

New Park Village TMC

TSM Annual Report 2024/25

55% 

Overall Satisfaction

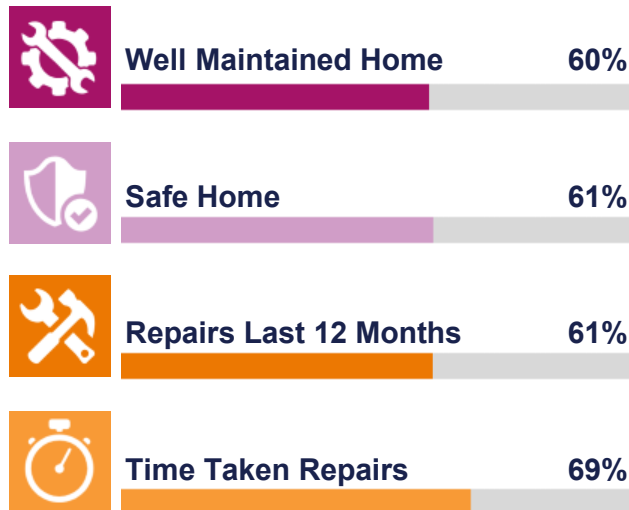
Of the four managing agents with Wolverhampton Council, the residents of New Park Village have the lowest levels of satisfaction with 55% satisfied with the overall service.

Just one measure exceeds 70% satisfaction, the maintenance of the communal areas (71%), with most measures between 51% and 69%.

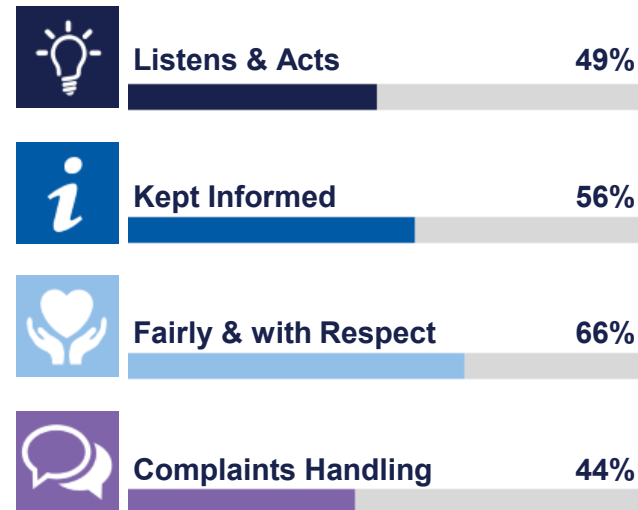
Just below overall satisfaction is New Park Village's approach to ASB (51%), listens to views and acts upon them (49%), whilst 44% of residents are satisfied with the way complaints are handled.

TSM Key Metrics

Keeping Properties in Good Repair



Respectful & Helpful Engagement



Responsible Neighbourhood Management



Annual Satisfaction & Dissatisfaction

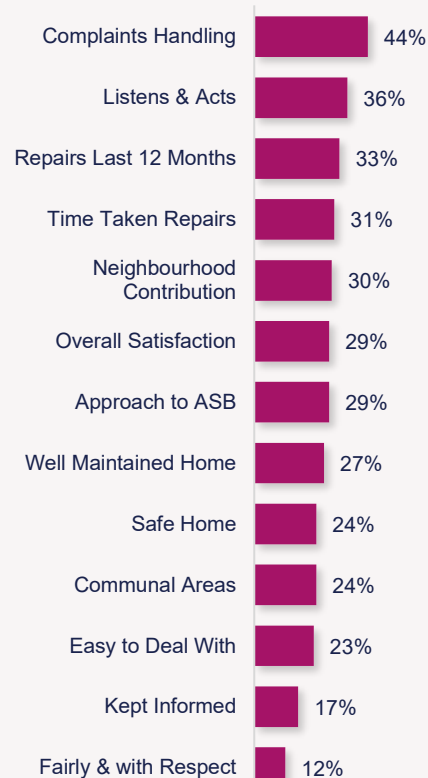
The charts shown opposite summarise the range of both satisfaction and dissatisfaction across all the measures included in the surveys.

