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Tenant Satisfaction Measures

October - December 2025

Supporting people, across south London, who need a home

In this presentation we report on the key service areas and how residents rate our performance in those areas.

We show the current view of residents and how it has changed over the past year, how we are performing against our targets and whether we are improving.



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**We report against our
three strategic priorities:**

**Right Homes
Right Services
Right Support**

**You can also see how our
performance compares
with the L12 benchmark
score (a group of London
based housing
associations)**



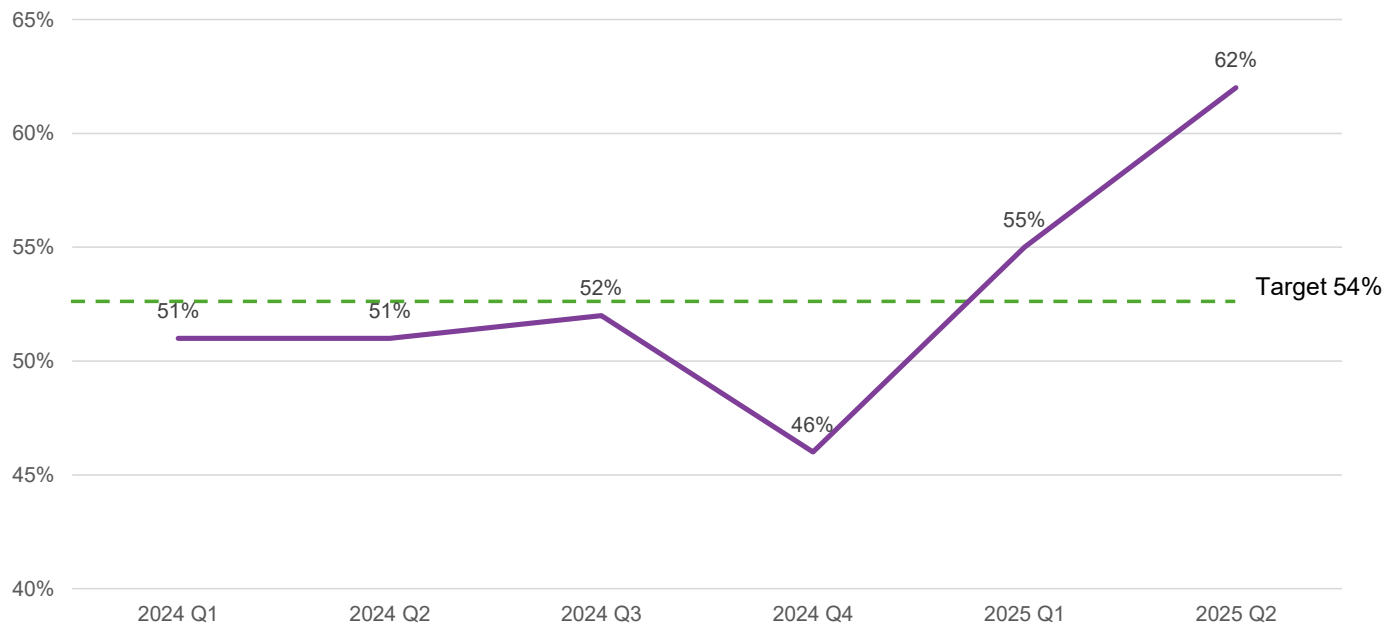
The latest figures in this presentation are based on 462 surveys, of which:

375 were by telephone and
59 were by SMS and
18 were by email.



