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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

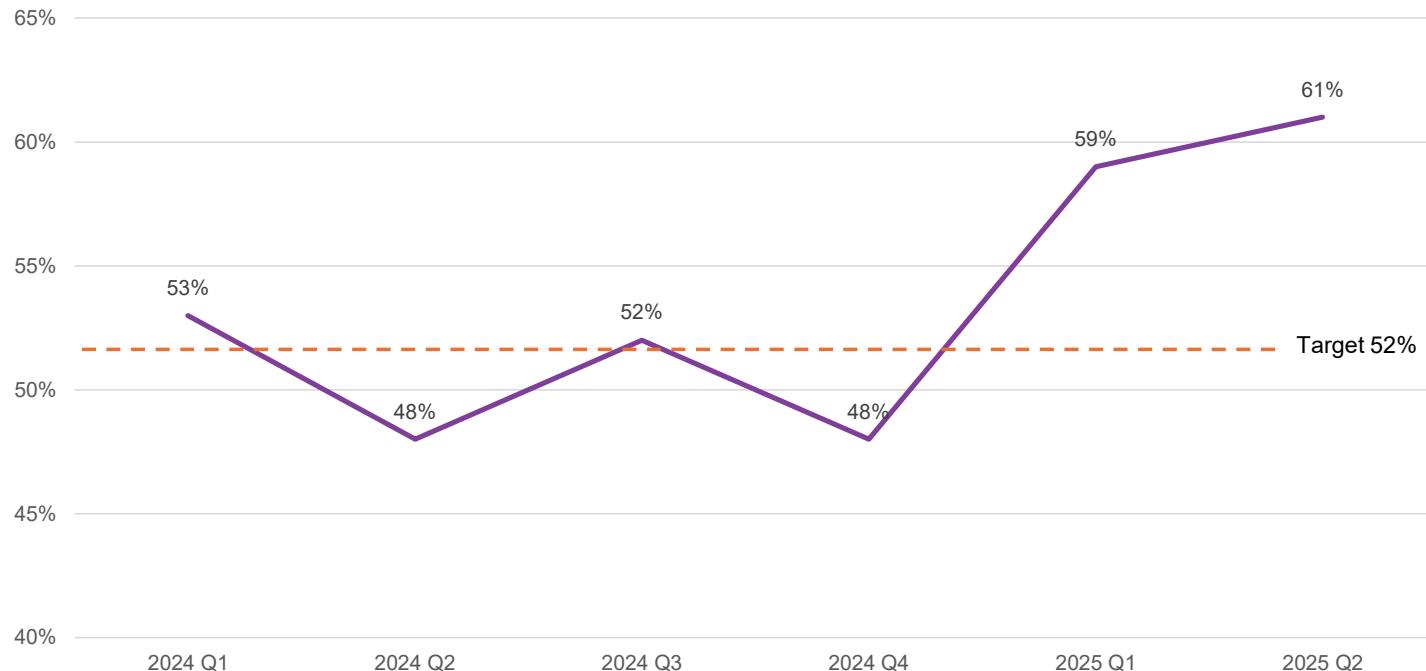


the L12 61%



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

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Improving



