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# Tenant Satisfaction Measures

April - 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)**



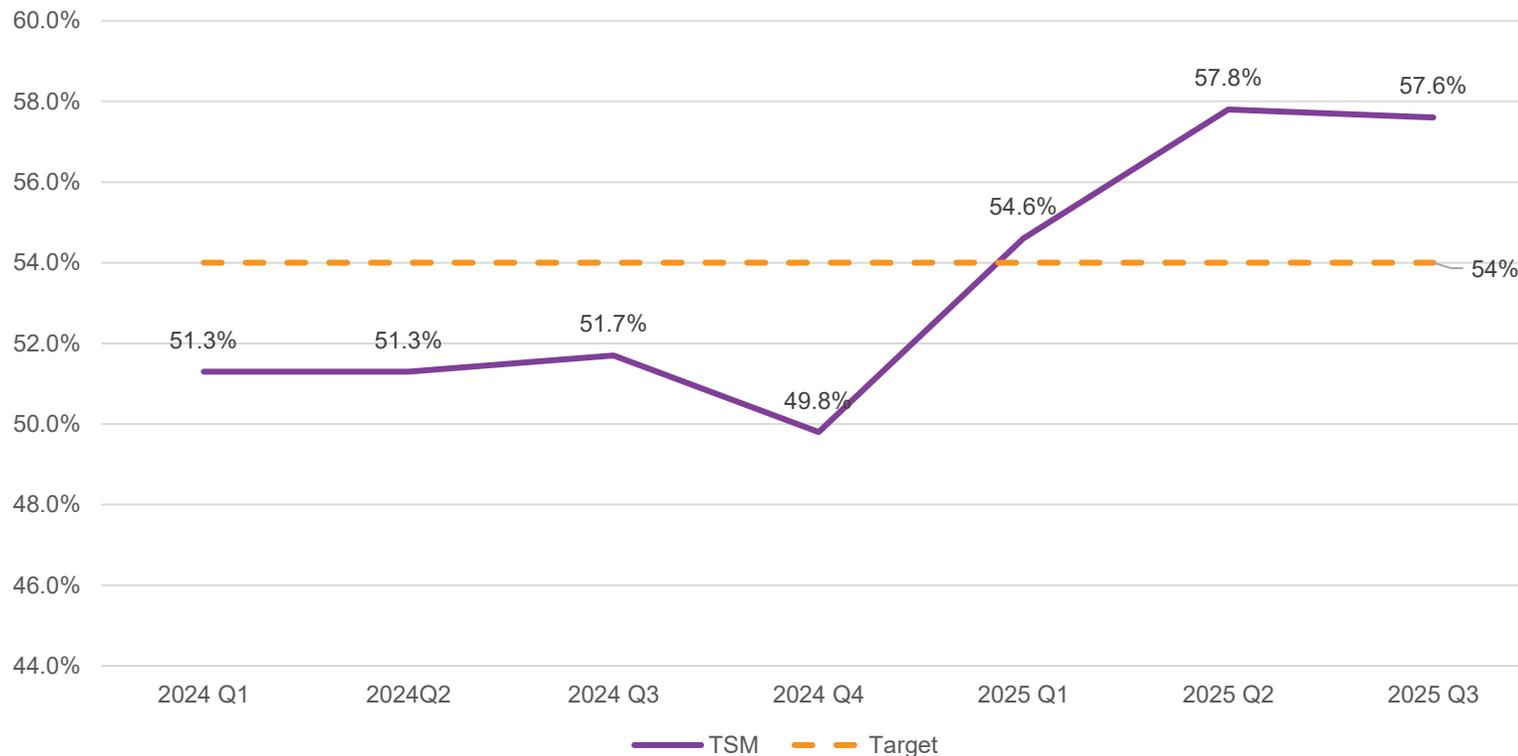
**The latest figures in this presentation are based on 653 surveys, of which:**

**528 were by telephone and 104 were by SMS and 21 were by email.**



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

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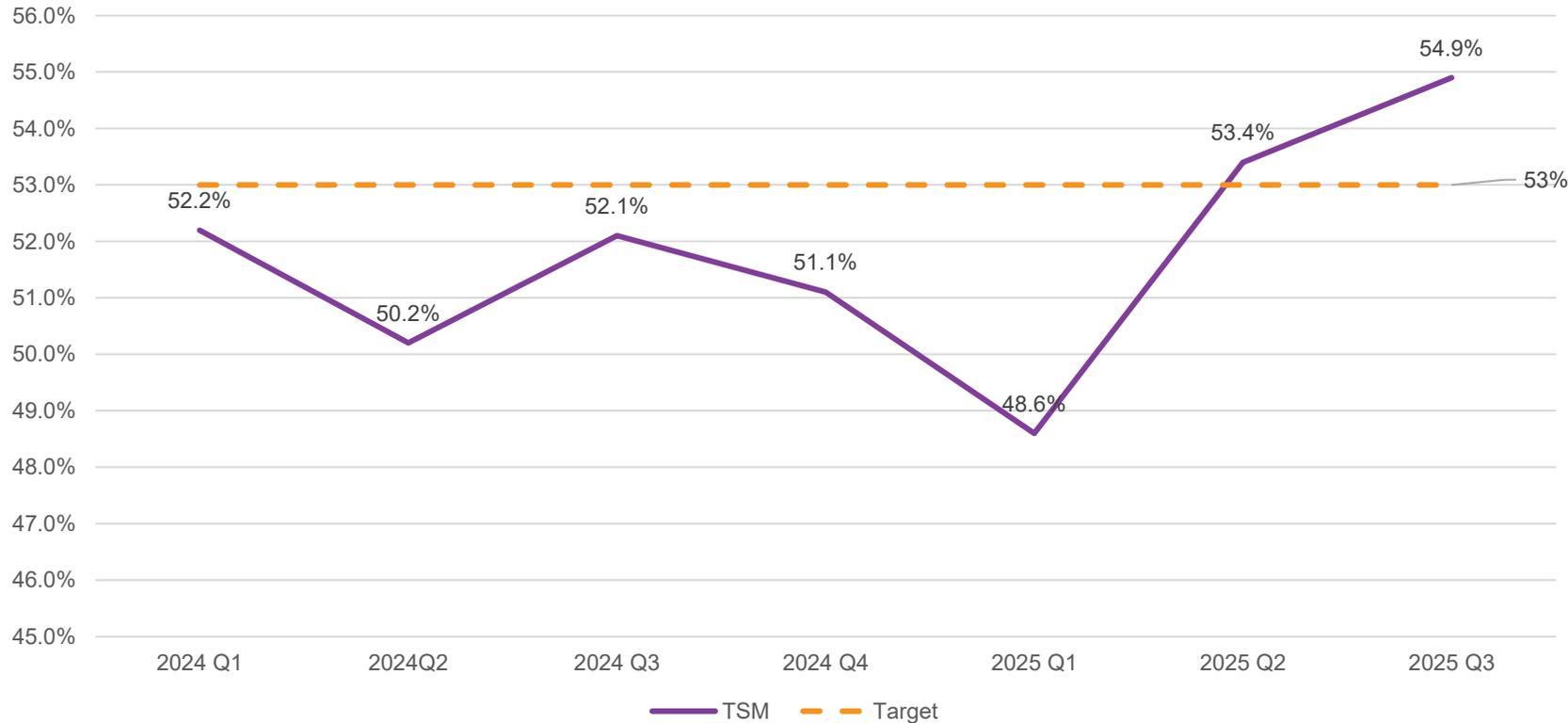
Improving



