
Again, absentee leaseholders were unanimously satisfied, while Council tenants were less satisfied (75%) than respondents with the other types of tenancies.

7c. The way WPC deals with repairs and maintenance



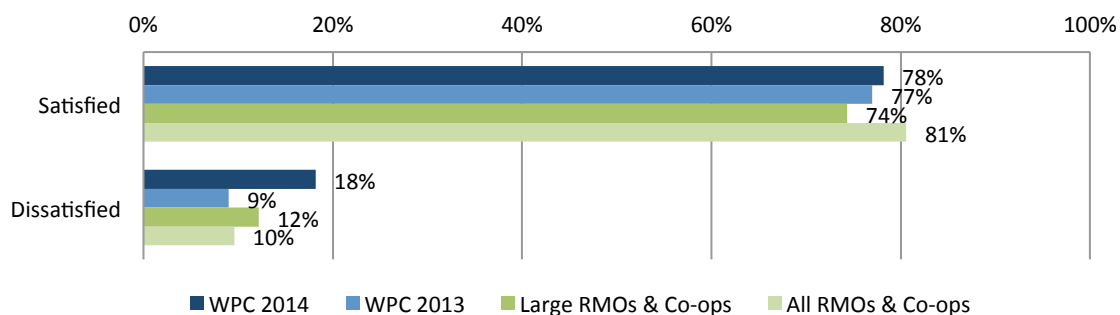
WP respondents were significantly more satisfied (85%) with their repairs and maintenance services than the respondents from the other RMOs. This was a slight increase from 2013. The percentage of WP respondents who are dissatisfied is also much smaller than those from other RMOs.

By tenancy type



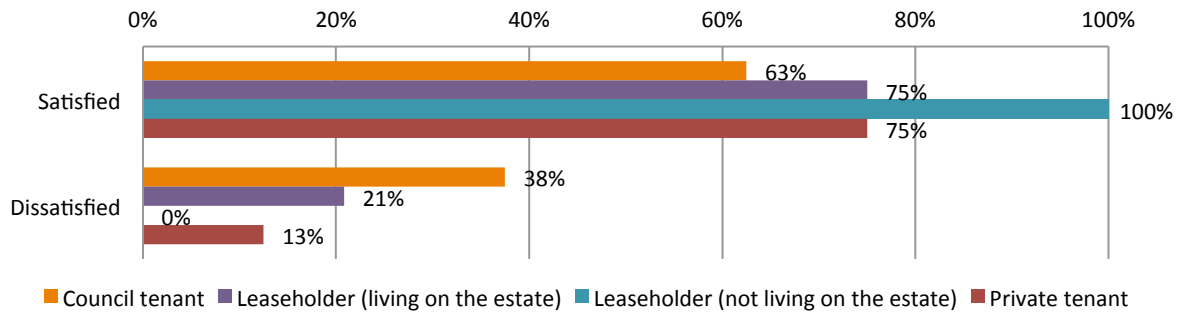
Private tenants were significantly less satisfied (63%) with maintenance and repairs than respondents with the other types of tenancies (though it should be noted there were only eight respondents who identified themselves as private tenants), with absentee leaseholders again unanimously satisfied. It should also be noted that private tenants do not receive most repair services from WPC, so their dissatisfaction may be with their landlords rather than WPC.

7d. Grounds maintenance for external communal areas



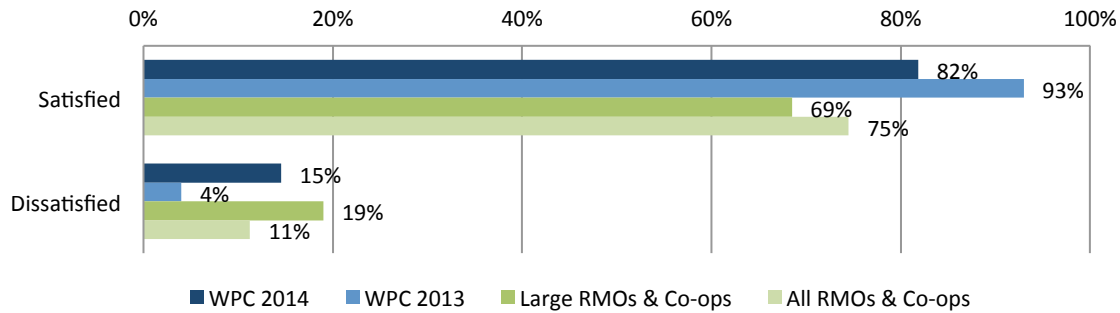
WP respondents were generally pleased with grounds maintenance for external common areas (78%), about the same as for RMOs in general. However, a significant percentage (18%, double last year's 9%) was dissatisfied.

By tenancy type



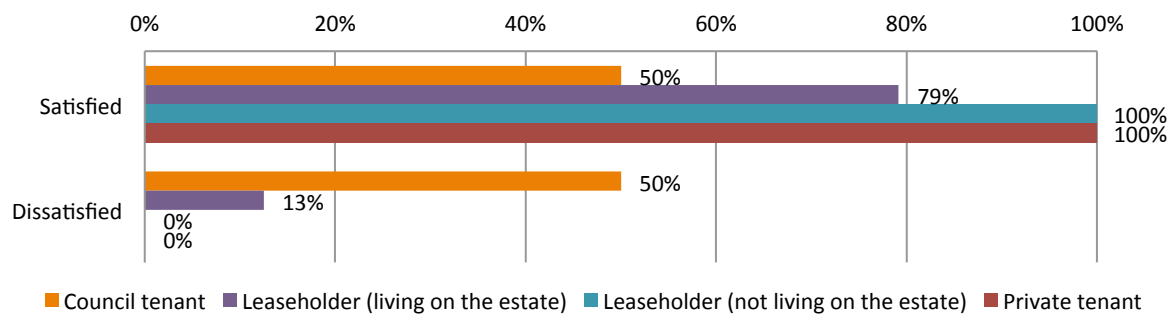
Again absentee leaseholders were unanimously satisfied, but respondents in the other categories were less satisfied, with only 63% of Council tenants satisfied compared to 75% for leaseholders living on the estate and private tenants.

7e. Cleaning of internal communal areas (e.g., stairwells)



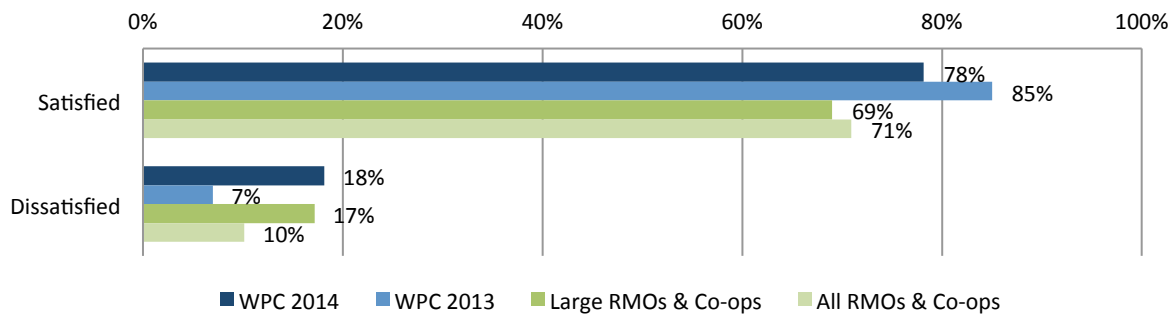
WP respondents rated cleaning of internal communal areas higher (82%) than did respondents from other RMOs, though significantly lower than they did in 2013 (93%). Historically the vast majority of complaints to WPC made in writing and at meetings has been about this service and external cleaning (Question 7f), so it is especially interesting that both are rated so highly. The difference may be due to the larger number of survey respondents, compared to the small number of residents who make regular complaints.