Proportion of respondents who report that they are satisfied with the overall service from their landlord

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Improving

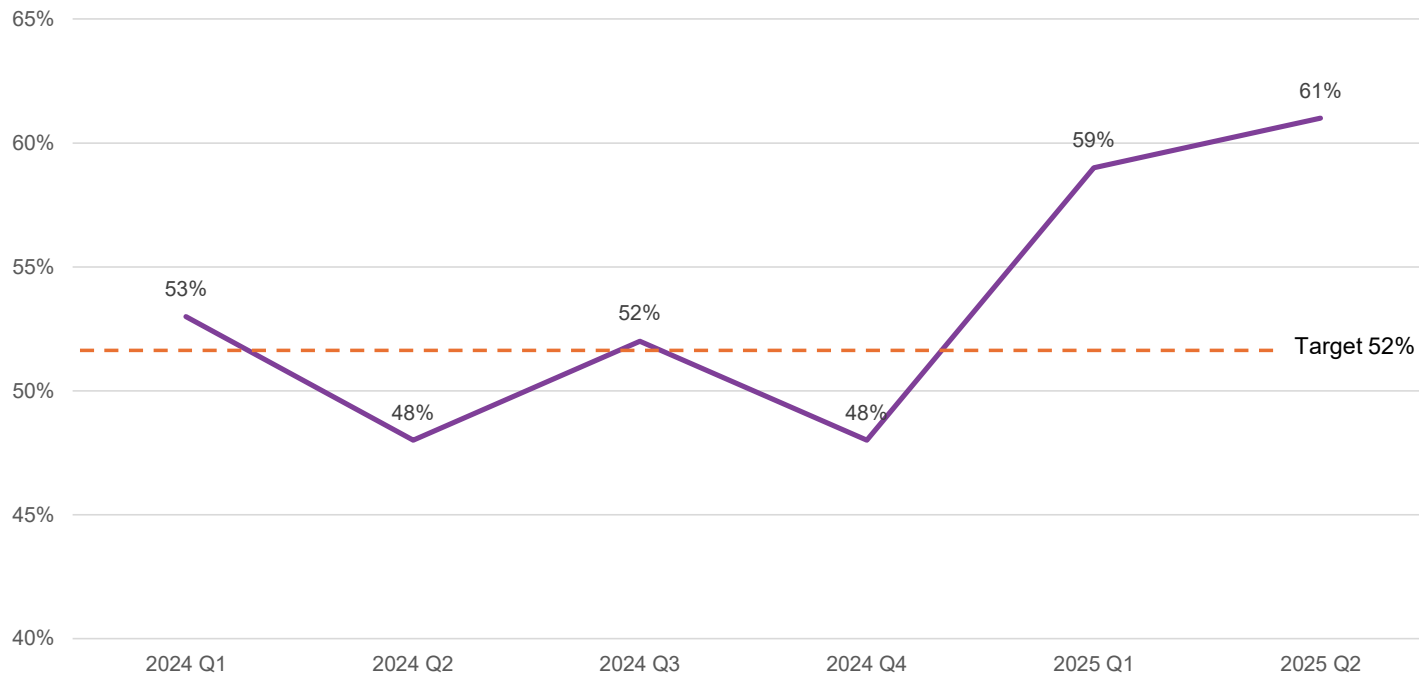


the L12 61%



Proportion of respondents who report that they are satisfied that their home is well maintained