 61%



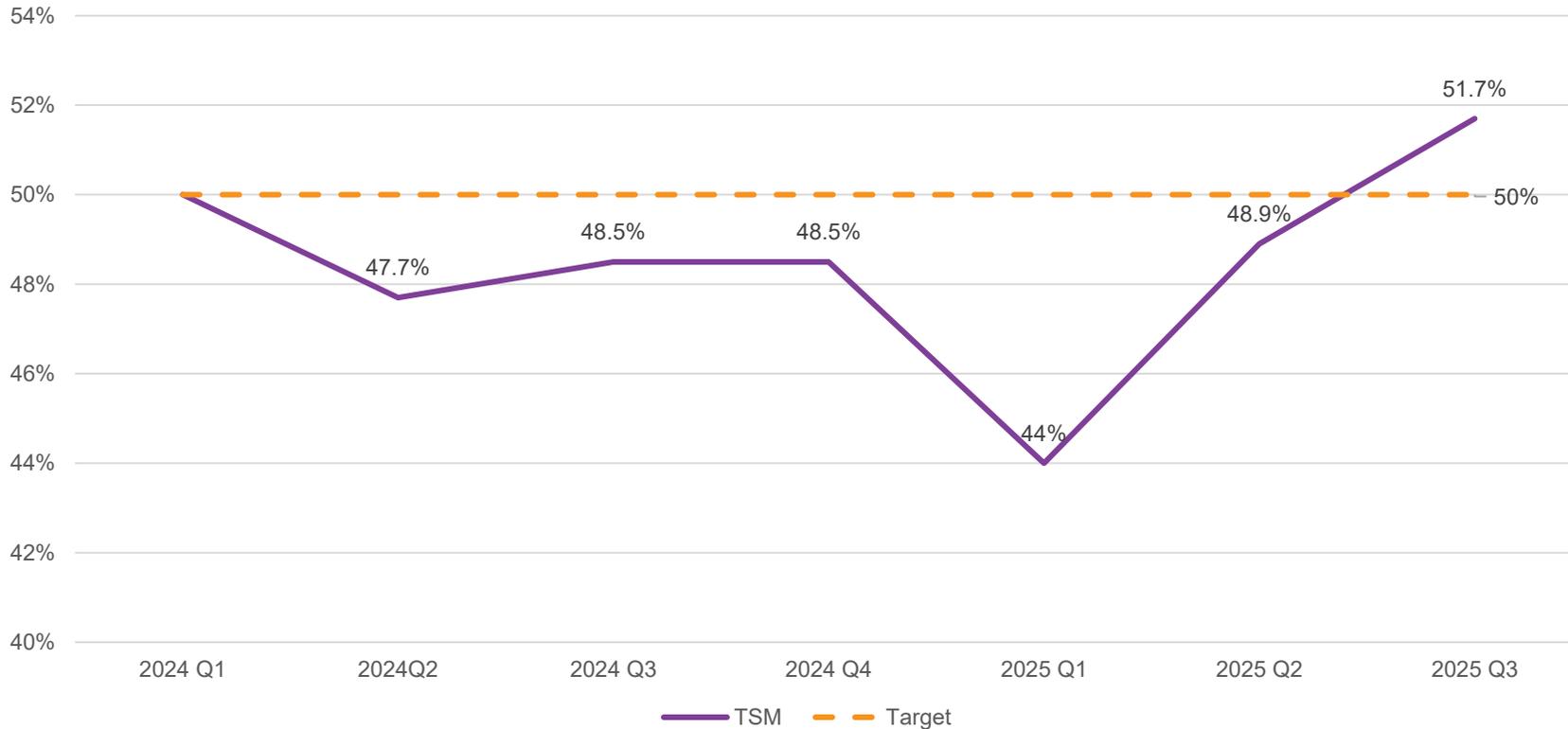
# Proportion of respondents who have received a repair in the last 12 months who report that they are very satisfied or fairly satisfied with the repairs service.



