



New Park Village TMC

TSM Annual Report 2025/26

Prepared by: Acuity Research & Practice



Introduction

Wolverhampton Council owns over 21,000 homes managed by four different managing agents: Wolverhampton Homes, Bushbury Hill EMB, Dovecotes TMO, and New Park Village TMC. An annual report has been produced for all properties and a Q4 report for just those managed by Wolverhampton Homes. In addition, there are four separate annual reports based on the responses from each agent; this report is based on the responses from New Park Village TMC tenants from the one-off survey completed in March 2026.

Tenants were contacted by Acuity's in-house telephone team and invited to take part in a telephone interview but were also given the option of completing the survey online if they wished. From the total of 200 properties managed by New Park Village, a total of 43 responses were received, 40 complete, plus a further three incomplete, which are required to be included. Of these, 41 were by a telephone interview and just two online.

The report has used sentiment analysis to better understand tenants' comments and why they have responded to the satisfaction questions the way they have. An analysis of the seven open questions is shown later in the report and adds an extra layer of focused insight to the results to help the New Park Village better understand what is driving satisfaction, what tenants are most concerned about, and what could be improved.

The survey is confidential, and the results are sent back anonymised unless tenants give their permission to be identified. 73% of tenants gave permission to share their responses with their details attached, so New Park Village and the Council will have better information to help them improve services, and 72% of these are happy to be contacted to discuss their responses further.

This survey aims to provide data on tenants' satisfaction, which will allow New Park Village and Wolverhampton Council to:

- Provide information on tenants' perceptions of current services from those managed by New Park Village TMC
- Compare the results with those of last year
- Compare the results with other landlords
- Publish the results as required by the Regulator.

For the overall results, Acuity and the Regulator of Social Housing recommend that landlords with under 2,500 properties achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. For New Park Village, 43 responses were received for the overall service question, and this response is high enough to conclude that the findings are accurate to within $\pm 13.59\%$. This is outside the guideline figure, but these responses will be included with all other LCRA responses from the Council, so they will be well within the required margin for the larger group.

The majority of figures throughout the report show the results as percentages. The percentages are rounded up or down to the nearest whole number, and for this reason, may not, in all cases, add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. The base numbers of responses against the different questions are also shown on the charts.

Key TSM Metrics

Annual Summary

Wellbeing

Further Insight

Trends

Summary

Annual Demographics

70%

Overall Satisfaction



Seven out of ten tenants (70%) are satisfied with the overall service provided by New Park Village and the Council.

However, three measures exceed 80% satisfaction: the handling of ASB and treating tenants fairly and with respect (both 82%), and 83% are satisfied with how they are kept informed about things that matter to them.

At the other end of the scale are the maintenance of the communal areas and the handling of complaints, both at 56%.

This report summarises the headline figures, shows how satisfaction has changed over time and includes an analysis of the open comments made by tenants.

TSM Key Metrics

Keeping Properties in Good Repair

**Well Maintained Home**

74%

**Safe Home**

79%

**Repairs Last 12 Months**

72%

**Time Taken Repairs**

76%

Respectful & Helpful Engagement

**Listens & Acts**

78%

**Kept Informed**

83%

**Fairly & with Respect**

82%

**Complaints Handling**

56%

Responsible Neighbourhood Management

**Communal Areas**

56%

**Neighbourhood Contribution**

67%

**Approach to ASB**

82%



Annual Summary



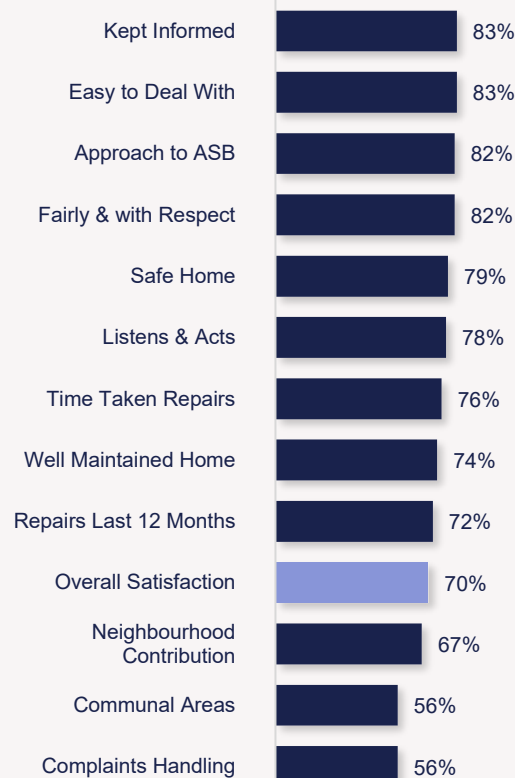
Annual Satisfaction & Dissatisfaction

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

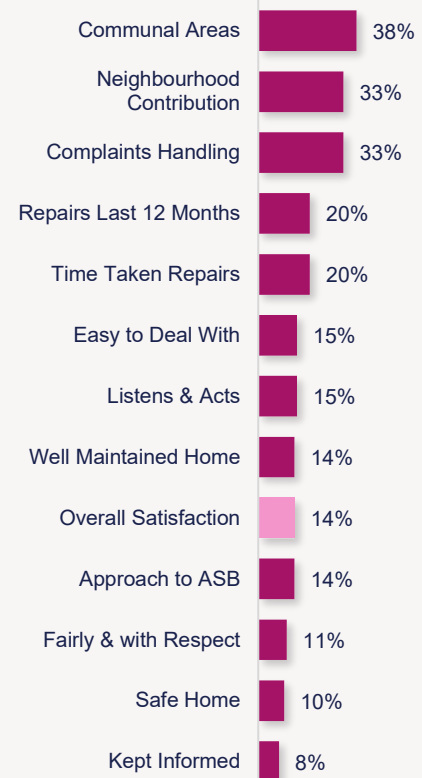
The range of satisfaction is good but not particularly high, but it is quite consistent, with a high of 83% and a low of 56%. Overall satisfaction is relatively low at 70%, and this sits towards the bottom of the list of measures, suggesting trust in New Park Village could be improved.

Dissatisfaction is correspondingly moderate, just 14% overall, but rising to 38% for the maintenance of the communal areas. This suggests that a few also gave neutral responses to some measures but could, perhaps, be more positive with increased information and participation.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26



Benchmarking – Acuity results 2024/25

(LCRA <1,000)