By tenancy type



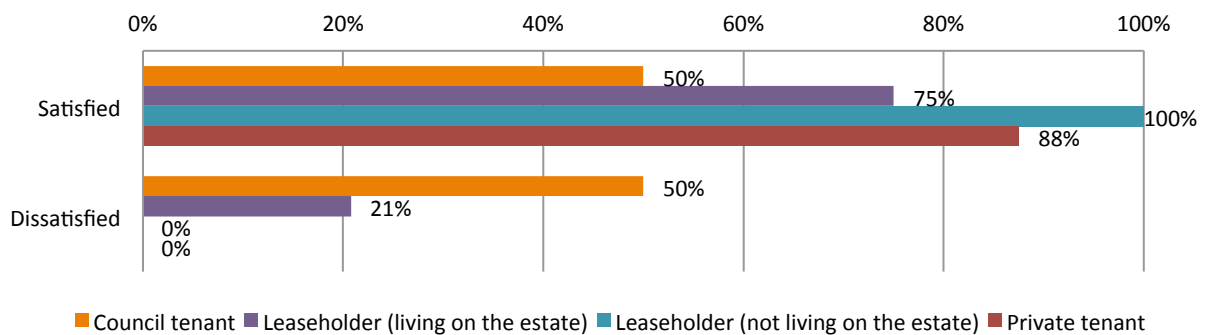
Council tenants were evenly divided between satisfied and dissatisfied, while absentee leaseholders and private tenants were unanimously satisfied.

7f. Cleaning of external communal areas (e.g., parking areas)



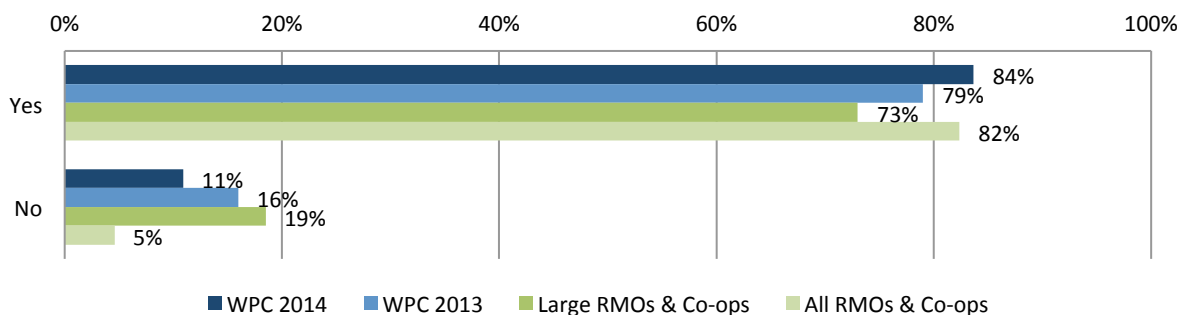
As with the cleaning of internal communal areas (Question 7e), WP respondents were generally satisfied (78%) with this service, though satisfaction dropped from 85% in 2014. However, WPC was still rated more highly than the other RMOs.

By tenancy type



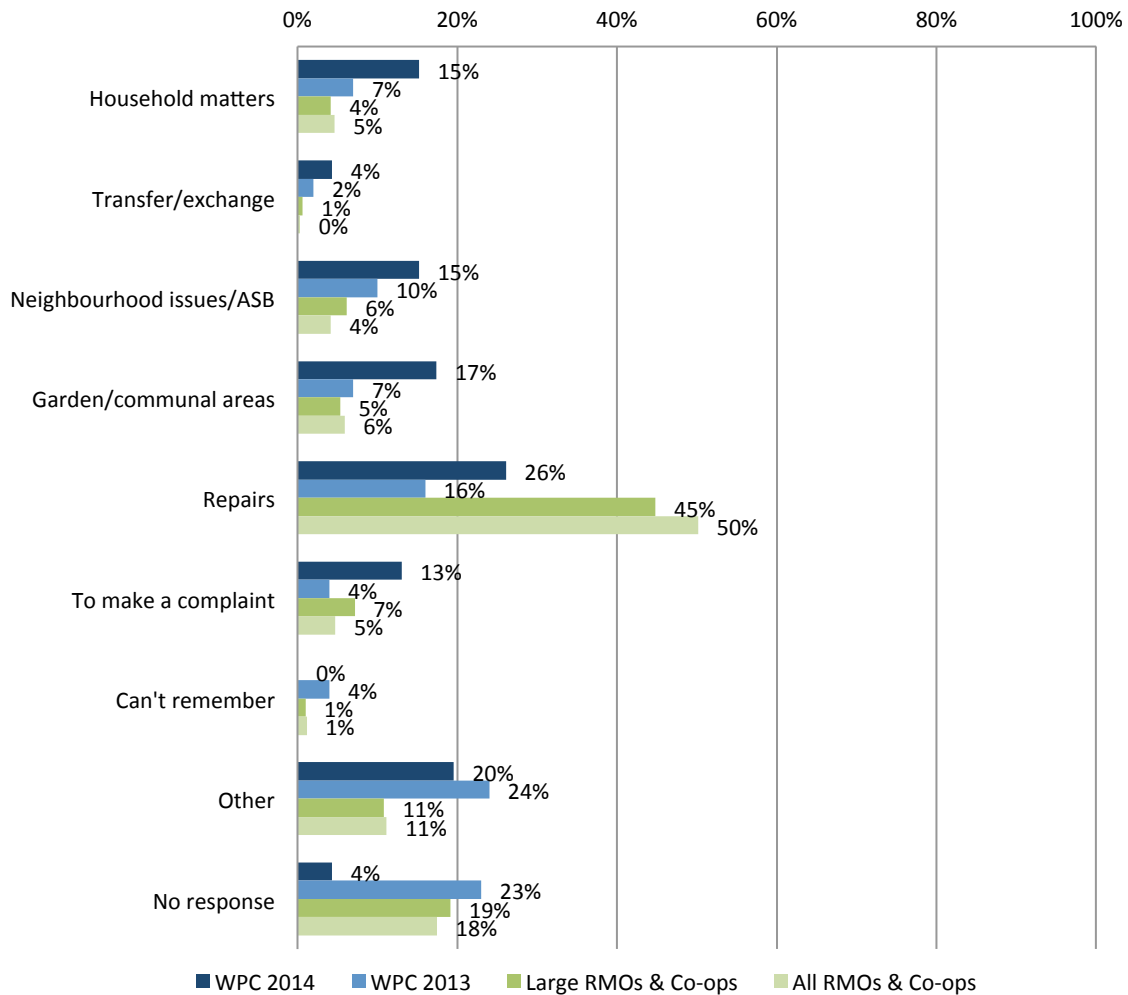
Council tenants were again evenly divided between satisfied and dissatisfied, while absentee leaseholders were unanimously satisfied.