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Improving

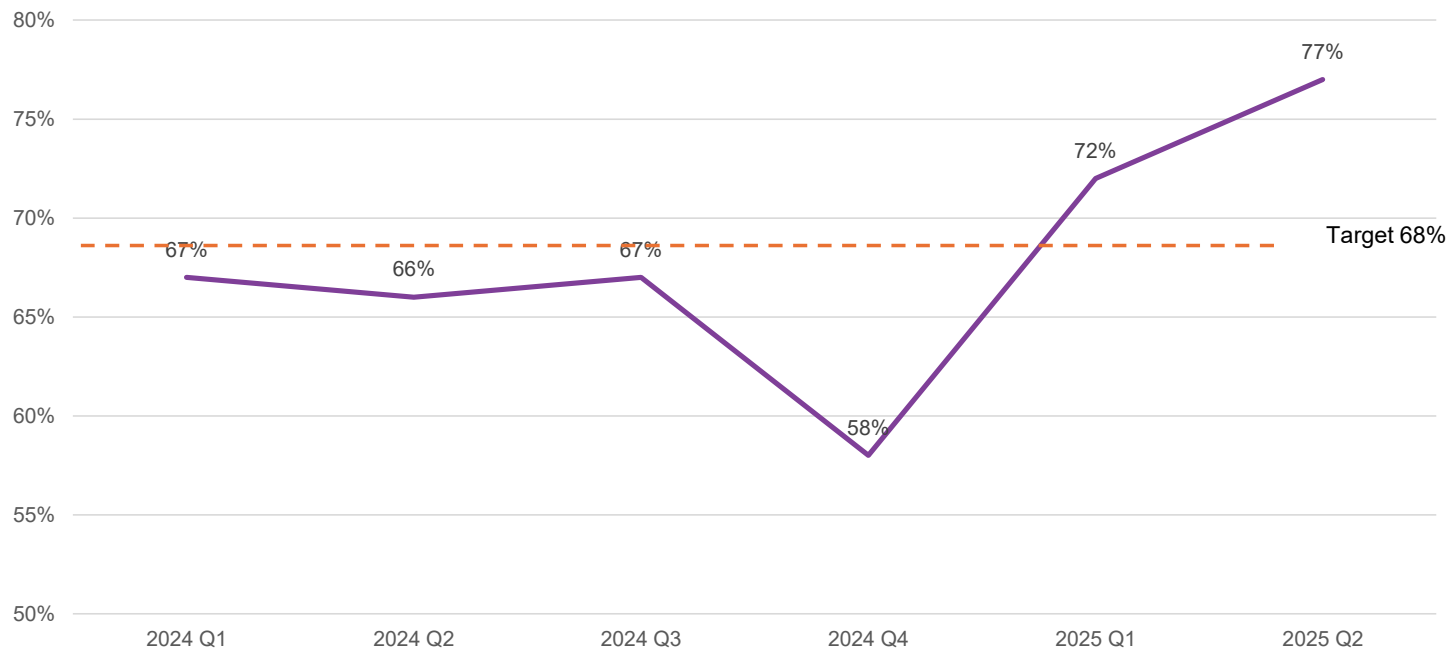


 63%

Right Homes



Proportion of respondents who report that they are satisfied that their home is safe