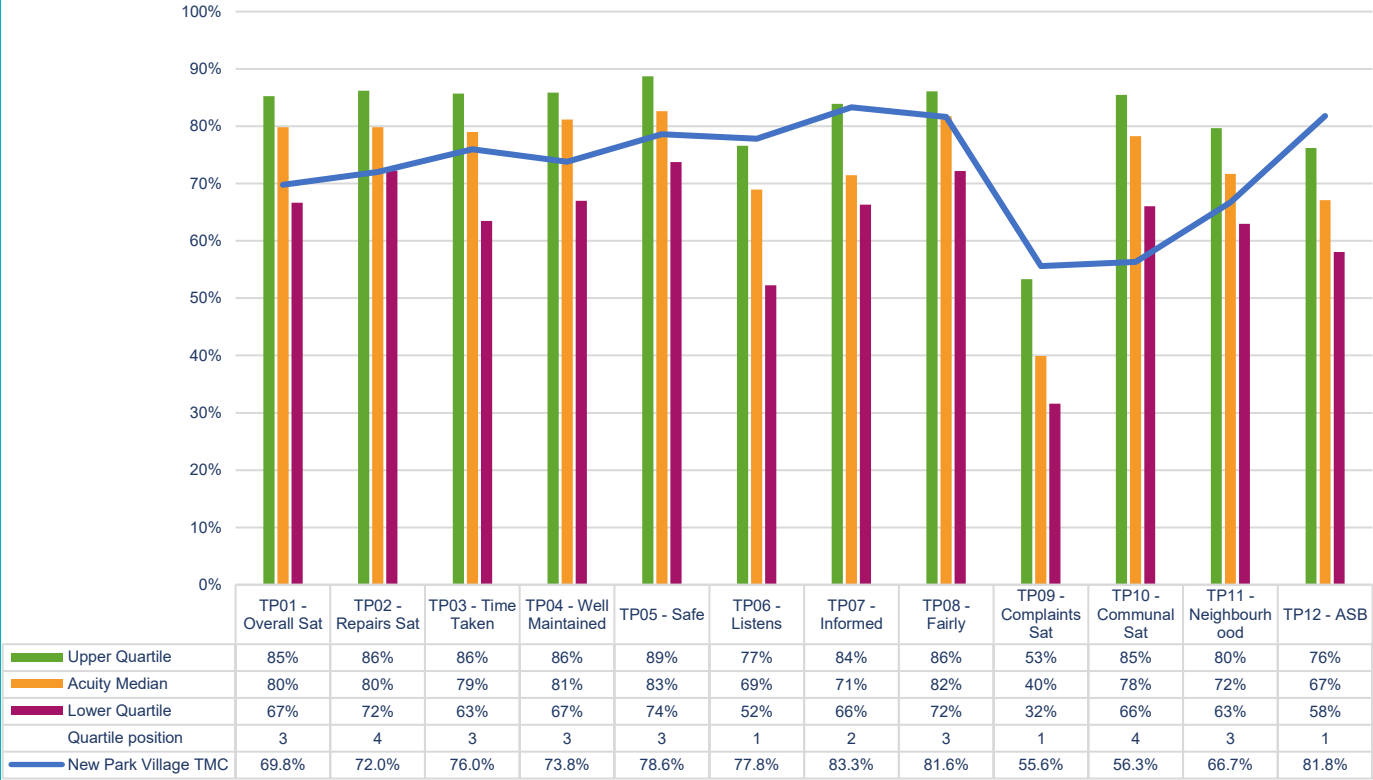


As New Park Village manages 249 properties, it is perhaps best to compare the results against other small providers. The chart includes 29 landlords with fewer than 1,000 properties who have worked with Acuity and used the TSMs.

New Park Village has a mixed comparison with three measures in the top quartile, including the handling of ASB and complaints, but two in the lower quartile, the repairs service and maintenance of the communal areas.

Whilst the keeping of tenants informed is in the second quartile, the remaining six are in the third, including the overall service.

Whilst this is not a perfect comparison, and the small numbers responding to the New Park Village survey have limited accuracy, this does help to provide some context to the results.





Top 30 Comments

The survey included seven open questions, and these are analysed below, but here all comments are summarised and placed in order of frequency based on their subject area.

Given the mixed levels of satisfaction, it is perhaps no surprise that this is reflected in the comments, with most negative but a number positive about the service they receive.

The most common comments relate to the time taken to complete repairs, and these are largely negative, as are most comments about the repairs service. However, customer service is well-received, as is the general condition of the homes.

These comments help to provide some insight into the levels of satisfaction and can help New Park Village identify the areas most in need of improvement.

The full text of the comments is available to view on the Acuity dashboard.

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	53.66%	22	-0.82
Property Services - Responsive Repairs - Resolution	34.15%	14	-0.81
Property Services - Responsive Repairs - Other	29.27%	12	-0.20
Housing Services - Customer Service & Contact - Satisfaction	26.83%	11	3.64
Property Condition - General Condition	26.83%	11	1.45
Property Services - Responsive Repairs - Quality of Work / Service	24.39%	10	-0.92
Housing Services - Customer Service & Contact - Communication / Transparency	24.39%	10	2.10
Uncategorized Comments	21.95%	9	-1.90
Housing Services - ASB - Other	17.07%	7	0.00
Housing Services - Customer Service & Contact - Other	17.07%	7	0.71
Housing Services - Grounds Maintenance - Quality of Work / Service	17.07%	7	-1.86
Estate Services - Rubbish, Bins & Recycling	17.07%	7	-0.88
Property Condition - Damp	17.07%	7	-2.30
Neighbourhoods - Security & Safety	17.07%	7	1.75
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	14.63%	6	2.57
Housing Services - Neighbourhood Contribution - Satisfaction	14.63%	6	1.67
Property Services - Responsive Repairs - Communication / Transparency	12.20%	5	-1.40
Property Services - Responsive Repairs - Effort	12.20%	5	0.20
Housing Services - Customer Service & Contact - Effort	12.20%	5	3.60
Housing Services - Customer Service & Contact - Staff Conduct	12.20%	5	3.00
Housing Services - Grounds Maintenance - Other	12.20%	5	-3.60
Housing Services - ASB - Timeliness / Responsiveness	9.76%	4	5.00
Housing Services - Communal Maintenance - Quality of Work / Service	9.76%	4	-0.50
Housing Services - Grounds Maintenance - Resolution	9.76%	4	-2.00
Housing Services - Neighbourhood Contribution - Other	9.76%	4	-2.00
Property Condition - Window/doors	9.76%	4	-1.40
Building Safety - Door/window/gate security	9.76%	4	0.75
Property Services - Planned Maintenance - Timeliness / Responsiveness	7.32%	3	1.00
Property Services - Responsive Repairs - Listening / Acting	7.32%	3	-5.00
Housing Services - ASB - Communication / Transparency	7.32%	3	1.00

National Context



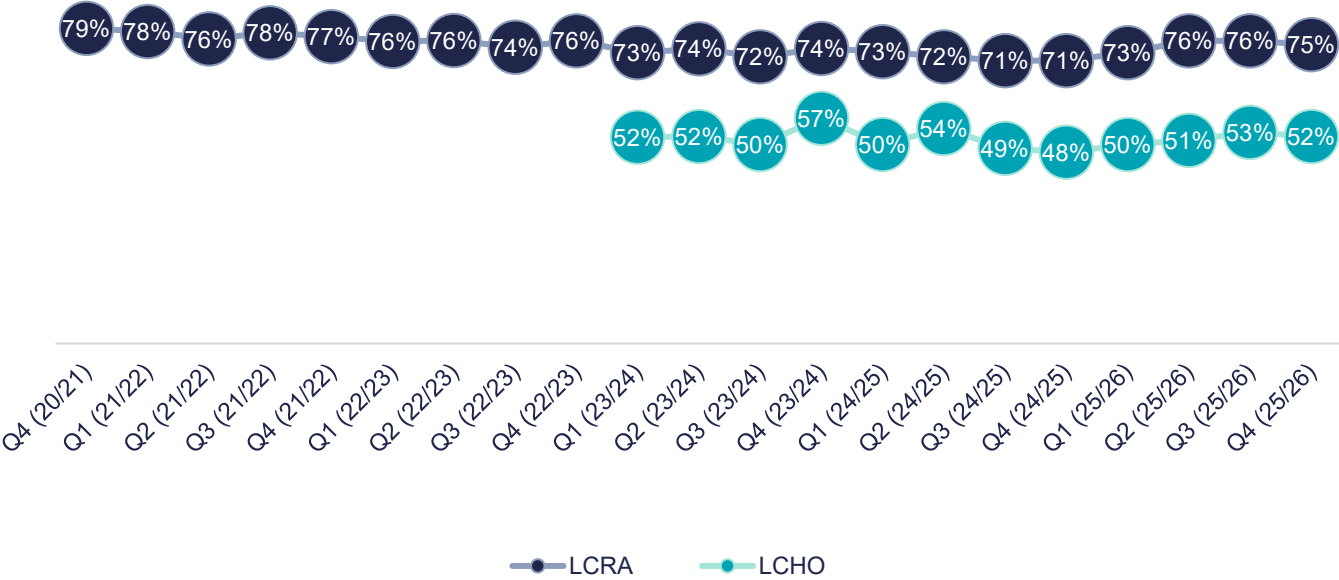
When considering the results, the national context and external factors must also be taken into account.

