



# Tenant Satisfaction Measures

## Summary of approach 2024/25

# Contents

- 1. Summary of approach ..... 3
- 2. Results of tenant perception measures ..... 7
- 3. Questionnaire..... 9

# 1. Summary of approach

## Background information

How reporting TSMs:	LCRA stock
Survey approach:	Phased approach
Details of approach:	

Fieldwork was conducted across two waves. The first wave used telephone and face-to-face methodology and was carried out in November-December 2024. The second wave was carried out using face-to-face methodology only and was carried out in March 2025.

Collection date of earliest survey response:	15/11/2024
Collection date of latest survey response:	25/03/2025
External contractor:	BMG Research
Incentives used:	No
Have all TSM requirements been achieved:	Yes

## Collection method

	Collection method
LCRA	<div><input checked="" type="checkbox"/> Telephone</div> <div><input type="checkbox"/> Internet</div> <div><input checked="" type="checkbox"/> Face to face</div> <div><input type="checkbox"/> Postal</div> <div><input type="checkbox"/> SMS</div> <div><input type="checkbox"/> Other</div>

Justification for collection method:

In 2023/24, the data collection methods included telephone, face-to-face and online methodologies. This year, the methodology was changed to just telephone and face-to-face methodology to provide a more representative sample. Quotas were set during fieldwork to reduce the need for the data to be weighted.

## Sample size information

	Population size	Achieved sample size	Weighted sample	Margin of error at 95% confidence
LCRA	11,548	1,135	N/A	+/-2.76%

Achieved sample size by collection method:

	Telephone	Face-to-face
LCRA	301	834

## Assessment of representativeness

LCRA	Relevant population (% total)	Total survey responses - weighted (% total)
<b>Tenure</b>		
General needs	92.1%	92.2%
Sheltered	7.9%	7.84%
<b>Ward</b>		
Addison	5.3%	5.0%
Avonmore	3.1%	3.4%
Brook Green	2.2%	1.9%
College Park & Old Oak	3.5%	3.4%
Coningham	5.01%	5.29%
Fulham Reach	7.50%	8.46%
Fulham Town	2.63%	2.47%
Grove	1.45%	1.59%
Hammersmith Broadway	5.98%	5.73%
Lillie	4.62%	5.46%
Munster	3.22%	3.17%
Norland	0.01%	0.00%
Palace & Hurlingham	4.14%	4.41%
Parsons Green & Sandford	1.81%	1.85%
Ravenscourt	2.14%	1.94%
Sands End	4.66%	4.93%

Shepherd's Bush Green	7.07%	6.70%
Walham Green	6.73%	6.26%
Wendell Park	2.51%	2.11%
West Kensington	9.10%	9.25%
White City	13.81%	12.51%
Wormholt	3.55%	4.05%
<b>Property type</b>		
Bedsit	4.5%	4.1%
Flat	69.7%	68.19%
House	10.5%	11.45%
Maisonette	15.3%	16.21%
<b>Age</b>		
18 to 34	9.1%	8.0%
35 to 44	15.2%	14.63%
45 to 54	19.3%	19.12%
55 to 64	24.3%	25.29%
65+	31.93%	32.78%
Unknown	0.19%	0.18%
18 to 34	9.1%	8.0%

Justification for characteristics used:

Characteristics used are those provided in the database and ensure that the responses are representative of the tenants in Hammersmith and Fulham.

## Weighting

Weighting applied: No

## Collection method impact (TP01 ONLY)

Confirmation of how calculated: Unweighted

Proportion of respondents who report that they are satisfied with the overall service from their landlord TP01:

	LCRA
Telephone	57.1%
Face to face	64.8%

Total number of tenants (unweighted) who reported they are:

	LCRA
Very satisfied	225
Fairly satisfied	487
Neither satisfied or dissatisfied	168
Fairly dissatisfied	155
Very dissatisfied	100

## 2. Results of tenant perception measures

TSMs reported for LCRA:

	TP01	TP02	TP03	TP04	TP05	TP06
	Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your landlord]?	How satisfied or dissatisfied are you with the overall repairs service from [your landlord] over the last 12 months?	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	How satisfied or dissatisfied are you that [your landlord] provides a home that is well maintained?	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that [your landlord] provides a home that is safe?	How satisfied or dissatisfied are you that [your landlord] listens to your views and acts upon them?
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.		729	729			
Number of respondents who responded 'No' to the filter question relevant to the perception measure.		394	394			
Very satisfied	225	182	189	230	271	186
Fairly satisfied	487	298	243	537	542	475
Neither satisfied nor dissatisfied	168	65	77	126	106	166
Fairly dissatisfied	155	112	110	132	99	113
Very dissatisfied	100	72	108	93	91	117
Not applicable/ don't know*					8	56
Calculated TSM: Proportion of respondents who report that they are satisfied	62.73%	65.84%	59.42%	68.6%	73.31%	62.54%

	TP07	TP08	TP09	TP10	TP11	TP12
	How satisfied or dissatisfied are you that [your landlord] keeps you informed about things that matter to you?	To what extent do you agree or disagree with the following "[my landlord] treats me fairly and with respect"?	How satisfied or dissatisfied are you with [your landlord]'s approach to complaints handling?	How satisfied or dissatisfied are you that [your landlord] keeps these communal areas clean and well maintained?	How satisfied or dissatisfied are you that [your landlord] makes a positive contribution to your neighbourhood?	How satisfied or dissatisfied are you with [your landlord]'s approach to handling anti-social behaviour?
Number of respondents who responded 'Yes' to the filter question relevant to the perception measure.			353	833		
Number of respondents who responded 'No' to the filter question relevant to the perception measure.			753	248		
Very satisfied	236	322	36	177	211	261
Fairly satisfied	577	599	58	341	517	424
Neither satisfied nor dissatisfied	142	94	59	122	192	144
Fairly dissatisfied	76	50	62	105	57	72
Very dissatisfied	63	31	137	88	46	83
Not applicable/ don't know	16	11			82	120
Calculated TSM: Proportion of respondents who report that they are satisfied	74.31%	84.03%	26.70%	62.18%	71.16%	69.61%



### 3. Questionnaire

#### INTRO TEXT

To begin we'd like to ask some questions about the service the London Borough of Hammersmith and Fulham Housing Service provides.

Base: All respondents

#### SINGLE RESPONSE

**TP01.** Taking everything into account, how satisfied or dissatisfied are you with the service provided by the London Borough of Hammersmith and Fulham Housing Service?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

#### OPEN RESPONSE

**TP01A.** Why are you **[FEED IN RESPONSE FROM PREVIOUS QUESTION]** by the service provided by the London Borough of Hammersmith and Fulham Housing Service?

*Please answer in the box below*

[\_\_\_\_\_]

98	Prefer not to say		
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Base: All respondents

#### SINGLE RESPONSE

**TP02.** Has the London Borough of Hammersmith and Fulham Housing Service carried out a repair to your home in the last 12 months?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

**Base: All who have had a property repair (TP02 = 1)**

**SINGLE RESPONSE**

**TP02B.** How satisfied or dissatisfied are you with the overall repairs service from the London Borough of Hammersmith and Fulham Housing Service over the last 12 months?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

**Base: All who are not satisfied with their property repair (TP02B = 3-5)**

**MULTI RESPONSE, RANDOMISE ROWS**

**TP02C.** What are the main reasons why you are not satisfied with the repairs service?

*Please select all that apply*

Code	Answer list	Scripting notes	Routing
1	Time and effort to report repairs		
2	The time taken to complete the repair		
3	The number of visits needed to complete the repair		
4	The attitude of staff or workers		
5	The overall quality of repair work		
6	Workers not having correct tools or materials		
7	Not being kept informed throughout the process		
8	Not feeling listened to		
9	Work is incomplete		
10	Work has not started		
11	Not considering disabilities or vulnerabilities		
95	Other (please specify)	<b>OPEN RESPONSE BOX</b>	
97	Don't know	<b>FIX, EXCLUSIVE</b>	
98	Prefer not to say	<b>FIX, EXCLUSIVE</b>	

Base: All who have had a property repair (TP02 = 1)

**SINGLE RESPONSE**

**TP03.** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

**SINGLE RESPONSE**

**TP04.** How satisfied or dissatisfied are you that the London Borough of Hammersmith and Fulham Housing Service provides a home that is well maintained?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

**SINGLE RESPONSE**

**TP05.** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that the London Borough of Hammersmith and Fulham Housing Service provides a home that is safe?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		

Base: All respondents except those who said not applicable/don't know at TP05

**OPEN RESPONSE**

**TP05B.** What are the main reasons why you are [RESPONSE FROM TP05] that the London Borough of Hammersmith and Fulham Housing Service provides a home that is safe?

