



Resident Satisfaction Survey 2014
Survey Results

Wimbledon Park Co-operative Ltd

Resident Satisfaction Survey 2014 Results

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Introduction

Wimbledon Park Co-operative Ltd ('WPC'), which manages Wimbledon Park estate, carried out a Resident Satisfaction Survey in March 2014, as required by the management agreement in place between it and Wandsworth Council (the 'Council'). This survey is referred to herein as '2014 WPC 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. The BMG questionnaire may be found as Appendix A to the 2013 BMG survey.

This document includes the detailed results of the 2014 WPC survey and the 2013 BMG survey data and a description of the methodology. Please refer to *WPC 2014 Executive Summary* for an analysis of the results.

Methodology

The WPC Board chose to adapt the BMG questionnaire so that the 2013 BMG survey data could be compared to the results of its own 2014 survey. As the purpose of WPC's survey was to determine residents' satisfaction with WPC's performance in managing Wimbledon Park estate, the questions regarding satisfaction with the Council and the neighbourhood were removed. The Board also shortened the survey by combining some similar questions. The 2014 WPC survey questionnaire was approved by the WPC Board on 11 February 2014. (See Appendix A for the questionnaire form.)

A notice informing residents of the survey was included in WPC's February-March *Gazette* newsletter, which was hand-delivered along with the questionnaire form to all 279 flats on Wimbledon Park Estate on Wednesday, 7 March 2014. In addition, the newsletter and survey were mailed to 99 'absentee leaseholders' (leaseholders who own a flat in Wimbledon Park estate but do not live in it) on 17 March, with a reminder email on 19 March.¹ The newsletter notice read:

Resident Satisfaction Survey

Along with this copy of the Gazette you will have received a resident satisfaction survey form. The Board is sending this survey to all residents and leaseholders to find out how you feel about the services Wimbledon Park Co-operative is providing to you. The results will be shared with you in the Gazette at a future date. Please take the time to fill it out, and be sure to return it by Friday, 21 March. Thank you!

By Monday, 19 March, only 24 questionnaire forms had been received. Therefore the Board decided to extend the deadline to Monday, 24 March and to offer a prize drawing (a voucher for Nando's restaurant, donated by a Board member, which Board members were not eligible to win). A flyer notifying residents of the new deadline and the prize was delivered to all 279 flats and to the absentee leaseholders on Thursday, 20 March. It assured those who had already submitted their forms that they were already entered in the drawing if they had included their names, and that

¹ The Board was aware that this could result in a leaseholder and his or her private tenant both returning forms, but did not consider this to be a problem as both are consumers of WPC's management services. An informal review of the survey forms of the respondents who included names and contact information did not indicate any responses from both a leaseholder and a private tenant of the same dwelling.

anyone who had submitted the form anonymously could add his or her name if desired (none of the anonymous respondents did this).

An additional 29 surveys were received by the new deadline of 24 March, and one additional survey was received on 27 March (but not included in the drawing), bringing the total received to 54. The drawing for the Nando's prize was held at the General Meeting on 27 March 2014.

An additional, 55th, survey was received past the deadline, but as the resident had informed the office before the deadline that it was mailed on 21 March and the analysis was not yet completed, it was included in the results. (It was returned to the resident by Royal Mail after the deadline, with a notice of insufficient postage, and the resident hand-delivered it to the office.) A final form was given to the office on 13 May but was not included in the results as it was so far past the deadline, though the form was read and noted.

Of the 55 surveys received, 24 (44%) were returned by leaseholders living on the estate, 9 (16%) by leaseholders who do not live on the estate, 8 (15%) by Council tenants, 8 (15%) by private tenants; the remaining 6 (11%) did not indicate their tenancy category.

The overall response rate 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 was 9%, Council tenants was 17%, and private tenants was 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 should be considered as general indications.

Survey data

The data from the 55 completed questionnaires received in the 2014 WPC survey were entered into an Excel spreadsheet ('WPC 2014 resident survey data') for calculation. The data underlying the 2013 BMG survey report were obtained from the Council and added to the spreadsheet for comparison.

Two additional related spreadsheets were created: 'WPC 2014 resident survey data by tenancy', which analysed Questions 5, 7a, 7b, 7c, 7d, 7e, 7f, 17, and 19 by tenancy type, and 'WPC 2014 resident survey Question 20', which was used to assign responses to Question 20 to categories used by the 2013 BMG survey.

The data sets from the 2013 BMG survey used for comparison and shown in the tables and graphs below are:

WPC 2013	The 54 responses from Wimbledon Park residents.
Larger RMOs & Co-ops	An average, calculated by WPC, of the responses from the six Council RMOs and Co-ops that were characterised in the 2013 BMG survey report as 'Larger RMOs' (516 respondents). These include Ackroyden East, Battersea Fields, Carey Gardens, Goulden House, Patmore, and Wimbledon Park.
All RMOs & Co-ops	An average, calculated by WPC, of the responses from all twelve Council RMOs and Coops (630 respondents). These include the six 'Larger RMOs' plus All Saints, Chatham Court, Convent, Felsham Road, McCarthy Court, and Totteridge House.

Wimbledon Park's data was included in the 'Large RMOs and Co-ops' and the 'All RMOs and Co-ops' categories in order to show a true average. If Wimbledon Park's data had not been included in these two categories, their percentages would be lower in almost every case.

Because of rounding error, in some cases the 2013 BMG survey data in the following tables do not total to 100%. Totals of less than 100% have been indicated in red.

Although care has been taken in reporting the results, it is possible that errors may have crept in. Readers are invited to inform the WPC office of any errors found.

Responses to individual survey questions

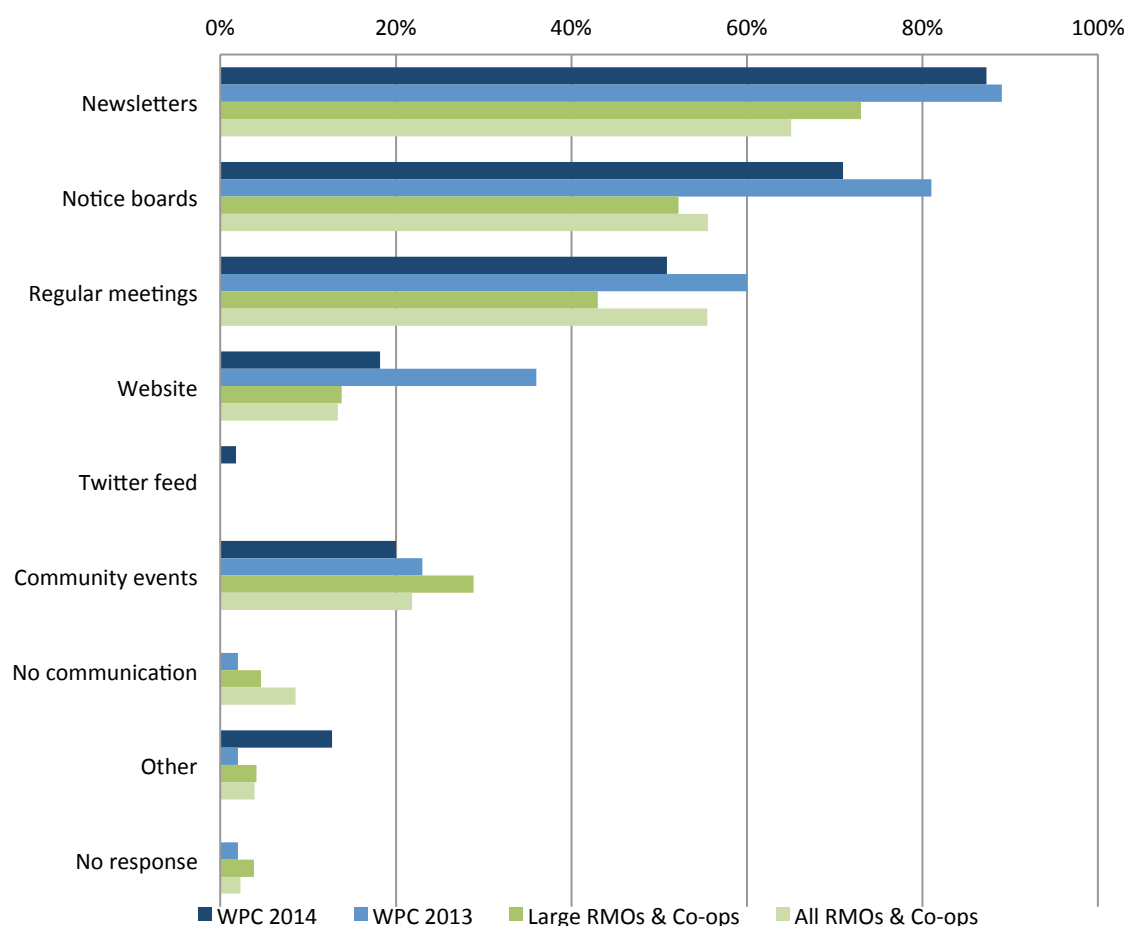
The 2014 WPC survey received 55 returned survey forms. In the tables below, the number of forms that included an answer to each particular question is shown as 'No. of responses', and the percentage of forms that did not include an answer is shown as 'No response'.

Taking Question 3 as an example, 52 of the 55 returned forms provided an answer, so 'No. of responses' is shown as 52. This means 3 returned forms did not provide an answer, so 3 divided by 54, or 6%, shows the percentage of forms that did not provide a response to the question.

This calculation is included in order to make comparisons to the 2013 BMG survey data more accurate.

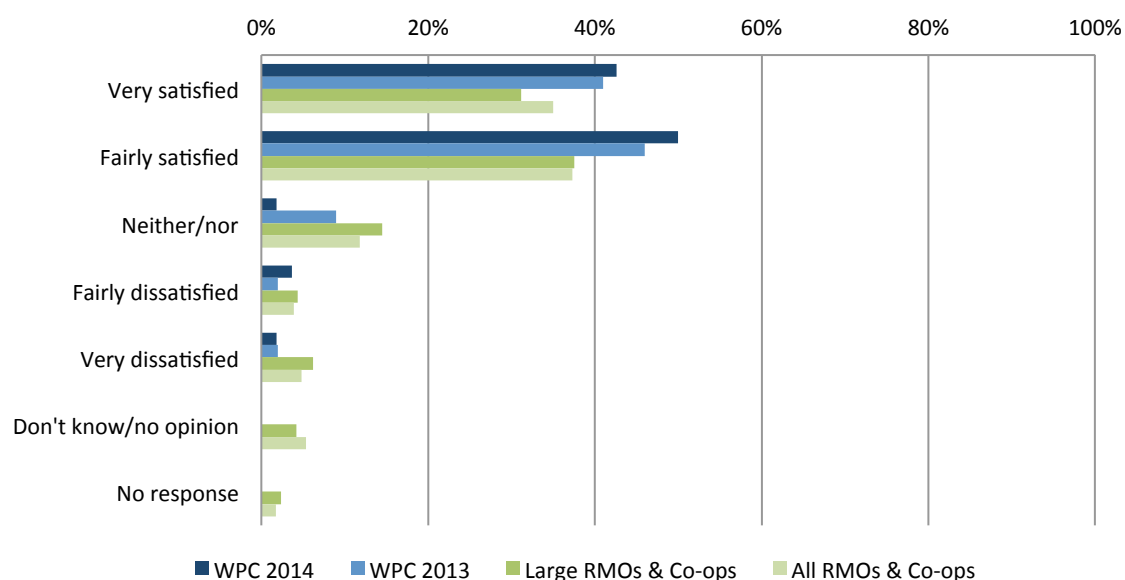
1. What communications do you receive from Wimbledon Park Co-operative (WPC)?

Respondents could choose more than one answer to this question. All 55 respondents answered it.



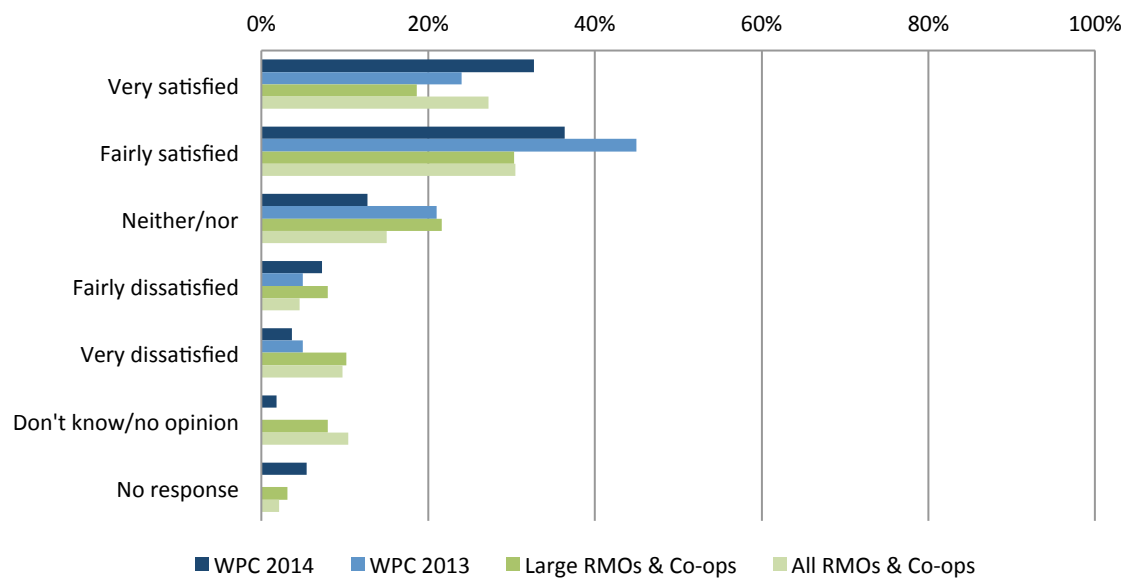
	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	55	54	516	630
Newsletters	87%	89%	73%	65%
Notice boards	71%	81%	52%	56%
Regular meetings	51%	60%	43%	56%
Website	18%	36%	14%	13%
Twitter feed	2%			
Community events	20%	23%	29%	22%
No communication	0%	2%	5%	9%
Other	13%	2%	4%	4%
No response	0%	2%	4%	2%

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



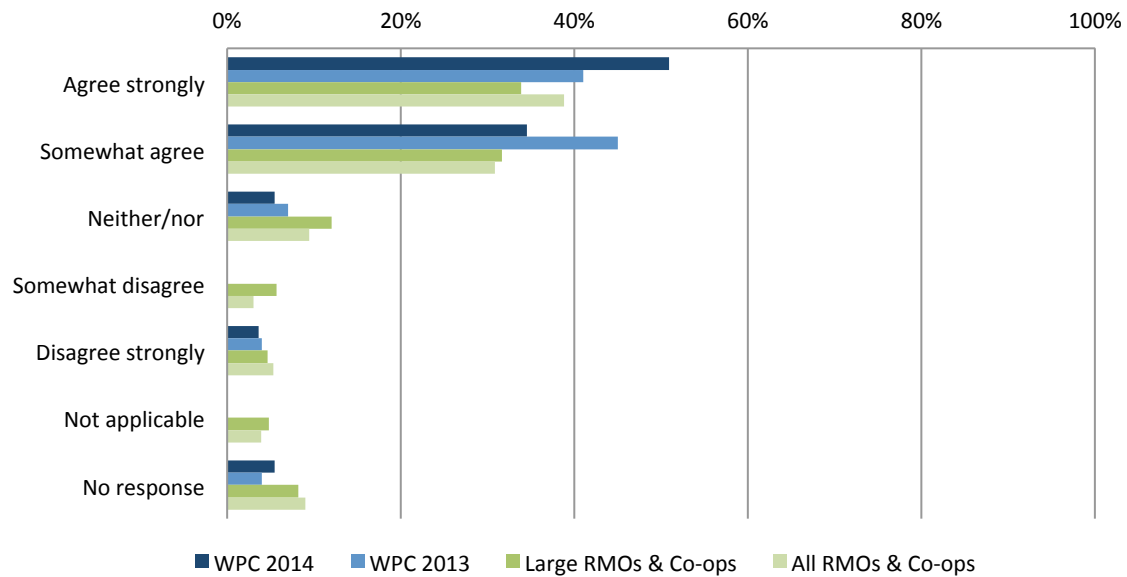
	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	55	54	516	630
Very satisfied	42%	41%	31%	35%
Fairly satisfied	51%	46%	38%	37%
Neither/nor	2%	9%	15%	12%
Fairly dissatisfied	4%	2%	4%	4%
Very dissatisfied	2%	2%	6%	5%
Don't know/no opinion	0%	0%	4%	5%
No response	0%	0%	2%	2%
	100%	100%	98%	98%
Satisfied	93%	87%	69%	72%
Dissatisfied	5%	4%	11%	9%

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



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	52	54	516	630
Very satisfied	33%	24%	19%	27%
Fairly satisfied	36%	45%	30%	31%
Neither/nor	13%	21%	22%	15%
Fairly dissatisfied	7%	5%	8%	5%
Very dissatisfied	4%	5%	10%	10%
Don't know/no opinion	2%	0%	8%	10%
No response	5%	0%	3%	2%
	100%	100%	97%	98%
Satisfied	69%	69%	49%	58%
Dissatisfied	11%	10%	18%	14%