8. Have you contacted the Wimbledon Park Estate Office/RMO in the last 12 months?



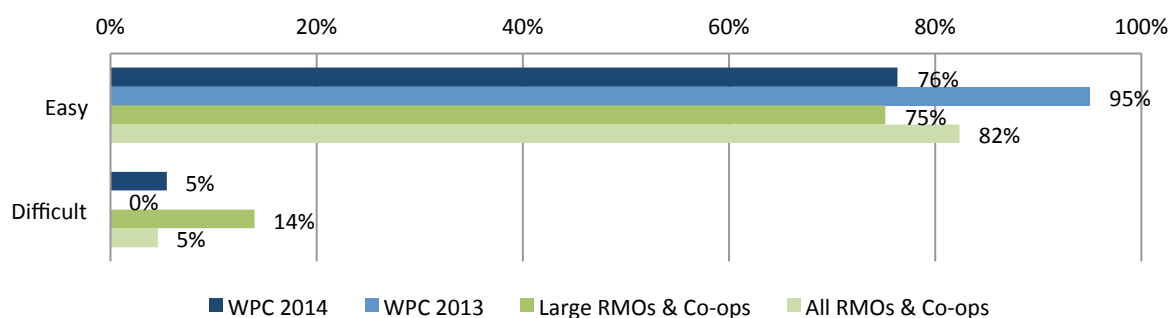
Most (84%) WP respondents said they had contacted the office in the last 12 months, slightly up from 79% in 2013 and generally in line with the other RMOs. It might be the case that residents and leaseholders who are in contact with the office are more likely to respond to surveys as they are more engaged in general.

9. What was the LAST contact about?



Although 49 respondents to the 2014 WPC Survey answered this question, the graph above shows the responses only from the 46 respondents who said they had contacted the WPC office in the previous 12 months (Question 8). The most frequently mentioned reason for contact was repairs (26%), followed by garden/communal areas (17%), household matters, which relates only to Council tenants (15%), and neighbourhood issues/ASB (15%). Answers in the 'Other' category included a variety of issues such as water leaks, rent/service charges, parking, and personal contact details. In some cases respondents checked a specific box and also included a comment in the 'Other' box.

10. How easy was it to get hold of the Office?

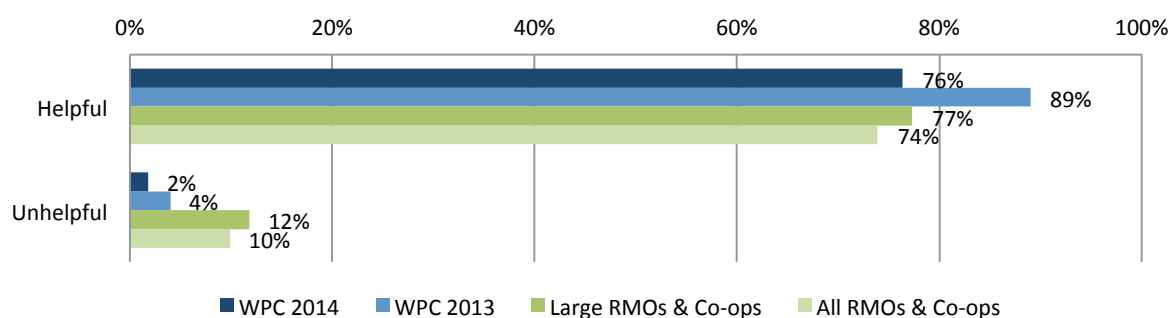


Although all 55 respondents to the 2014 WPC Survey answered this question, the graph above shows the responses only from the 37 respondents who said they had contacted the WPC office in the previous 12 months (Question 8), in accordance with the 2013 BMG survey.

If all 55 respondents are included, the percentage of respondents answering Easy is 93% and the percentage answering Difficult is 5%.

NB: In this and the following two questions, the positive results for WPC in 2013 are noticeably higher than in 2014 (e.g., 95% vs. 76% for Question 10), though in line with those from the other RMOs (75% and 82%). However, if all respondents are included in the 2014 WPC results, rather than only those who answered 'Yes' to Question 8, the percentage rises to 93%, similar to the 2013 results. The reason for this discrepancy is unclear.

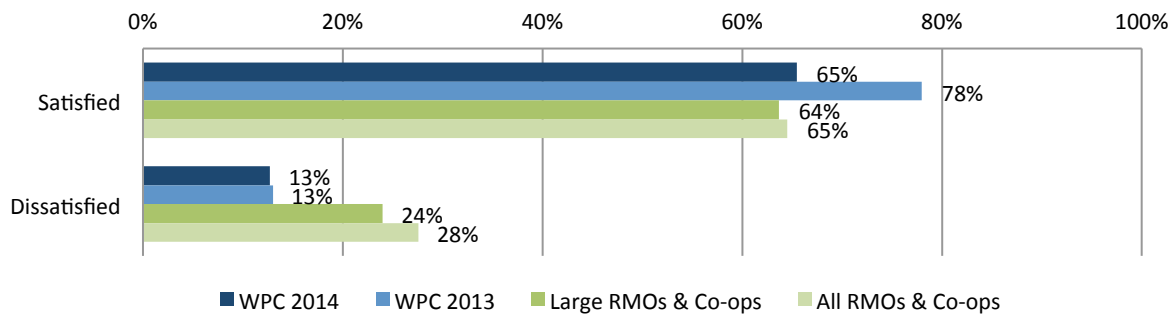
11. How helpful were the staff you spoke to?



Although 54 respondents to the 2014 WPC Survey answered this question, the graph above shows the responses only from the 37 respondents who said they had contacted the WPC Office in the previous 12 months (Question 8), in accordance with the 2013 BMG survey.

If all respondents are included, the percentage of respondents answering Helpful is 91% and the percentage answering Unhelpful is 2%.

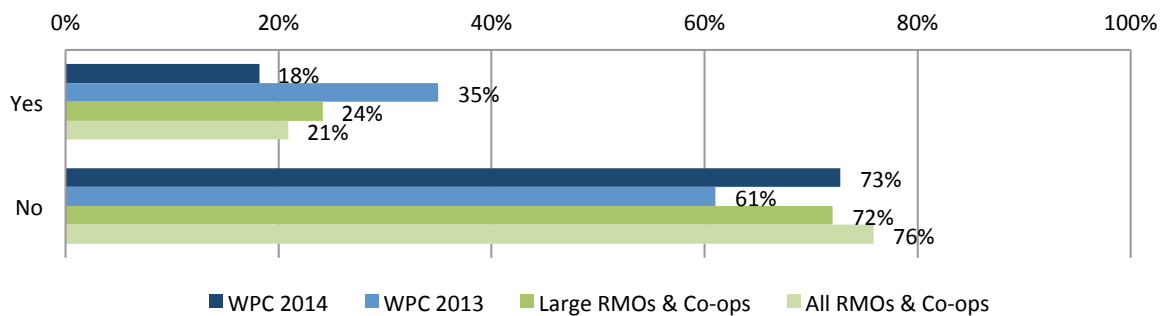
12. How satisfied were you with the final outcome?



Although 54 respondents to the 2014 WPC Survey answered this question, the graph above shows the responses only from the 37 respondents who said they had contacted the WPC office in the previous 12 months (Question 8), in accordance with the 2013 BMG survey.

If all respondents are included, the percentage of respondents answering Satisfied is 80%, and the percentage answering Dissatisfied is 13%.