Satisfaction is based on perception rather than specific values, so it can be affected by these factors and how positive people feel about their lives.

Tenants have had to face considerable challenges in recent years, particularly the ongoing cost-of-living crisis, political changes and some will still be recovering from the disruption caused by the pandemic of 2020 and the effect it had on the delivery of services.

The graph demonstrates how overall satisfaction has changed over time for Acuity's clients (tracker only). The trendline is downward over the last few years, but there are signs that it is starting to increase again as we move through 2025/26.

Overall Services (Acuity Clients)





Wellbeing

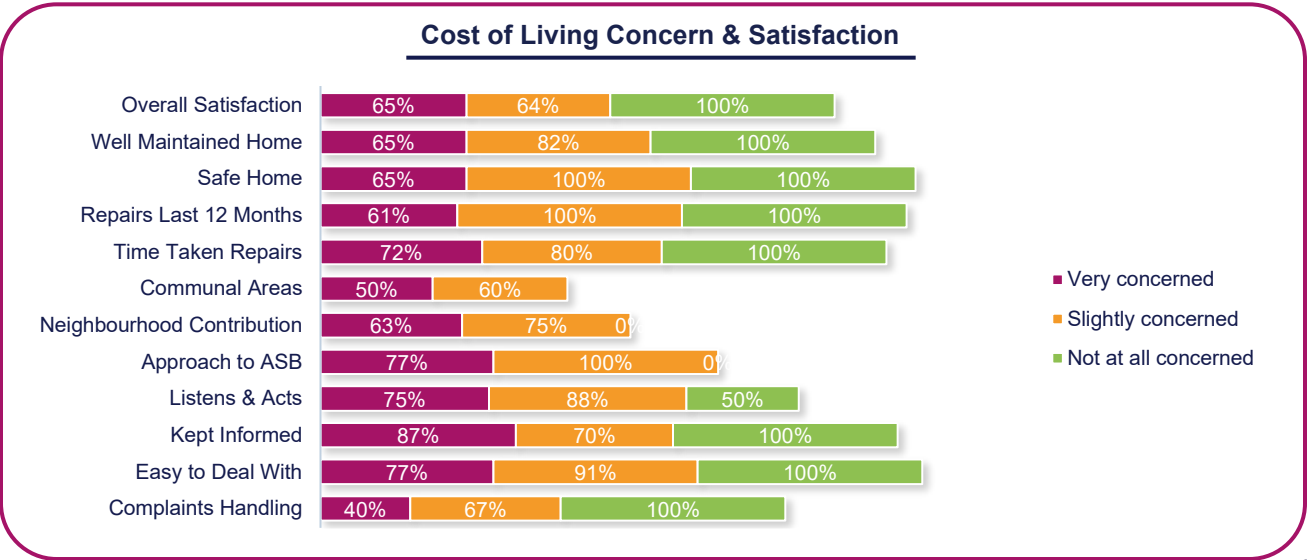
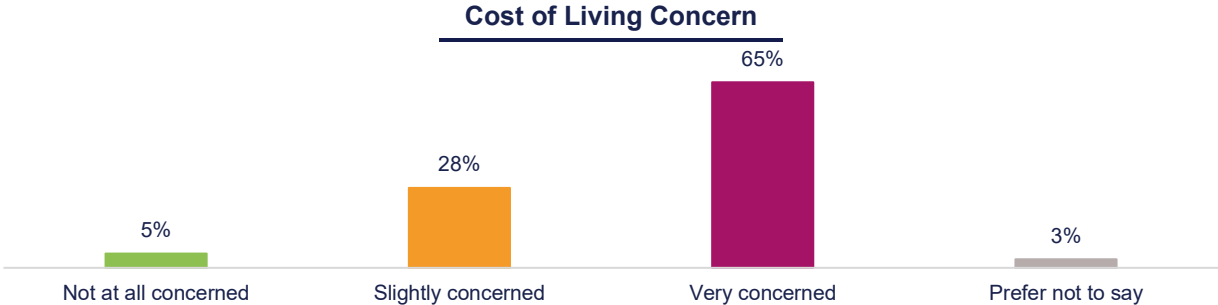


Cost of Living

Tenants were asked, “How concerned are you about the cost-of-living crisis for you personally?” 65% of tenants are very concerned, with a further 28% slightly concerned. Just 5% of customers are not at all concerned.

Given these high numbers, anything that New Park Village could do to help alleviate these worries would be much appreciated.

It is common to see that those who are concerned about their financial situation are less satisfied than those who are not. This appears to be true here, with 65% of those very concerned satisfied overall, compared with 100% of those not concerned, although there are few of these.





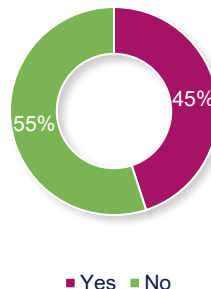
Damp and Mould

It is of concern that 45% of tenants say they have problems with damp and mould in their homes, although it can't be shown how serious these are. Proportionally, there are more problems in the maisonettes and bungalows than in the houses.

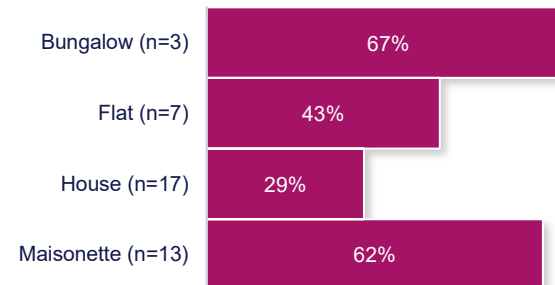
It is important that New Park Village contacts all those affected to see the extent of the problems and to take action if needed. This is particularly important as Awaab's Law, which came into force last October, will bring further scrutiny from the Regulator into how landlords respond to damp and mould issues.

To help the process, Acuity have made the names and addresses of those affected available to view on the dashboard.

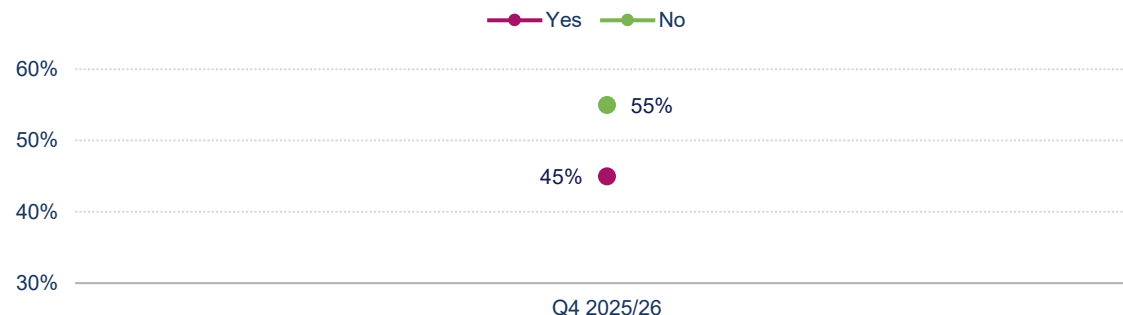
Currently Suffer from Damp & Mould



Damp & Mould by Property



Suffering from Damp & Mould Over Time





Further Insight

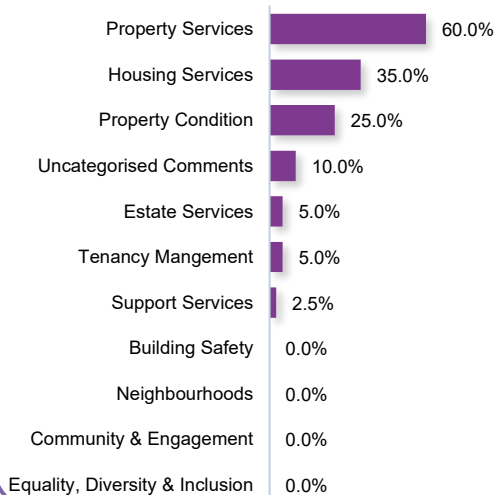
Overall Satisfaction

Please describe your specific experiences that have shaped your view of Wolverhampton Councils' service.