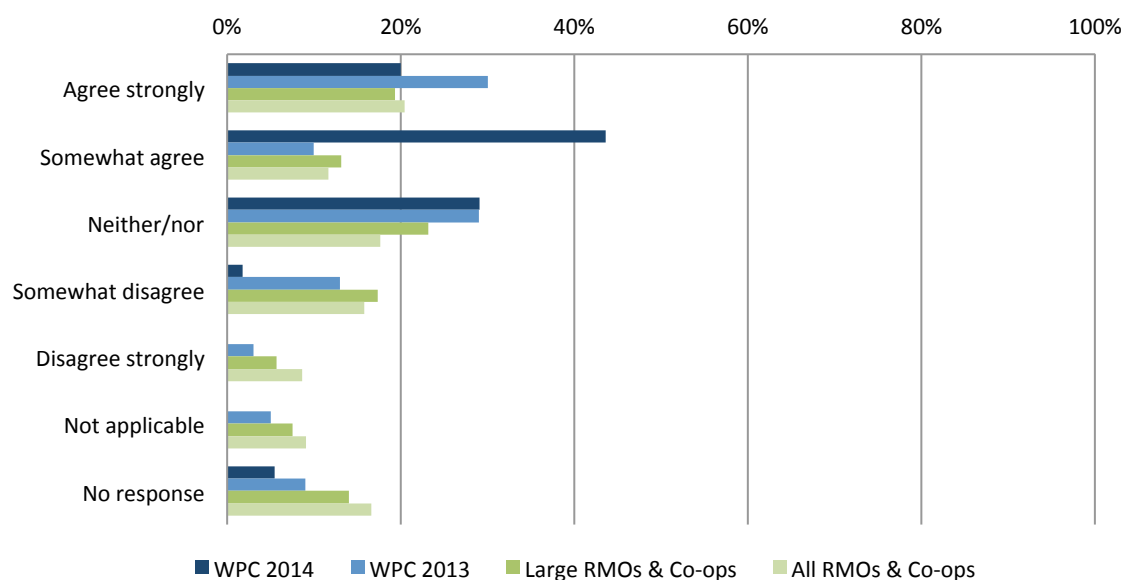
4. I know how I can get involved in decisions about what happens in Wimbledon Park if I choose to



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	52	54	516	630
Agree strongly	51%	41%	34%	39%
Somewhat agree	35%	45%	32%	31%
Neither/nor	5%	7%	12%	9%
Somewhat disagree	0%	0%	6%	3%
Disagree strongly	4%	4%	5%	5%
Not applicable		0%	5%	4%
No response	5%	4%	8%	9%
	100%	97%	93%	91%
Agree	85%	86%	66%	70%
Disagree	4%	4%	10%	8%

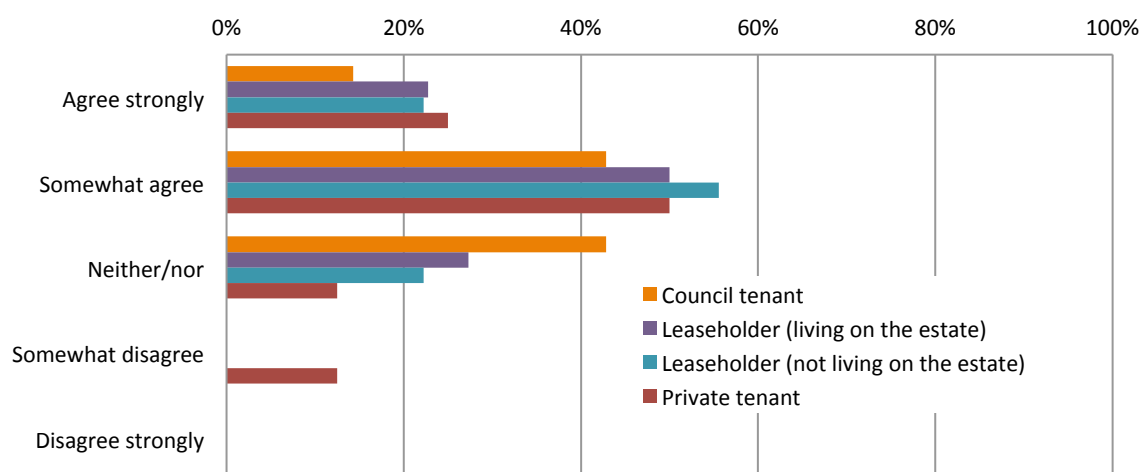
5. I am interested in being involved in decisions about Wimbledon Park

This question in the 2013 RMO survey was given as 'I am not interested in being involved in decisions about my area', so the responses below were reversed to match the question in the WPC 2014 survey. As the way 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.



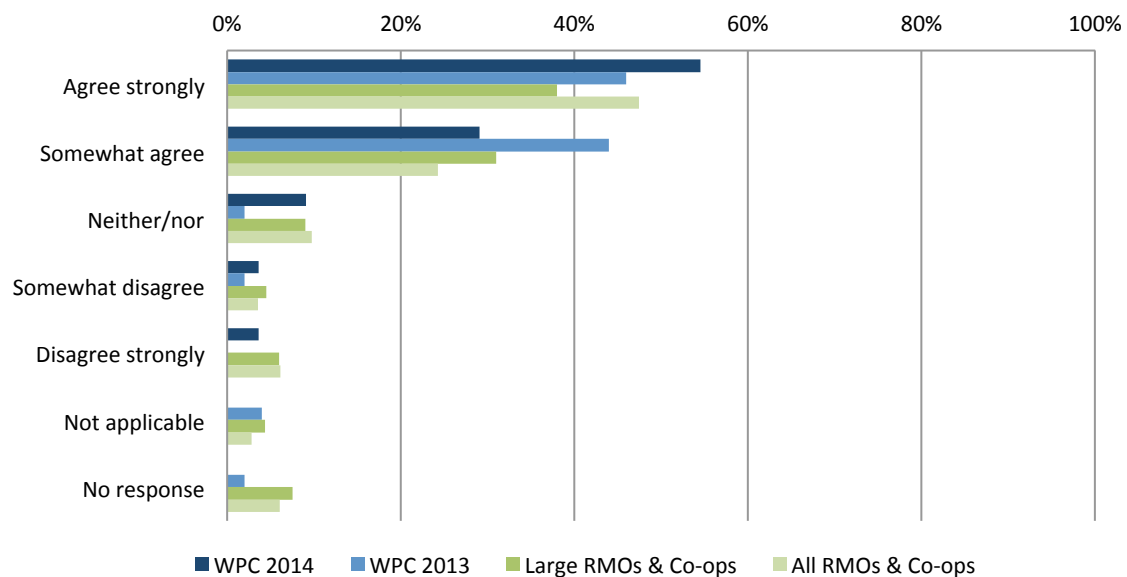
	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	52	54	516	630
Agree strongly	20%	30%	19%	20%
Somewhat agree	44%	10%	13%	12%
Neither/nor	29%	29%	23%	18%
Somewhat disagree	2%	13%	17%	16%
Disagree strongly	0%	3%	6%	9%
Not applicable		5%	8%	9%
No response	5%	9%	14%	17%
	100%	99%	100%	100%
Agree	64%	40%	33%	32%
Disagree	2%	16%	23%	25%

A further analysis was done on Question 5 by type of tenancy. 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 below. Not all respondents who indicated their tenancy types answered this question.



	Council tenant	Leaseholder (living on the estate)	Leaseholder (not living on the estate)	Private tenant
No. of responses	7	22	9	8
Agree strongly	14%	23%	22%	25%
Somewhat agree	43%	50%	56%	50%
Neither/nor	43%	27%	22%	13%
Somewhat disagree	0%	0%	0%	13%
Disagree strongly	0%	0%	0%	0%
	100%	100%	100%	100%
Agree	57%	73%	78%	75%
Disagree	0%	0%	0%	13%

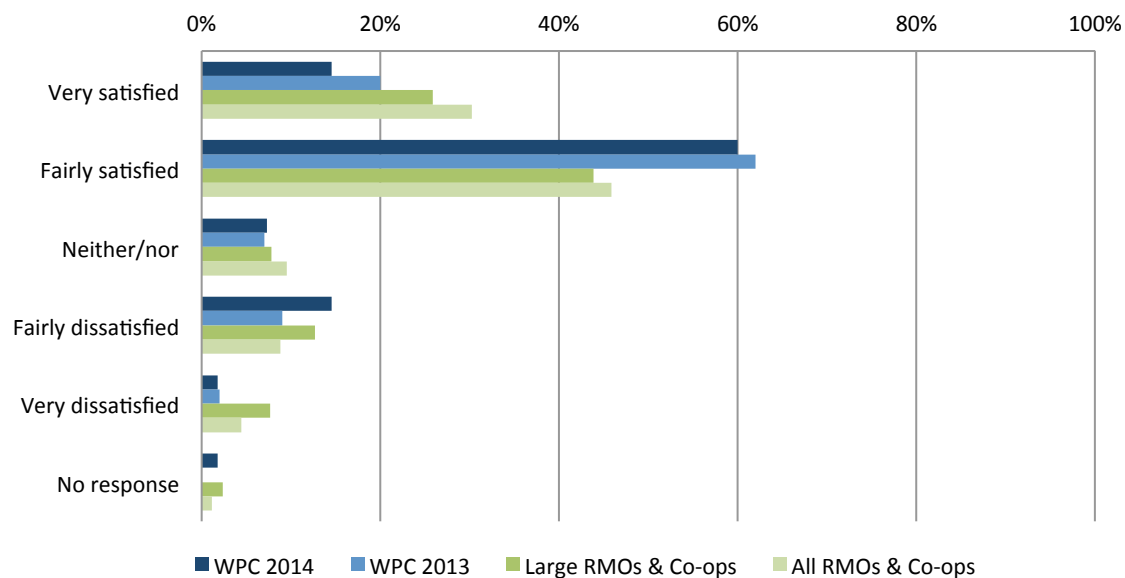
6. WPC keeps me informed about things that might affect me as a tenant/leaseholder



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	55	54	516	630
Agree strongly	55%	46%	38%	47%
Somewhat agree	29%	44%	31%	24%
Neither/nor	9%	2%	9%	10%
Somewhat disagree	4%	2%	5%	4%
Disagree strongly	4%	0%	6%	6%
Not applicable		4%	4%	3%
No response	0%	2%	8%	6%
	100%	100%	100%	100%
Agree	84%	90%	69%	72%
Disagree	7%	2%	11%	10%

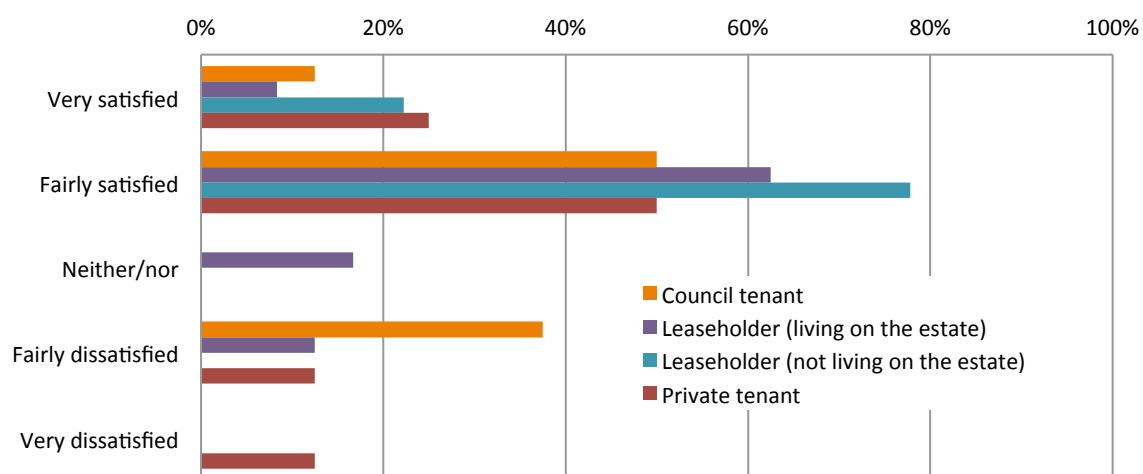
7. Overall how satisfied or dissatisfied are you with the following?

7a. The general condition of the property



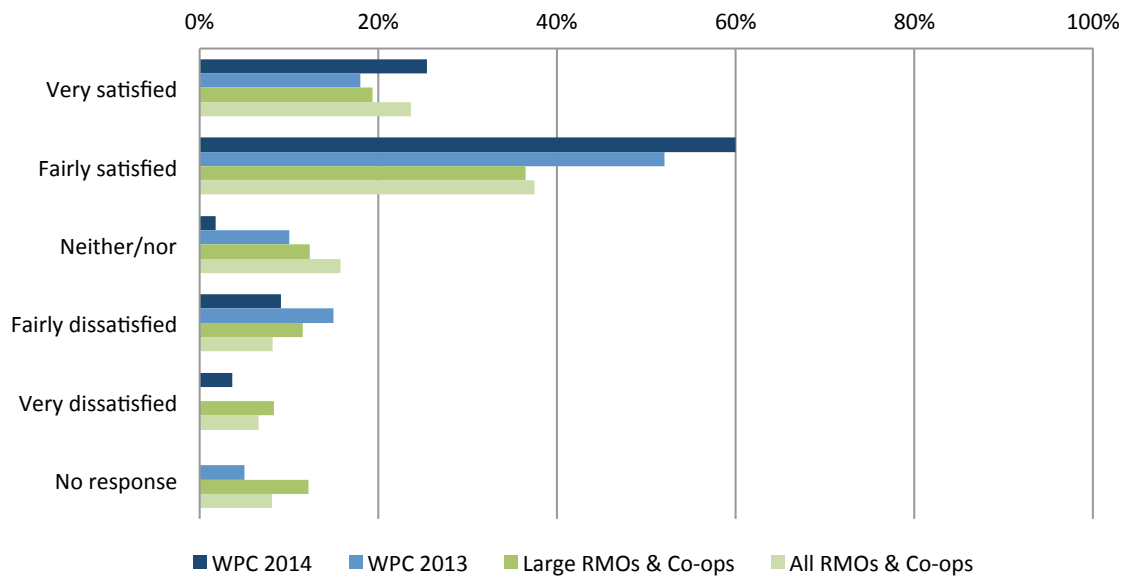
	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	54	54	516	630
Very satisfied	15%	20%	26%	30%
Fairly satisfied	60%	62%	44%	46%
Neither/nor	7%	7%	8%	10%
Fairly dissatisfied	15%	9%	13%	9%
Very dissatisfied	2%	2%	8%	4%
No response	2%	0%	2%	1%
	100%	100%	100%	100%
Satisfied	75%	82%	70%	76%
Dissatisfied	16%	11%	20%	13%

A further analysis was done on Question 7a by type of tenancy. 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 below.



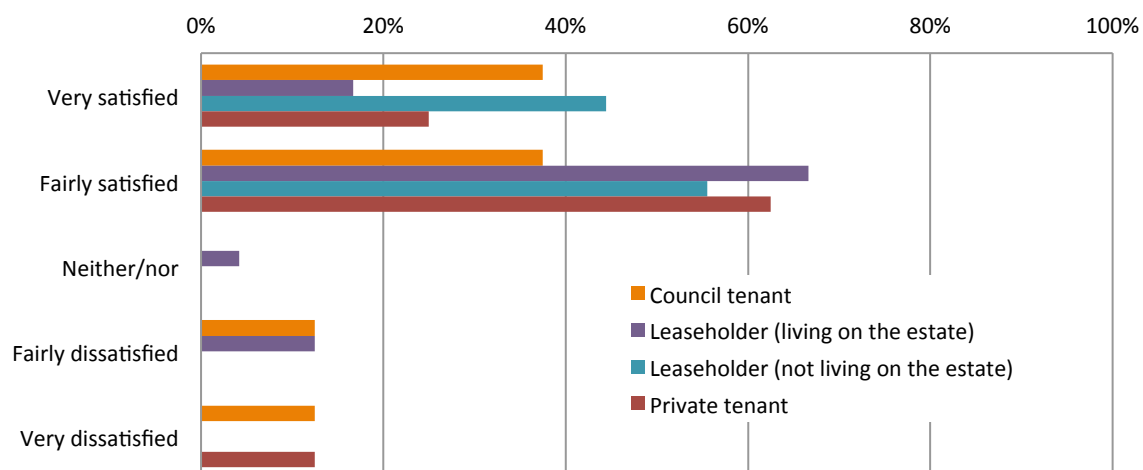
	Council tenant	Leaseholder (living on the estate)	Leaseholder (not living on the estate)	Private tenant
No. of responses	8	24	9	8
Very satisfied	13%	8%	22%	25%
Fairly satisfied	50%	63%	78%	50%
Neither/nor	0%	17%	0%	0%
Fairly dissatisfied	38%	13%	0%	13%
Very dissatisfied	0%	0%	0%	13%
	100%	100%	100%	100%
Satisfied	63%	71%	100%	75%
Dissatisfied	38%	13%	0%	25%

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



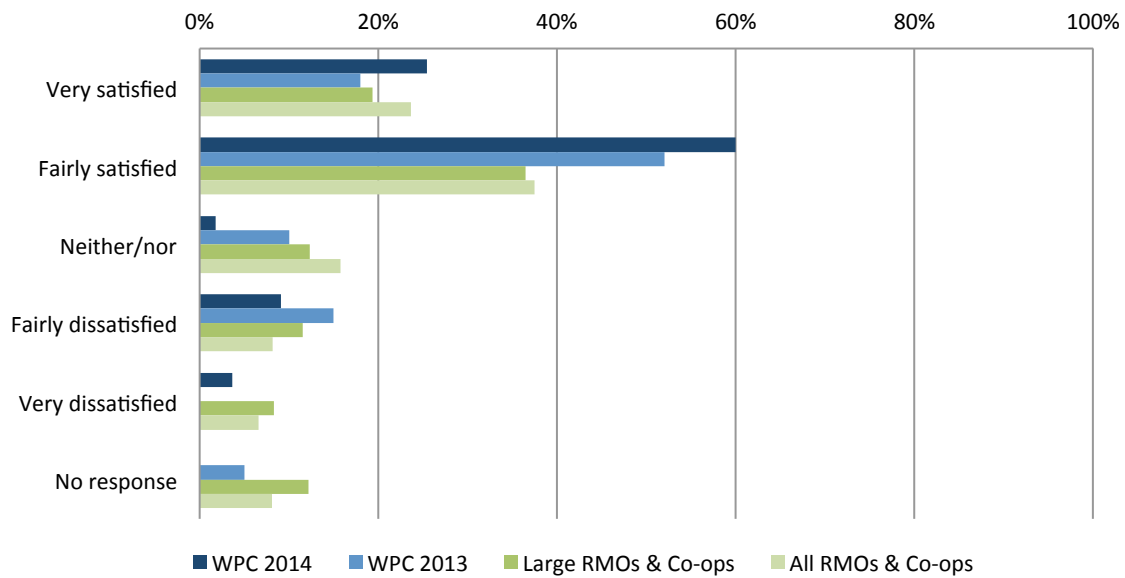
	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	55	54	516	630
Very satisfied	25%	18%	19%	24%
Fairly satisfied	60%	52%	37%	38%
Neither/nor	2%	10%	12%	16%
Fairly dissatisfied	9%	15%	12%	8%
Very dissatisfied	4%	0%	8%	7%
No response	0%	5%	12%	8%
	100%	100%	100%	100%
Satisfied	85%	70%	56%	61%
Dissatisfied	13%	15%	20%	15%

A further analysis was done on Question 7b by type of tenancy. 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 below.