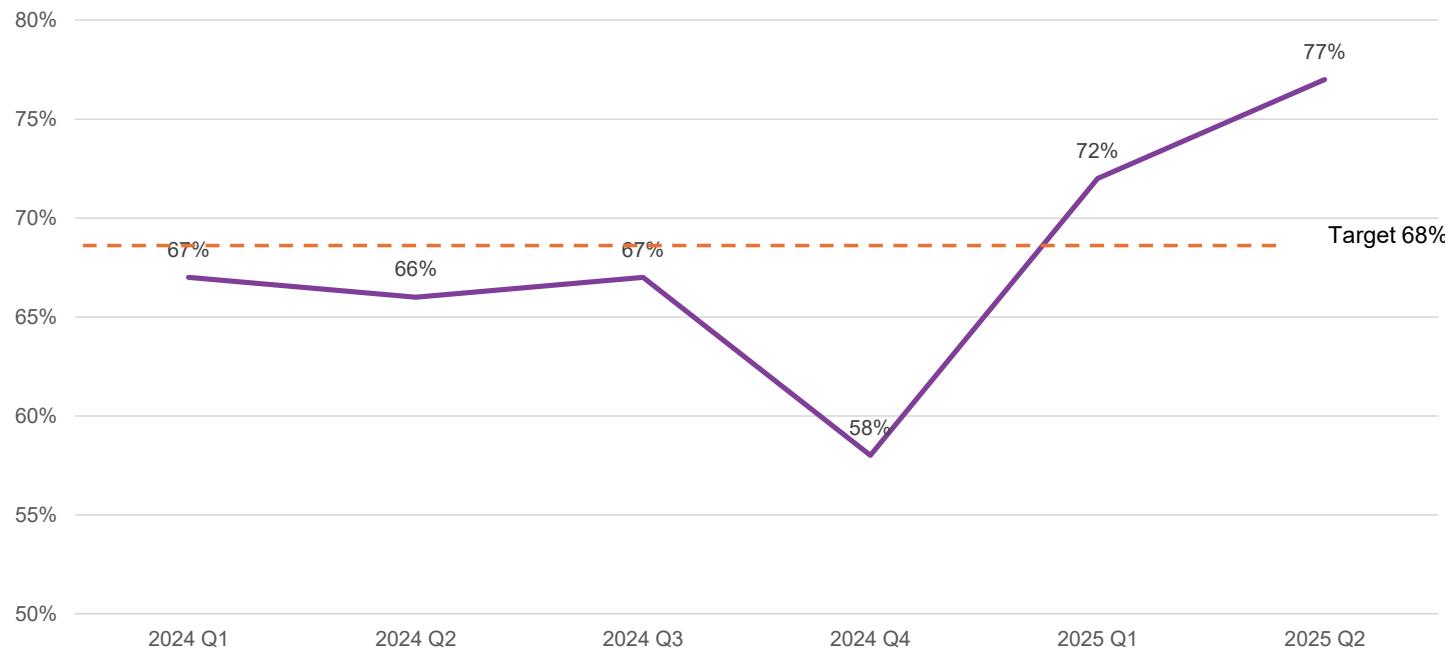
the L12 63%

Right Homes



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

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Improving



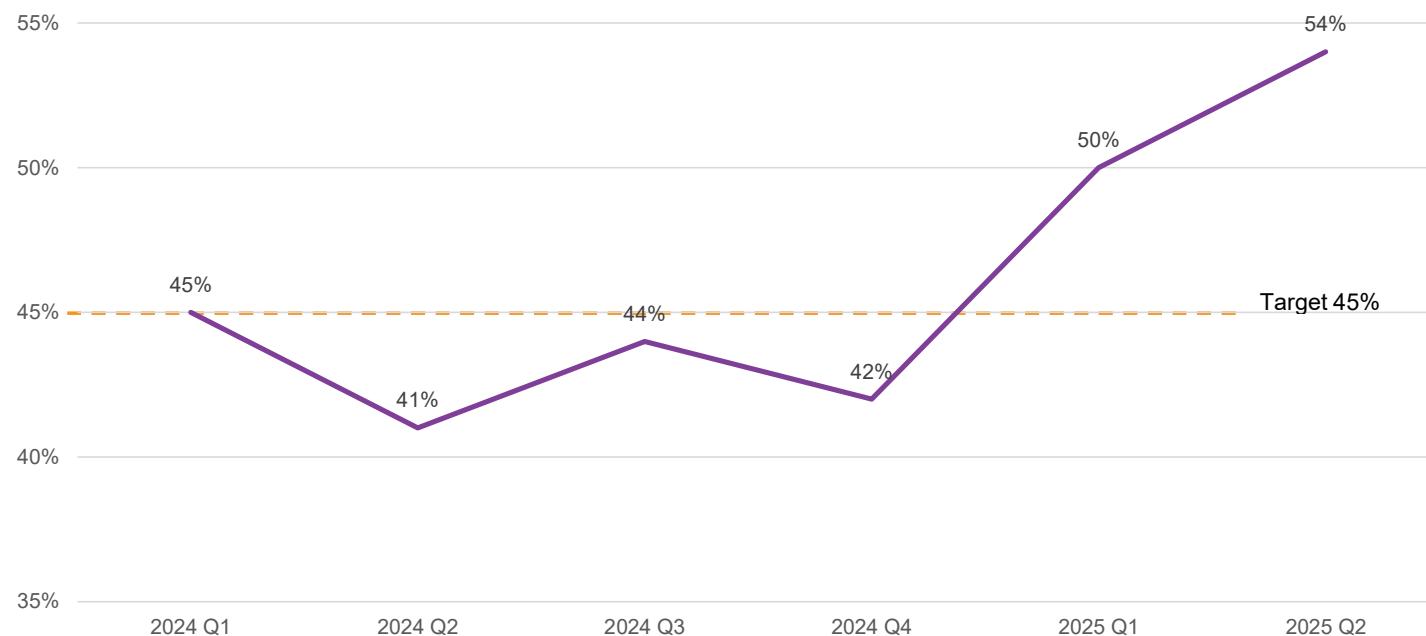
the L12 69%

Right Homes



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