There are noticeable levels of dissatisfaction: 29% of residents are dissatisfied overall, with over a third of residents dissatisfied with the repairs service in the last 12 months, listening to views and handling complaints; this has the same number of residents dissatisfied as satisfied.

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25

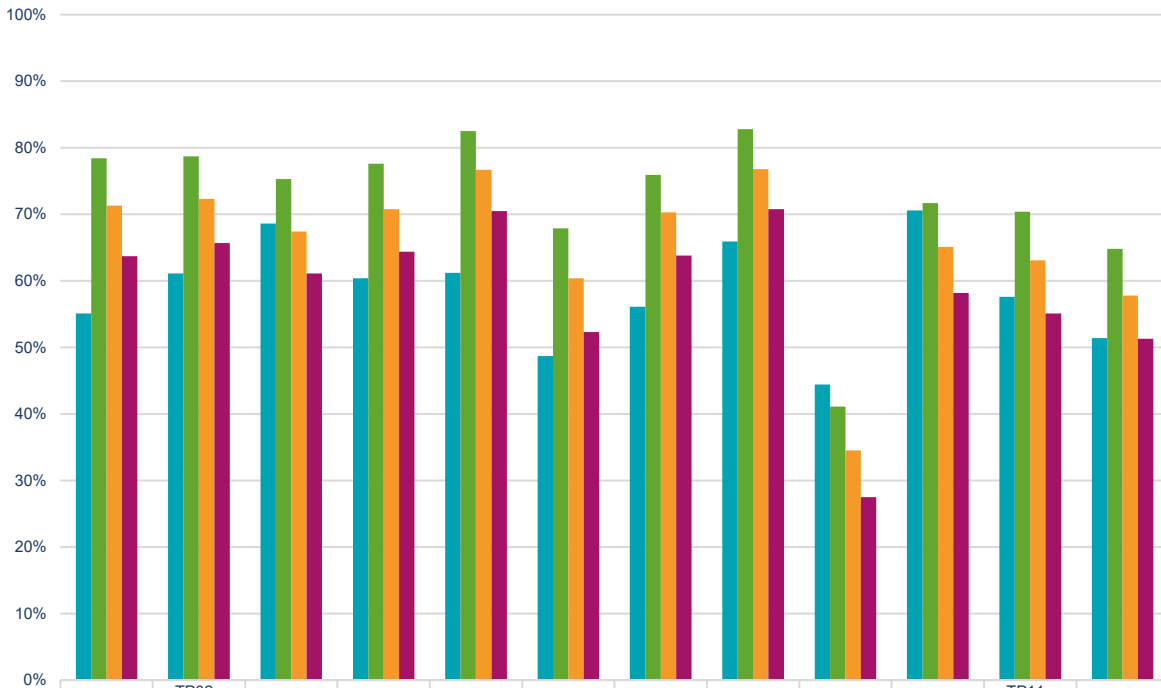


Benchmarking – TSM results 2023/24 (LCRA)

All registered providers with over 1,000 units were required to submit their TSM results for 2023/24 to the Regulator of Social Housing by the end of June 2024. The full set of results was then released late in the year.