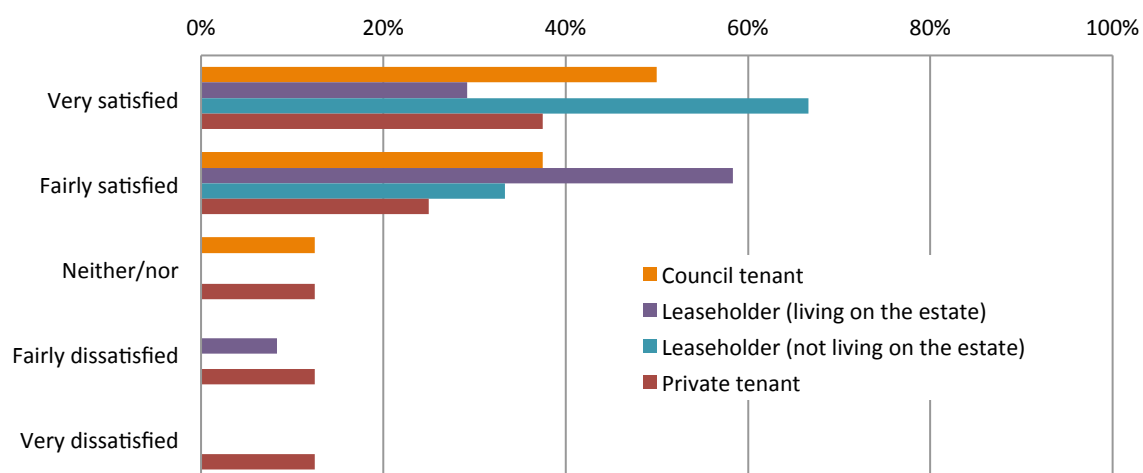
	Council tenant	Leaseholder (living on the estate)	Leaseholder (not living on the estate)	Private tenant
No. of responses	8	24	9	8
Very satisfied	38%	17%	44%	25%
Fairly satisfied	38%	67%	56%	63%
Neither/nor	0%	4%	0%	0%
Fairly dissatisfied	13%	13%	0%	0%
Very dissatisfied	13%	0%	0%	13%
	100%	100%	100%	100%
Satisfied	75%	83%	100%	88%
Dissatisfied	25%	13%	0%	13%

7c. The way WPC deals with repairs and maintenance



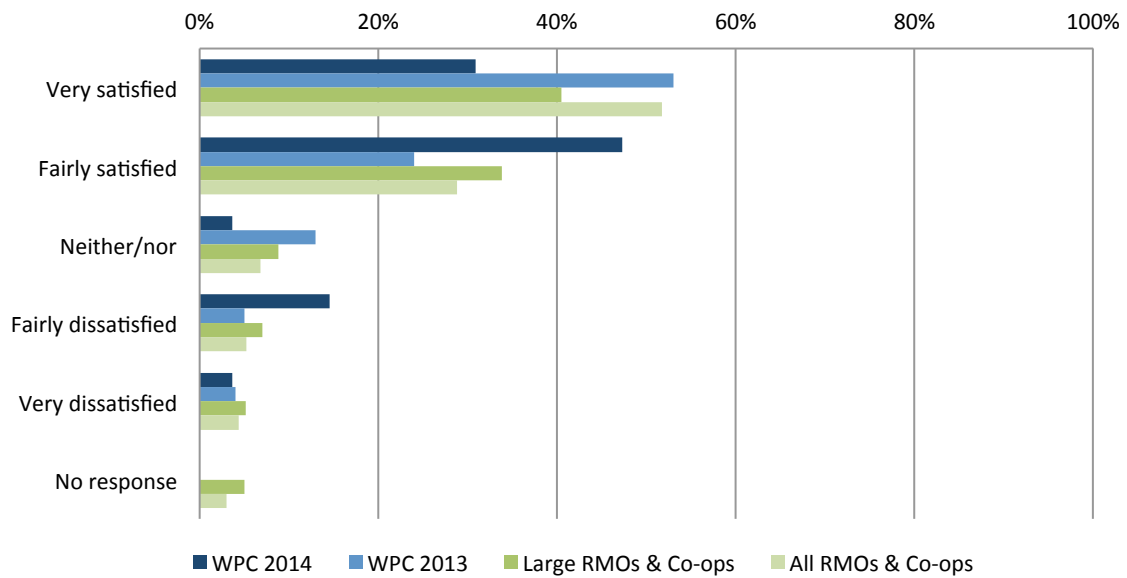
	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	54	54	516	630
Very satisfied	42%	32%	31%	35%
Fairly satisfied	44%	50%	35%	32%
Neither/nor	4%	7%	8%	6%
Fairly dissatisfied	7%	5%	8%	12%
Very dissatisfied	2%	5%	14%	11%
No response	2%	0%	2%	1%
	100%	99%	97%	98%
Satisfied	85%	82%	65%	67%
Dissatisfied	9%	10%	22%	23%

A further analysis was done on Question 7c by type of tenancy. 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 below. One of the self-identified leaseholders living on the estate did not answer this question.



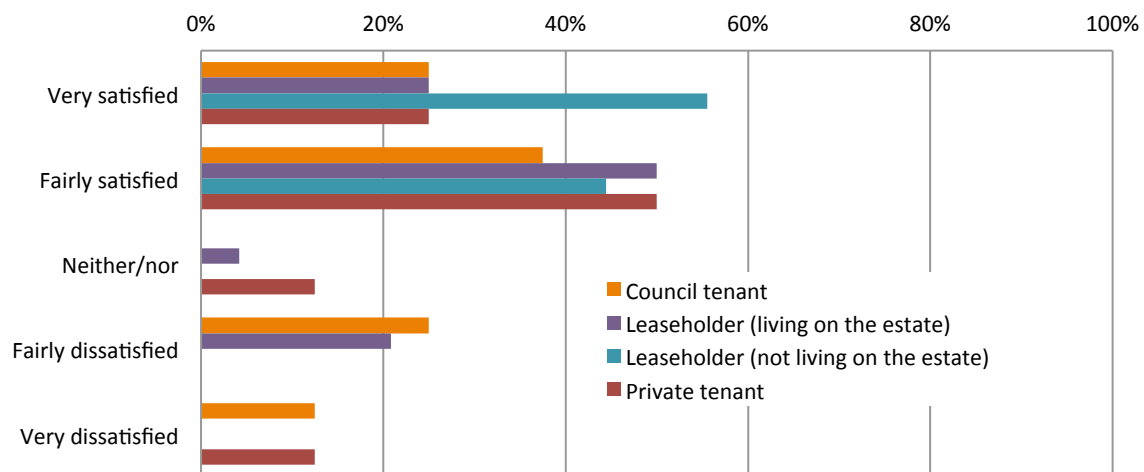
	Council tenant	Leaseholder (living on the estate)	Leaseholder (not living on the estate)	Private tenant
No. of responses	8	23	9	8
Very satisfied	50%	30%	67%	38%
Fairly satisfied	38%	61%	33%	25%
Neither/nor	13%	0%	0%	13%
Fairly dissatisfied	0%	9%	0%	13%
Very dissatisfied	0%	0%	0%	13%
	100%	100%	100%	100%
Satisfied	88%	91%	100%	63%
Dissatisfied	0%	9%	0%	25%

7d. Grounds maintenance for external communal areas



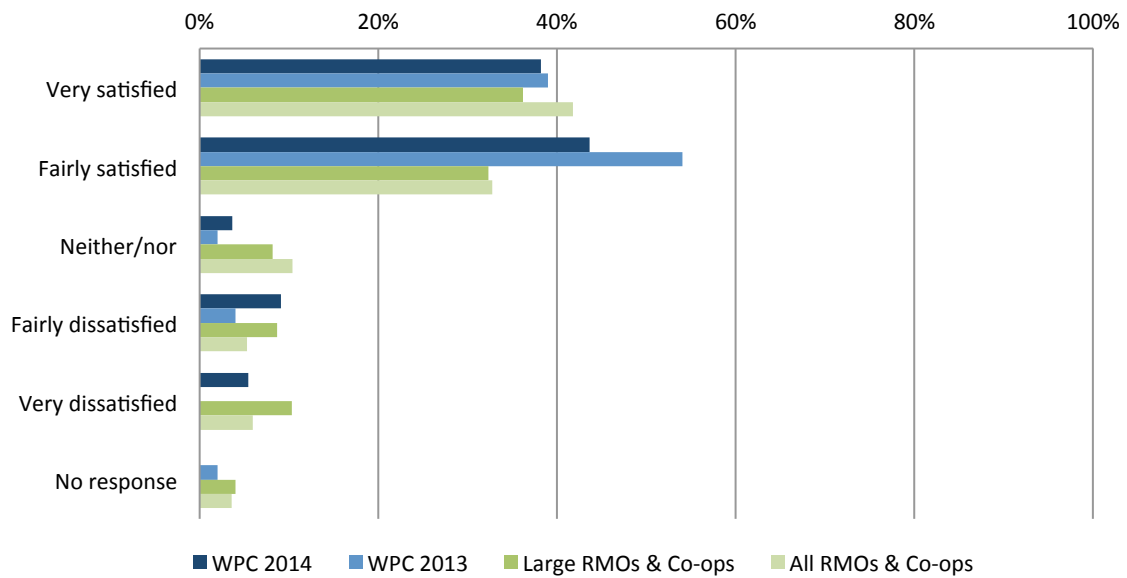
	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	55	54	516	630
Very satisfied	31%	53%	41%	52%
Fairly satisfied	47%	24%	34%	29%
Neither/nor	4%	13%	9%	7%
Fairly dissatisfied	15%	5%	7%	5%
Very dissatisfied	4%	4%	5%	4%
No response	0%	0%	5%	3%
	100%	99%	100%	100%
Satisfied	78%	77%	74%	81%
Dissatisfied	18%	9%	12%	10%

A further analysis was done on Question 7d by type of tenancy. 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 below.



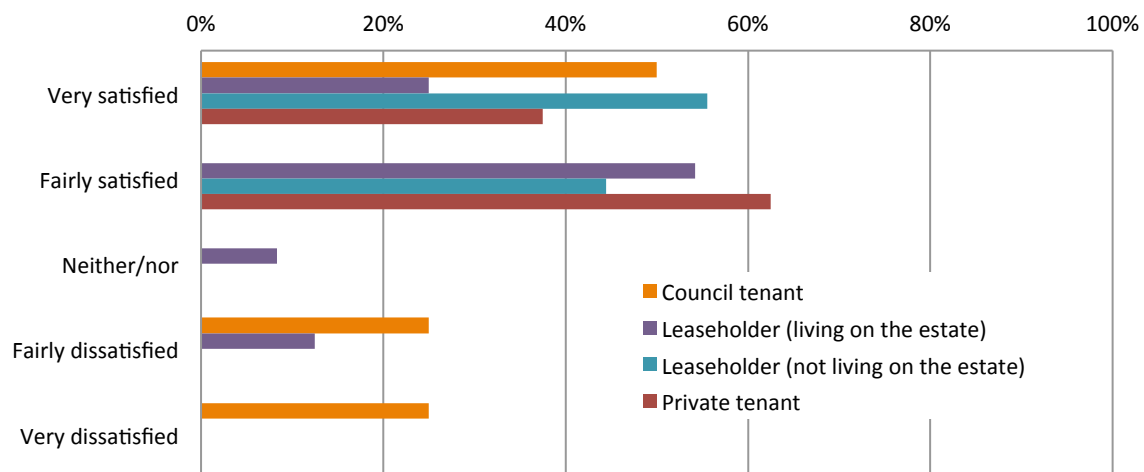
	Council tenant	Leaseholder (living on the estate)	Leaseholder (not living on the estate)	Private tenant
No. of responses	8	24	9	8
Very satisfied	25%	25%	56%	25%
Fairly satisfied	38%	50%	44%	50%
Neither/nor	0%	4%	0%	13%
Fairly dissatisfied	25%	21%	0%	0%
Very dissatisfied	13%	0%	0%	13%
	100%	100%	100%	100%
Satisfied	63%	75%	100%	75%
Dissatisfied	38%	21%	0%	13%

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



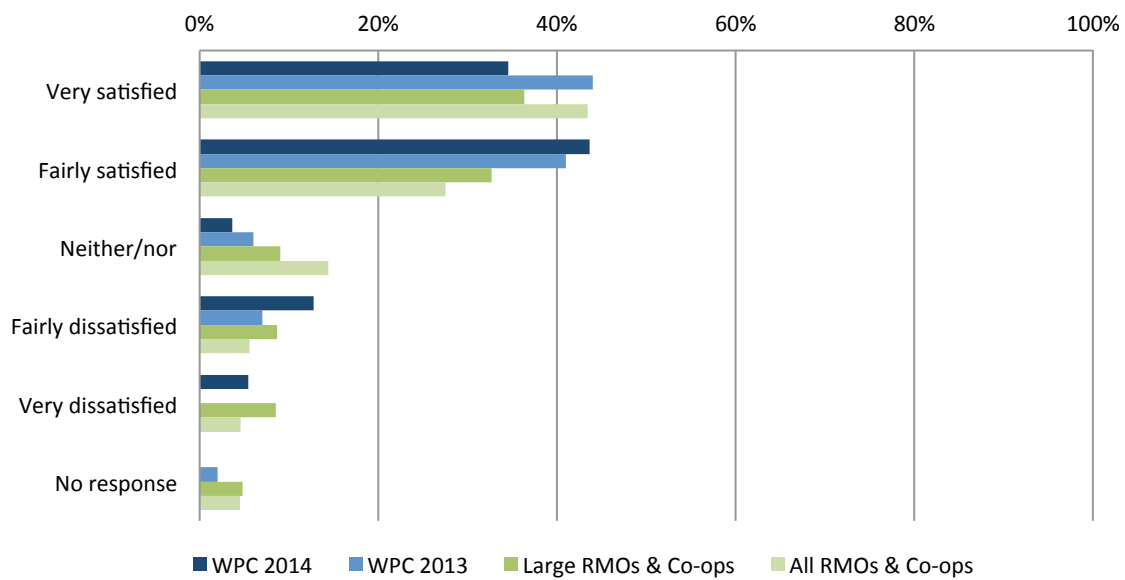
	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	55	54	516	630
Very satisfied	38%	39%	36%	42%
Fairly satisfied	44%	54%	32%	33%
Neither/nor	4%	2%	8%	10%
Fairly dissatisfied	9%	4%	9%	5%
Very dissatisfied	5%	0%	10%	6%
No response	0%	2%	4%	4%
	100%	101%	100%	100%
Satisfied	82%	93%	69%	75%
Dissatisfied	15%	4%	19%	11%

A further analysis was done on Question 7e by type of tenancy. 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 below.