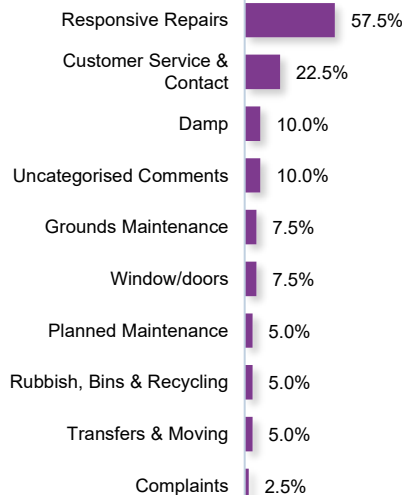
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Categories

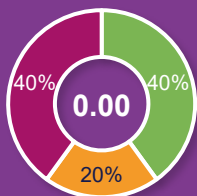


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	13	39.4%	-0.54
Subcategory, no attribute (yet)	9	27.3%	+3.11
Resolution	5	15.2%	0.00
Listening / Acting	4	12.1%	-2.50
Quality of Work / Service	3	9.1%	-1.00
Satisfaction	3	9.1%	+3.33
Trust	2	6.1%	-5.00
Appointments / Convenience	1	3.0%	-3.00
Communication / Transparency	1	3.0%	-5.00
Effort	1	3.0%	0.00
Fairness	1	3.0%	+5.00
Staff Conduct	1	3.0%	0.00
No Comments	1	3.0%	0.00
Accessibility			-
Accountability			-
Consistency			-
Empathy			-
Safety			-
Worker Conduct			-



The tenants' comments reveal a mixed but predominantly critical view of the housing services. Some tenants express dissatisfaction with repair delays, with some waiting months for essential work like bathroom flooring, heating repairs, and mould treatment. Several report recurring issues with damp, mould, and insufficient heating, often exacerbated by demolition-related complications. Communication problems are frequent, including difficulty reaching the right person, a lack of follow-up after reports, and poor information regarding services. While some appreciate quicker response times compared to private landlords and improvement post-COVID with appointment scheduling, others note inconsistent service quality, incomplete repairs, and extended scaffolding periods.

Bin collection and ground maintenance also receive criticism for unreliability and rubbish accumulation. A few tenants report positive experiences, praising prompt repairs and good support in difficult personal circumstances. However, repeated concerns about neglected maintenance, unaddressed neighbour disputes, and inadequate facilities like cold external toilets highlight service gaps affecting tenant satisfaction. Overall, the feedback points to a need for better responsiveness, clearer communication, and more consistent maintenance delivery.

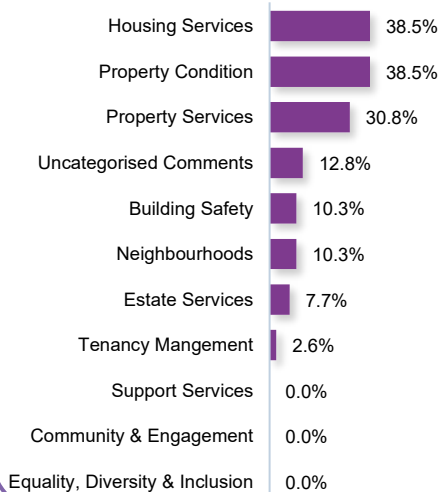
The Home

Share your views on the safety and maintenance of your home and the cleanliness and maintenance of any communal areas.

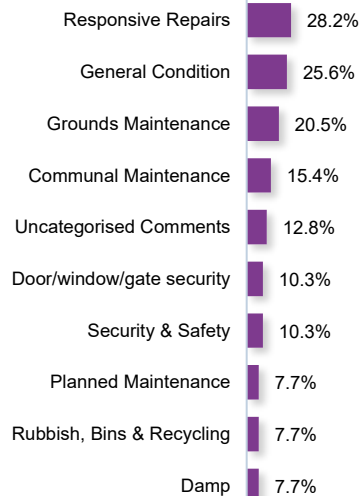
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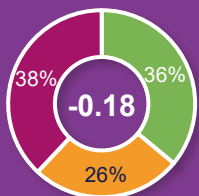
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Quality of Work / Service	10	40.0%	-1.30
Timeliness / Responsiveness	7	28.0%	-2.57
Subcategory, no attribute (yet)	6	24.0%	+1.17
Resolution	5	20.0%	-2.60
Safety	4	16.0%	-1.25
Communication / Transparency	1	4.0%	+3.00
Effort	1	4.0%	0.00
Listening / Acting	1	4.0%	-5.00
Satisfaction	1	4.0%	+5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Fairness			-
Staff Conduct			-
Trust			-
Worker Conduct			-
No Comments			-



Some tenants feel safe, praising recent improvements like updated windows, insulation, heaters, and appliances, as well as care from on-site caretakers and regular grass cutting. However, concerns persist, especially regarding slow or incomplete repairs, dated kitchens and bathrooms, and unresolved safety hazards such as unstable bathroom floors and mould issues, which some tenants must manage themselves. Complaints about poor communal area upkeep are frequent, with overgrown hedges and grass, unmaintained fences, and rubbish accumulation commonly mentioned.

Several tenants express frustration with the service's responsiveness, citing long delays, unmet promises (e.g., fencing replacements), and lack of accountability, especially where properties are slated for demolition. Anti-social behaviour and vehicle parking issues around communal spaces are also mentioned. Despite some satisfaction with cleanliness and lighting, overall sentiments highlight inconsistency in maintenance quality and communication, causing some tenants to feel neglected or unsafe. The Council's efforts to address these issues are viewed by parts of the community as insufficient.

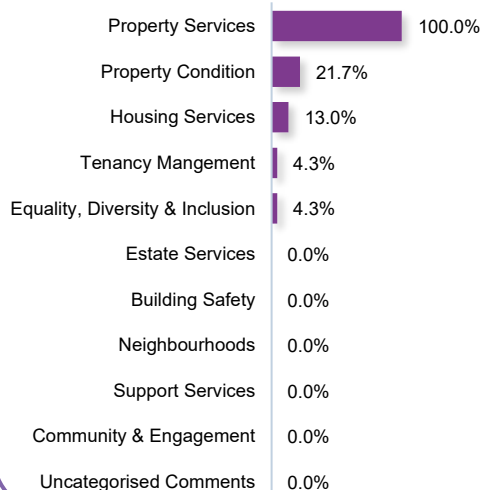
Repairs & Maintenance

Tell us more about your experience with the repairs service over the last 12 months.

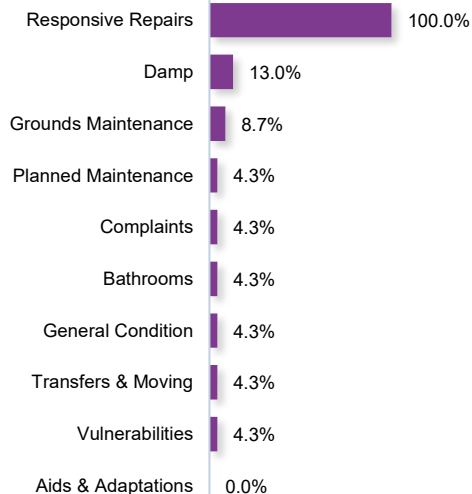
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Categories

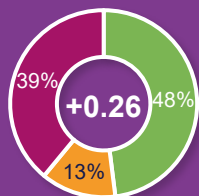


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	14	60.9%	+0.64
Resolution	8	34.8%	+0.75
Quality of Work / Service	6	26.1%	+0.67
Subcategory, no attribute (yet)	4	17.4%	-0.75
Communication / Transparency	2	8.7%	+4.00
Satisfaction	2	8.7%	+5.00
Appointments / Convenience	1	4.3%	+3.00
Effort	1	4.3%	-5.00
Listening / Acting	1	4.3%	-5.00
Safety	1	4.3%	+5.00
Accessibility			-
Accountability			-
Consistency			-
Empathy			-
Fairness			-
Staff Conduct			-
Trust			-
Worker Conduct			-
No Comments			-



Tenants reveal mixed experiences with repairs services. Several respondents praise promptness and professionalism, highlighting quick issue resolution, good communication, and polite repair staff. Positive feedback includes efficient handling of emergencies, satisfactory completion of bathroom refurbishments, and long-term satisfaction from some tenants. However, some comments point to issues such as long waiting times, incomplete or delayed repairs, and the need for repeated follow-ups. Recurring problems with mould and fencing are mentioned, with some cases unresolved despite inspections and attempts at remediation.