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Improving

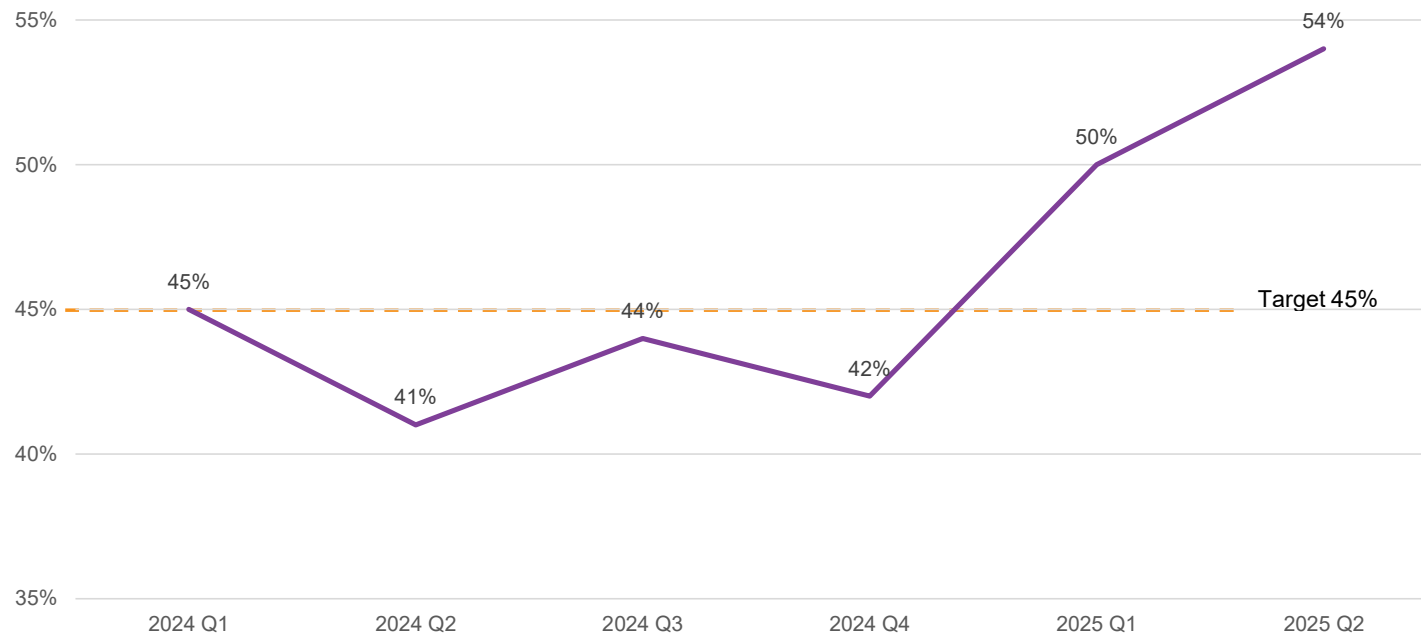


the L12 69%

Right Homes



Proportion of respondents who report that they are satisfied that their landlord listens to their views and acts upon them



the L12 53%

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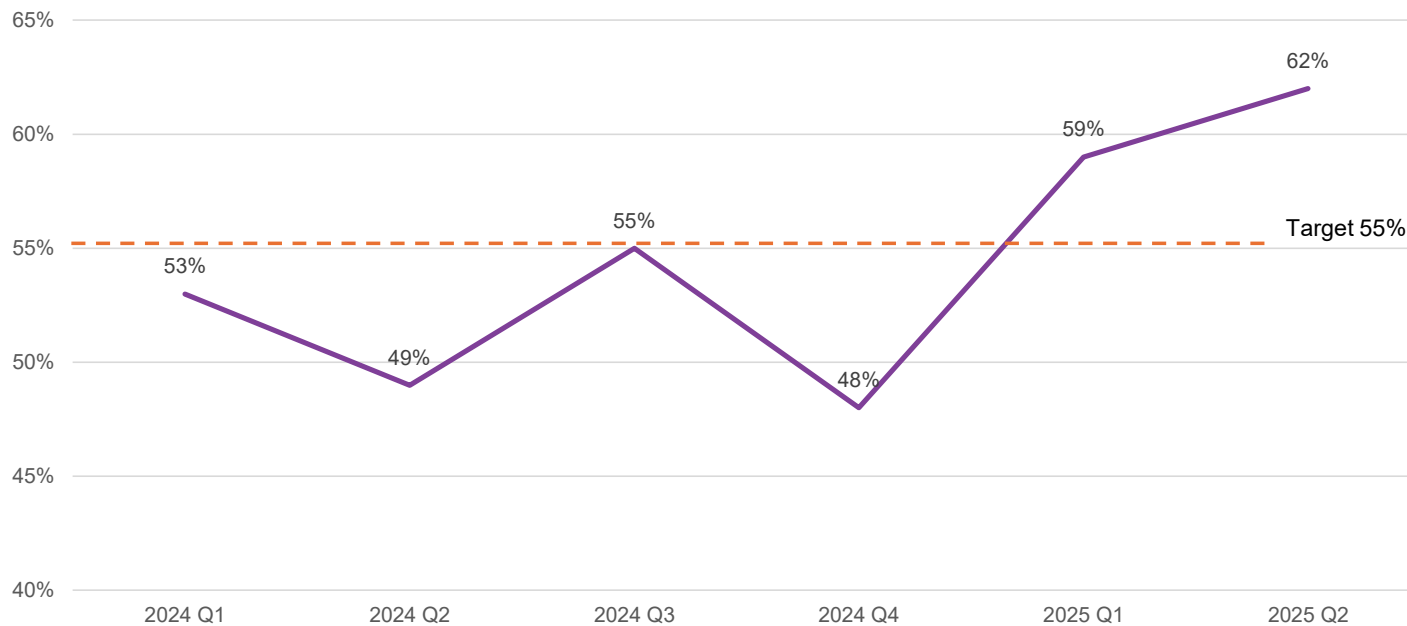
Improving