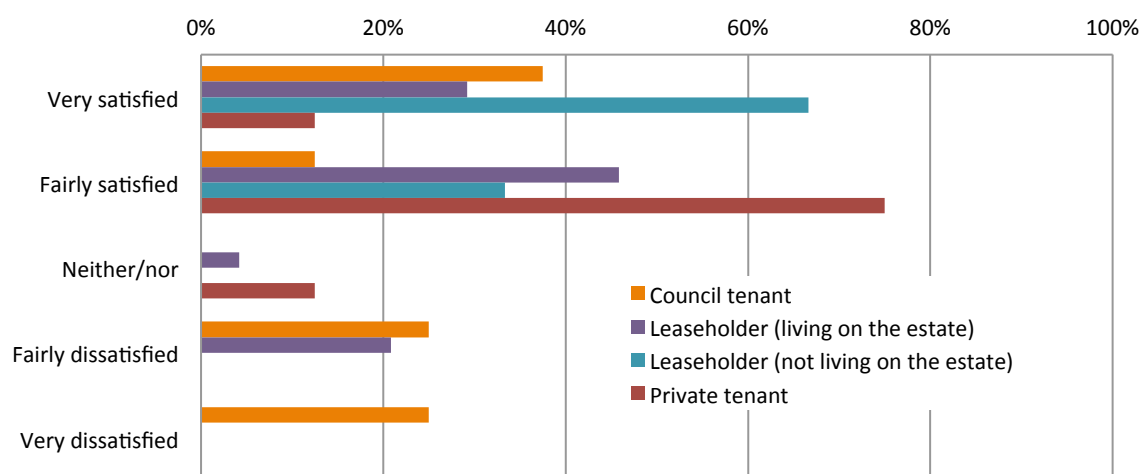
	Council tenant	Leaseholder (living on the estate)	Leaseholder (not living on the estate)	Private tenant
No. of responses	8	24	9	8
Very satisfied	50%	25%	56%	38%
Fairly satisfied	0%	54%	44%	63%
Neither/nor	0%	8%	0%	0%
Fairly dissatisfied	25%	13%	0%	0%
Very dissatisfied	25%	0%	0%	0%
	100%	100%	100%	100%
Satisfied	50%	79%	100%	100%
Dissatisfied	50%	13%	0%	0%

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



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	55	54	516	630
Very satisfied	35%	44%	36%	43%
Fairly satisfied	44%	41%	33%	28%
Neither/nor	4%	6%	9%	14%
Fairly dissatisfied	13%	7%	9%	6%
Very dissatisfied	5%	0%	9%	5%
No response	0%	2%	5%	5%
	100%	100%	100%	100%
Satisfied	78%	85%	69%	71%
Dissatisfied	18%	7%	17%	10%

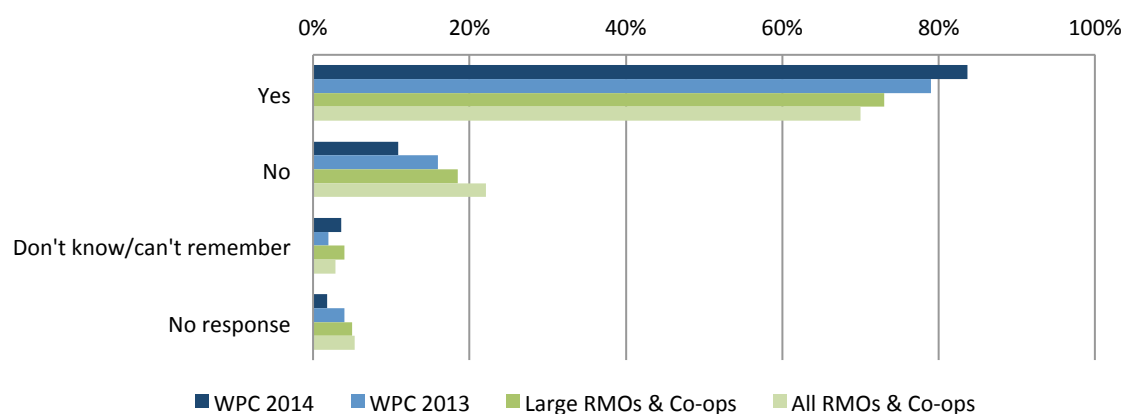
A further analysis was done on Question 7f by type of tenancy. As noted in Question 24, 49 of the 55 respondents indicated their tenancy types; the responses of the other six are not included in the analysis below.



No. of responses	8	24	9	8
Very satisfied	50%	25%	56%	38%
Fairly satisfied	0%	54%	44%	63%
Neither/nor	0%	8%	0%	0%
Fairly dissatisfied	25%	13%	0%	0%
Very dissatisfied	25%	0%	0%	0%
	100%	100%	100%	100%
Satisfied	50%	79%	100%	100%
Dissatisfied	50%	13%	0%	0%

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

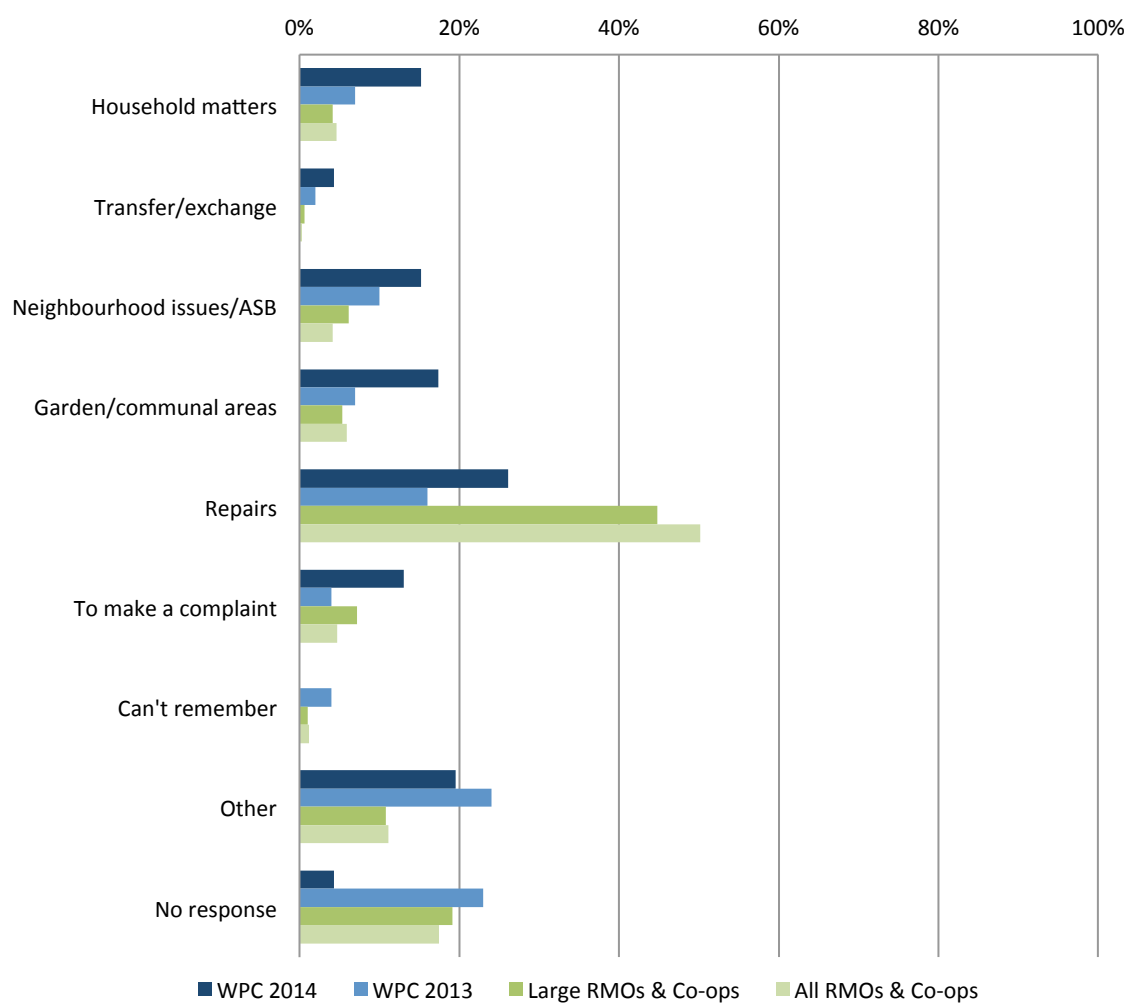
Only one respondent to the 2014 WPC Survey did not respond to this question; 46 of the remaining 54 respondents said they had contacted the WPC Office in the last 12 months.



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	54	54	516	630
Yes	84%	79%	73%	70%
No	11%	16%	19%	22%
Don't know/can't remember	4%	2%	4%	3%
No response	2%	4%	5%	5%
	100%	101%	101%	100%

9. What was the LAST contact about?

49 respondents to the 2014 WPC Survey answered this question, but the chart and table below show the responses only from the 46 respondents who answered Yes when asked if they had contacted the Office/RMO in the previous 12 months (question 8 on the 2014 WPC survey).



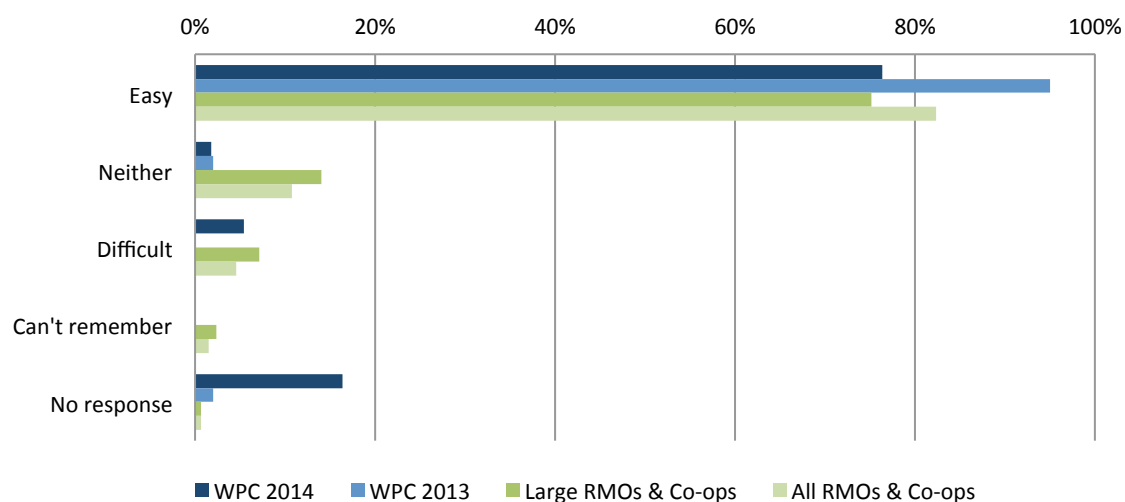
	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	46	42	375	458
Household matters	15%	7%	4%	5%
Transfer/exchange	4%	2%	1%	0%
Neighbourhood issues/ASB	15%	10%	6%	4%
Garden/communal areas	17%	7%	5%	6%
Repairs	26%	16%	45%	50%
To make a complaint	13%	4%	7%	5%
Can't remember	0%	4%	1%	1%
Other	20%	24%	11%	11%
No response	4%	23%	19%	18%

The following responses were included in the 'Other' box, though in some cases other boxes were checked as well:

- It was about water leak and damp in a room wall coming from outside.
- If the office knows who is fly tipping, they should be given no more than 48 hours to clear it up. Warning them and giving them weeks to clear up only encourages other fly tippers. As the estate is owned by the Council they should give the office powers to [illegible] fines immediately.
- Find a plumber that could deal with the mains pipework.
- Regarding commercial van using visitor permit to park 24/7.
- Bulk Rubbish Removal.
- Lights not working in the communal area (landing/stairs).
- Smell of gas we thought was coming from flat below.
- To inform I am doing kitchen! And to ask why different flats pay different service charges (although flat same size).
- Water leak from the flats above. Water [was] leaking into the entrance area of Briardale 7-12. It was during the Christmas break so no one was available in the Wimbledon Park Co-op office and so I contacted the emergency line at Wandsworth council.
- Water meters.
- Lift.
- Water coming down from No. [X].
- Storage shed rent.
- Possible water leak at [X] Allenswood.
- General chat about flats that are available & restrictions on how much the internals can be adapted.
- Change of personal details for communications.

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

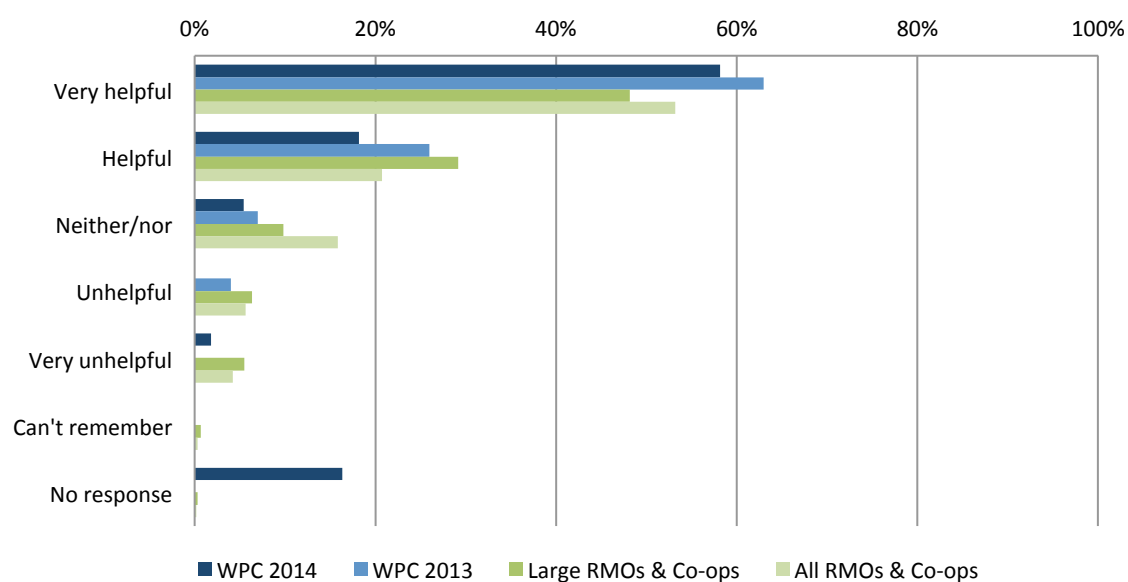
All 55 respondents to the 2014 WPC Survey answered this question, but the table below shows the responses only from the 37 respondents who answered Yes when asked if they had contacted the Office/RMO in the previous 12 months (question 8 on the 2014 WPC survey), in accordance with the 2013 BMG survey. If all respondents are included, the percentage of respondents answering Easy is 93% and the percentage answering Difficult is 5%.



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	37	42	375	458
Easy	76%	95%	75%	82%
Neither	2%	2%	14%	11%
Difficult	5%	0%	7%	5%
Can't remember	0%	0%	2%	2%
No response	16%	2%	1%	1%
	100%	99%	99%	100%

11. How helpful were the staff you spoke to?

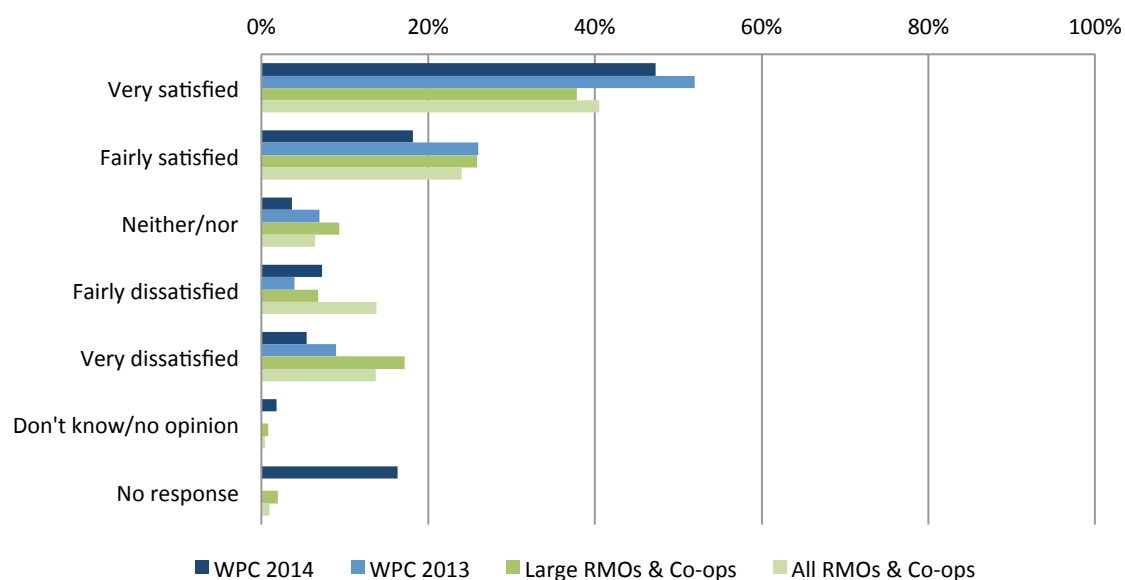
54 of 55 respondents to the 2014 WPC Survey answered this question, but the table below shows the responses only from the 37 respondents who answered Yes when asked if they had contacted the Office/RMO in the previous 12 months (question 8 on the 2014 WPC survey), in accordance with the 2013 BMG survey. If all respondents are included, the percentage of respondents answering Helpful is 91%, and the percentage answering Unhelpful is 2%.



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	37	42	375	458
Very helpful	58%	63%	48%	53%
Helpful	18%	26%	29%	21%
Neither/nor	5%	7%	10%	16%
Unhelpful	0%	4%	6%	6%
Very unhelpful	2%	0%	6%	4%
Can't remember	0%	0%	1%	0%
No response	16%	0%	0%	0%
	100%	100%	100%	100%
Helpful	76%	89%	77%	74%
Unhelpful	2%	4%	12%	10%

12. How satisfied were you with the final outcome?

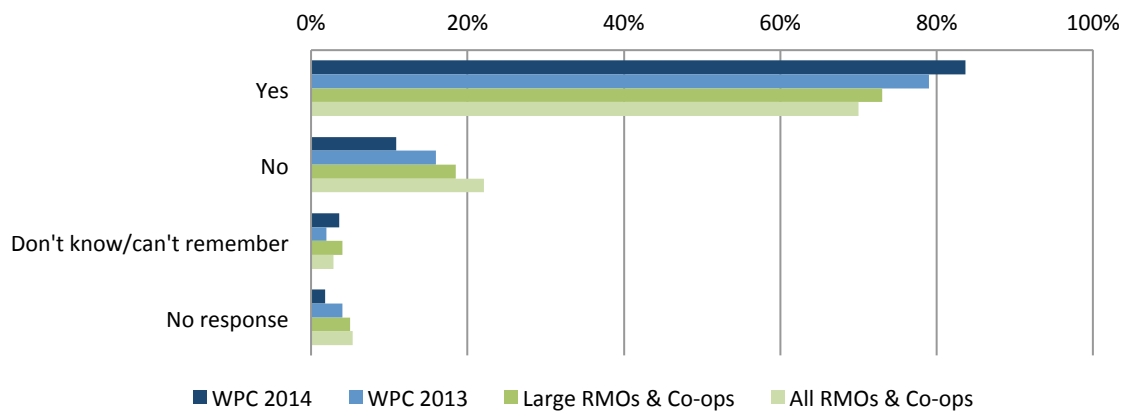
54 of 55 respondents to the 2014 WPC Survey answered this question, but the table below shows the responses only from the 37 respondents who answered Yes when asked if they had contacted the Office/RMO in the previous 12 months (question 8 on the 2014 WPC survey), in accordance with the 2013 BMG survey. If all respondents are included, the percentage of respondents answering Satisfied is 80%, and the percentage answering Dissatisfied is 13%.