Improving



# 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

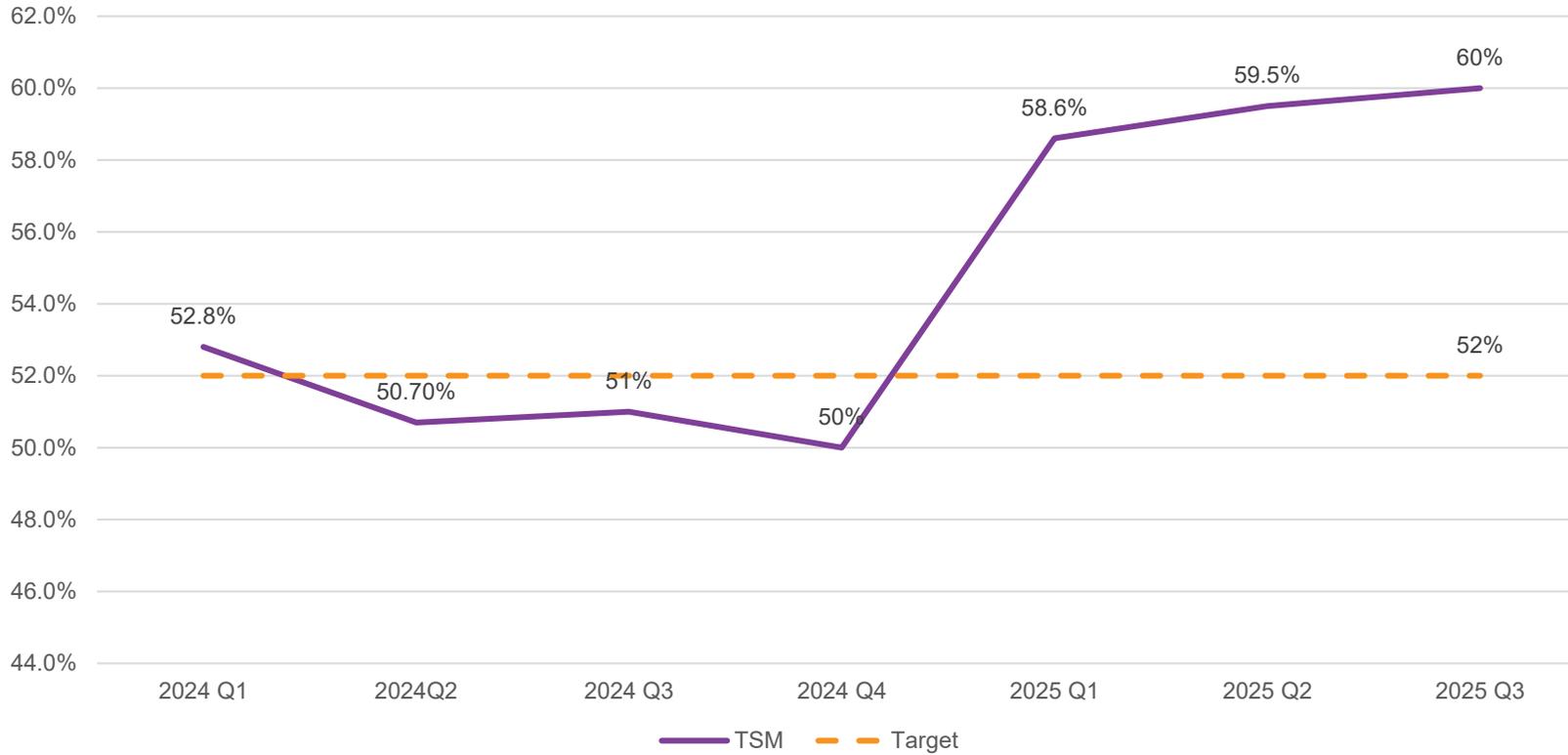


Improving



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

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Improving



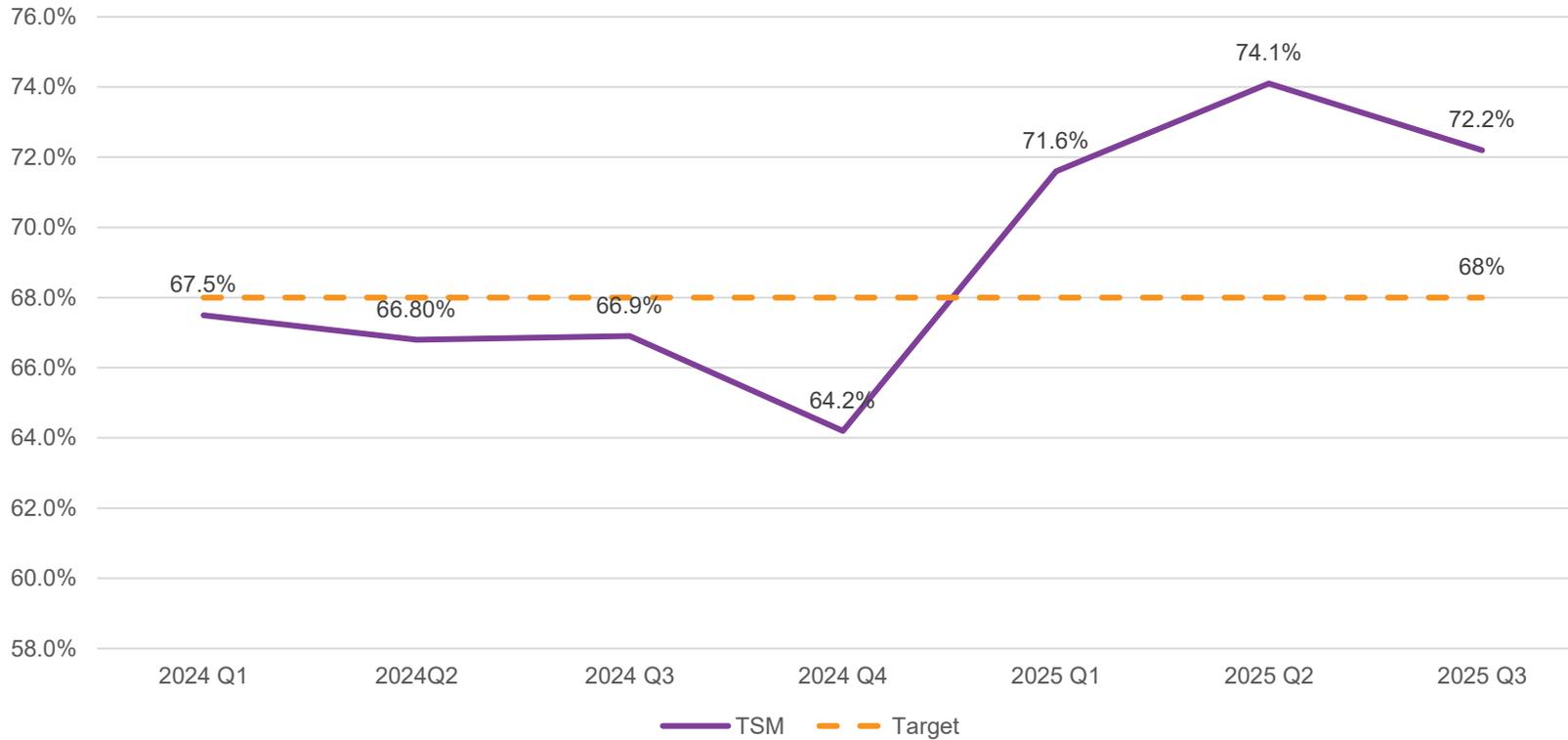
 63%

Right Homes



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