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Improving



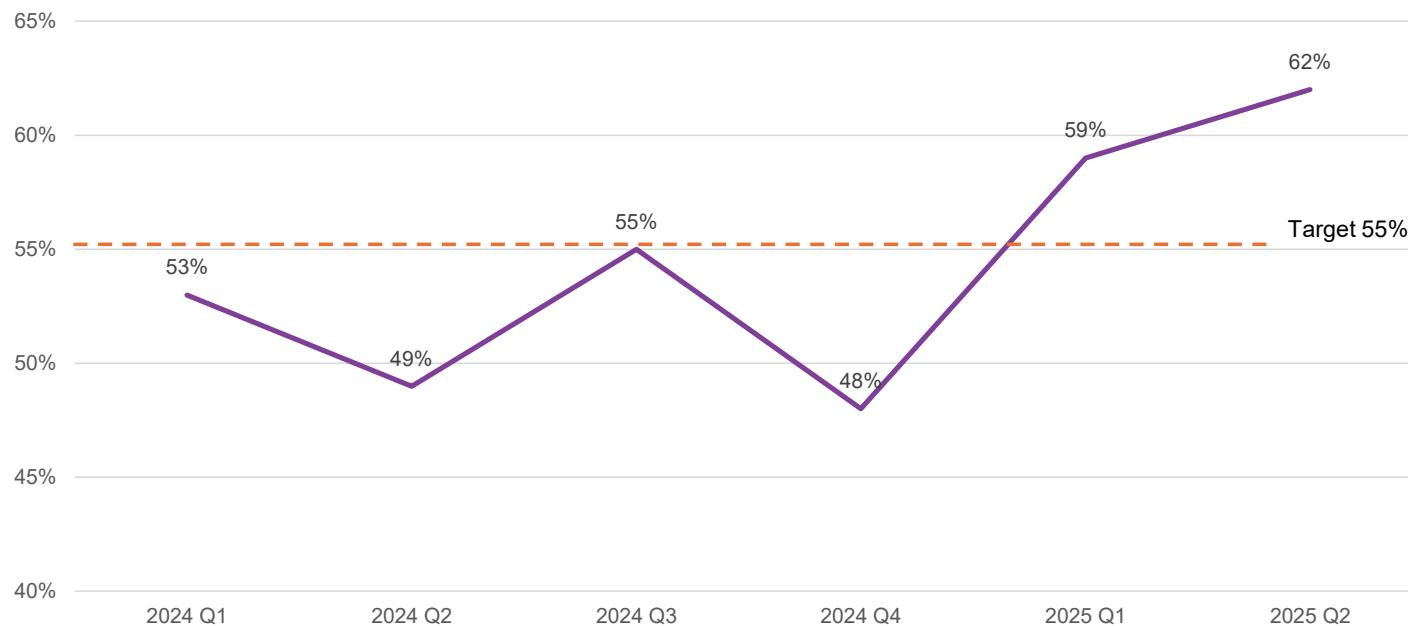
**the L12** 53%

Right Support



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

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the L12 68%

Improving