Right Support



Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them



the L12 68%

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Improving

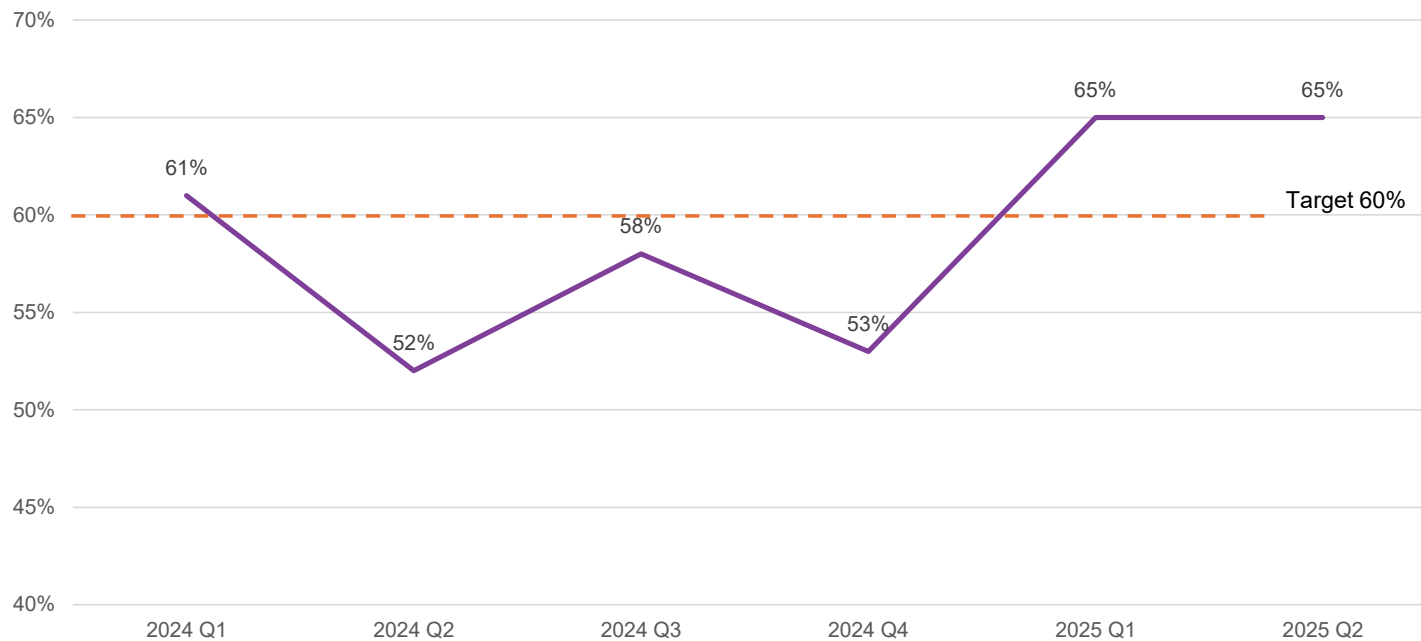


Right Support



Proportion of respondents who report that they agree their landlord treats them fairly and with respect