A few respondents experienced extended delays or inconsistent communication, citing frustration over jobs left unfinished or never started. Some note difficulties after service transitions, describing the situation as “a nightmare.” Particular concern is raised about critical repairs affecting daily living, such as heating outages and safety hazards. Overall, while many appreciate the efforts of repair staff, there are some challenges in responsiveness, coordination, and resolving ongoing problems, indicating areas that require improved management and consistency.

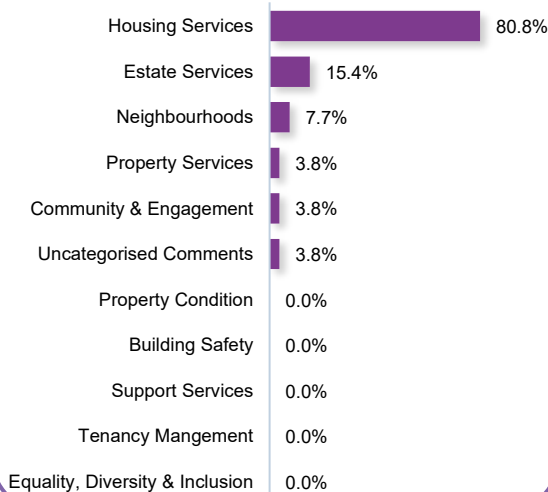
Neighbourhood Contribution

Share your views on your landlord's contribution to your neighbourhood.

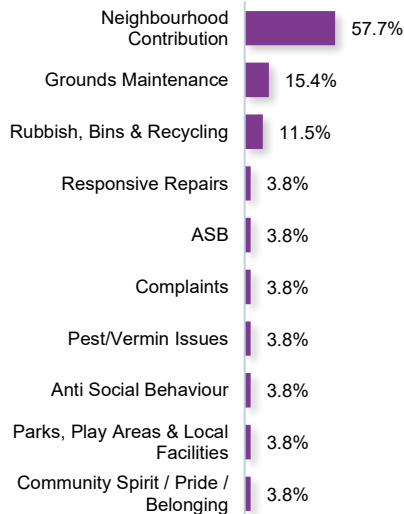
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Categories

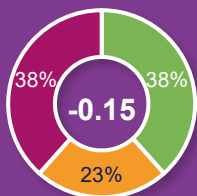


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	9	40.9%	-1.78
Satisfaction	6	27.3%	+1.67
Quality of Work / Service	3	13.6%	+0.33
No Comments	2	9.1%	-2.50
Resolution	1	4.5%	-5.00
Timeliness / Responsiveness	1	4.5%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Communication / Transparency			-
Consistency			-
Effort			-
Empathy			-
Fairness			-
Listening / Acting			-
Safety			-
Staff Conduct			-
Trust			-
Worker Conduct			-

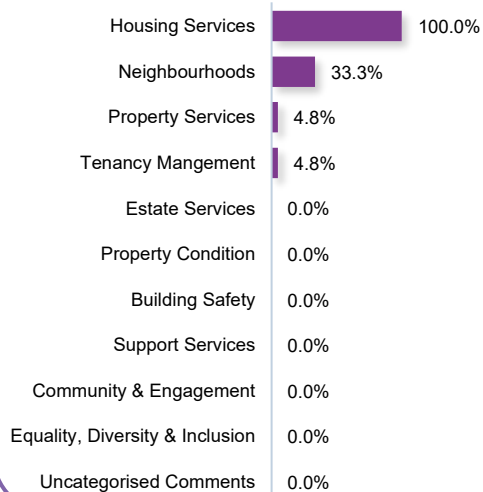


The survey responses reveal mixed feelings about the landlord's contribution to the neighbourhood. Positive comments highlight regular rubbish collection, tidying efforts, quick repairs, and effective communication through the estate office. Some respondents appreciate the clean and tidy environment, and recent management changes are seen as proactive. However, some tenants express dissatisfaction with ongoing issues such as rubbish problems, fly-tipping, neglected grass cutting and hedge trimming, and rat infestations. Others feel the area is deteriorating, citing a lack of garage repairs, vandalism, and general neglect, especially in buildings awaiting demolition.

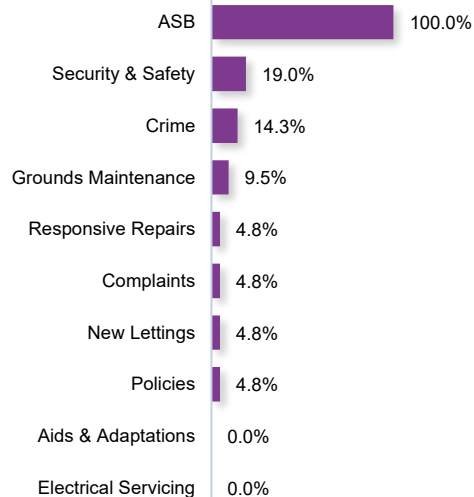
Concerns are also raised about unaddressed complaints, untidy fencing, and a tenant storing rubbish-filled vehicles nearby with no Council intervention. While some welcome new housing developments, others dislike the style of the new properties or remain sceptical due to past broken promises. Overall, the feedback portrays a community experiencing both appreciation for maintenance efforts and frustration over unresolved issues and perceived neglect in certain areas, particularly in older or transitional parts of the estate.



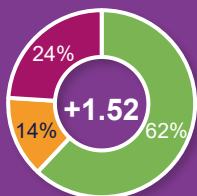
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	6	28.6%	-0.83
Timeliness / Responsiveness	4	19.0%	+4.50
Communication / Transparency	3	14.3%	+1.67
Listening / Acting	3	14.3%	-2.67
Resolution	2	9.5%	+5.00
Satisfaction	2	9.5%	+4.00
Effort	1	4.8%	+3.00
Quality of Work / Service	1	4.8%	+3.00
Safety	1	4.8%	+3.00
No Comments	1	4.8%	0.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Fairness			-
Staff Conduct			-
Trust			-
Worker Conduct			-



There are mixed perceptions of anti-social behaviour (ASB) management in the area. Several respondents appreciate the prompt response of the authorities and the presence of CCTV, which they see as effective deterrents. Positive remarks highlight good communication through newsletters, police presence, and collaboration with local teams to address issues like motorbikes in alleyways and cannabis use. However, some express frustration, citing persistent problems such as fly-tipping, drug-related activities, and general safety concerns, with some feeling that the authorities lack real influence or fail to take effective action.

Complaints about unaddressed maintenance issues and poor follow-up also emerge. A few tenants note the lack of visible ASB, while others mention serious incidents involving weapons and drug misuse, impacting their sense of safety. There is a perception by some that those in charge are detached from everyday realities and do not fully acknowledge the severity of the problems. Overall, responses indicate varying satisfaction levels, with ongoing challenges in fully controlling ASB and maintaining tenants' confidence.