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Improving



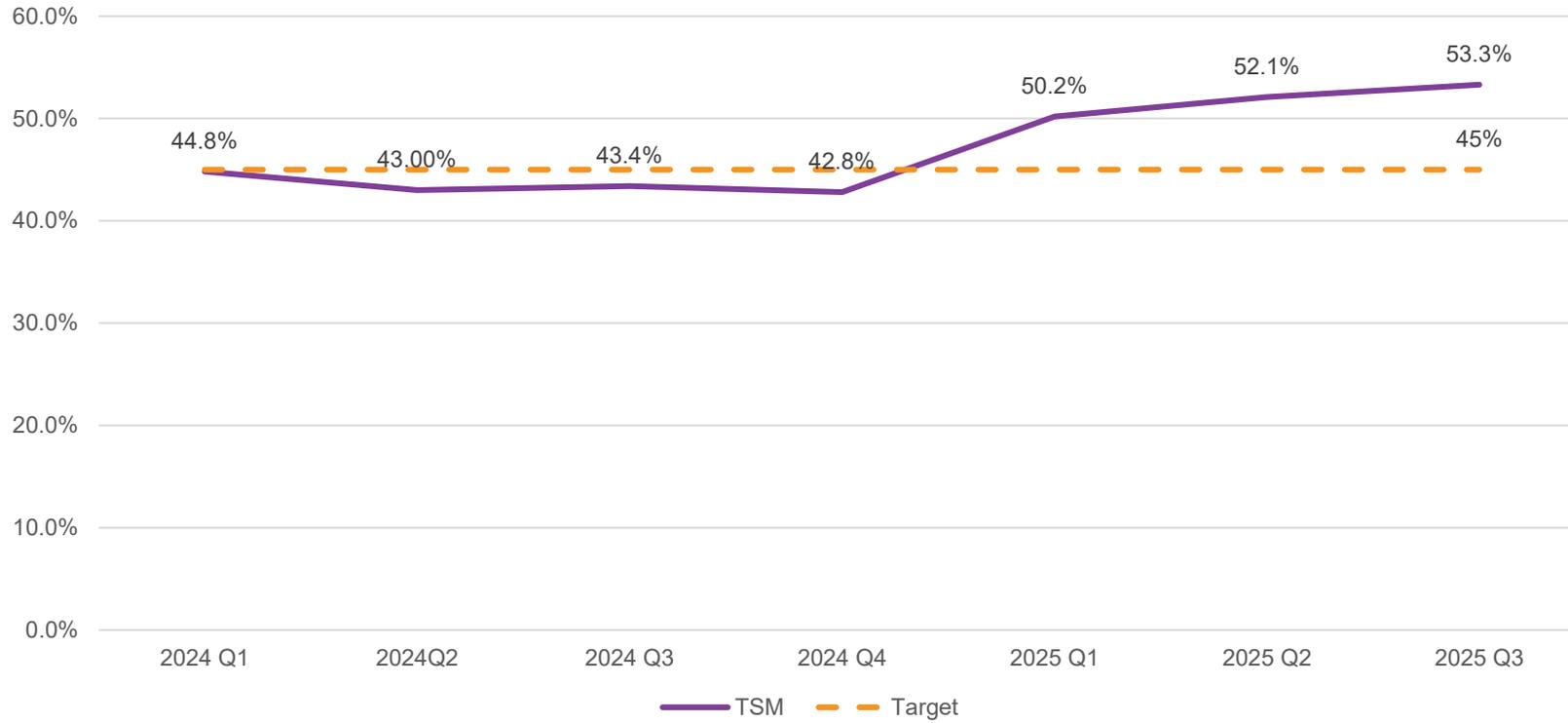
 69%

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



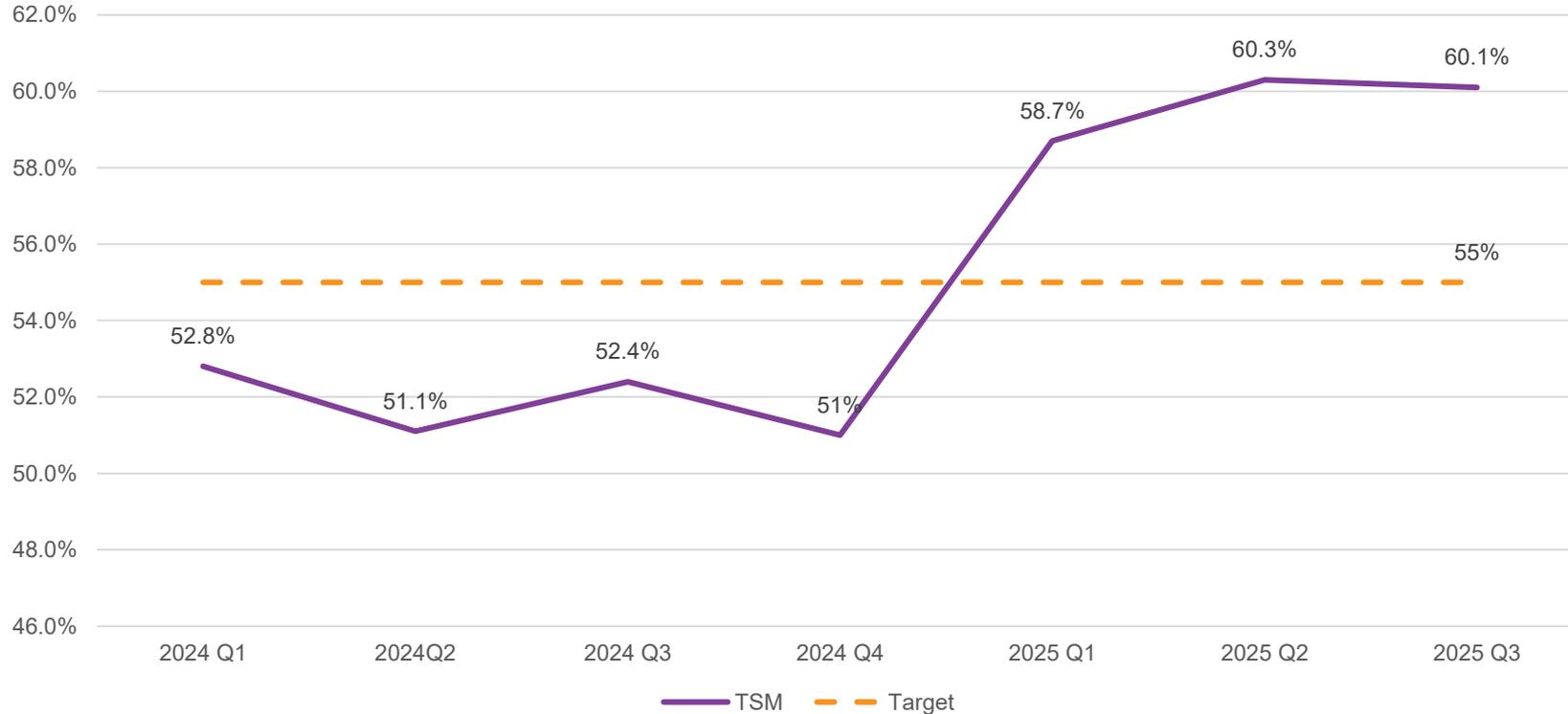
 53%

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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Improving