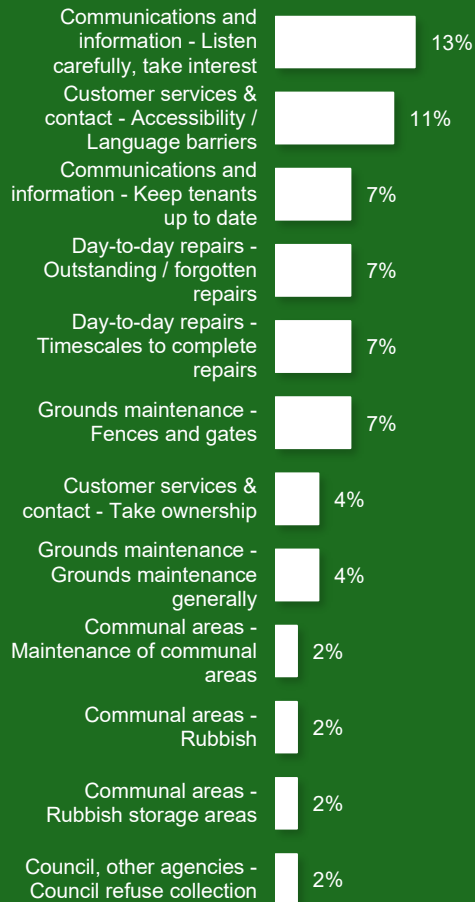
Given New Park Village's status as a TMO, there is little information to compare directly with, but here shows how the results compare against this wider group of landlords, which will help provide some context.

Against this group, which includes housing associations and councils with over 1,000 properties, seven measures are in the lower quartile, including the overall service. However, two fall into the third quartile, two in the second and the handling of complaints is in the top quartile.



	TP01 - Overall Sat	TP02 - Repairs Service	TP03 - Time Taken	TP04 - Well Maintained	TP05 - Safe	TP06 - Listens	TP07 - Informed	TP08 - Fairly	TP09 - Complaints	TP10 - Communal	TP11 - Neighbourhood	TP12 - ASB
New Park Village TMC	55.1%	61.1%	68.6%	60.4%	61.2%	48.7%	56.1%	65.9%	44.4%	70.6%	57.6%	51.4%
Upper Quartile	78.4%	78.7%	75.3%	77.6%	82.5%	67.9%	75.9%	82.8%	41.1%	71.7%	70.4%	64.8%
Regulator Median	71.3%	72.3%	67.4%	70.8%	76.7%	60.4%	70.3%	76.8%	34.5%	65.1%	63.1%	57.8%
Lower Quartile	63.7%	65.7%	61.1%	64.4%	70.5%	52.3%	63.8%	70.8%	27.5%	58.2%	55.1%	51.3%
Quartile position	4	4	2	4	4	4	4	4	1	2	3	3

Comments - Improvements



Summary

Most (46) residents responding to the survey left comments when asked what one thing New Park Village/the Council could do to improve services. These responses reveal a range of concerns and suggestions from residents regarding local council services, particularly about maintenance, communication, and accessibility. A significant number of respondents expressed frustration with the slow response times for repairs, with some citing delays of several years for issues like tree removal and fence replacements. There is a clear demand for quicker action on reported problems, with many residents feeling that their concerns are not being adequately addressed.

Communication emerged as a critical theme, with respondents requesting more transparency regarding job timelines and ongoing projects. Many noted difficulties in reaching council representatives, highlighting the need for improved accessibility, especially in light of recent changes to office locations. Residents expressed a desire for more open dialogue, emphasising the importance of being listened to and informed about developments that affect their living conditions.

The maintenance of communal areas, such as parks and bin collection services, is another area of concern. Several respondents criticised the infrequency of bin collections, which leads to unsightly and unsanitary conditions. Additionally, there are calls for better upkeep of gardens and communal spaces, as well as the need for facilities that cater to children and families in the area.

Overall, the feedback indicates a strong desire for the Council to enhance its service delivery by prioritising timely repairs, improving communication, and maintaining community spaces. Residents are looking for a more engaged and responsive approach to foster a better living environment and address their needs effectively.

Year-on-Year Change

The table shows the annual results for 2024/25 against those results for 2023/24.