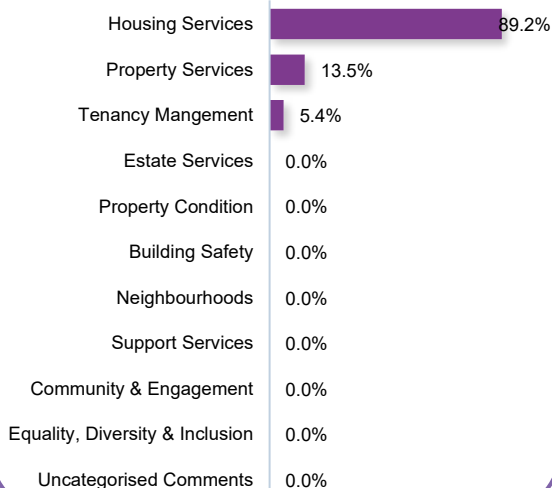
Customer Service & Communication

Describe your experience with the customer service and communications you receive.

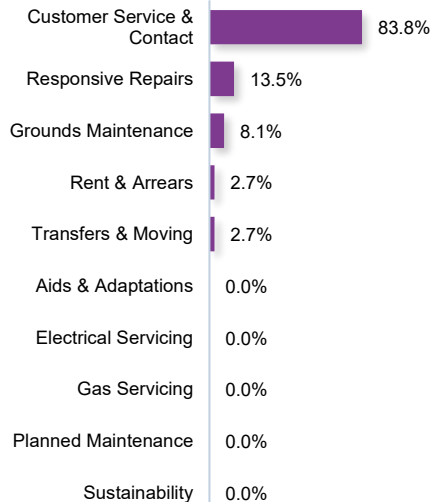
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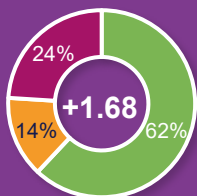
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Communication / Transparency	12	32.4%	+1.75
Satisfaction	8	21.6%	+3.75
Timeliness / Responsiveness	7	18.9%	-1.00
Effort	6	16.2%	+3.50
Quality of Work / Service	5	13.5%	-0.60
Subcategory, no attribute (yet)	5	13.5%	-0.40
Staff Conduct	4	10.8%	+3.75
Listening / Acting	2	5.4%	-5.00
Resolution	1	2.7%	-3.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Fairness			-
Safety			-
Trust			-
Worker Conduct			-
No Comments			-



Several respondents highlight poor communication as a key issue, noting delays in getting work done, lack of follow-up, and unaddressed repair requests. Some feel frustrated by long waits, being passed around without resolution, and a lack of responsiveness despite polite interactions. Conversely, many express satisfaction, praising the politeness and helpfulness of staff, ease of contacting them, and receiving updates through newsletters, letters, or leaflets. Some participants appreciate the local office's accessibility and the generally friendly customer service.

However, recurring themes include slow action on repair requests, inconsistent communication, and difficulties in arranging timely support, especially for working individuals. Some respondents mention positive experiences with specific interactions but note broader systemic issues. Overall, while there is appreciation for staff friendliness and certain communication channels, concerns remain about response times, follow-through on reported problems, and clarity of information, indicating a need for improved consistency in communication and service delivery.

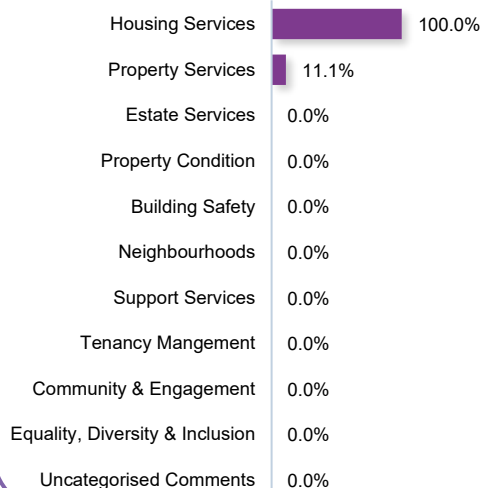
Complaints Handling

Please describe your experience of how complaints are handled.

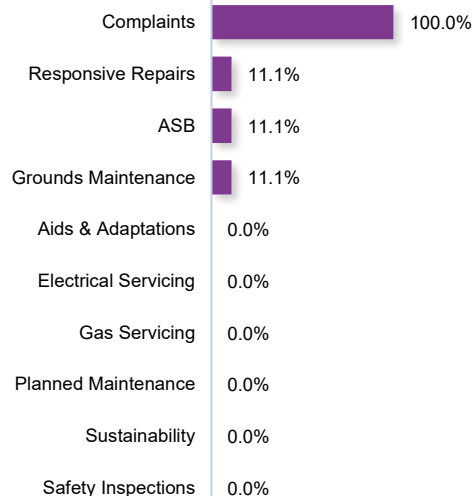
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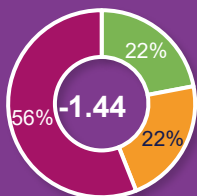
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
No Comments	3	33.3%	-1.67
Quality of Work / Service	2	22.2%	+1.00
Resolution	2	22.2%	+1.00
Timeliness / Responsiveness	2	22.2%	-4.00
Communication / Transparency	1	11.1%	-5.00
Effort	1	11.1%	-3.00
Listening / Acting	1	11.1%	-5.00
Subcategory, no attribute (yet)	1	11.1%	-5.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Fairness			-
Safety			-
Satisfaction			-
Staff Conduct			-
Trust			-
Worker Conduct			-



The comments reveal mixed experiences regarding the handling of complaints. Some respondents express satisfaction, noting that issues such as a neighbour smoking cannabis in communal areas were addressed effectively and that they were contacted promptly after raising concerns. However, some comments highlight dissatisfaction with the complaint resolution process. Common criticisms include a lack of follow-up to ensure issues are fully resolved and a perception that the organisation does not acknowledge the time and effort complainants invest, sometimes even taking unpaid leave from work.

Respondents also mention that complaints, such as those about overgrown trees, remain outstanding despite initial acknowledgement. Additionally, some feel that communication is insufficient, with reports of being "fobbed off" and no clear updates on progress. Others are unsure how complaints are managed because they are not informed about the process or outcomes. A few respondents report no complaints or are unsure about how complaints are handled overall. The feedback indicates areas where complaint management could be more transparent and consistent to improve tenant satisfaction.



Trends



Year-on-Year Change

The table shows the annual results for 2025/26 against those for 2024/25. Those in green show where the results have increased, and those in purple show where they have decreased.

The good news is that all but one of the measures have increased in satisfaction since last year, with the overall satisfaction up by 15 percentage points (p.p). There have been double-figure increases for eight measures, with the most for the way tenants' views are listened to and acted upon (up 29p.p) and the handling of ASB (up 30p.p).

Just the maintenance of the communal areas is moving in the other direction, down 14p.p.

The small numbers involved do make large fluctuations more likely but the general direction is positive.

	2024/25	2025/26
Overall Satisfaction	55%	70% (+15)
Well Maintained Home	60%	74% (+13)
Safe Home	61%	79% (+17)
Communal Areas	71%	56% (-14)
Repairs Last 12 Months	61%	72% (+11)
Time Taken Repairs	69%	76% (+7)
Neighbourhood Contribution	58%	67% (+9)
Approach to ASB	51%	82% (+30)
Listens & Acts	49%	78% (+29)
Fairly & with Respect	66%	82% (+16)
Kept Informed	56%	83% (+27)
Easy to Deal With	62%	83% (+21)
Complaints Handling	44%	56% (+11) *

*Base below 10



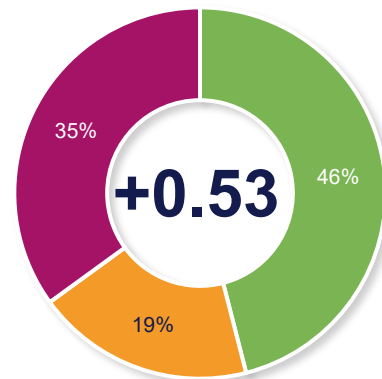
Summary

Overall RSI Score

The Organisational-Level RSI offers a single, headline metric that captures the overall emotional tone of tenant feedback across all key service areas.