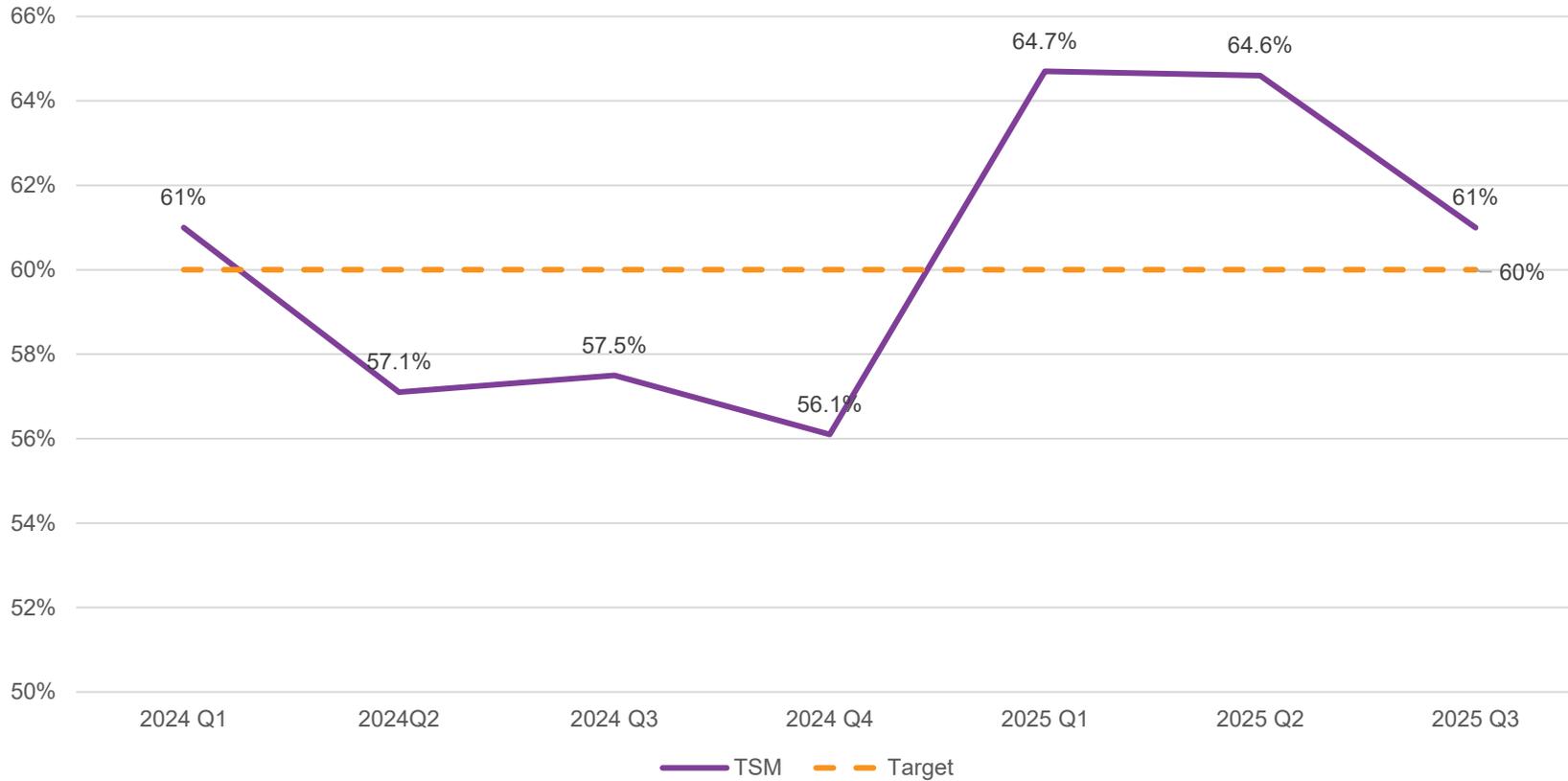
 68%

Right Support



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

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Improving



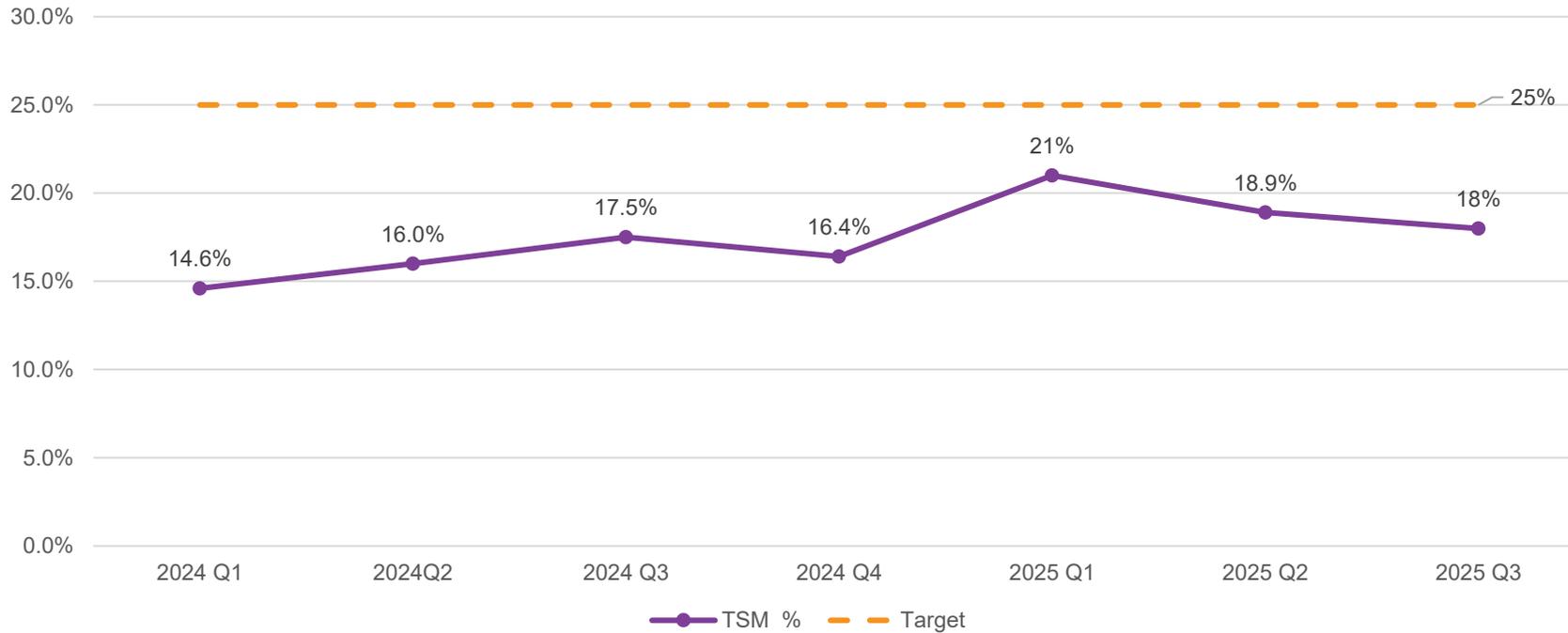
 72%

Right Support



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