*Please answer in the box below*

[ ]

97	Don't know		
98	Prefer not to say		

Base: All respondents

**SINGLE RESPONSE**

**TP06.** How satisfied or dissatisfied are you that the London Borough of Hammersmith and Fulham Housing Service listens to your views and acts upon them?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		

Base: All respondents

**SINGLE RESPONSE**

**TP06A.** How easy is it for residents to engage in decision making about things that matter to you?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very easy		
2	Fairly easy		
3	Neither easy nor difficult		
4	Fairly difficult		
5	Very difficult		
99	Not applicable/ don't know		

Base: All except those who said very easy or don't know [TP06A = 2,3,4,5]

**OPEN RESPONSE**

**TP06B.** How could Hammersmith and Fulham make it easier for residents to engage in decision making about things that matter to you?

*Please answer in the box below*

[ ]

98	Prefer not to say		
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Base: All respondents

**SINGLE RESPONSE**

**TP07.** How satisfied or dissatisfied are you that the London Borough of Hammersmith and Fulham Housing Service keeps you informed about things that matter to you?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		

Base: All respondents

**SINGLE RESPONSE**

**TP07A.** How satisfied or dissatisfied are you that your rent provides value for money?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		

Base: All respondents

**SINGLE RESPONSE**

**TP08.** To what extent do you agree or disagree with the following “the London Borough of Hammersmith and Fulham Housing Service treats me fairly and with respect”?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Strongly agree		
2	Agree		
3	Neither agree nor disagree		
4	Disagree		
5	Strongly disagree		
99	Not applicable/ don't know		

Base: All respondents

**SINGLE RESPONSE**

**TP09.** Have you made a complaint to the London Borough of Hammersmith and Fulham Housing Service in the last 12 months?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: All who have made a complaint (TP09 = 1)

**SINGLE RESPONSE**

**TP09B.** How satisfied or dissatisfied are you with the London Borough of Hammersmith and Fulham Housing Service's approach to complaints handling?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

**SINGLE RESPONSE**

**TP10.** Do you live in a building with communal areas, either inside or outside, that the London Borough of Hammersmith and Fulham Housing Service is responsible for maintaining?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		

Base: All who have a communal area (TP10 = 1)

**SINGLE RESPONSE**

**TP10B.** How satisfied or dissatisfied are you with the London Borough of Hammersmith and Fulham Housing Service keeps communal areas clean and well maintained?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		

Base: All respondents

**SINGLE RESPONSE**

**TP11.** How satisfied or dissatisfied are you that the London Borough of Hammersmith and Fulham Housing Service makes a positive contribution to your neighbourhood?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		

Base: All respondents

**SINGLE RESPONSE**

**TP12.** How satisfied or dissatisfied are you with the London Borough of Hammersmith and Fulham Housing Service's approach to handling anti-social behaviour?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		

Base: All respondents

**MULTIPLE RESPONSE**

**TP12B.** Have you experienced any Anti-Social Behaviour in the last 12 months that has impacted you in your home, community or neighbourhood? By your community we mean the estate where you live and by your neighbourhood we mean within a few minutes walking distance from your home.

*Please select all that apply*

Code	Answer list	Scripting notes	Routing
1	Yes – in my home		
2	Yes – in my community		
3	Yes – in my neighbourhood		
2	No	<b>EXCLUSIVE</b>	



**Base: All who have experienced ASB (TP12B = 1-3)**

**SINGLE RESPONSE**

**TP12C.** How satisfied or dissatisfied are you with the London Borough of Hammersmith and Fulham Housing Service in taking action against the people who commit anti-social behaviour?

*Please select one only*

Code	Answer list	Scripting notes	Routing
1	Very satisfied		
2	Fairly satisfied		
3	Neither satisfied nor dissatisfied		
4	Fairly dissatisfied		
5	Very dissatisfied		
99	Not applicable/ don't know		



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