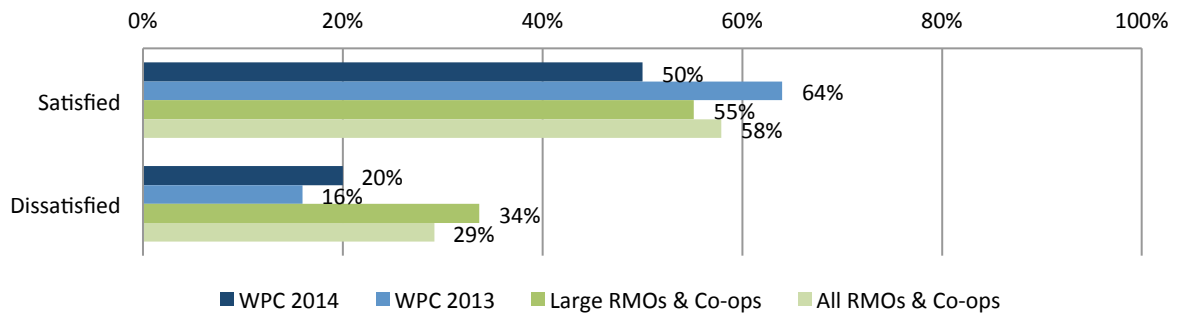
13. Have you reported any anti-social behaviour to WPC (as opposed to the police) in the past 12 months?



Only 10 respondents (18%) said they had reported anti-social behaviour (ASB) to WPC in the past 12 months.

- If yes, how satisfied were you with the following aspects of how your report was handled?

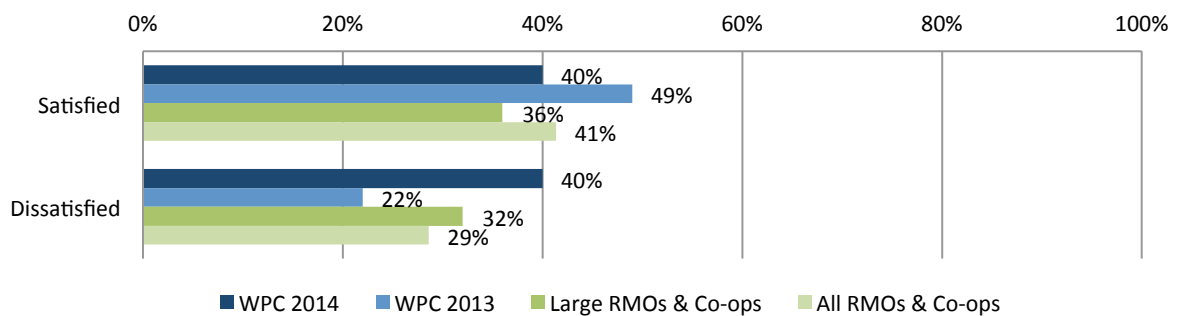
13a. How the report was dealt with



Although 18 respondents to the 2014 WPC Survey answered this question, the graph above shows the responses only from the 10 respondents who said they had reported ASB to WPC in the previous 12 months (Question 13). Only half (5) of those were satisfied with how the report was dealt with.

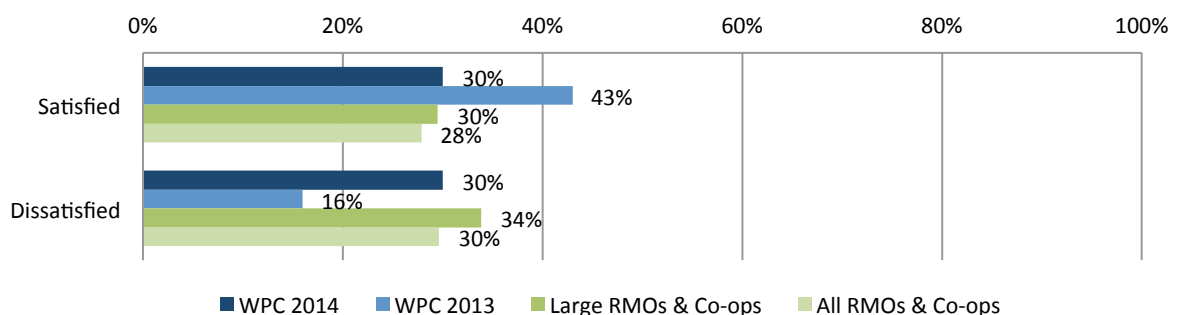
Although the sample size of 10 is small, the results in this and the next two questions suggest that there is room for improvement in how WPC manages ASB reports.

13b. Being kept informed



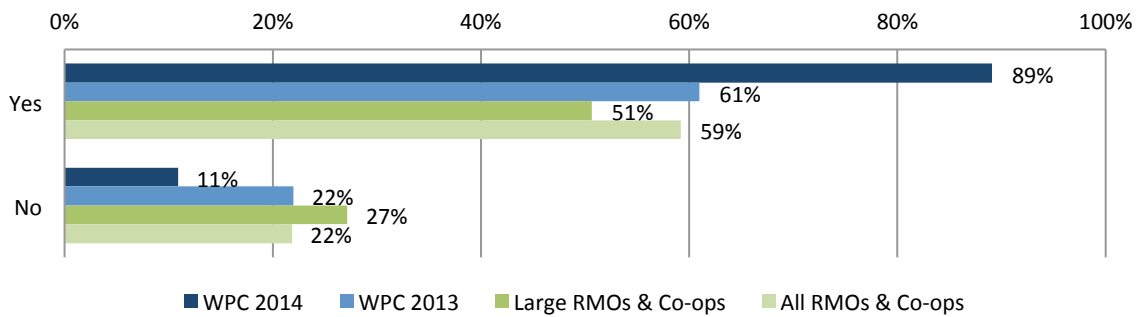
Although 17 respondents to the 2014 WPC Survey answered this question, the graph below shows the responses only from the 10 respondents who said they had reported ASB to WPC in the previous 12 months (Question 13). Only four these were satisfied with the way they were kept informed.

13c. The final outcome of your report



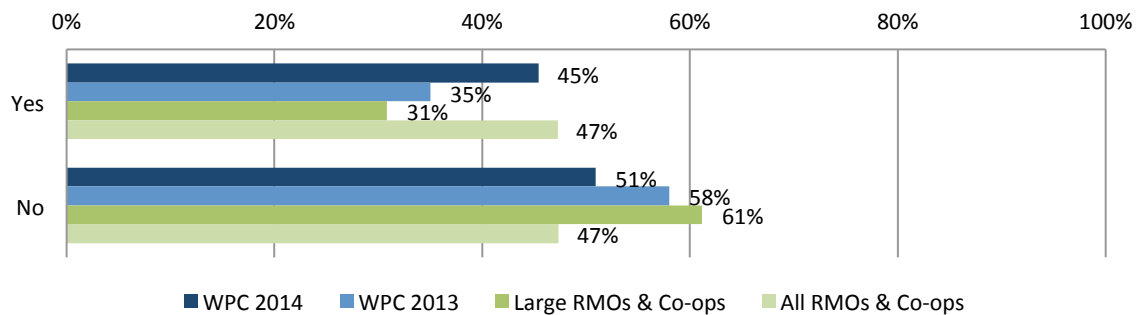
Although 17 respondents to the 2014 WPC Survey answered this question, the graph below shows the responses only from the 10 respondents who said they had reported ASB to WPC in the previous 12 months (Question 13). Only three of these were satisfied with the final outcome of their reports.