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Improving



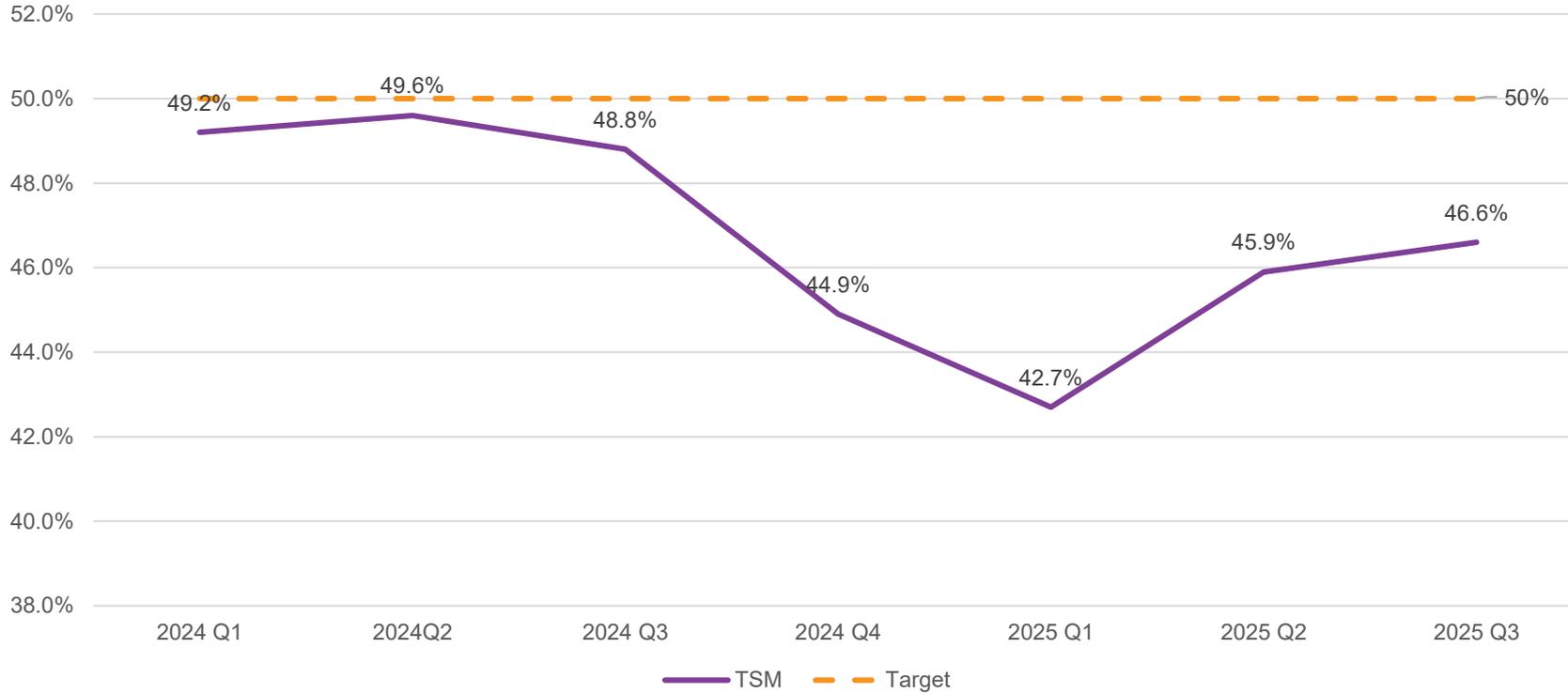
 35%

Right Services



# Proportion of respondents who report they are satisfied that the landlord keeps communal areas clean, safe and well maintained