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Improving



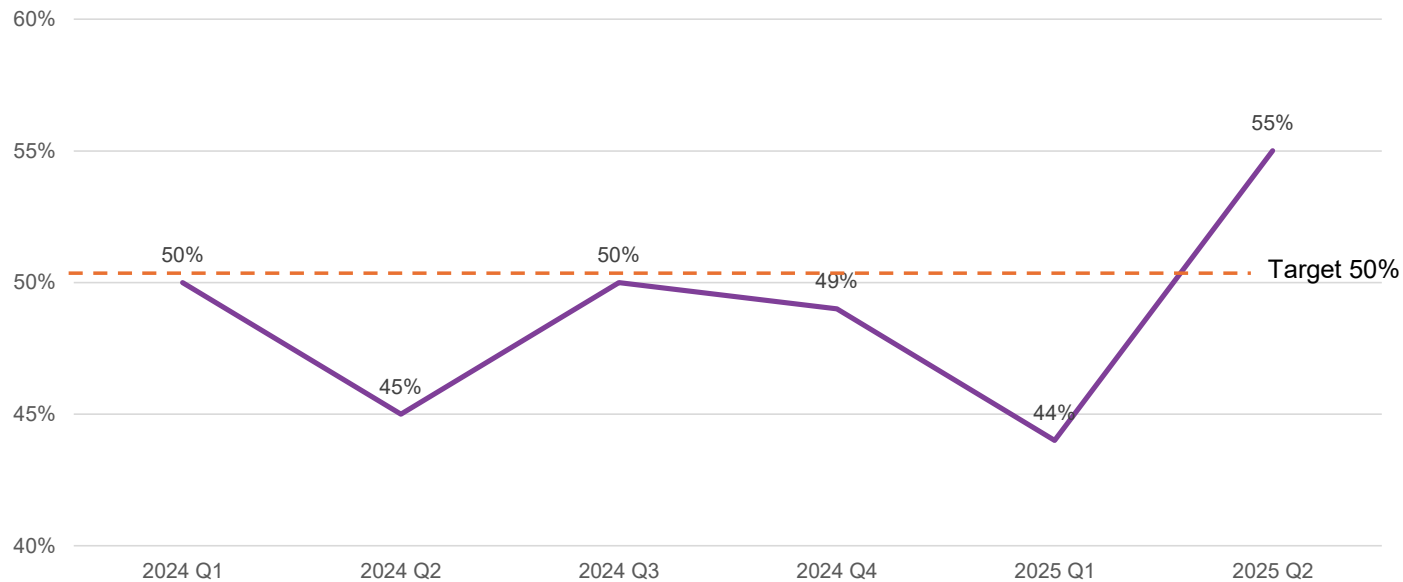
 72%

Right Support



Proportion of respondents who have received a repair in the last 12 months who report they are satisfied with the time taken to complete their most recent repair