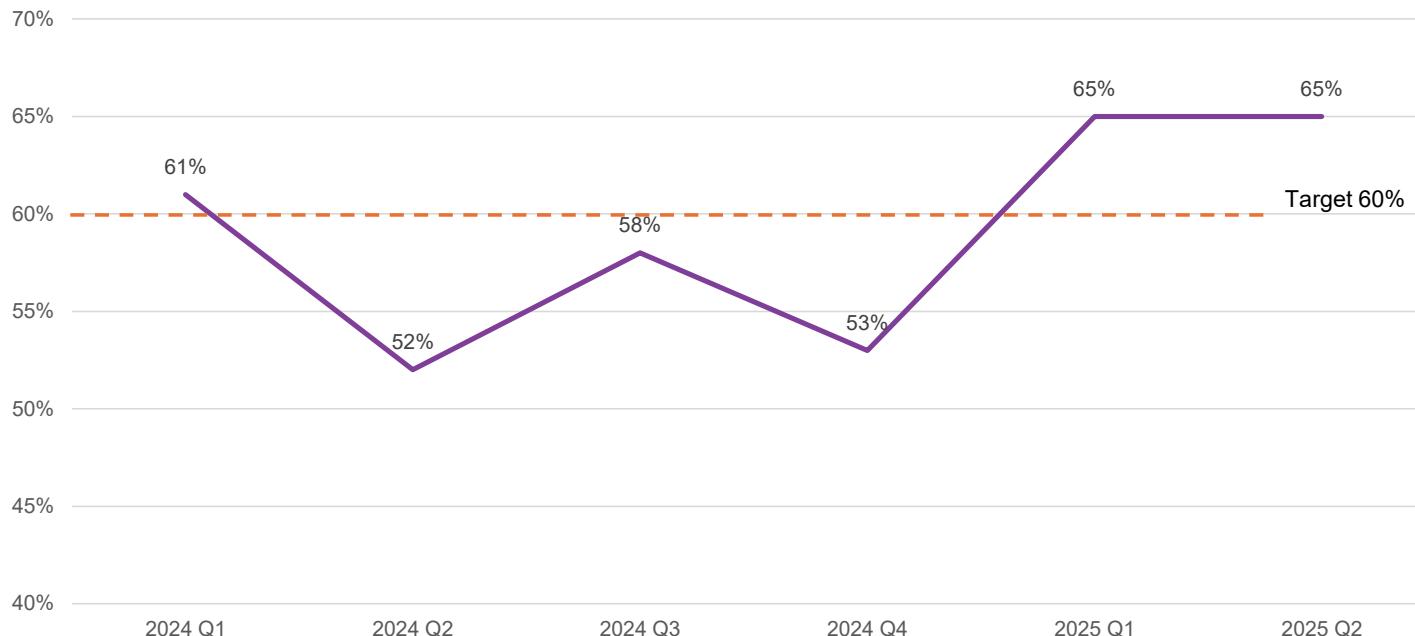


Right Support



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

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Improving



the L12 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



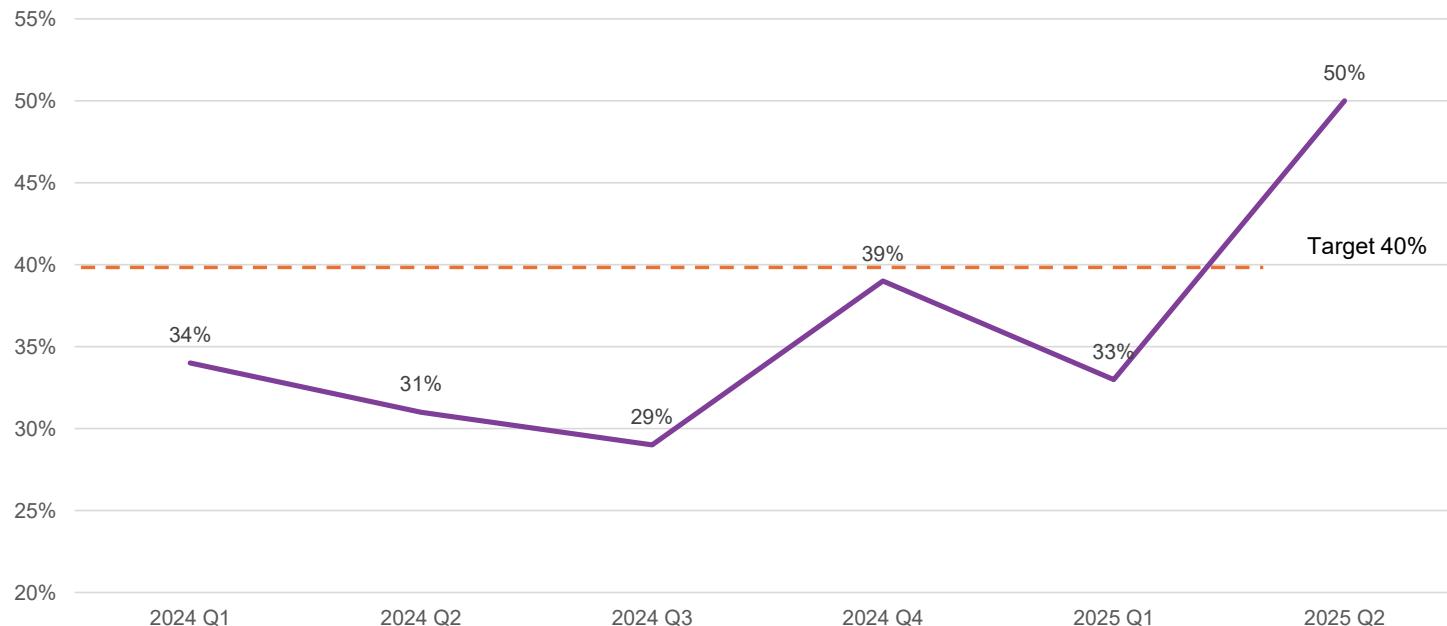
the  
12 62%

Right Services