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Improving



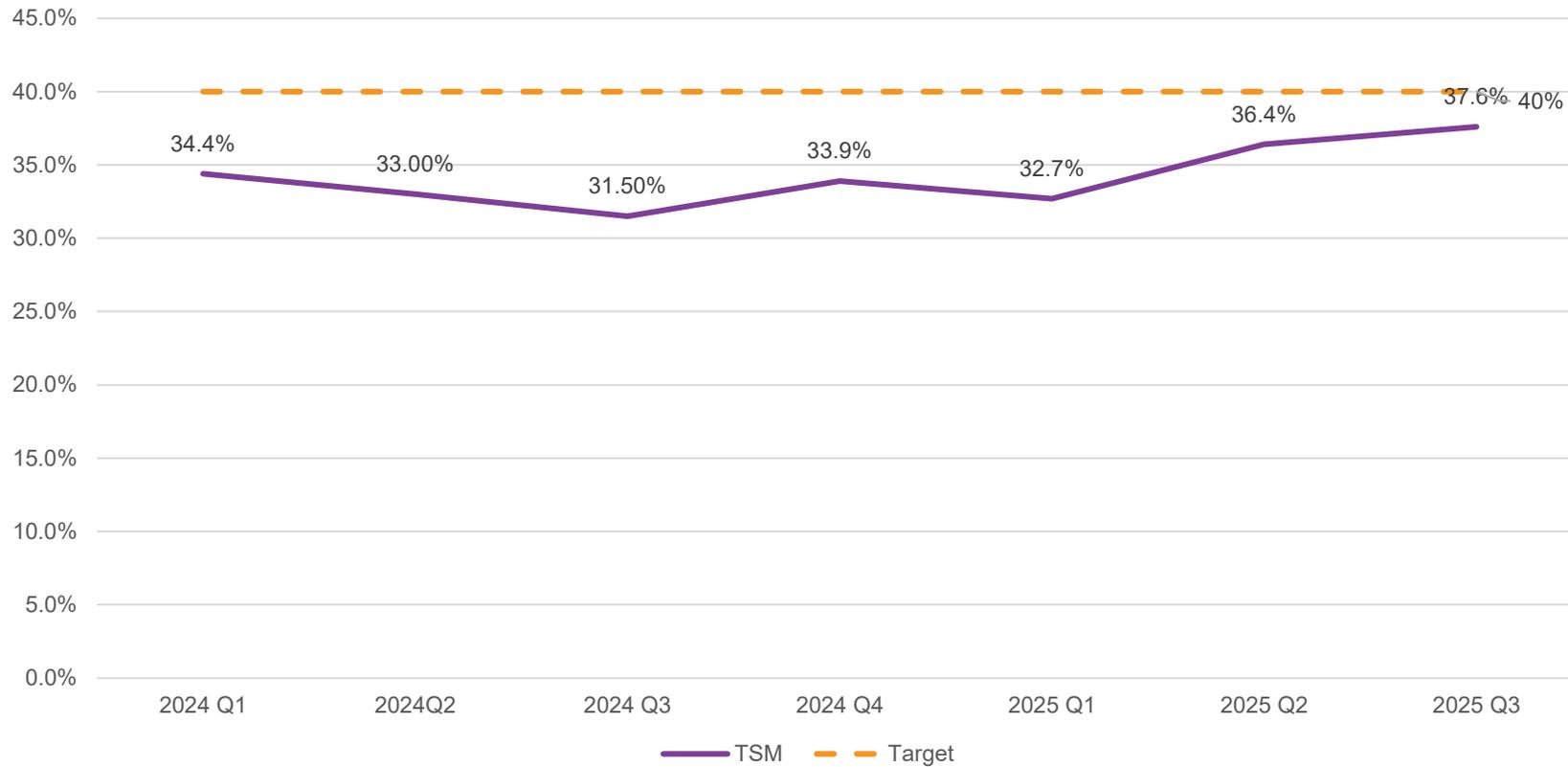
 62%

Right Services



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

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Improving

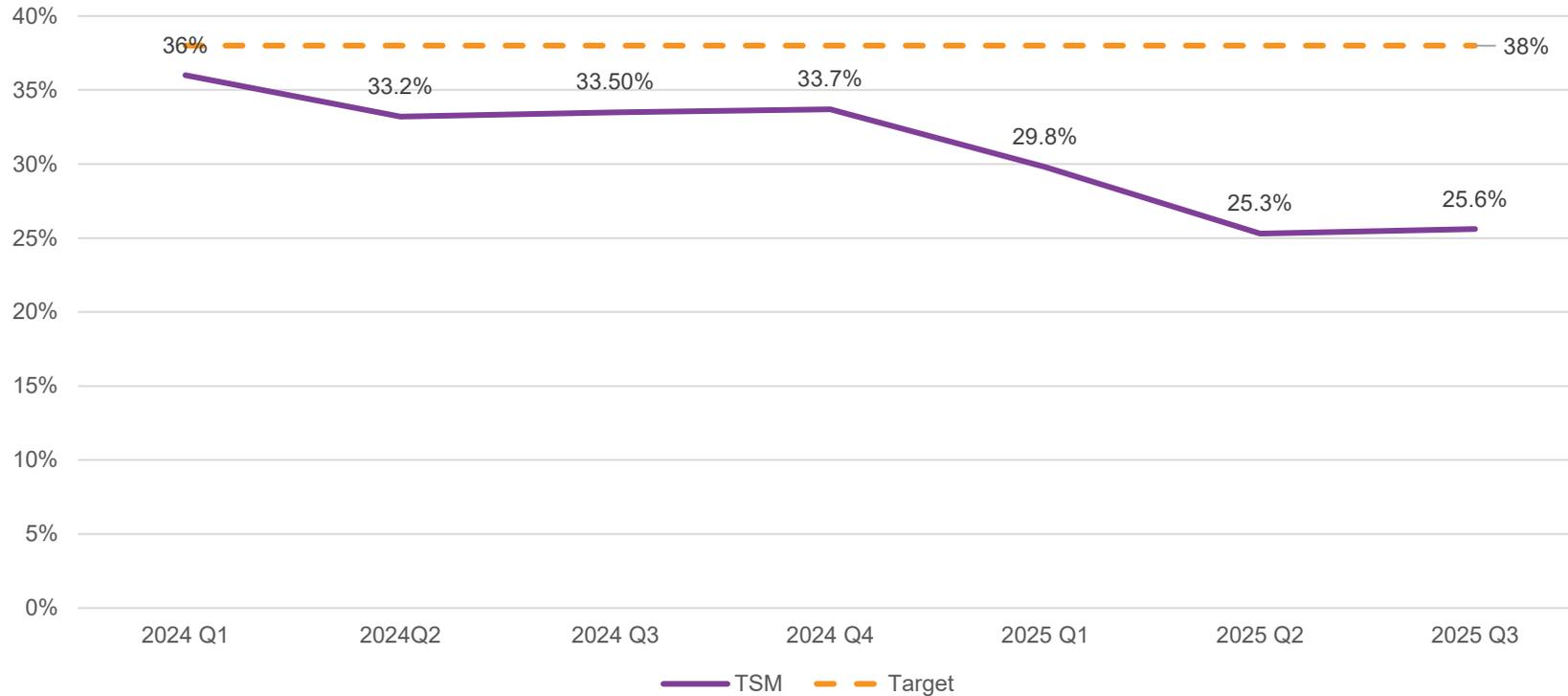


 62%

Right Services



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