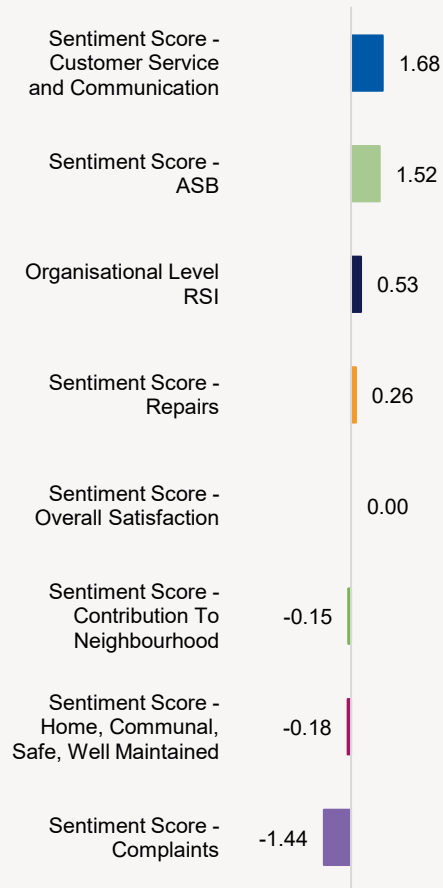
It is based exclusively on responses to the seven core RSI open-ended questions. It reflects how positively or negatively tenants feel about the organisation's performance across these key areas.

Please note that if your organisation does not ask all seven core RSI questions, you are unable to benchmark your Organisational RSI Score. Each individual RSI question will be analysed in its relevant section throughout the report.



■ Positive ■ Neutral ■ Negative

Sentiment Scores



Sentiment Summary



Overall Satisfaction

Tenants report mixed experiences with repairs and maintenance: delays, incomplete work, mould, and poor communication are frequent issues. Some praise recent improvements and prompt responses, but dissatisfaction remains over prolonged delays, unresolved problems, and inadequate heating or facilities.

The Home

There is also mixed satisfaction with safety and maintenance; many praise recent upgrades and cleanliness, while others report delays, unresolved repairs, mould issues, overgrown communal areas, rubbish problems, and ineffective communication, causing frustration and concerns about living conditions.

Repairs

With regard to repairs, some praise quick, polite service and communication, while others report delays, incomplete jobs, recurring mould, and poor follow-up. Heating issues and fencing repairs also cause concern, with calls for better coordination and timeliness overall.

Neighbourhood Contribution

Tenants express mixed views on neighbourhood upkeep, praising rubbish collection and maintenance efforts but highlighting issues with litter, fly-tipping, overgrown greenery, and rat infestations. Concerns include neglected repairs, demolition delays, management changes, and dissatisfaction with new housing styles.

ASB

Tenants acknowledge efforts to tackle anti-social behaviour with CCTV, police involvement, and communication. However, concerns remain over persistent issues like fly-tipping, drug use, and ineffective responses. Some feel action is insufficient or ignored, while others report satisfactory resolution of problems.

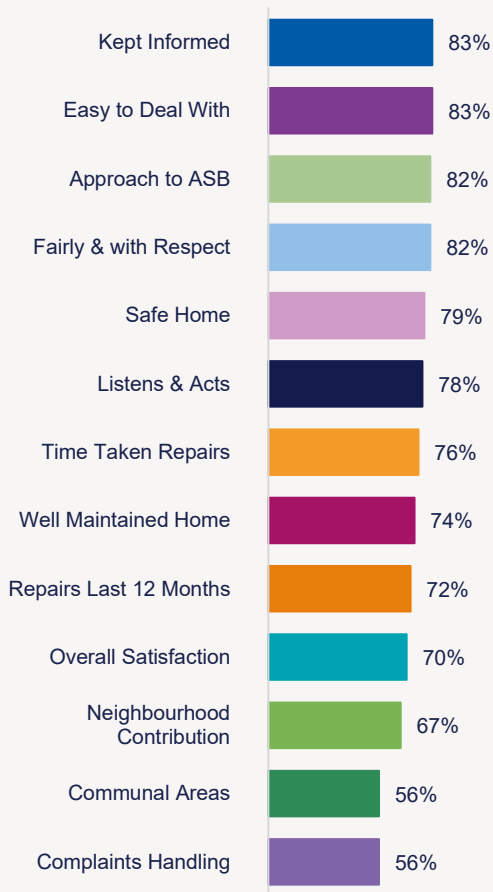
Customer Service & Communication

Customer service and communication are largely seen as positive. While many find staff polite and accessible, poor communication, slow response times, and unaddressed repair issues are also concerns. Updates via newsletters and in-person contact are valued by some respondents.

Complaints

Survey responses reveal mixed experiences with complaint handling: some praise prompt contact and effective action, while others report poor follow-up, unresolved issues, lack of communication, and frustration due to time lost and inadequate issue resolution.

Satisfaction with Measures



Summary



Apart from the properties managed by Wolverhampton Homes for the Council, there are also three other TMOs managing properties in the City. This report focuses on the results from the tenants managed by New Park Village TMC, with separate reports for Bushbury and Dovecotes.

Satisfaction is good, with 70% satisfied with the overall service, but this sits in the lower half of the range of measures, suggesting that trust could be improved even when other services receive higher praise. Four measures exceed 80% satisfaction, with the highest for being easy to deal with and keeping tenants informed, both at 83%. However, two measures fall below 60% satisfaction: the maintenance of the communal areas and the handling of complaints (both 56%). Correspondingly, dissatisfaction is only limited, just 14% overall, although this rises to 38% for the communal maintenance.

The good news is that satisfaction has improved, more or less across the board, since last year, with overall satisfaction up 15p.p and double-figure increases for nine other measures, the most for the handling of ASB, which is up by a significant 30p.p. Just the maintenance of the communal areas is moving in the other direction, down 14p.p.

Sentiment analysis has been used against seven qualitative questions, covering the main areas of service. This gives a sentiment score based on the comments made and also highlights where tenants are happy with the service or where they think improvements could be made. The overall sentiment score is positive at +0.53, and for the other subject areas, there is a mix of positive and negative sentiments, ranging from +1.68 for customer service to -1.44 for complaints. Analysing the sentiment scores and reading the comments will help New Park Village get a better understanding of what is driving satisfaction, and what is not working quite as well.

There is a mixture of results when compared against other small housing providers, with three measures in the top quartile, including the handling of complaints, but two in the lower quartile. Overall satisfaction sits in the third quartile, along with five other measures.

Some tenants are concerned about the cost-of-living, and this can affect the way they feel about the service they receive. It is also of some concern that 45% of tenants say they currently have problems with damp and mould in their homes, which will need to be investigated and tackled, where necessary.

The results have also been broken down into different subgroups, but the small number of responses makes drawing any strong conclusions difficult. However, these are displayed below for information.

Overall, New Park Village should be very pleased with these results, particularly with the increases in satisfaction shown this year, although there are always some areas which could improve further.



Wolverhampton Council owns more than 21,000 homes. From the total of 249 properties managed by New Park Village TMC, a total of 43 tenant responses were received.

This report just focuses on the findings from the New Park Village TMC tenants, with separate reports for the remaining three agents and a combined report including all four.

The results and comments suggest most are happy with the services they receive, but there are some areas which could be improved, and here are some of these. Analysis of the comments will also help the Council better understand what it is like to be a Wolverhampton Council tenant.