14. Are you aware of the work your Board does and its responsibilities to provide you with housing management services?



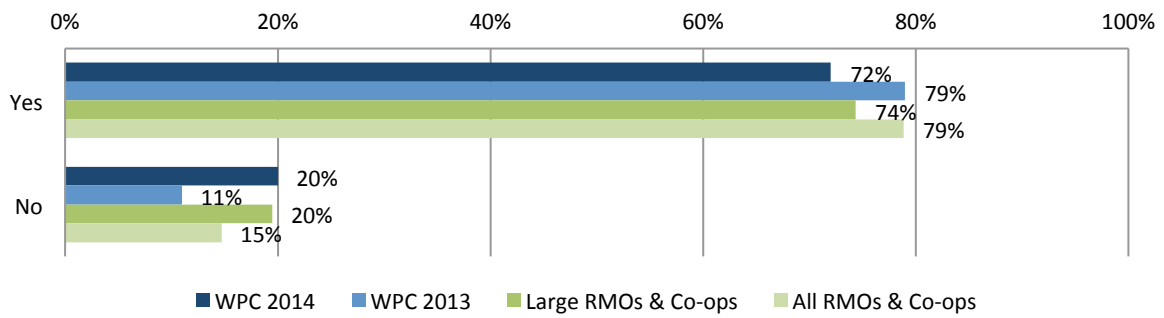
The percentage of WP respondents answering Yes to this question jumped from 61% in 2013 to 89% in 2014. As discussed under Question 5, this is most likely the result of the management crisis in 2013.

15. Have you attended any WPC meetings (including Board and General Meetings)?



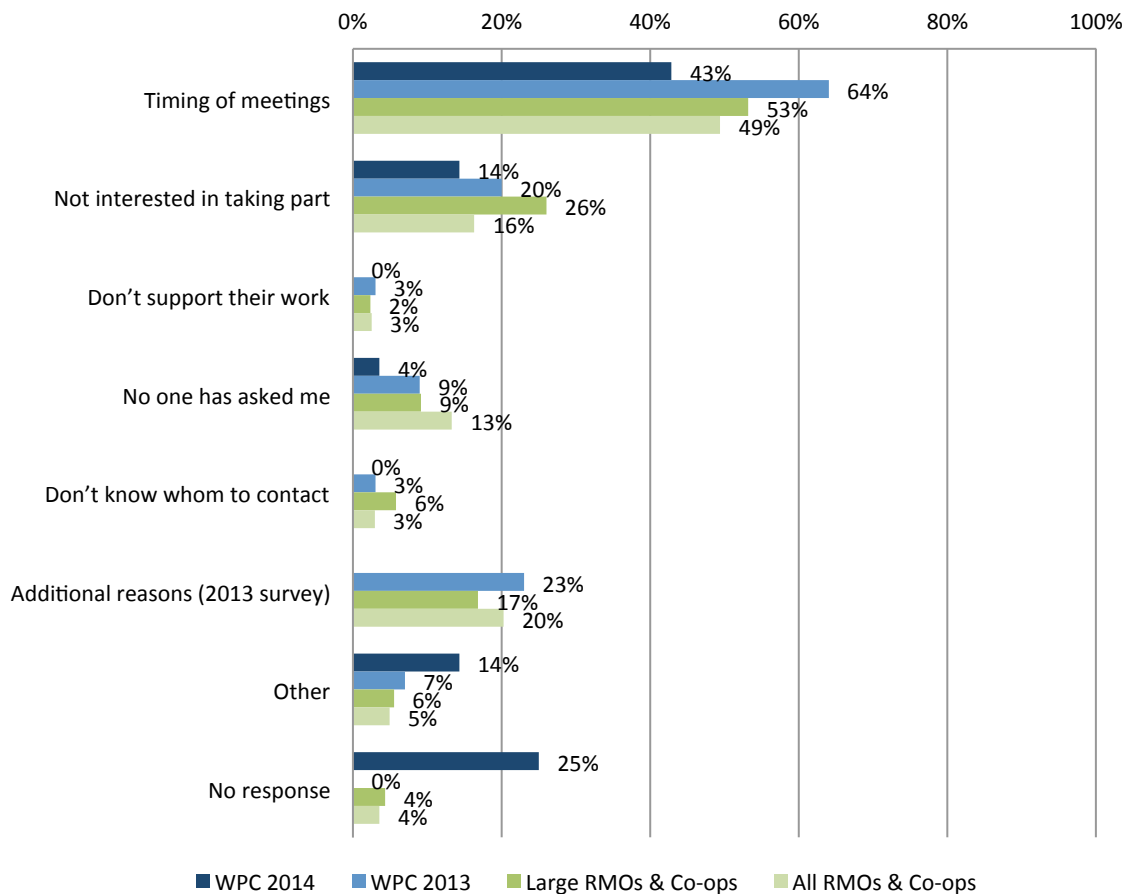
Fewer than half (45%) of WP respondents have attended WPC meetings, although this was an increase from 35% in 2013. Again, this may be a result of the management crisis in summer 2013. The 2013 results from the RMOs indicate that smaller RMOs tend to attract more respondents to their meetings.

15a. If yes, did you find the meeting informative?



The 25 WPC respondents in 2014 who answered Yes when asked if they had attended a WPC meeting (Question 15) also answered this question. The percentage finding the meeting informative dropped slightly from 2013 but is generally in line with the other RMOs.

15b. If no, why have you not attended any WPC meetings?



Respondents could choose more than one answer to this question. Although 'Timing of meetings' dropped from 64% in 2013 to 43% in 2014, five of the nine responses in the 'Other' category also indicated that this was an issue. Only 14% of respondents in 2014 were not interested in taking part. One respondent was angry that the Board has changed the meeting format by asking members to make repair requests and complaints directly to the office or at 'Meet the Board' sessions rather than at General Meetings, but another said the meetings last too long and, despite the best efforts of the Board, tend to go off agenda.

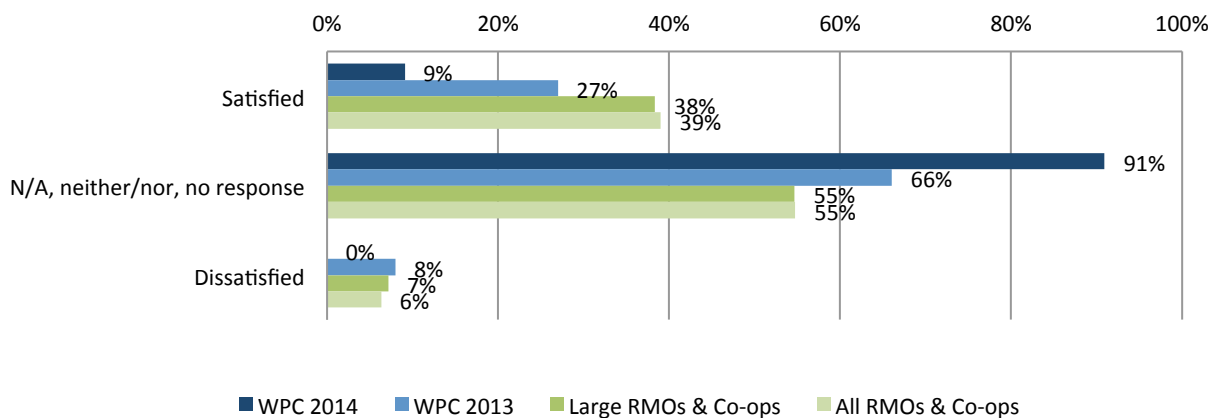
In the past year the Board has changed General Meeting dates and times to try to accommodate more members, so it will be instructive to see how this question is answered in the 2015 survey.

16. Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive with the following?

The 2014 WPC survey questionnaire indicated that Questions 16a and 16b should be answered by Council tenants only, as they are not applicable to leaseholders or private tenants. The 2013 RMO survey had no such indication, so responses from all respondents were recorded. A little more than half of the respondents to the 2014 WPC survey answered one or both questions anyway, but this difference in the wording may have affected the results.

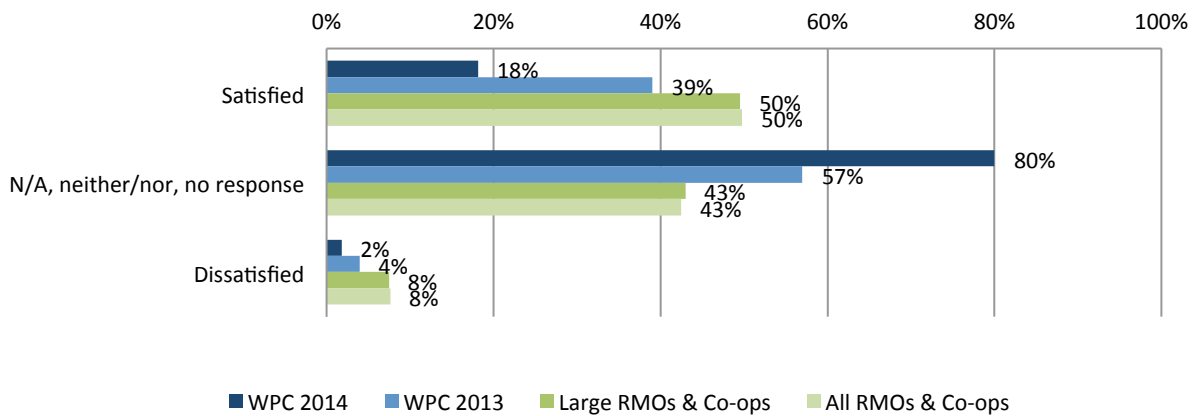
All of the 2014 WPC survey responses, regardless of tenancy type, have been included in the graphs below so they can be compared to the 2013 RMO survey.

16a. Claiming housing benefit and other welfare benefits



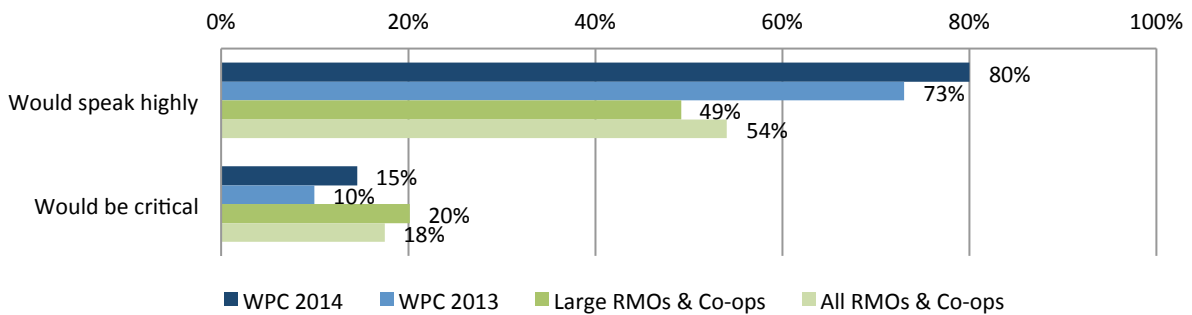
The vast majority of respondents (91%) indicated that this was not a service of relevance or interest. Of the eight respondents to the 2014 WPC survey identifying themselves as Council tenants, two (25%) chose Very satisfied, four (50%) chose Neither/nor, and two (25%) chose N/A. None of the respondents was dissatisfied.

16b. Managing your finances and paying rent and service charges



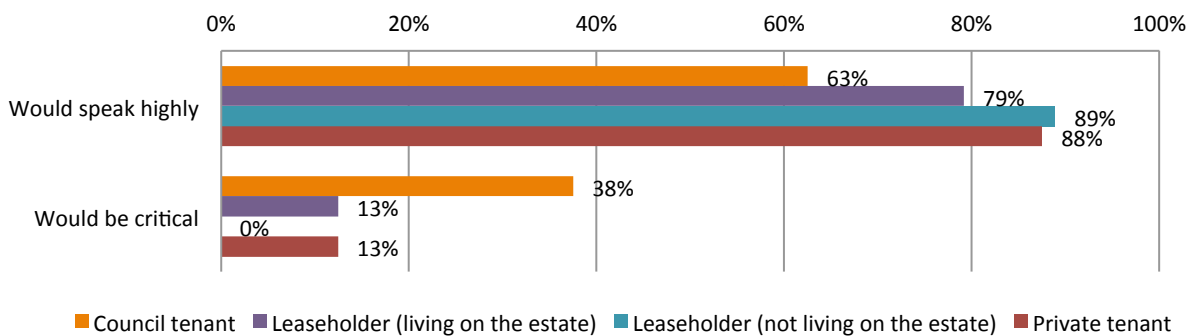
As with Question 16a, the majority (80%) found this service irrelevant. Of the eight respondents to the 2014 WPC survey identifying themselves as Council tenants, two (25%) chose Very satisfied, one (12.5%) chose Neither/nor, three (37.5%) chose N/A, and one (12.5%) chose Fairly dissatisfied.

17. Which ONE of the following statements comes closest to how you feel about WPC?



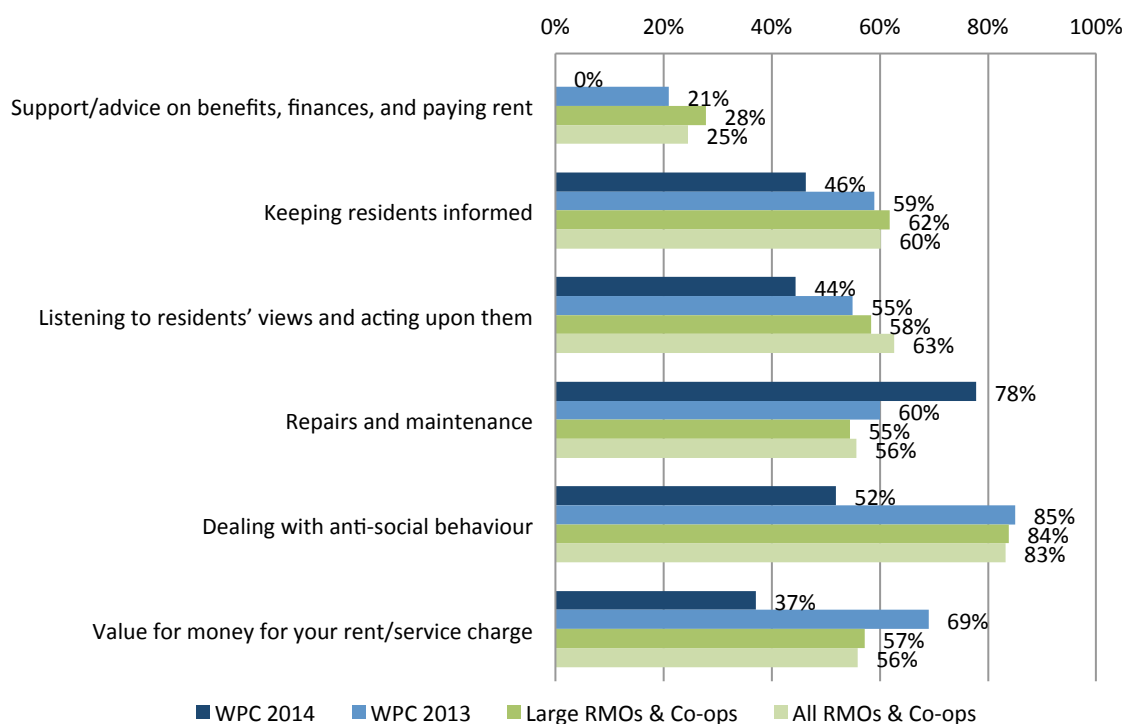
WP respondents were much more likely to speak highly of WPC, both in 2014 (80%) and 2013 (73%), than respondents from the other RMOs, which is encouraging. A significant minority (15%, up from 10%), but lower than for the other RMOs, were likely to be critical of WPC.