Declining



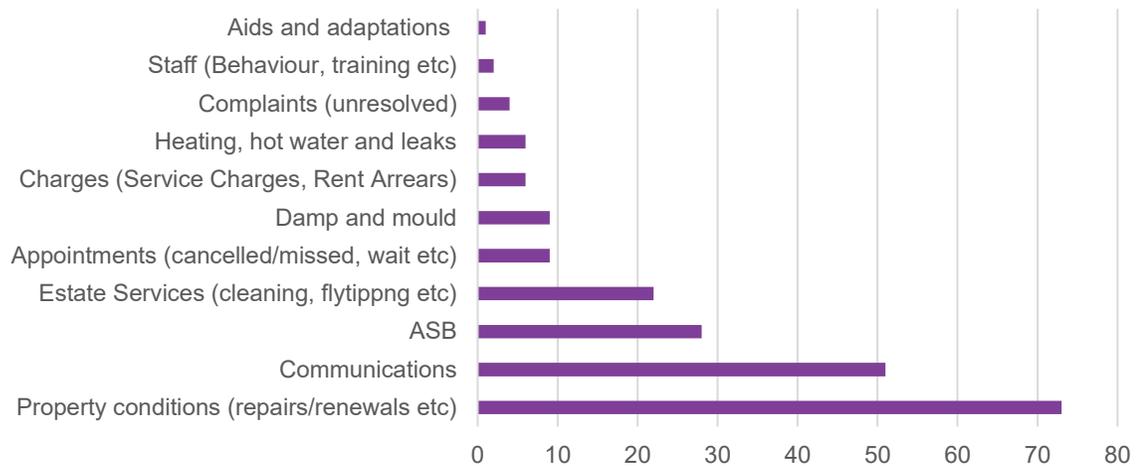
 57%

Right Services

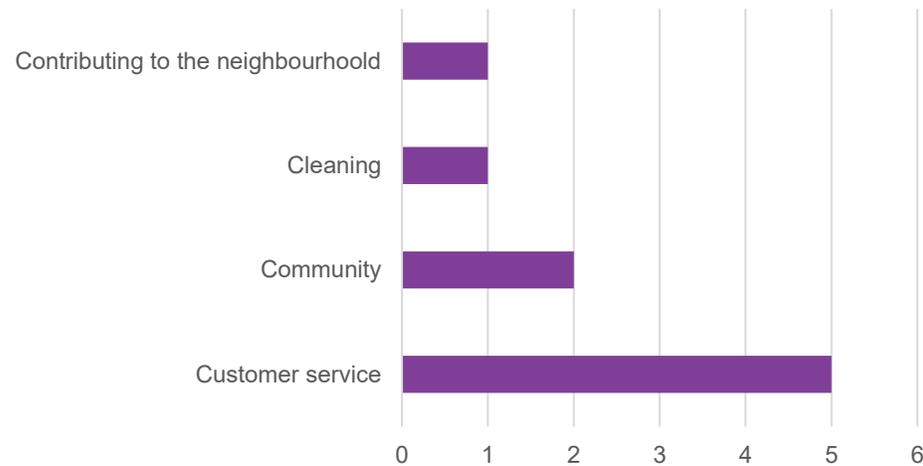


# Main reason for dissatisfaction and satisfaction

### Reason for dissatisfaction



### Reason for satisfaction



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Thank you

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