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	37	42	375	458
Very satisfied	47%	52%	38%	41%
Fairly satisfied	18%	26%	26%	24%
Neither/nor	4%	7%	9%	6%
Fairly dissatisfied	7%	4%	7%	14%
Very dissatisfied	5%	9%	17%	14%
Don't know/no opinion	2%	0%	1%	0%
No response	16%	0%	2%	1%
	100%	98%	100%	100%
Satisfied	65%	78%	64%	65%
Dissatisfied	13%	13%	24%	28%

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 to WPC in the past 12 months.

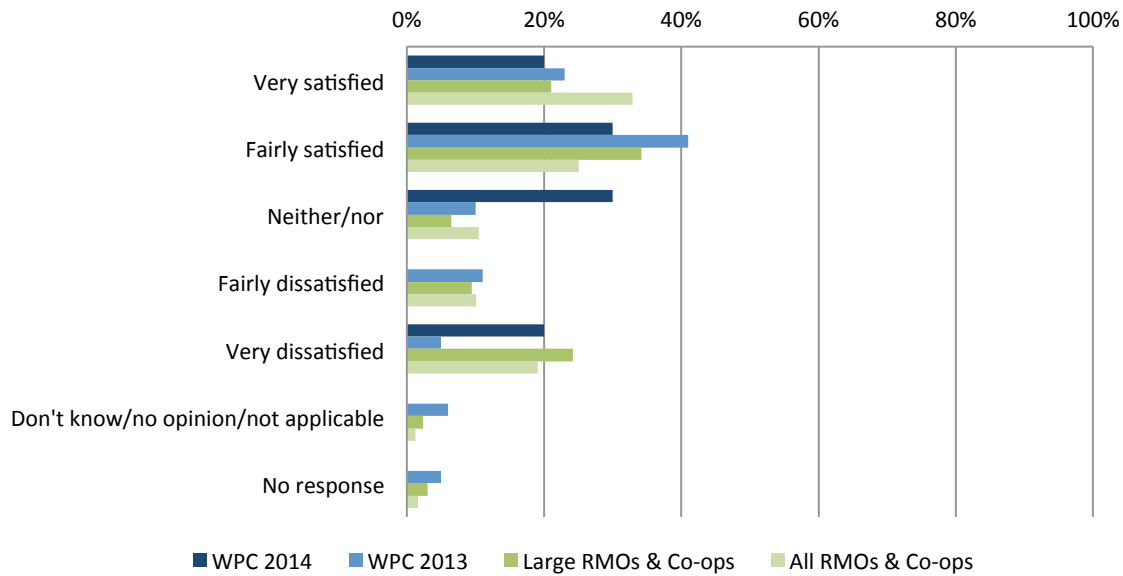


	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	53	54	516	630
Yes	18%	35%	24%	21%
No	73%	61%	72%	76%
Can't remember	5%	3%	1%	1%
No response	4%	2%	3%	2%
	100%	101%	101%	100%

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

13a. How the report was dealt with

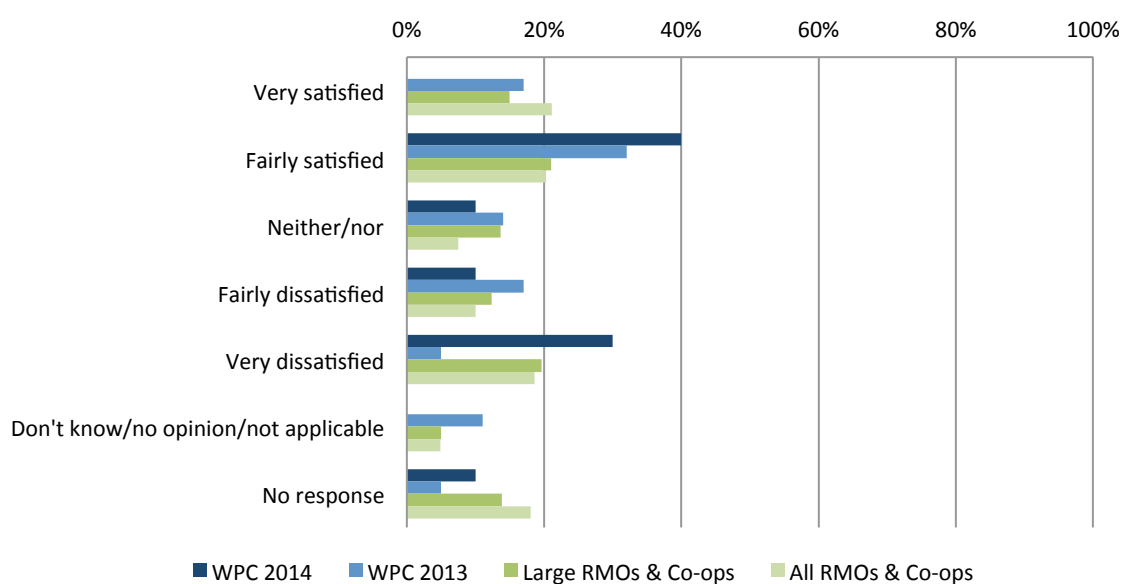
18 of 55 respondents to the 2014 WPC Survey answered this question, but the table below shows the responses only from the 10 respondents who answered Yes when asked if they had reported ASB to WPC/RMO in the previous 12 months (question 13 on the 2014 WPC survey).



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	10	19	118	137
Very satisfied	20%	23%	21%	33%
Fairly satisfied	30%	41%	34%	25%
Neither/nor	30%	10%	7%	10%
Fairly dissatisfied	0%	11%	10%	10%
Very dissatisfied	20%	5%	24%	19%
Don't know/no opinion/not applicable	0%	6%	2%	1%
No response	0%	5%	3%	2%
	100%	101%	101%	100%
Satisfied	50%	64%	55%	58%
Dissatisfied	20%	16%	34%	29%

13b. Being kept informed

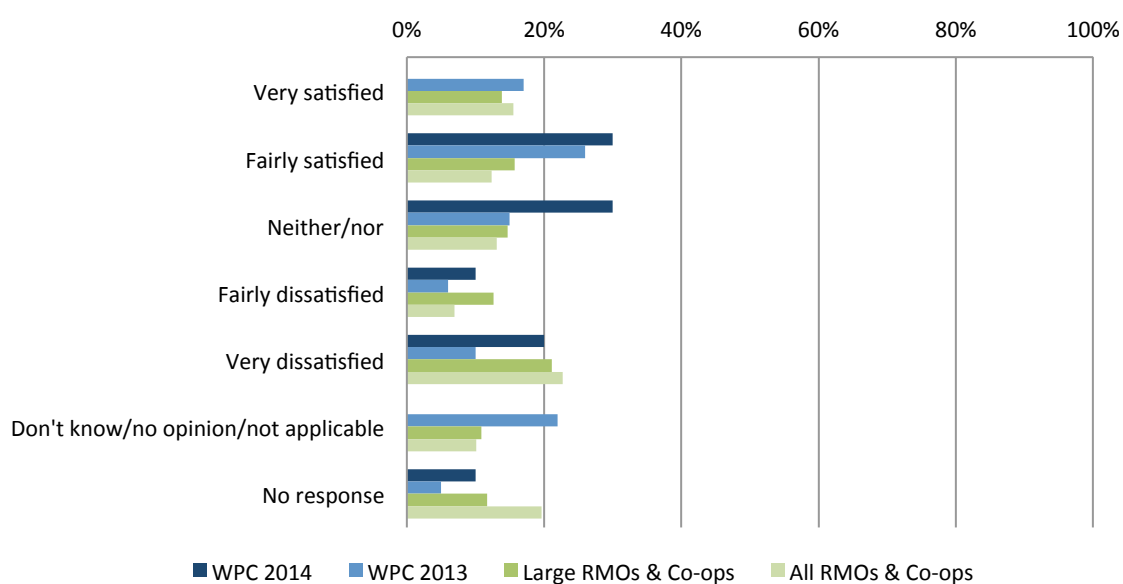
17 of 55 respondents to the 2014 WPC Survey answered this question, but the table below shows the responses only from the 10 respondents who answered Yes when asked if they had reported ASB to WPC/RMO in the previous 12 months (question 13 on the 2014 WPC survey).



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	10	19	118	137
Very satisfied	0%	17%	15%	21%
Fairly satisfied	40%	32%	21%	20%
Neither/nor	10%	14%	14%	7%
Fairly dissatisfied	10%	17%	12%	10%
Very dissatisfied	30%	5%	20%	19%
Don't know/no opinion/not applicable	0%	11%	5%	5%
No response	10%	5%	14%	18%
	100%	101%	101%	100%
Satisfied	40%	49%	36%	41%
Dissatisfied	40%	22%	32%	29%

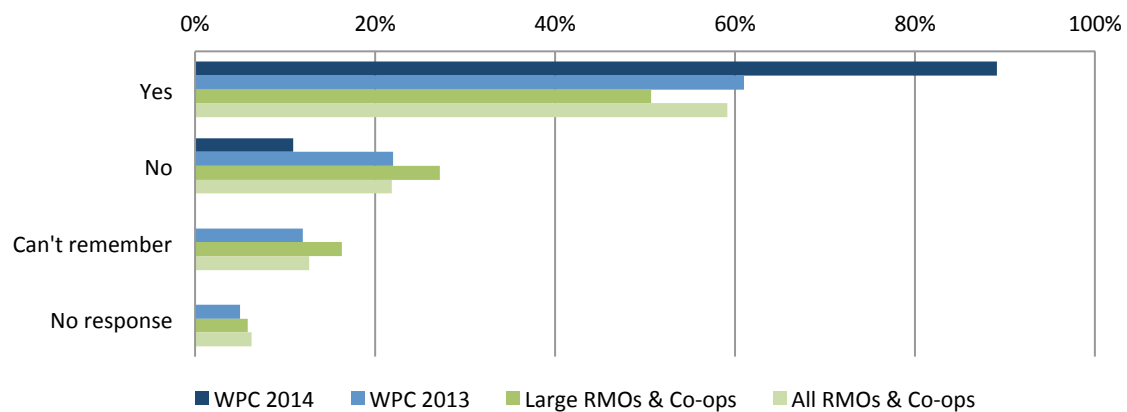
13c. The final outcome of your report

Seventeen of 55 respondents to the 2014 WPC Survey answered this question, but the table below shows the responses only from the 10 respondents who answered Yes when asked if they had reported ASB to WPC/RMO in the previous 12 months (question 13 on the 2014 WPC survey).



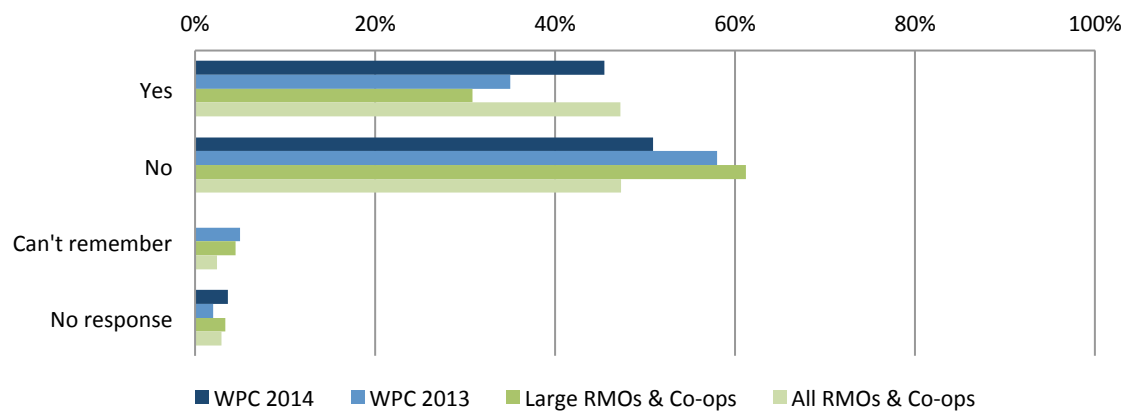
	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	10	19	118	137
Very satisfied	0%	17%	14%	16%
Fairly satisfied	30%	26%	16%	12%
Neither/nor	30%	15%	15%	13%
Fairly dissatisfied	10%	6%	13%	7%
Very dissatisfied	20%	10%	21%	23%
Don't know/no opinion/not applicable	0%	22%	11%	10%
No response	10%	5%	12%	20%
	100%	101%	101%	100%
Satisfied	30%	43%	30%	28%
Dissatisfied	30%	16%	34%	30%

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



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	55	54	516	630
Yes	89%	61%	51%	59%
No	11%	22%	27%	22%
Can't remember	0%	12%	16%	13%
No response	0%	5%	6%	6%
	100%	100%	100%	100%

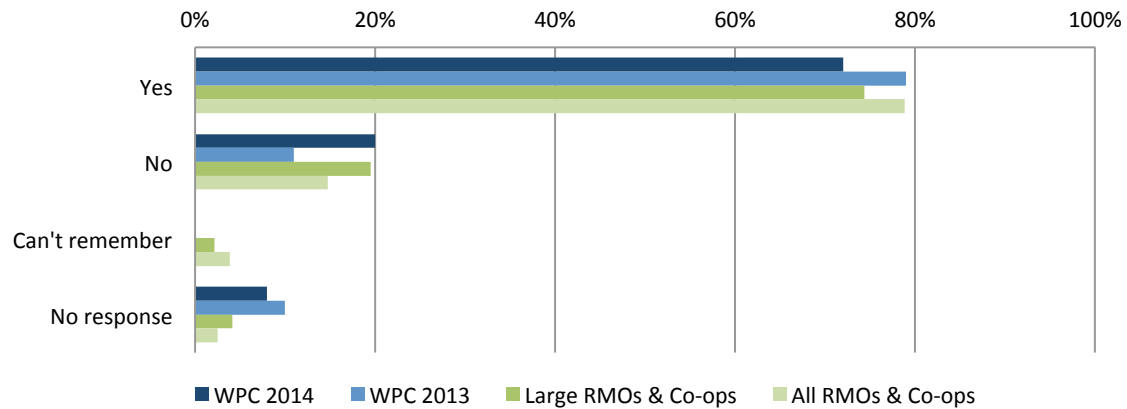
15. Have you attended any WPC meetings (including Board and General Meetings)?



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	53	54	516	1146
Yes	45%	35%	31%	47%
No	51%	58%	61%	47%
Can't remember	0%	5%	5%	2%
No response	4%	2%	3%	3%
	100%	100%	100%	100%

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

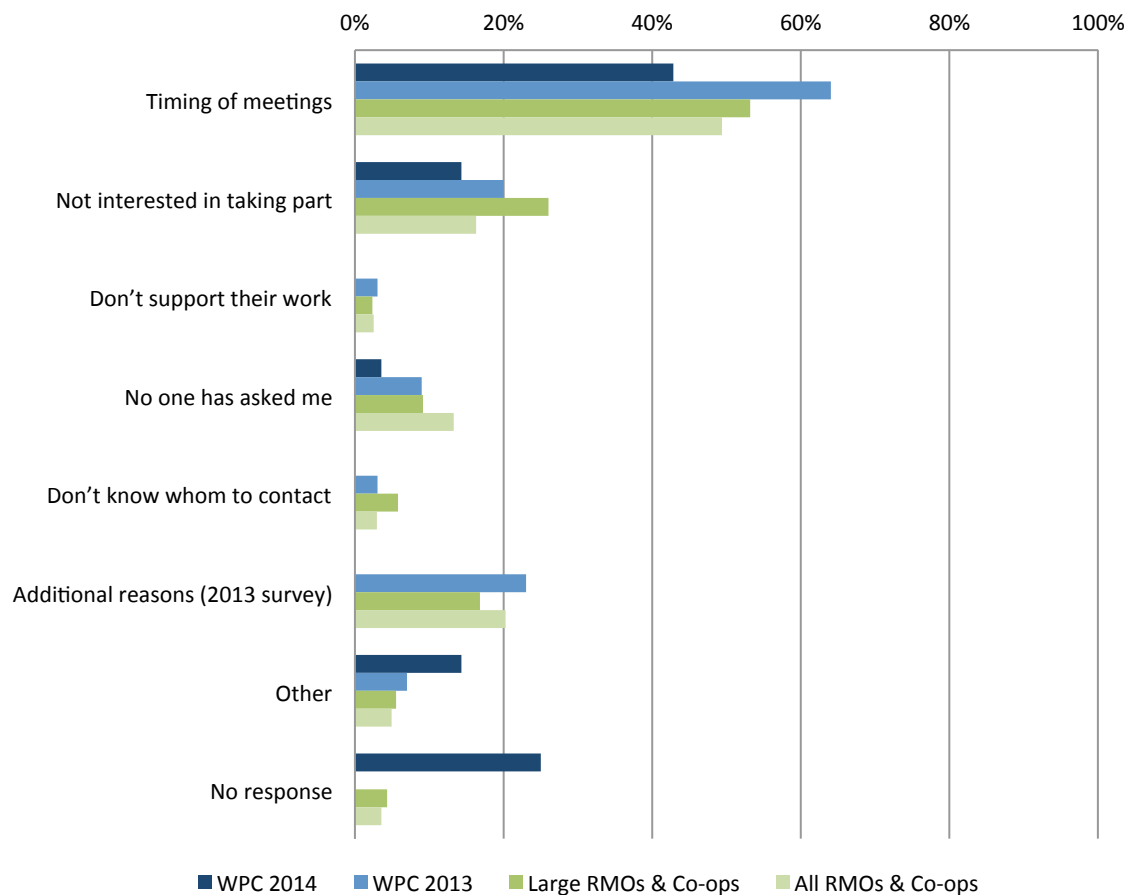
The 25 respondents who answered Yes when asked if they had attended a WPC meeting (question 15 on the 2014 WPC survey) also answered this question.