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Improving



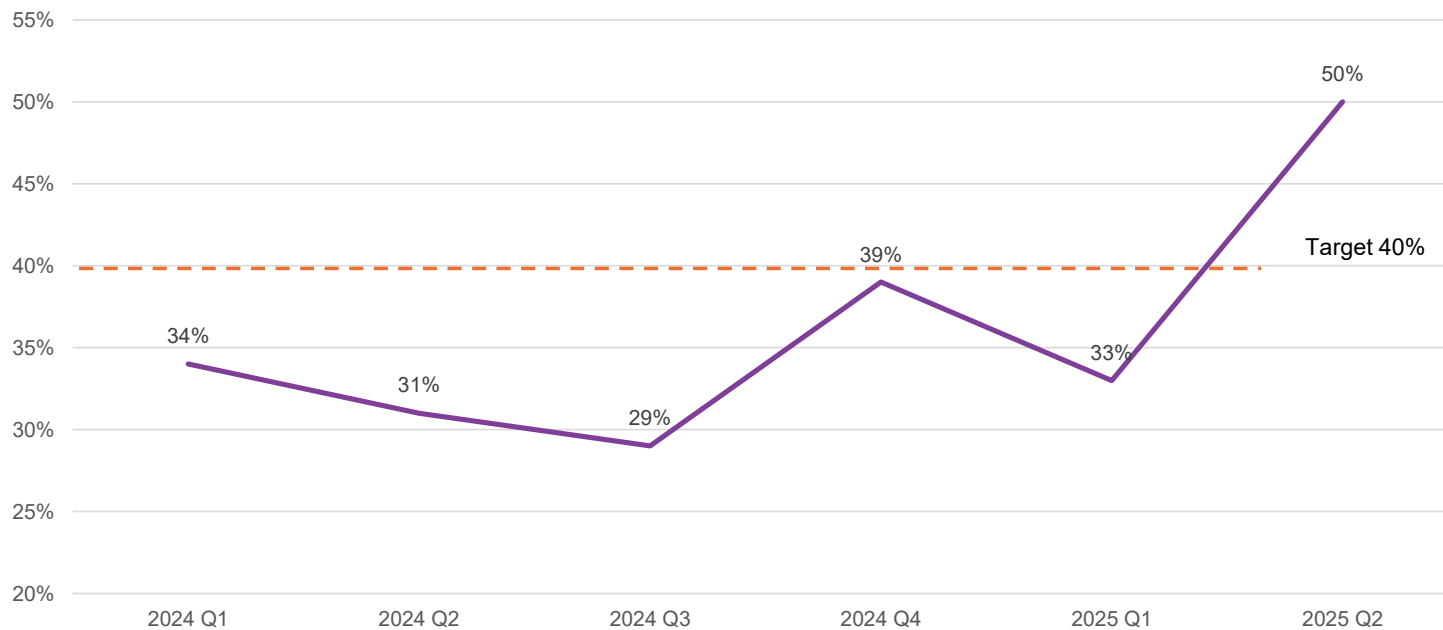
the L12 62%

Right Services



Proportion of respondents who believe their landlords makes a positive contribution to the area