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

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Improving



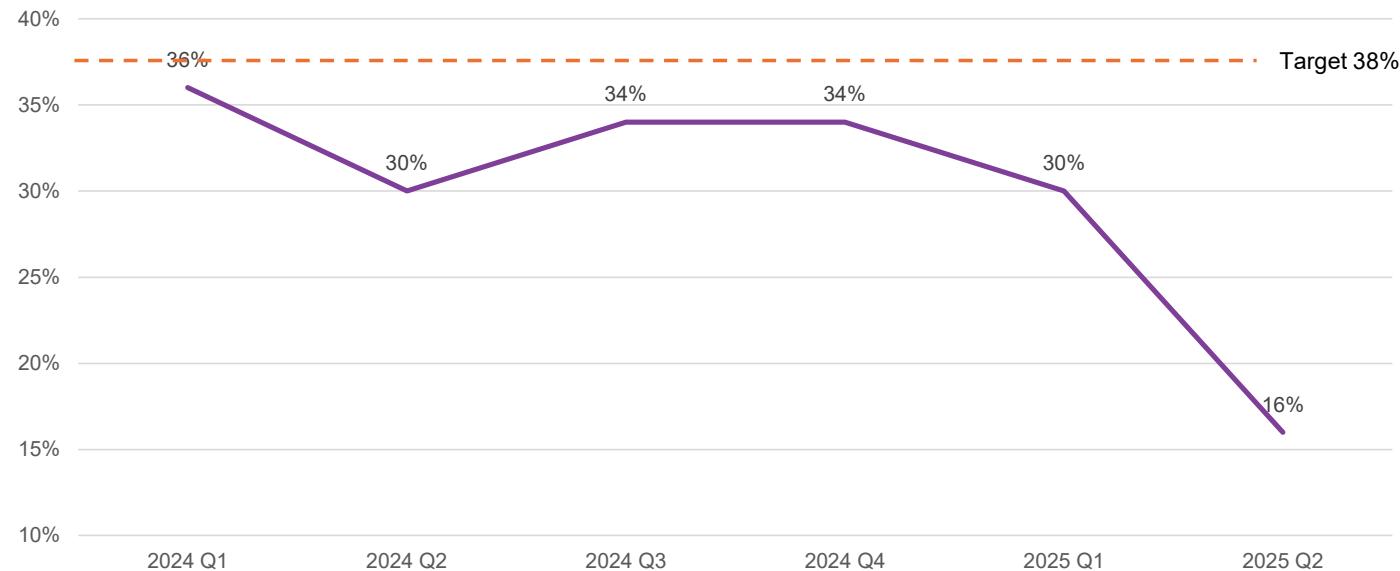
the L12 62%

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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the L12 57%