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	25	18	154	223
Yes	72%	79%	74%	79%
No	20%	11%	20%	15%
Can't remember	0%	0%	2%	4%
No response	8%	10%	4%	3%
	100%	100%	100%	100%

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

Respondents could choose more than one answer to this question. Twenty-nine of 55 respondents to the 2014 WPC Survey answered this question, 28 of whom answered that they had not attended a meeting. All of the responses are included below.



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	28	32	319	358
Timing of meetings	43%	64%	53%	49%
Not interested in taking part	14%	20%	26%	16%
Don't support their work	0%	3%	2%	3%
No one has asked me	4%	9%	9%	13%
Don't know whom to contact	0%	3%	6%	3%
<i>Additional reasons (2013 survey)</i>		23%	17%	20%
Other	14%	7%	6%	5%
No response	25%	0%	4%	4%

'Other' answers to Question 15b on the 2014 WPC survey include:

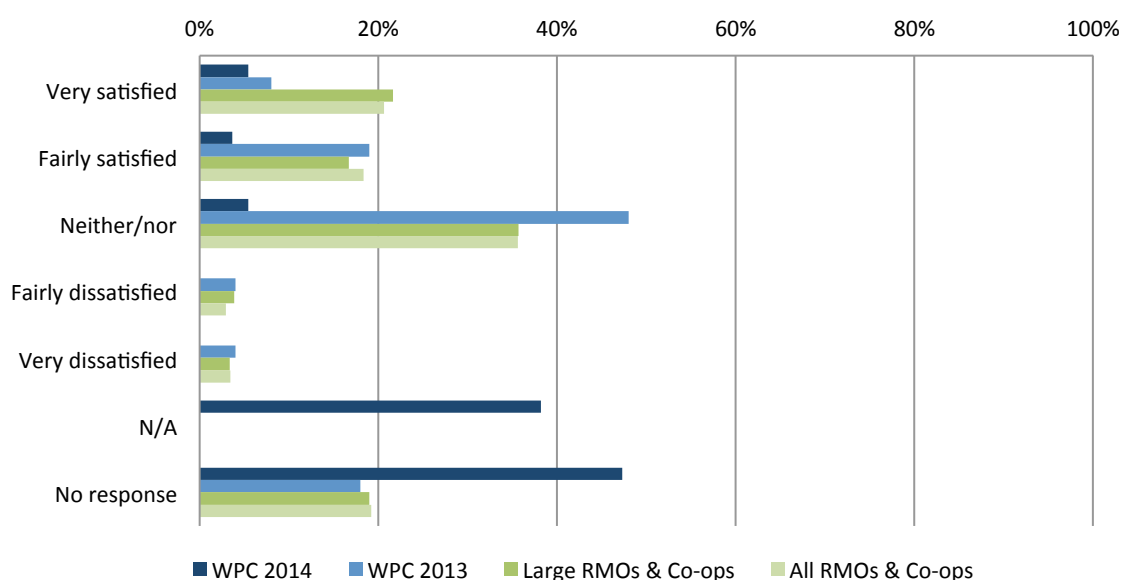
- Am seldom at home in time for the meetings. I work away from London.
- I was involved in the setting up of the co-op many years back. That was many years back. Now I do not have the time for meetings.
- I am not interested in taking part any more in General Meetings - from the time that a meeting was cut short/ended because [the Secretary] had hot flashed (she could have been replaced by somebody else afterall) and she announced that some of the points brought to the meetings were not relevant (repairs, etc. remainders of promises), I stopped being interested. This is NOT a democratic meeting anymore but a formality for the eyes of the council!
- I work shifts and often the time clashes with work.
- I am away a lot and also information not sent on to me by my tenants.
- Meet the board maybe on a Saturday for those who work late through the week. Maybe try a few of these times?
- Despite best efforts of the Board, the meetings tend to last longer than they need and go off the agenda!
- Unfortunately busy the evening of the meetings.
- I live too far away to attend.

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 2014 WPC survey responses have been shown in the tables below so they can be compared to the 2013 RMO survey, but the results from the eight respondents to the 2014 survey identifying themselves as Council tenants are given below each table.

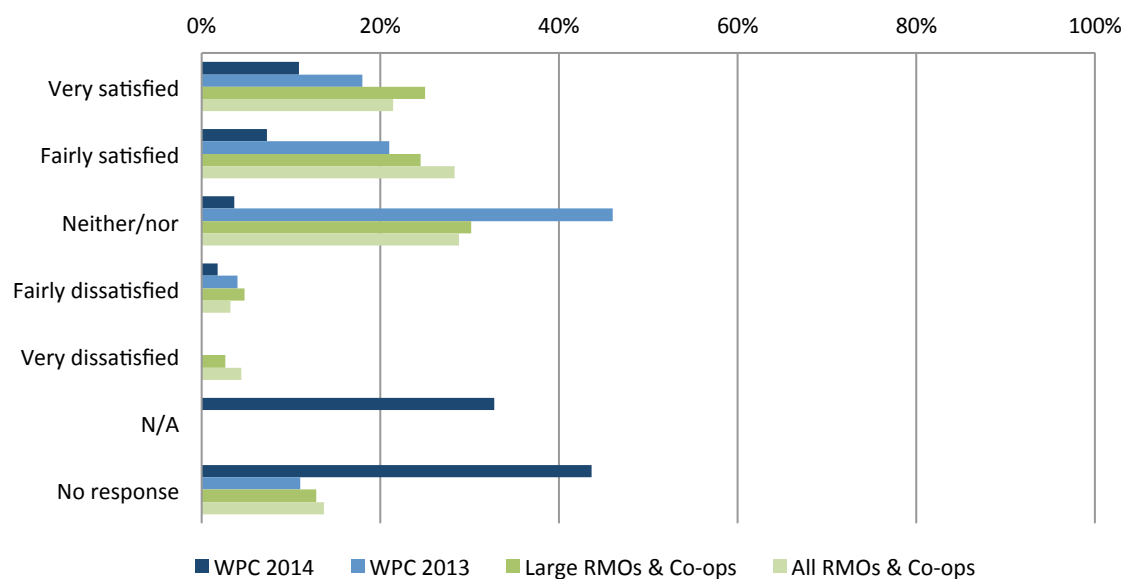
16a. Claiming housing benefit and other welfare benefits



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	29	54	516	630
Very satisfied	5%	8%	22%	21%
Fairly satisfied	4%	19%	17%	18%
Neither/nor	5%	48%	36%	36%
Fairly dissatisfied	0%	4%	4%	3%
Very dissatisfied	0%	4%	3%	3%
N/A	38%			
No response	47%	18%	19%	19%
	100%	101%	100%	100%
Satisfied	9%	27%	38%	39%
N/A, neither/nor, no response	91%	66%	55%	55%
Dissatisfied	0%	8%	7%	6%

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.

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

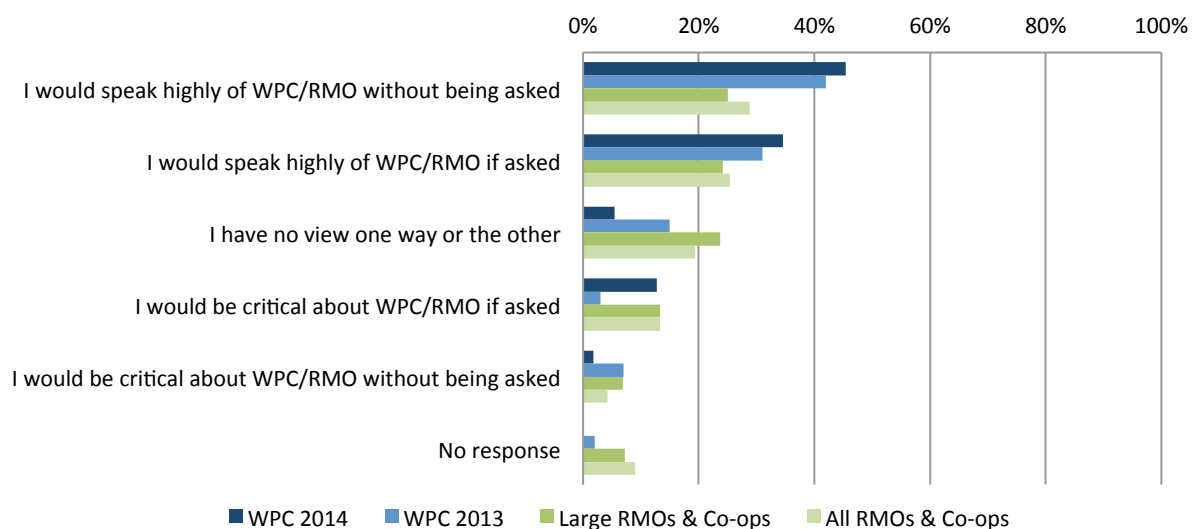


	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	31	54	516	630
Very satisfied	11%	18%	25%	21%
Fairly satisfied	7%	21%	25%	28%
Neither/nor	4%	46%	30%	29%
Fairly dissatisfied	2%	4%	5%	3%
Very dissatisfied	0%	0%	3%	4%
N/A	33%	0%	0%	0%
No response	44%	11%	13%	14%
	100%	100%	100%	100%
Satisfied	18%	39%	50%	50%
N/A, neither/nor, no response	80%	57%	43%	43%
Dissatisfied	2%	4%	8%	8%

Of the eight respondents to the 2014 WPC survey identifying themselves as Council tenants, two (25%) chose Very satisfied, one (12.5%) chose Fairly satisfied, one (12.5%) chose Neither/nor, one (12.5%) chose Fairly dissatisfied, and three (37.5%) chose N/A.

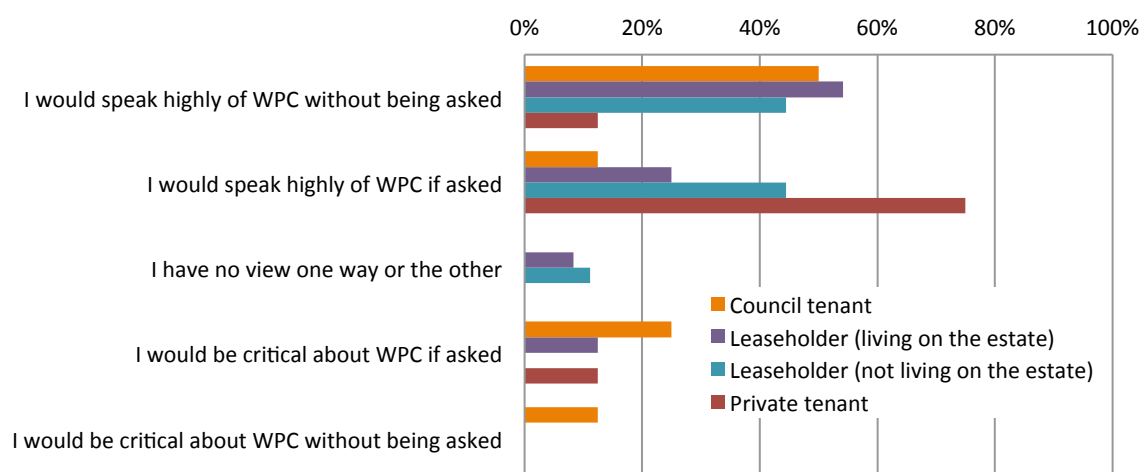
17. Which ONE of the following statements comes closest to how you feel about WPC?

All 55 respondents to the 2014 WPC survey answered this question.



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	55	54	516	630
I would speak highly of WPC/RMO without being asked	45%	42%	25%	29%
I would speak highly of WPC/RMO if asked	35%	31%	24%	25%
I have no view one way or the other	5%	15%	24%	19%
I would be critical about WPC/RMO if asked	13%	3%	13%	13%
I would be critical about WPC/RMO without being asked	2%	7%	7%	4%
No response	0%	2%	7%	9%
	100%	100%	100%	100%
Would speak highly	80%	73%	49%	54%
Would be critical	15%	10%	20%	18%

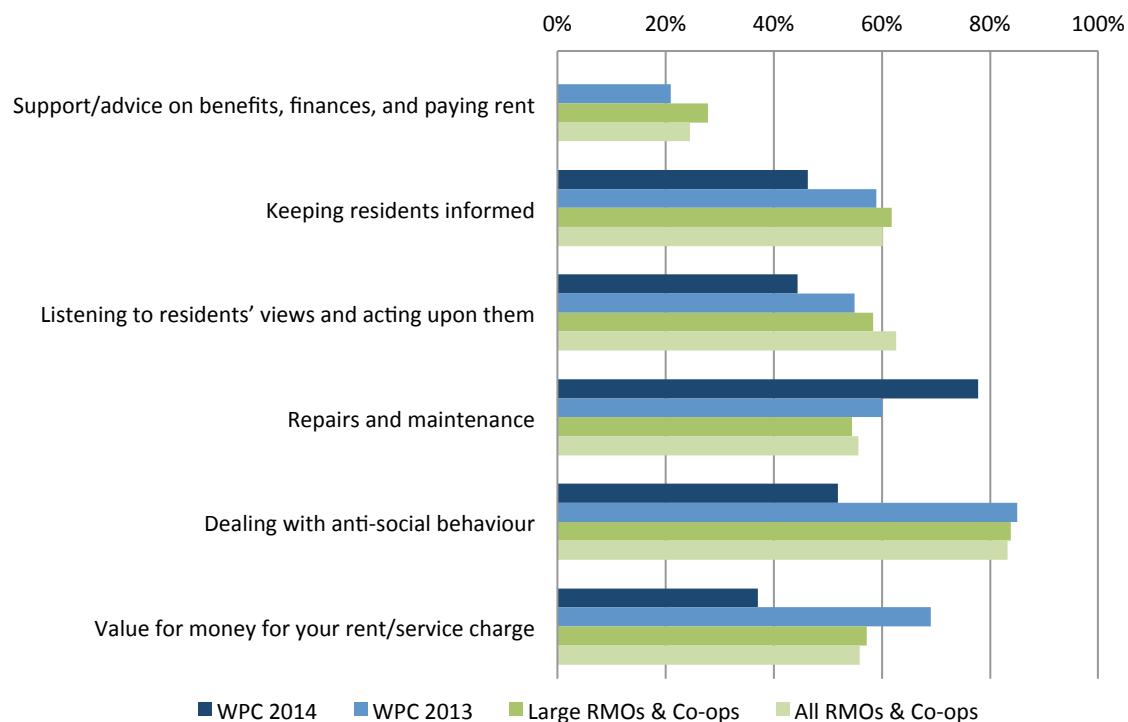
A further analysis was done on Question 17 by type of tenancy. As noted in Question 24, 49 of the 55 respondents indicated their tenancy types; the responses of the other six are not included in the analysis below.



	Council tenant	Leaseholder (living on the estate)	Leaseholder (not living on the estate)	Private tenant
No. of responses	8	24	9	8
I would speak highly of WPC without being asked	50%	54%	44%	13%
I would speak highly of WPC if asked	13%	25%	44%	75%
I have no view one way or the other	0%	8%	11%	0%
I would be critical about WPC if asked	25%	13%	0%	13%
I would be critical about WPC without being asked	13%	0%	0%	0%
	100%	100%	100%	100%
Satisfied	63%	79%	89%	88%
Dissatisfied	38%	13%	0%	13%

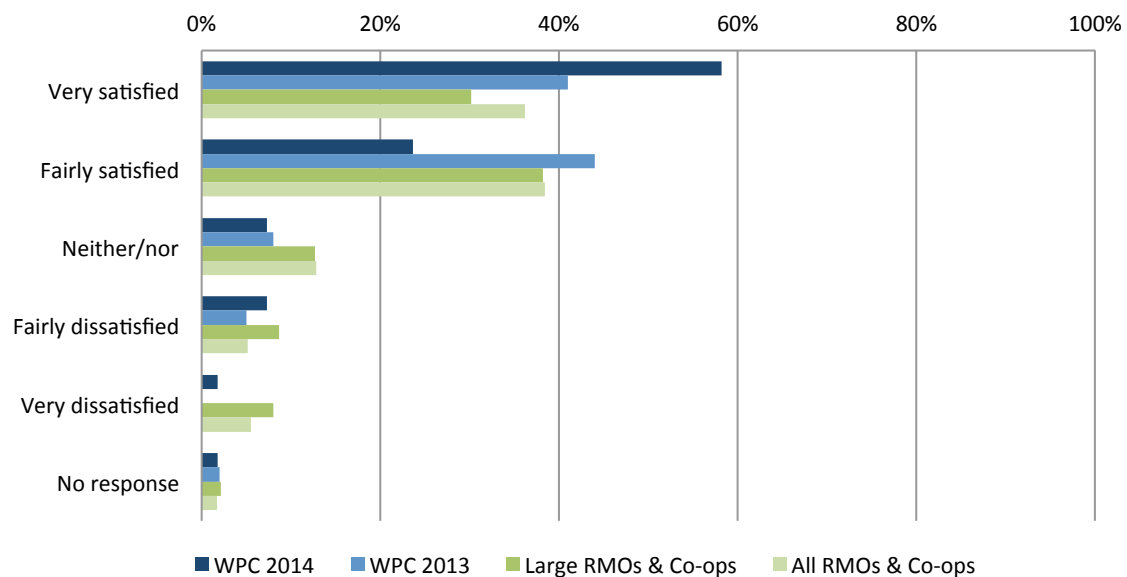
18. Which of the following services do you consider to be priorities?

Respondents could choose more than one answer to this question.