By tenancy type



Council tenants were significantly less likely to speak highly of WPC and more likely to be critical. As discussed previously, these results should be viewed with caution, as there were only eight self-identified Council tenants.

18. Which of the following services do you consider to be priorities?

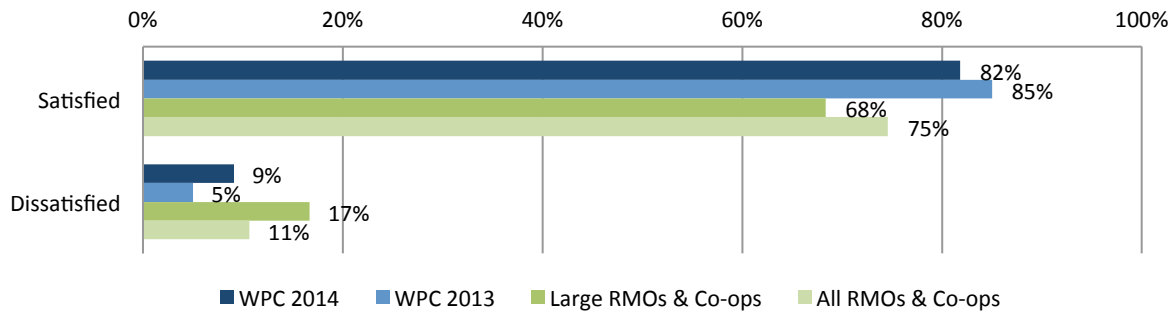


The WP responses to this question in the 2014 survey were very different from those in the BMG 2013 survey, in which WP responses were in line with those from the other RMOs.

- None of the WP respondents in 2014 felt that 'Support on benefits, financing and paying rent' was a priority, compared to 21% in 2013. This may be partly due to the fact that it relates only to Council tenants, but none of the self-identified eight Council tenants responding in 2014 chose this as a priority.
- 'Repairs and maintenance' was indicated as a priority by 78% of WP respondents in 2014, a large jump from 60% in 2013. The reason is unclear, though it could be a result of the drop in respondents choosing the other services.
- 'Dealing with anti-social behaviour' dropped from 85% in 2013, in line with the other RMOs, to only 52% in 2014. This is a bit surprising, as there were several ASB incidents on the Wimbledon Park Estate after the 2013 survey, which were discussed at General Meetings. The inclusion of absentee leaseholders in the 2014 survey may be a factor, but it could also be because Wimbledon Park is addressing ASB incidents more aggressively, and during the last year has had a Board member who liaises with the police and reports on ASB at General Meetings.
- WP respondents choosing 'Value for money for your rent/service charge' as a priority dropped from 69% in 2013 to only 37% in 2014, significantly lower than RMOs as a whole. Taken in connection with Question 7b, in which 85% of respondents to the WPC 2014 survey said they were satisfied with the value for money, compared to 70% in 2013, this may indicate that WP respondents are now less concerned about this priority because they already feel they are getting value for money.
- 'Keeping residents informed' and 'Listening to residents' views and acting on them' also dropped significantly (59% to 46% and 55% to 44%, respectively). Although WP respondents indicated a higher level of satisfaction with communications to residents in 2014 than in the previous year

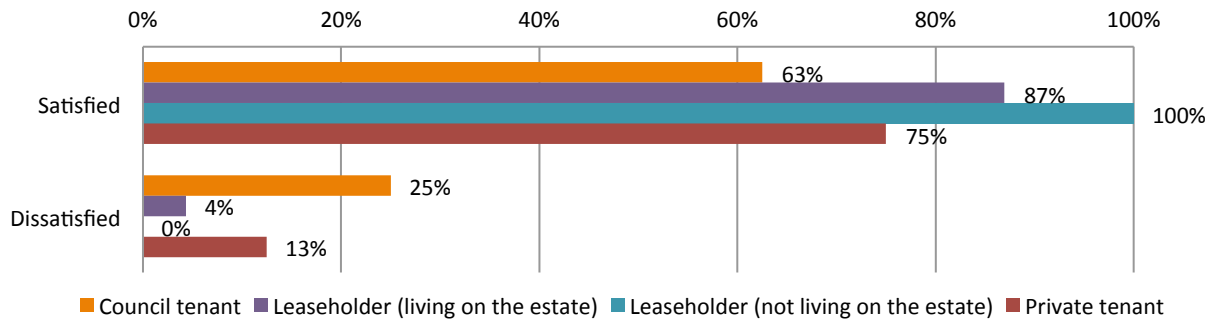
(Question 2), the other questions relating to these services received approximately the same ratings as in 2013, so the reason for fewer respondents choosing these two services in 2014 is unclear

19. Taking everything into account, how satisfied are you with the services provided by WPC?



The 2014 WPC responses indicate that respondents have quite a high level of satisfaction with WPC’s services (58% Very satisfied and 24% Fairly satisfied, for a total of 82%). This is slightly below the 85% satisfaction level shown in the 2013 WPC responses, but significantly above the results from other RMOs.

By tenancy type



As with Question 17, Council tenants were much less satisfied with WPC’s services overall than leaseholders and private tenants. As noted in the analysis section, it is interesting that WPC leaseholders have such a higher level of satisfaction than Council tenants, as the BMG 2013 report states that in their experience leaseholders are statistically significantly more likely than Council tenants to be dissatisfied with overall service. Again, however, there were only eight self-identified Council tenants in the survey, so it is difficult to draw a conclusion from the 2014 results.

20. Thinking about the services WPC provides, what are the three main things we could do to improve the housing services we provide to you?

Of the 55 surveys, 26 gave responses to this question; a few included more than three suggestions. The responses were categorised, as far as possible, according to the categories used in the 2013 RMO report. Please see *WPC 2014 Survey Responses* for the verbatim responses and the table of responses by category.

There was no category of improvement that had a very high number of responses. The most frequently mentioned areas included fly-tipping/dumping (6 of the 26 respondents), ASB (5), improved security (5), window replacement (5), and painting/decorating outside of buildings or railings (3). Other areas included communications with residents, letting residents have more say, noise, parking enforcement, repair workmanship, checking up on workers, garden maintenance, and vermin (mice and pigeons each got one mention). Fewer people mentioned cleaning and maintenance than in 2013 or the other RMOs. Three people gave a compliment, and three said no improvement was needed.