Recommendations

Complaints management

There has been a rise in satisfaction with the handling of complaints from 44% to 56%, but this still remains the lowest-rated service in this year's survey. However, this does compare well with other landlords, so New Park Village should be pleased with this, although it affects relatively few tenants. However, the few who commented about the process are largely critical, citing a lack of follow-up and sometimes no acknowledgement of complaints. Furthermore, some feel that communication is insufficient, and some feel ignored. Others are unsure how complaints are managed. The feedback indicates areas where complaint management could be more transparent and consistent to improve tenant satisfaction.

Communal area management

The maintenance of the communal areas is the only measure in this year's survey falling in satisfaction, and is now the joint lowest measure and has the most dissatisfaction (38%). Tenants complain about poor communal area upkeep, overgrown hedges and grassed areas, problems with anti-social behaviour and parking issues. Fly-tipping also appears to be a problem in some areas. There is frustration over unresolved issues and perceived neglect in certain areas, particularly in older or transitional parts of the estate. It is recommended that New Park Village look into these complaints to help identify which areas are most affected so action can be taken to improve quality here.

Damp issues

It is of some concern that 45% of tenants say they have problems with damp and mould in their homes, although it is not clear how serious these problems are. Since the introduction of Awaab's law in October of last year, landlords are under increased scrutiny to investigate and deal with damp problems, now facing strict timescales for action. New Park Village and the Council will be fully aware of this, but some of those complaining of damp issues may be previously unknown, so using the information from the survey can cross-reference with matters already dealt with, but can highlight new cases. It is more important for the health of the tenants and the condition of the properties that these problems are dealt with as a matter of urgency, and tenants are kept in the loop of what actions are planned and when.



Annual Demographics



Methodology

Most tenants responded to the survey by telephone interview (41), with just two responding online.

Whilst the satisfaction from the two groups is shown for information, no conclusions are reached due to the low responses.

In other similar surveys, those responding online tend to be less satisfied.

	All Tenants	Online	Telephone
Overall Satisfaction	70%	100% *	68%
Well Maintained Home	74%	100% *	73%
Safe Home	79%	100% *	78%
Repairs Last 12 Months	72%	- *	72%
Time Taken Repairs	76%	- *	76%
Communal Areas	56%	0% *	60%
Neighbourhood Contribution	67%	100% *	64%
Approach to ASB	82%	100% *	80%
Listens & Acts	78%	50% *	80%
Kept Informed	83%	100% *	82%
Fairly & with Respect	82%	100% *	81%
Easy to Deal With	82%	100% *	82%
Complaints Handling	56% *	- *	56% *

*Base below 10



Age Group

There is a theory that age is a major factor in determining satisfaction, with satisfaction tending to rise with the age of the tenants.

However, when split into different age groups there are insufficient numbers to prove or disprove this theory here.

It is not entirely clear why this difference occurs, perhaps it is linked to different levels of expectation based on age and life experience. However, this is nearly always a factor and should be borne in mind when comparing with other landlords; always worth checking if the age profile is similar.

	All Tenants	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84	85 +
Overall Satisfaction	70%	100% *	50%	71% *	33% *	80% *	100% *	100% *	100% *
Well Maintained Home	74%	100% *	64%	57% *	67% *	80% *	83% *	100% *	100% *
Safe Home	79%	100% *	55%	71% *	67% *	100% *	100% *	100% *	100% *
Repairs Last 12 Months	72%	- *	43% *	67% *	50% *	100% *	100% *	100% *	100% *
Time Taken Repairs	76%	- *	43% *	67% *	75% *	100% *	100% *	100% *	100% *
Communal Areas	56%	- *	33% *	50% *	50% *	33% *	67% *	100% *	100% *
Neighbourhood Contribution	67%	100% *	67% *	67% *	60% *	67% *	50% *	100% *	67% *
Approach to ASB	82%	100% *	80% *	80% *	50% *	100% *	75% *	- *	100% *
Listens & Acts	78%	100% *	67% *	80% *	50% *	100% *	75% *	100% *	100% *
Kept Informed	83%	100% *	88% *	71% *	67% *	75% *	100% *	100% *	100% *
Fairly & with Respect	82%	100% *	56% *	86% *	67% *	100% *	100% *	100% *	100% *
Easy to Deal With	83%	100% *	70%	86% *	67% *	80% *	100% *	100% *	100% *
Complaints Handling	56% *	- *	100% *	100% *	0% *	67% *	100% *	0% *	- *

*Base below 10



Length of Tenancy

For just those with New Park Village for 1 to 3 years, and 20 years plus have in excess of ten responses.

Of these, those with the longest tenancies are consistently the most satisfied, 80% overall compared with 69% of those from 1 to 3 years.

	All Tenants	< 1 year	1 - 3 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	70%	100% *	69%	50% *	56% *	80%
Well Maintained Home	74%	50% *	67%	50% *	67% *	93%
Safe Home	79%	100% *	67%	50% *	78% *	93%
Repairs Last 12 Months	72%	100% *	63% *	100% *	40% *	90%
Time Taken Repairs	76%	100% *	63% *	100% *	60% *	90%
Communal Areas	56%	100% *	100% *	0% *	57% *	40% *
Neighbourhood Contribution	67%	100% *	67% *	67% *	83% *	55%
Approach to ASB	82%	100% *	100% *	67% *	80% *	71% *
Listens & Acts	78%	100% *	86% *	67% *	67% *	80%
Kept Informed	83%	100% *	64%	100% *	100% *	83%
Fairly & with Respect	82%	100% *	67%	100% *	75% *	92%
Easy to Deal With	83%	100% *	75%	100% *	78% *	86%
Complaints Handling	56% *	- *	100% *	- *	33% *	60% *

*Base below 10



Property Type

Very few tenants responded from either bungalows or flats, the most from houses, followed by those in maisonettes.

In terms of satisfaction, those in the houses are generally the most satisfied, 70% overall compared with 62%, but an even bigger difference for the maintenance of the home, 84% compared with 54%.

However, those in the maisonettes are more satisfied with the positive contribution made to the neighbourhood and being easy to deal with.

	All Tenants	Bungalow	Flat	House	Maisonette
Overall Satisfaction	70%	100% *	71% *	70%	62%
Well Maintained Home	74%	67% *	86% *	84%	54%
Safe Home	79%	100% *	100% *	74%	69%
Repairs Last 12 Months	72%	100% *	67% *	75%	63% *
Time Taken Repairs	76%	100% *	100% *	75%	63% *
Communal Areas	56%	100% *	43% *	67% *	60% *
Neighbourhood Contribution	67%	100% *	75% *	54%	70%
Approach to ASB	82%	100% *	100% *	50% *	100% *
Listens & Acts	78%	100% *	75% *	67%	89% *
Kept Informed	83%	100% *	83% *	93%	69%
Fairly & with Respect	82%	100% *	100% *	80%	69%
Easy to Deal With	82%	100% *	100% *	76%	77%
Complaints Handling	56% *	- *	33% *	60% *	100% *

*Base below 10



Disability

Just three tenants said they are disabled, although for a further five, their status is unknown.

Therefore, no conclusions can be drawn as to whether disability affects satisfaction levels.

	All Tenants	Yes	No	Unknown
Overall Satisfaction	70%	100% *	74%	20% *
Well Maintained Home	74%	100% *	74%	60% *
Safe Home	79%	100% *	79%	60% *
Repairs Last 12 Months	72%	100% *	73%	0% *
Time Taken Repairs	76%	100% *	77%	0% *
Communal Areas	56%	100% *	46%	- *
Neighbourhood Contribution	67%	100% *	63%	75% *
Approach to ASB	82%	100% *	82%	67% *
Listens & Acts	78%	100% *	81%	60% *
Kept Informed	83%	100% *	86%	60% *
Fairly & with Respect	82%	100% *	84%	50% *
Easy to Deal With	82%	100% *	85%	60% *
Complaints Handling	56% *	- *	50% *	100% *

*Base below 10



This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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