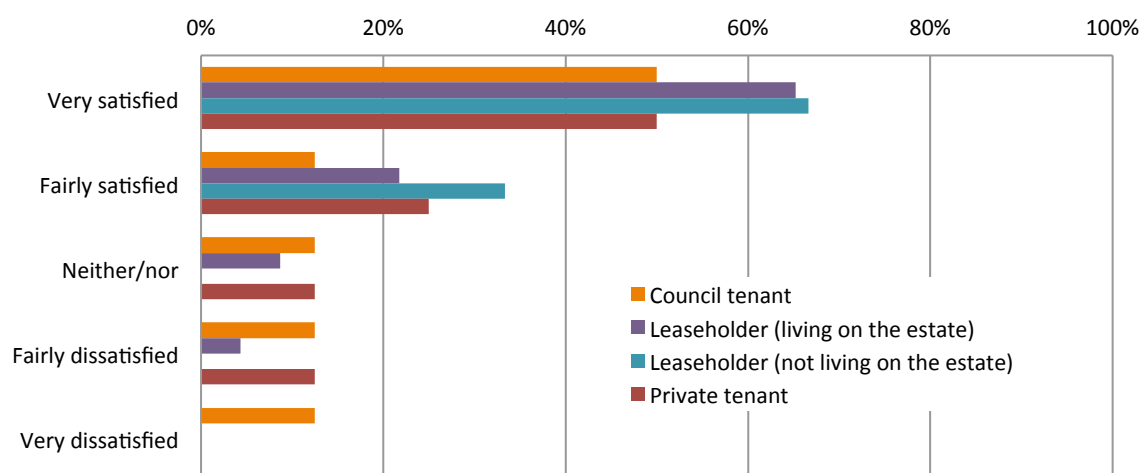
	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	54	54	516	630
Support/advice on benefits, finances, and paying rent	0%	21%	28%	25%
Keeping residents informed	47%	59%	62%	60%
Listening to residents' views and acting upon them	45%	55%	58%	63%
Repairs and maintenance	78%	60%	55%	56%
Dealing with anti-social behaviour	53%	85%	84%	83%
Value for money for your rent/service charge	36%	69%	57%	56%

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



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	54	54	516	630
Very satisfied	58%	41%	30%	36%
Fairly satisfied	24%	44%	38%	38%
Neither/nor	7%	8%	13%	13%
Fairly dissatisfied	7%	5%	9%	5%
Very dissatisfied	2%	0%	8%	6%
No response	2%	2%	2%	2%
	100%	100%	100%	100%
Satisfied	82%	85%	68%	75%
Dissatisfied	9%	5%	17%	11%

A further analysis was done on Question 19 by type of tenancy. 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 below. One of the self-identified leaseholders living on the estate did not answer this question.



	Council tenant	Leaseholder (living on the estate)	Leaseholder (not living on the estate)	Private tenant
No. of responses	8	23	9	8
Very satisfied	50%	65%	67%	50%
Fairly satisfied	13%	22%	33%	25%
Neither/nor	13%	9%	0%	13%
Fairly dissatisfied	13%	4%	0%	13%
Very dissatisfied	13%	0%	0%	0%
	100%	100%	100%	100%
Satisfied	63%	87%	100%	75%
Dissatisfied	25%	4%	0%	13%

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?

26 of the 55 surveys included one to three responses to this question. The unedited text of the responses is given below the following table. The responses were categorised according to the categories used in the 2013 RMO report (see Appendix C for list of categories); each response could be assigned to more one category.

The 2013 responses from WPC included nine more categories, each having a 1% response rate except for 'More space / spaces available for parking', which had 2%. There were an additional 32 categories that had no responses from WPC in 2013.

The 2013 response rates for 'All RMOs' were shown as '.*' if less than 1% on the data tables supplied by Wandsworth Council. For the purposes of the table below these were converted to 0.5%, with the resulting rounding errors.

Question 20 response categories	WPC 2014 no. of responses	WPC 2014 (54)	WPC 2013 (54)	All RMOs (630)
Deal with rubbish issue (fly-tipping, dumping, litter)	6	11%	-	1.0%
Other	6	11%	1%	6.0%
Deal with anti-social behaviour issues	5	9%	3%	7.0%
Improved security (inc CCTV, security doors / entrances, security patrols)	5	9%	1%	4.0%
Replacement / repair of windows (inc installation of double glazing)	5	9%	2%	2.0%
Compliment	3	6%	-	-
Improve decoration of property / painting required	3	6%	2%	2.0%
Nothing	3	6%		4.0%
Better communication with residents / leaseholders (inc. listening to / keeping informed / updated)	2	4%	2%	9.0%
Deal with noise related problems / noise pollution	2	4%	-	3.0%
Enforcement of parking permit scheme	2	4%	1%	1.5%
Improve the garden maintenance service / better up keep of gardens	2	4%	1%	3.0%
Increase amount of input from residents / let residents have more say in decisions	2	4%	-	1.0%
Increase monitoring / checking up on workers / contractors / level of workmanship on repairs	2	4%	1%	2.5%
Increase the 'value for money' of the services / don't waste money	2	4%	1%	2.5%
Solve the mice / rat /vermin issues / problems	2	4%	-	0.5%
Better cleaning of external / outside of buildings (inc external window cleaning)	1	2%	1%	3.0%
Better communication between different departments / third parties (e.g. contractors)	1	2%	-	0.5%
Better signage	1	2%	-	-
Clear balconies of obstructions	1	2%	-	1.0%
Dampness/ mould issues	1	2%	-	1.5%
Hold staff / contractors to appointment times / work schedule	1	2%	-	0.5%

Question 20 response categories	WPC 2014 no. of responses	WPC 2014 (54)	WPC 2013 (54)	All RMOs (630)
Improve appearance of building / property	1	2%	2%	4.0%
Improve the maintenance service generally (inc better condition of properties)	1	2%	2%	9.0%
Improve the standard of workmanship (inc fix problems first time)	1	2%	-	2.5%
Install /Increase lighting provision	1	2%	1%	1.5%
Keep lifts in working order / good state of repair	1	2%	1%	4.0%
Quicker response / be more responsive to repair call-outs	1	2%	1%	3.5%
Reduction in rent / service charges / utility bills	1	2%	2%	3.5%

Text of responses

Response 1 - Private tenant:

- WPC ignored my request for a proper checking of external wall from which water and damp was leaking and creating health risk for me. WPC also did not act on my report about existence of mice on roof and in the flat. No scaffolding was set up to check the outside wall and address the issue.

Response 8 - Leaseholder (living on the estate):

- Make Wing Security more pro-active in dealing with people who park illegally on estate

Response 12 - Leaseholder (living on the estate):

- Continuing to keep on top of residents who leave junk and rubbish about.
- Continue to keep the estate looking clean, safe and tidy.
- Keep info up.

Response 13 - Leaseholder (living on the estate):

- Better signage around estate
- Provide free bulk rubbish removal
- Get the Council to replace the windows sooner rather than later

Response 15 - Unknown:

- Windows

Response 16 - Council tenant:

- CCTV to catch people dumping household rubbish (bed etc.) (although cleaners do clean it [illegible] quickly) and for any although very little ASB.

Response 18 - Leaseholder (living on the estate):

- Place gates in both sides of the buildings so the buildings are not 'a [illegible] for bycicles, gangs, etc. They can be locked, or not (depending on the hour of the day). People can jump in from ground levels anyway but then it will be obvious they are not residents and they will not use this method so easily.
- Reduce service charges by 1) having one caretaker less plus 2) we don't need a consultant in finance, best reduce this function as well.
- Meet the board' is OK but the general meetings have to be open to EVERY type of discussion that is felt necessary. Restricting these for 'legal and governance purposes' is undemocratic and is against the notion of a general meeting'. PS That is why as I said I am NOT coming to General meetings anymore.

Response 19 - Private tenant:

- Maintenance of the garden
- Parking control

Response 20 - Leaseholder (living on the estate):

- No 1-19 Wimbledon Park Court - please we could do with brighter lights on the back stairs, thank you.
- The stairs and landing need painting.

Response 21 - Private tenant:

- Some residents keep their TV loud after 10 pm, I don't think it is my Job to get up from bed and knock their doors to talk about it,(as suggested in the past) I think the WPC should send a letter to everyone reminding residents to keep their tv low after certain time in the night.
- I live in ambleside and the condition of the floor at the main entrance (south) lift LG, is bad, the floor is old, full of cracks, dirty, dusted, dark, I think the WPC really should make an effort to improve that area. WPC should paint the main entrance the way you painted the stairways, the most tide and clean area in the bulding are the stairways, why the MAIN entrance where people sees everyday is in a bad condition?
- Some residents really keep their balcony in a mess, I feel embarrassed sometimes in see such mess in some balconies, Again, I don't think it is my job to knock their doors to complain about this and create a situation, I think WPC should communicate with these residents and really work hard to make they change their standard of cleanning and higiene.

Response 22 - Council tenant:

- General Meetings: The last couple have been far too brief. As we only have four per year it is vital residents are given time to discuss their concerns and listen to others. We do not appreciate being told what we can or cannot question. No wonder so few attend.

- Staffing: Closer supervision of the cleaning staff is long overdue to ensure their time is used more effectively. They need to be proactive and have a more visible presence around the estate to discourage any A.S.B. No more doing private work in OUR time.
- Governance: The correct procedure has not been followed recently, regarding staff recruitment, third caretaker not needed, and the annual accounts 2012/2013. Nothing has been done to reduce the huge staffing costs by competitive tendering or even more efficient working methods. Complaints procedure stage two: There is nothing in place, or any provision made for any impartial presence to see fair-play to the complainant.

Response 23 - Council tenant:

- Expect and rely on Wimbledon Park Co-op to put it right to the best of their ability. Especially the Estate Manager Chay Pulger. Long may he reign. A-men.

Response 24 - Private tenant:

- I think the board have made a big effort in the last few months. The one thing I think would help if we could have the area completed gate at night and working CCTV.
- Double glazing!!

Response 26 - Leaseholder (living on the estate):

- Cleaning required on hall/walkways. Due to the slight slope of the floor ... Dirt builds up. Perhaps jet washing concrete hall/walkways twice a year should be considered.
- Communal bin areas can get messy. Maybe move to an enclosed area.

Response 27 - Leaseholder (not living on the estate):

- As I do not live on the estate it is difficult for me to answer this.
- I would like to receive notices sent directly to me either by post or email.

Response 28 - Leaseholder (not living on the estate):

- Generally no need for improvement

Response 30 - Council tenant:

- More money should be spent on [maintenance] of the common parts all over the estate. Painting railings all over the estate.
- Make sure caretaking staff stick to the work list and do all the cleaning [chores?] that are listed on it.
- Report back to estate manager about fly tipping and get it removed. Clean more by red seats by library every day and empty bin daily.

Response 32 - Leaseholder (not living on the estate):

- Better standard of repairs – eg the entrance doors to Briardale that are for flats 7-12 were repaired in a fashion but not to the level that they were when first installed. The doors now only open one way (outwards) when originally they could be opened inwards and outwards. Because the doors cannot be opened inwards we cannot use the bolts on the

foot of the doors to secure the doors open if needed for moving furniture or when the temperature is high.

- More control of contractors – Some years back a contractor fixed a gas meter to the outside of my wall for the flat 2 doors up. This was quite an encroachment on my space . I complained to Wimbledon Park Cooperative (amongst others!) and the meter was removed in a timely manner. However the question remains as to why the contractor was allowed install the meter there in the first place? Similarly the unsheathed cables for the freeview aerial run along the outside of the building and look unsightly. Surely there could have been a better/more aesthetically pleasing way of installing the cables?
- I think the Gardening contractors need to do more with the plants and trees outside of the 7-12 entrance to Briardale. This area appears to have been allowed to get completely out of control especially in comparison with the trees and bushes outside of other entrances on the estate. In addition the trees and bushes at the back of my flat have been allowed to spread from outside of the veranda of number 7 along the communal area outside of the stairwell right up to my veranda. This is a similar issue to number 2 above in that this appears to have been allowed to happen rather than controlled by the Cooperative management team. I was certainly not asked about it.

Response 35 - Leaseholder (living on the estate):

- Make the estate safer - more CCTV in stair wells - secure access? (Stop the kids smoking in them)
- Get rid of the pigeons

Response 40 - Private tenant:

- Unfortunately lift is out of order *a lot* (although always fixed v. quickly)
- Could something be done about residents' car alarms going off regularly?

Response 41 - Leaseholder (not living on the estate):

- The rubbish area at the back of Allenswood has rubbish on the floor despite there being a lot of bins
- I am very pleased with your services

Response 42 - Leaseholder (living on the estate):

- We have heard about governmental financial support to fit solar panels on the buildings in order to reduce energy costs for the state. Would you be interested to get a quote for it and discuss this subject with the WPC members and owners of the properties?
- To be informed when are the windows replacement taking place and more details about this matters, once we were told this was going to take place this year 2014.

Response 46 - Leaseholder (living on the estate):

- In general, I am satisfied with the work being done by WPC. The WPC meetings are the ideal forum for new ideas, suggestions to be voiced at.

Response 48 - Private tenant:

- Find a way/method to manage the anti-social behavior + free access of non residents. Consider more gates, railings, CCTV, security patrols?
- New + fresher signage to the whole area. Bolder messages around private property', residents only, no parking etc.
- Do the double glazing ASAP. The flats are more and more draughty + costly to heat every year.

Response 51 - Leaseholder (not living on the estate):

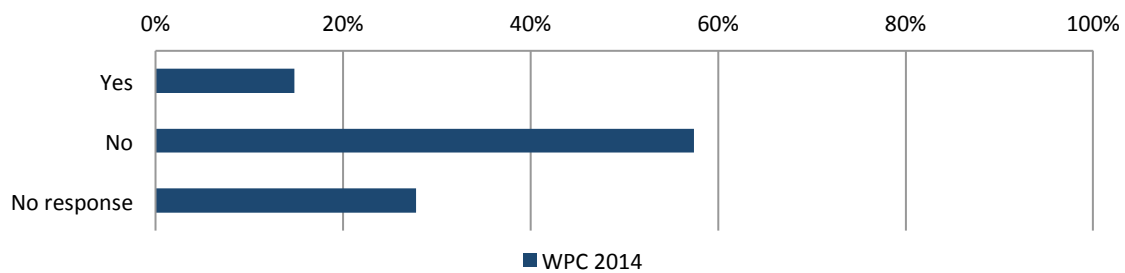
- Unfortunately, I cannot provide feedback on housing services as such, as I do not live in the estate anymore. My answers above are based on the impressions I had when I was living here a few years ago. At that time, I thought maintenance/repair works/anti-social behaviour issues were well handled at the time for the money I paid, and found the person handling the coop on a day to day basis very helpful. However, since I've left the estate, I find that I do not receive much feedback on what is happening and how things are handled. I must receive about one communication a year, mostly from the board complaining that there aren't enough people assisting to the meeting. It would be good to be informed more about the actual issues or good news. As a leaseholder, I feel concerned about such things as I care about my property and the well being of my tenants. As an example, there was an issue a while back about the installation of double-glazing windows in properties. I was kept informed of the status of this issue thanks to the paper version of the minutes of the board meeting when I was living in the estate, but haven't been informed for a long while now. It would be good to receive this type of information by email. Thank you.

Response 55 - Private tenant:

- The notice boards, whilst more up to date recently often have notices of meetings and events left there well after the event.
- This might not be appropriate to mention here - but WPC, the main block could do with a serious face lift which would add to the overall look of the entire estate.
- Again maybe not appropriate here - but the entrance passage to WPC - main block would benefit from a good concrete screed.

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)



WPC 2014

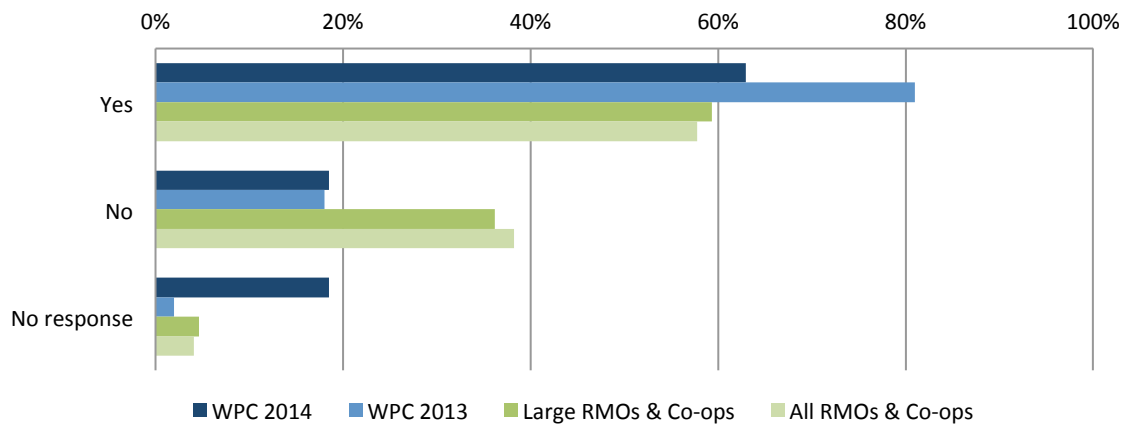
No. of responses	40
Yes	15%
No	58%
No response	27%
	<hr/>
	100%

- If so, how many and what are their ages and genders?

Reponses were:

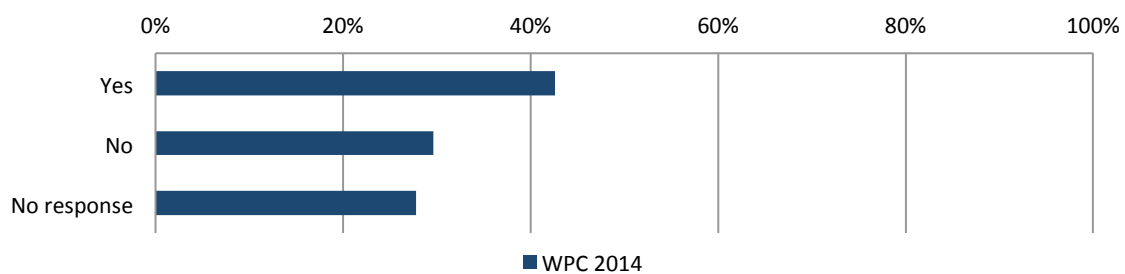
- Teenager
- Boy age 16
- 1 - female - 11 yrs
- 2 female 7 years old
- 1, 5 yrs, female
- Boy of 5
- 3 year old boy
- My children are now drawing their old age pensions.