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Improving

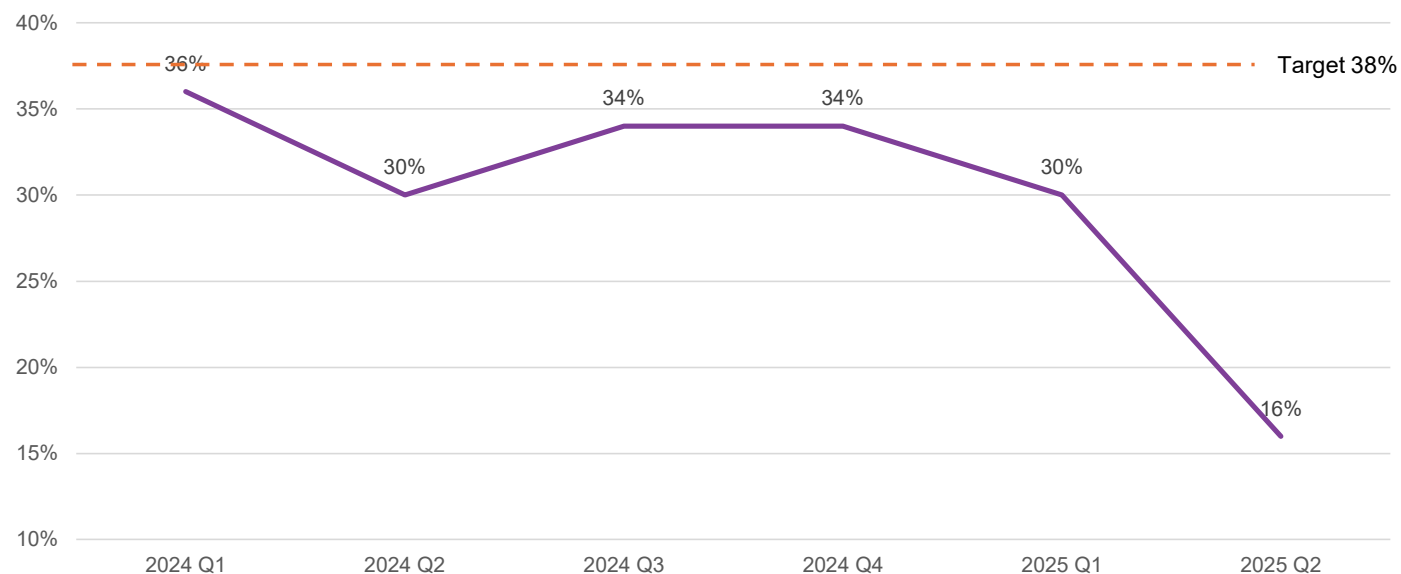


 62%

Right Services



Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour



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Declining

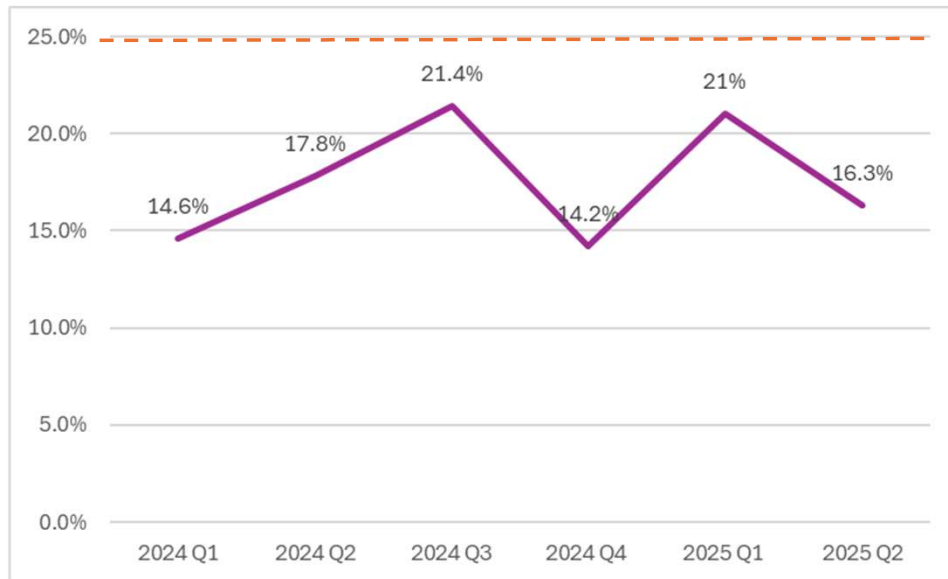


 57%

Right Services



Proportion of respondents who report that they are satisfied with their landlord's approach to complaint handling



Target 25%

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Declining



 35%

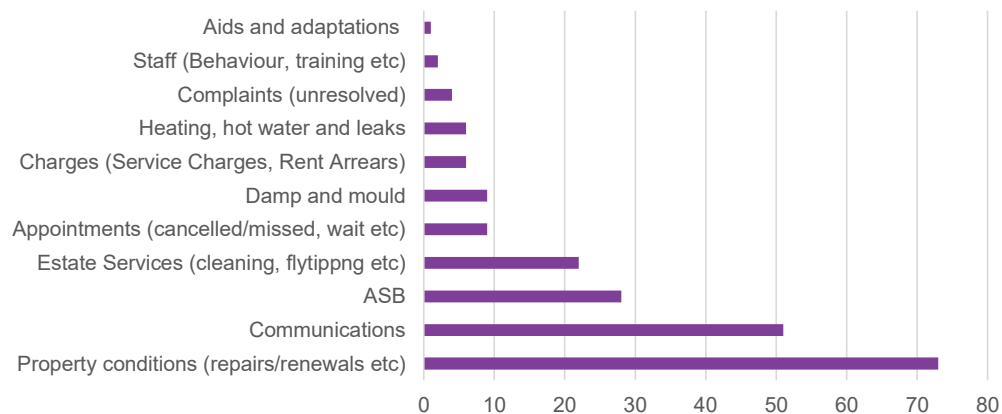
Right Services



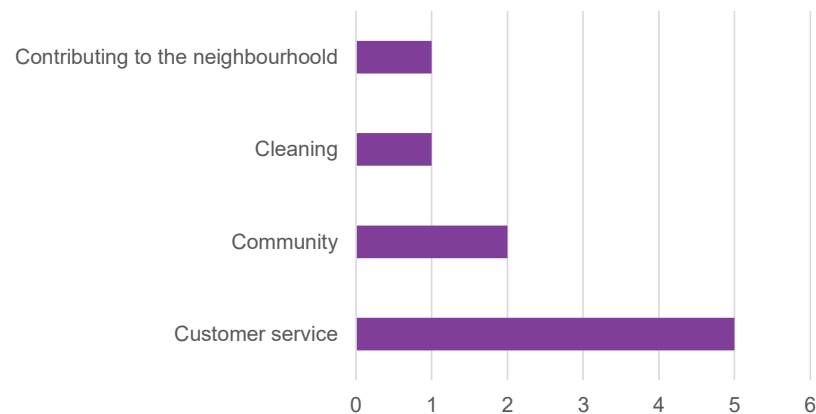
Number of respondents for each main reason for dissatisfaction and satisfaction

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Reason for dissatisfaction



Reason for satisfaction



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Thank you