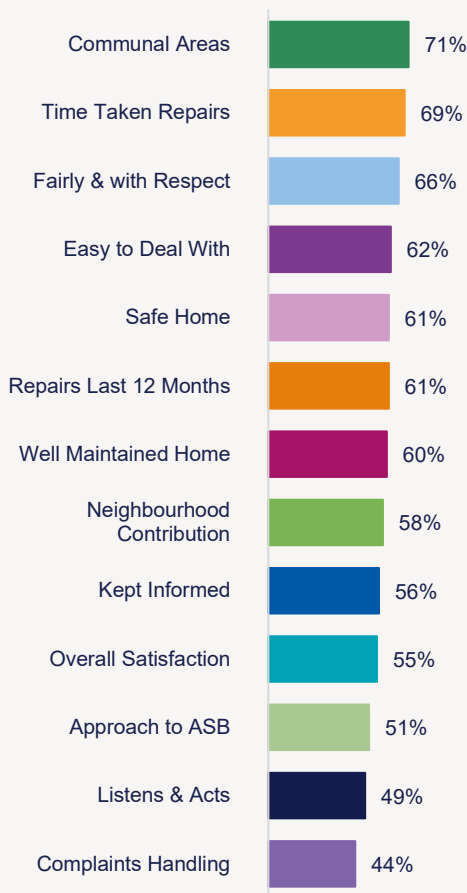
It should be noted, however, that with an annual margin of error of around $\pm 13.1\%$, a change of over 26 percentage points (p.p) would be needed to be statistically significant, although any change can show a direction of travel; none of the changes reaches this figure.

However, overall satisfaction is down by 9p.p since last year and all other measures show decreases in satisfaction. The biggest changes are for the way residents are kept informed, the repairs service in the last 12 months, the provision of a safe home and the handling of ASB.

It is disappointing that all measures are down, and this may be related to the supervision notice which saw management duties transferred to Wolverhampton Homes.

	2023/24	2024/25
Overall Satisfaction	64%	55% (-9)
Well Maintained Home	61%	60% (-1)
Safe Home	76%	61% (-15)
Communal Areas	84%	71% (-13)
Repairs Last 12 Months	77%	61% (-16)
Time Taken Repairs	82%	69% (-13)
Neighbourhood Contribution	67%	58% (-9)
Approach to ASB	66%	51% (-15)
Listens & Acts	62%	49% (-13)
Fairly & with Respect	74%	66% (-8)
Kept Informed	78%	56% (-22)
Easy to Deal With	71%	62% (-9)
Complaints Handling	50%	44% (-6)

Satisfaction with Measures



Conclusion

This report has looked at the results from those managed by New Park Village TMC. Also produced are reports based on the findings from the other managing agents, as well as one report combining all four.

The range of satisfaction is moderate only, and all measures have decreased in satisfaction since last year. Satisfaction with the overall service now stands at 55%, and this sits in the lower middle of the range of measures. The highest satisfaction is for the maintenance of the communal areas and the time to complete repairs. However, at the other end of the scale is the way residents' views are listened to and acted upon and how complaints are handled.

Satisfaction has fallen across the board since last year from a small change of just less than 1p.p for the home being well-maintained to a drop of 22p.p for the way residents are informed about issues that matter to them. Overall satisfaction is down by 9p.p across this period, and many measures have seen changes in double figures, although none are statistically significant due to the high margin of error.

There is no suitable comparative group of similar-run TMOs but against the wider Regulator group of landlords, New Park Village doesn't compare well, with seven measures in the lower quartile, including the overall service, two in the third, but there are three measures above the group medians with the handling of complaints in the top quartile. Whilst this is not definitive proof of performance, it does help to provide context to these results. In comparison with the other managing agents, New Park Village is consistently the lowest scoring.

Some open-ended questions were included in these surveys to find out more about how residents feel about being residents of Wolverhampton Council and managed by New Park Village TMC. Some common themes emerged, in particular, the slow response to repair requests and delays in fixing essential work, such as leaks, windows and damp problems. Communication, whether about repairs or other issues, is a key concern to some, with problems reaching appropriate staff, being left on hold for long periods and not having responses to messages. Some also feel there is a lack of response to ASB and other community issues. Suggestions for improvement include better street lighting and increased security in addition to the issues mentioned above.