22. Do you have internet access? (optional)



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	45	54	516	630
Yes	64%	81%	59%	58%
No	18%	18%	36%	38%
No response	18%	2%	5%	4%
	100%	101%	100%	100%

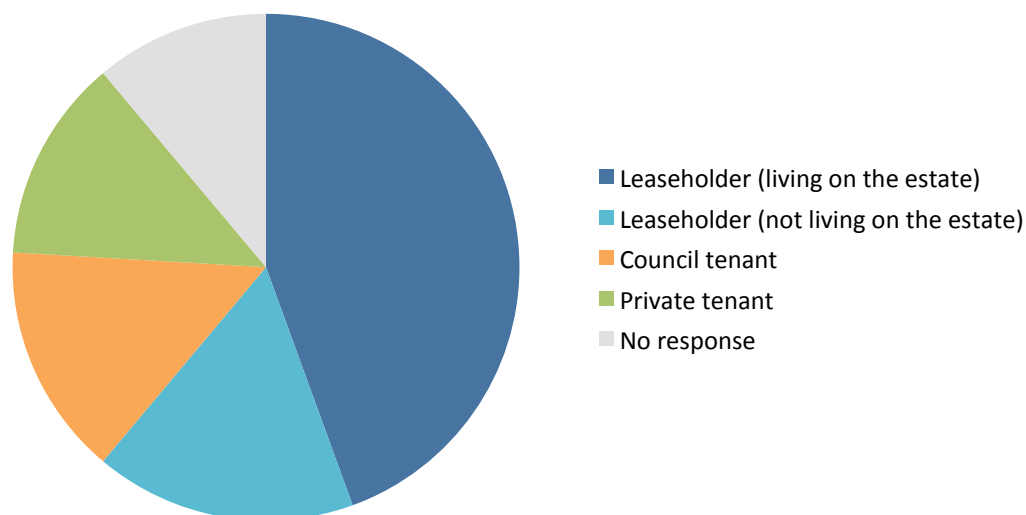
23. May we add you to WPC's email list? (optional)



	WPC 2014
No. of responses	40
Yes	44%
No	29%
No response	27%
	100%

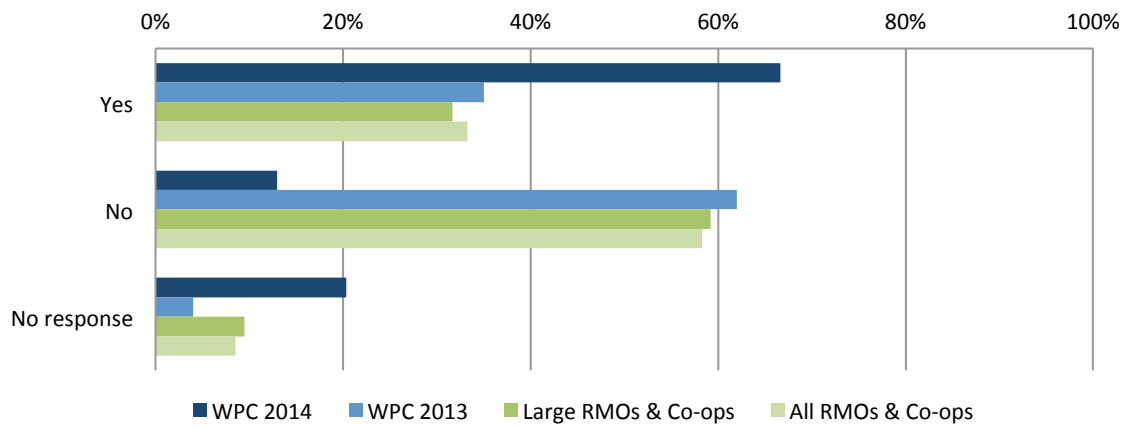
24. Are you a (optional):

49 of 55 respondents answered this question. The results were used to calculate the response rate for each category, 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 in this report by tenancy type, as discussed previously.



	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		

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



	WPC 2014	WPC 2013	Large RMOs & Co-ops	All RMOs & Co-ops
No. of responses	44	54	516	630
Yes	67%	35%	32%	33%
No	13%	62%	59%	58%
No response	20%	4%	10%	9%
	100%	101%	100%	100%

Appendix A. 2014 WPC survey questionnaire

Wimbledon Park Co-operative Ltd Resident Satisfaction Survey 2014




2 Fernwood
Albert Drive
London
SW19 6LR

T 020 8780 9980

F 020 8785 2030

E office@wimbledonpark.org

www.wimbledonparkco-op.org.uk

 : WimbledonCoop

Dear Wimbledon Park Resident,

The Board of Wimbledon Park Co-operative Ltd. (WPC) is sending you this survey to find out how you feel about the services it provides you. We would very much appreciate it if you would take a few minutes to answer the following questions and return this survey to the Office by **Friday, 21 March 2014**. You may drop it in the box outside the Office at 2 Fernwood, or mail it to the address shown in the upper right corner. If you prefer, you may download the survey from the Wimbledon Park website and send it to us by email.

Please read these instructions carefully before answering the survey:

- It should be completed by the resident at this address, or his or her partner/spouse or carer.
- Please complete only one questionnaire per household.
- Please read the questions carefully and consider your answers—they are very important to us!
- Please check that you have answered all questions that apply to you.

All the information you give will be kept completely confidential and will not be shared with any third parties. It will be used only to monitor the Board's performance. The results of the survey will be shared with you at a future date.

COMMUNICATION AND INFORMATION

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

(Please check as many as apply)

- | | |
|--|--------------------------|
| Newsletters | <input type="checkbox"/> |
| Information displayed on notice boards | <input type="checkbox"/> |
| Regular meetings | <input type="checkbox"/> |
| Website | <input type="checkbox"/> |
| Twitter feed | <input type="checkbox"/> |
| Community events | <input type="checkbox"/> |
| No communication | <input type="checkbox"/> |
| Other (please write in the box below) | <input type="checkbox"/> |

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
2. How satisfied are you with the communications you receive from WPC?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Generally, how satisfied are you that your views are being taken into account by WPC?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall how would you rate your level of agreement with each of the following?

	Agree strongly	Somewhat agree	Neither/nor	Somewhat disagree	Disagree strongly
4. I know how I can get involved in decisions about what happens in Wimbledon Park if I choose to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I am interested in being involved in decisions about Wimbledon Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. WPC keeps me informed about things that might affect me as a tenant/leaseholder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

HOUSING AND SERVICES

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

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
a. The general condition of the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The value for money for your rent/service charge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The way WPC deals with repairs and maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Grounds maintenance for external communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Cleaning of internal communal areas (e.g., stairwells)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Yes No Can't remember

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

9. What was the LAST contact about?

(Please check one box only)

Household matters (enquiries about your tenancy/lease agreement) ☐
 Transfer/exchange ☐
 Neighbourhood issues/ASB ☐
 Garden/communal areas ☐
 Repairs ☐
 To make a complaint ☐
 Can't remember ☐
 Other (please fill in box below) ☐

Easy Neither Difficult Can't remember

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

Very helpful Helpful Neither/nor Unhelpful Very unhelpful Can't remember

11. How helpful were the staff you spoke to? ☐ ☐ ☐ ☐ ☐ ☐

Very satisfied Fairly satisfied Neither/nor Fairly dissatisfied Very dissatisfied Don't know/no opinion

12. How satisfied were you with the final outcome? ☐ ☐ ☐ ☐ ☐ ☐

ANTI-SOCIAL BEHAVIOUR (ASB)

	Yes	No	Can't remember
13. Have you reported any anti-social behaviour to WPC (as opposed to the police) in the past 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
a. How the report was dealt with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Being kept informed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The final outcome of your report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WPC BOARD

WPC's Board members are volunteer residents and leaseholders. They meet regularly to discuss WPC's roles and responsibilities such as monitoring performance, finance, repairs, and estate matters. The Board oversees the estate management team, who deal with the day-to-day running of the estate, e.g., repairs, rents, tenancy, and leaseholder matters.

	Yes	No	Can't remember
14. Are you aware of the work your Board does and its responsibilities to provide you with housing management services?	<input type="checkbox"/>	<input type="checkbox"/>	
15. Have you attended any WPC meetings (including Board and General Meetings)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- a. If yes, did you find the meeting informative?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- b. If no, why have you not attended any WPC meetings?			

(Check all that apply)

Timing of meetings	<input type="checkbox"/>
Not interested in taking part	<input type="checkbox"/>
Don't support their work	<input type="checkbox"/>
No one has asked me	<input type="checkbox"/>
Don't know whom to contact	<input type="checkbox"/>
Other (please write in the box below:	<input type="checkbox"/>

RENTS AND SERVICE CHARGES [for Council tenants only]

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

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	N/A
a. Claiming housing benefit and other welfare benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Managing your finances and paying rent and service charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

GENERAL

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

I would speak highly of WPC without being asked	<input type="checkbox"/>
I would speak highly of WPC if asked	<input type="checkbox"/>
I have no view one way or the other	<input type="checkbox"/>
I would be critical about WPC if asked	<input type="checkbox"/>
I would be critical about WPC without being asked	<input type="checkbox"/>

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

Support and advice on claiming welfare benefits, money advice, and paying rent	<input type="checkbox"/>
Keeping residents informed	<input type="checkbox"/>
Listening to residents' views and acting upon them	<input type="checkbox"/>
Repairs and maintenance	<input type="checkbox"/>
Dealing with anti-social behaviour	<input type="checkbox"/>
Value for money for your rent/service charge	<input type="checkbox"/>

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
19. Taking everything into account, how satisfied are you with the services provided by WPC?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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?

(Please note that this question is for informational purposes only—if you currently have a maintenance or repair issue, please contact the Estate Office.)

1	
2	
3	

ABOUT YOU [optional]

Please note this section is optional and you may answer all, some, or none of the questions. We will use this information only to improve services to you.

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.

Yes

No

Do you have children living with you? *(optional)*

☐☐

- If so, how many and what are their ages and genders?

Yes

No

22. Do you have internet access? *(optional)*

☐☐

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

☐☐

- If yes, please give us your email address in the box below Question 25

24. Are you a *(optional)*:

Leaseholder (living on the estate) ☐

Leaseholder (not living on the estate) ☐

Council tenant ☐

Private tenant ☐

Yes

No

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

☐☐

- If yes, please give us your contact information:

Name:

Address:

Phone:

Email:

Please return this survey by Friday, 21 March 2014!

Appendix B. Correspondence of question numbers between 2014 WPC survey and 2013 BMG survey

WPC survey March 2014 ²	BMG survey March 2013 ³	BMG survey data table March 2013 ⁴	BMG 2013 report section ³	BMG 2013 report where data used ³
(Question) 1	Q9	Q9	6.1	Figure 12, Table 13
2	Q10	Q10	6.2	Figure 13
3	Q11	Q11	6.3	Figure 14
4	Q12	Q12/1	6.4.1	Figure 16
5	Q12	Q12/2	6.4.2	Figure 17
6	Q12	Q12/3	6.4.3	Figure 18
7a	Q1	Q1/1	5.1	Figure 3
7b	Q1	Q1/2	5.2	Figure 4
7c	Q2a	Q2/1	5.4	Figure 6
7d	Q3	Q3/1	5.5	Table 17
7e	Q3	Q3/2	5.5	Table 17
7f	Q3	Q3/3	5.5	Table 17
8	Q4	Q4	5.6	Figure 7
9	Q5	Q5	5.7.1	Figure 8
10	Q6	Q6	5.7.2	Figure 9
11	Q7	Q7	5.7.3	Figure 10
12	Q8	Q8	5.7.4	Figure 11
13	Q15	Q15	7.1	Figure 20
13a	Q16	Q16/1	7.2	Table 53
13b	Q16	Q16/2	7.2	Table 52
13c	Q16	Q16/3	7.2	Table 54
14	Q13a	Q13/1	6.4.1	Table 43
15	Q14a	Q14/1	6.5.2	Table 45
15a	Q14c	Q14/3	6.5.4	Table 47
15b	Q14b	Q14/2	6.5.3	Figure 19
16a	Q18	Q18/1	7.4.1	Figure 24
16b	Q18	Q18/2	7.4.2	Figure 25
17	Q19	Q19	7.5	Figure 26
18	Q21	Q21	7.7	Figure 28, Table 65
19	Q23	Q23	4.1	Figure 1
20	Q22	Q22/1, /2, /3	7.8	Figure 29
21	No equivalent			
22	Q25	Q25	8.1	Table 66
23	No equivalent			
24	No equivalent			
25	Q26	Q26		

² Questionnaire for resident satisfaction survey conducted by WPC in March 2014.

³ Questionnaire for RMO customer satisfaction survey conducted by BMG Research on behalf of Wandsworth Council in February-March 2013.

⁴ *RMO Customer Satisfaction Survey 2013* report by BMG Research, published in April 2014.

Appendix C. Response categories for Question 20 from 2013 BMG survey

The following are all the response categories listed in the 2013 BMG Survey⁵ for Question 22 (the equivalent of Question 20 in the 2014 WPC Survey). The number of respondents are shown in parentheses.

	WPC (54)	Large RMOs & Co-ops (516)	All RMOs & Co-ops (630)
Access to information service / more information needed	0%	0%	0%
Better care for the elderly	0%	1%	0%
Better cleaning of external / outside of buildings (inc external window cleaning)	2%	3%	2%
Better communication between different departments / third parties (e.g. contractors)	0%	0%	0%
Better communication with residents / leaseholders (inc. listening to / keeping informed / updated)	8%	10%	8%
Better levels of communication / feedback generally	2%	3%	2%
Bills need to be itemised/ broken down	0%	0%	0%
Change / use better contractors	0%	0%	0%
Cleaning should include all areas not just some	0%	0%	0%
Clear balconies of obstructions	0%	1%	0%
Dampness/ mould issues	0%	1%	1%
Deal with animal fouling issues / problems	0%	2%	1%
Deal with anti-social behaviour issues	10%	7%	4%
Deal with issues / take action / don't leave it to someone else	0%	3%	2%
Deal with noise related problems / noise pollution	0%	2%	1%
Deal with rubbish issue (fly-tipping, dumping , litter)	0%	1%	1%
Don't know	0%	1%	0%
Enforcement of animal control (i.e. keeping dog on leads)	0%	1%	1%
Enforcement of parking permit scheme	2%	1%	1%
Fairer treatment / everyone should be treated the same	0%	1%	2%
Faster response to enquiries / issues / problems)	2%	2%	1%
Heating system issues (install/ repair/ change boiler / improve heating)	2%	1%	1%
Hold staff / contractors to appointment times / work schedule	0%	0%	0%
Improve appearance of building / property	4%	4%	2%
Improve cleaning of the internal building areas /communal areas (inc cleaning of internal windows)	2%	4%	3%
Improve cleaning service generally (inc window cleaning unspecified)	4%	6%	5%
Improve customer service (inc better training of staff)	0%	2%	2%

⁵ RMO Customer Satisfaction Survey 2013 report by BMG Research, published in April 2014.

	WPC (54)	Large RMOs & Co-ops (516)	All RMOs & Co-ops (630)
Improve decoration of property / painting required	4%	2%	2%
Improve the garden maintenance service / better up keep of gardens	4%	3%	3%
Improve the maintenance service generally (inc better condition of properties)	7%	9%	8%
Improve the recycling service generally	0%	1%	0%
Improve the standard of workmanship (inc fix problems first time)	0%	2%	1%
Improved road / pavement maintenance (inc dealing with potholes)	0%	1%	0%
Improved security (inc CCTV, security doors / entrances, security patrols)	2%	4%	2%
Increase amount of input from residents / let residents have more say in decisions	0%	1%	1%
Increase monitoring / checking up on workers / contractors / level of workmanship on repairs	2%	3%	2%
Increase the 'value for money' of the services / don't waste money	2%	2%	1%
Increased street cleaning / road sweeping	0%	2%	1%
Install /Increase lighting provision	2%	1%	1%
Install lifts into property	0%	0%	0%
Intercom needed on entrance to property / to be in a working state	2%	2%	1%
Issues regarding drainage system (inc blockage / repair / checking)	0%	0%	0%
Job with be needed to be completed on time [sic]	0%	0%	0%
Keep lifts in working order / good state of repair	2%	4%	3%
Make it easier to contact / locate the right person to speak to	0%	0%	0%
More bins / rubbish containers are needed	2%	1%	1%
More help / support service available	2%	2%	1%
More space / spaces available for parking	4%	2%	1%
More staff needed / larger workforce	0%	1%	0%
More storage space required	0%	1%	0%
Nothing	0%	4%	3%
Other	15%	18%	17%
Outside of property needs painting	0%	1%	1%
Quicker response / be more responsive to repair call- outs	2%	3%	1%
Reduction in rent / service charges / utility bills	6%	3%	4%
Regularly rubbish / recycling collection [sic]	0%	3%	2%
Renovation / refurbishment of kitchen / bathroom / bedroom area required	0%	2%	1%
Repair water leaks / pumping issues	0%	3%	2%
Repairs to roof / roof work repair needed	0%	3%	2%

	WPC (54)	Large RMOs & Co-ops (516)	All RMOs & Co-ops (630)
Replace the Estate Manager / bring in better management	0%	1%	1%
Replacement / repair of windows (inc installation of double glazing)	4%	2%	1%
Solve drug related issues / drug dealing	0%	1%	1%
Solve the mice / rat /vermin issues / problems	0%	1%	0%
Vet /background checks are required on new residents	0%	1%	1%
Youth children leisure facilities / more for children / youths to do	0%	0%	0%