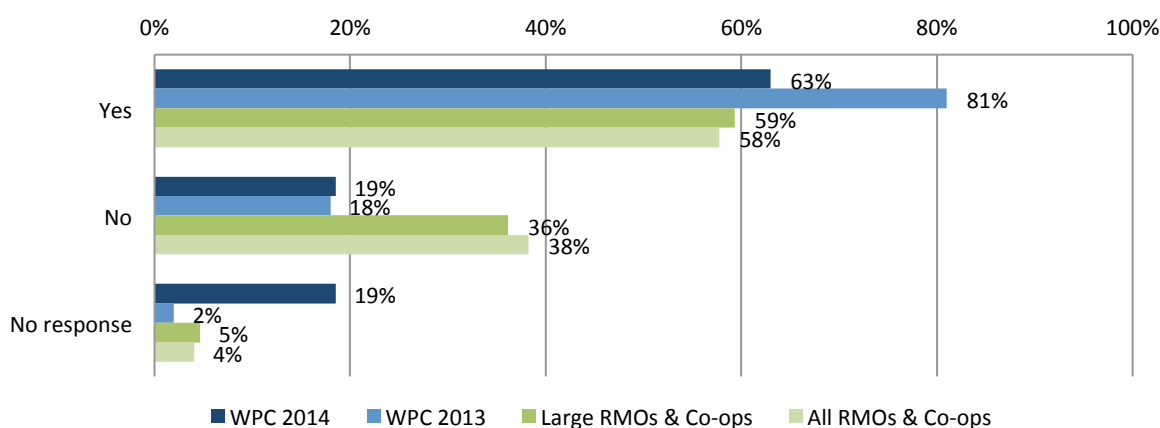
The Board has already begun addressing several of the suggestions (possible installation of solar panels, new signage, and painting the railings), and plans to review and discuss all the suggestions in future meetings.

21. The Board is considering creating some events for children, and would like to have an idea of how many children there are on the estate.

Do you have children living with you? (optional)

This question was optional, and was not included in the BMG 2013 survey. Of the 39 respondents answering, 57% answered no, 28% did not respond, and 15% (eight respondents) said that they have children living with them. Of the children described, two were teenagers, one was 11 years old, two were 7, two were 5, one was 3, and one respondent joked ‘My children are now drawing their old age pensions.’

22. Do you have internet access? (optional)

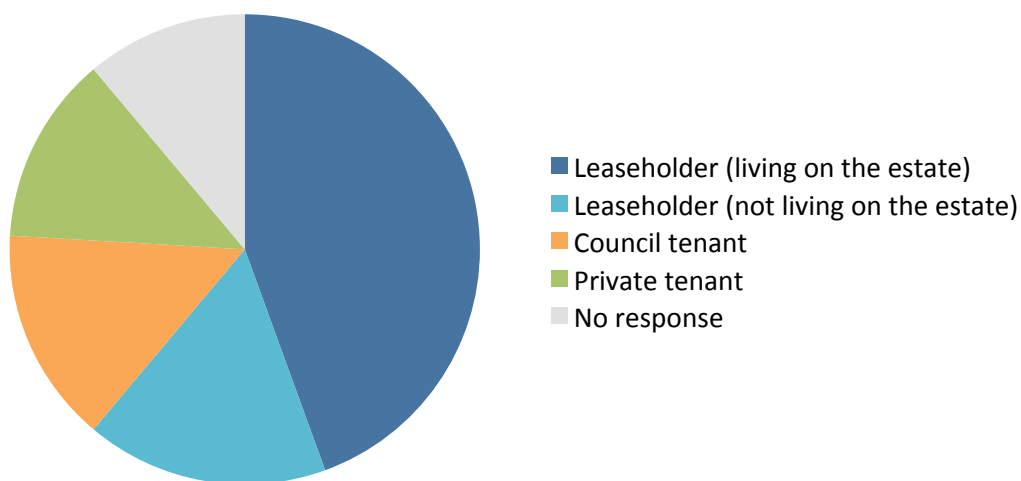


This question was optional on the WPC 2014 survey, but 45 of the 55 respondents answered it. Although a much lower percentage of WP respondents answered that they had internet access in 2014 (63%) than in 2013 (81%), this may be due to the fact that 19% of 2014 respondents did not answer this question, compared to 2% in 2013. The percentage saying they did not have internet access remained steady at 19% compared to 18%. The respondents without internet access should be borne in mind as the Board develops internet-based communications, to ensure alternate methods are also provided.

23. May we add you to WPC’s email list? (optional)

This question was optional and was not asked on the BMG 2013 survey. Of the 40 (out of 55) responses, 24 (44%) said WPC could add them to its mailing list. WPC will follow up with these respondents.

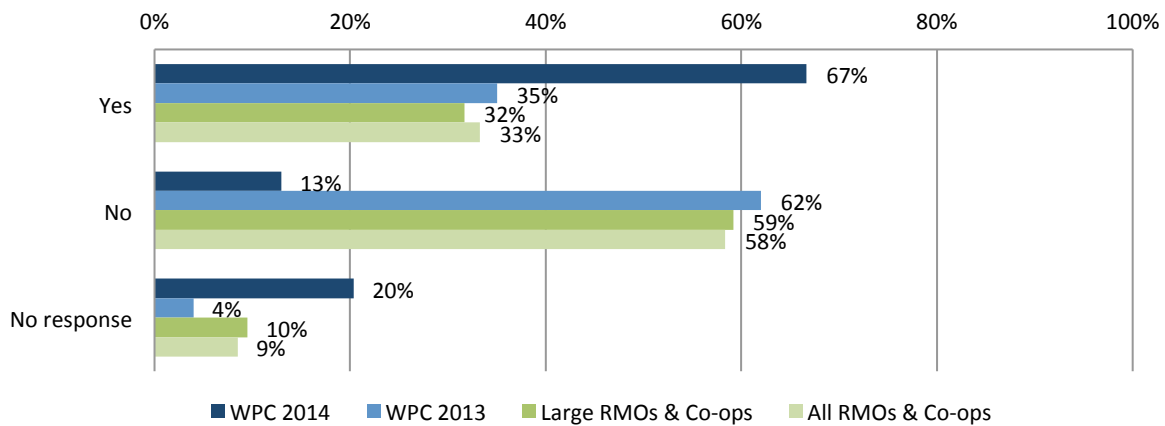
24. Are you a (optional):



	WPC 2014	No of responses	Category by no of flats	Response rate
No. of responses	49	49	279	18%
Leaseholder (living on the estate)	44%	24	134	18%
Leaseholder (not living on the estate)	16%	9	98	9%
Council tenant	15%	8	47	17%
Private tenant	15%	8	98	8%
No response	11%	6		
	100%	55		

Forty-nine of 55 respondents in 2014 answered this optional question regarding type of tenancy. The results were used to calculate the response rate for each type of tenancy, as well as the overall response rate, as shown below. They were also used to analyse the results of Questions 5, 7a, 7b, 7c, 7d, 7e, 7f, 17, and 19 by tenancy type, as discussed previously.

25. May we contact you to clarify or respond to any of your answers?



Forty-four of the 55 respondents to the WPC 2014 survey answered this question, and 67% agreed that WPC could contact them, nearly double the percentage from WP and the other RMOs in the 2013 survey. Only 13% of respondents in 2014 said they did not want WPC to contact them, compared to 62% in 2013, similar to the percentage from other RMOs. This may indicate that, as shown in Question 5, WP respondents are now more interested in being involved with the management of the estate. WPC will follow up with these respondents as needed.