Declining

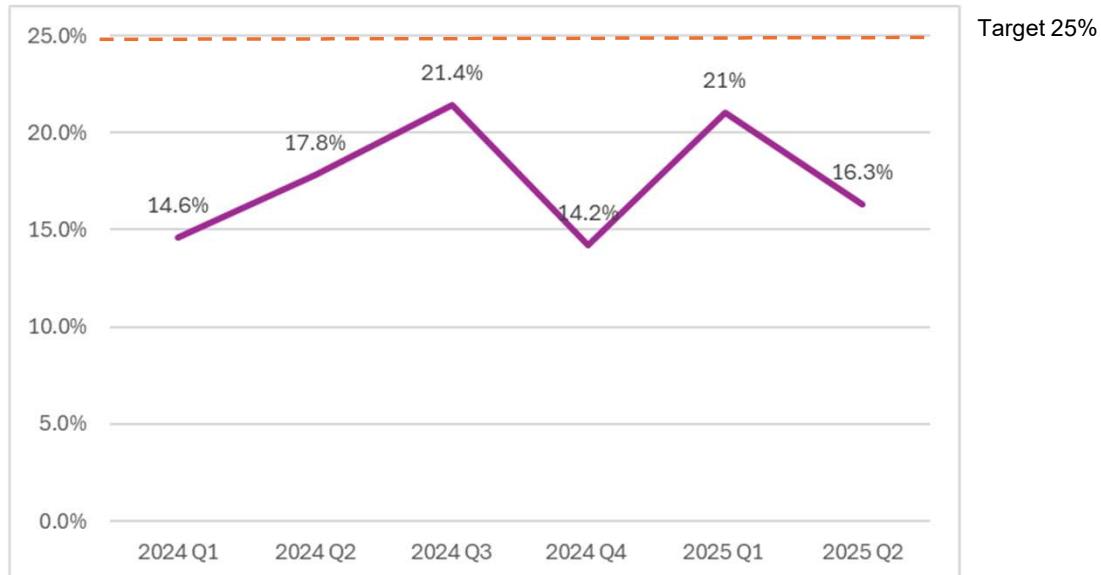


Right Services



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

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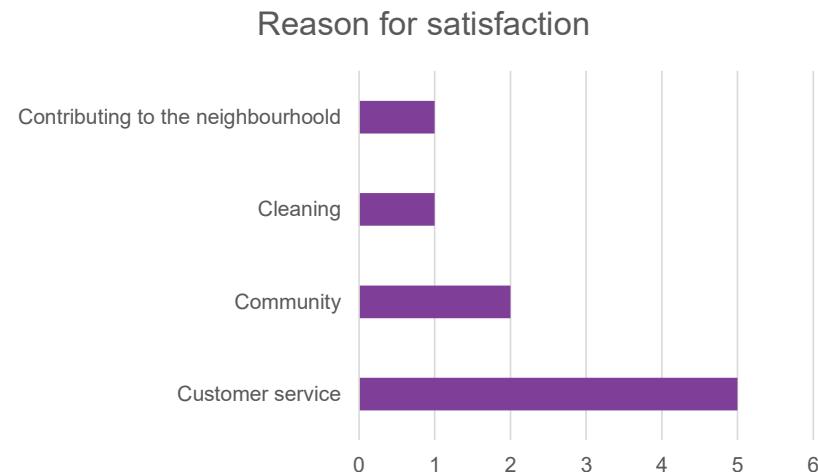
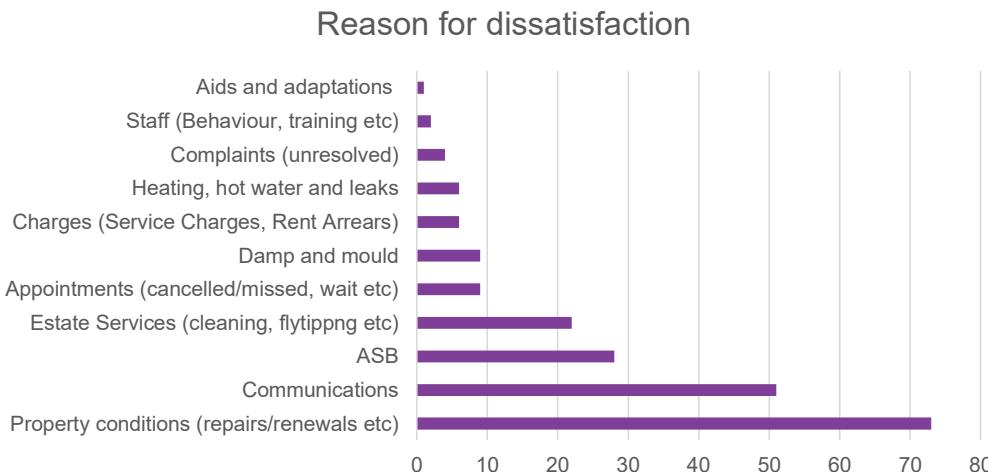
the L12 35%

Right Services



## Number of respondents for each main reason for dissatisfaction and satisfaction

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Thank you

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