



Dovecotes TMO

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 Dovecotes TMO 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 740 properties managed by Dovecotes TMO, a total of 148 responses were received, 140 complete, plus a further eight incomplete, which are required to be included. Of these, 132 were by a telephone interview and 16 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 Dovecotes 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. 76% of tenants gave permission to share their responses with their details attached, so Dovecotes and the Council will have better information to help them improve services, and 95% of these are happy to be contacted to discuss their responses further.

This survey aims to provide data on tenants' satisfaction, which will allow Dovecotes TMO and Wolverhampton Council to:

- Provide information on tenants' perceptions of current services from those managed by Dovecotes TMO
- 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 Dovecotes TMO, 147 responses were received for the overall service question, and this response is high enough to conclude that the findings are accurate to within $\pm 7.24\%$. This is a little 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

86%



Overall Satisfaction

The range of satisfaction from the Dovecotes tenants is very good, with 86% satisfied with the overall service.

Two measures have in excess of 90% satisfied, the safe home (91%) and the repairs in the last 12 months (93%).

Conversely, just two fall below 70%, dealing with ASB (65%) and the handling of complaints (55%).

Satisfaction has generally increased this year, which is very encouraging and shows the support for Dovecotes TMO from the tenants.

The report focuses on the headline figures, but shows how satisfaction has changed over time, and an analysis of the open comments made by tenants.

TSM Key Metrics

Keeping Properties in Good Repair

**Well Maintained Home**

88%

**Safe Home**

91%

**Repairs Last 12 Months**

93%

**Time Taken Repairs**

89%

Respectful & Helpful Engagement

**Listens & Acts**

75%

**Kept Informed**

88%

**Fairly & with Respect**

85%

**Complaints Handling**

55%

Responsible Neighbourhood Management

**Communal Areas**

75%

**Neighbourhood Contribution**

84%

**Approach to ASB**

65%



Annual Summary



Annual Satisfaction & Dissatisfaction

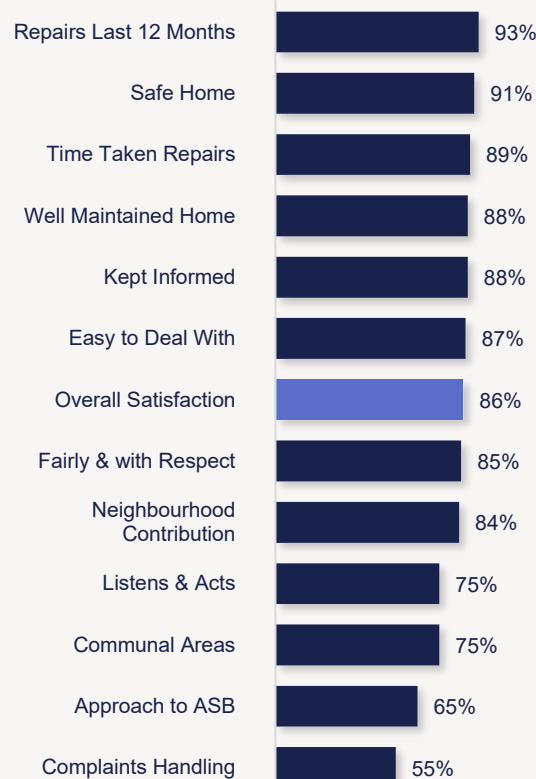
The charts shown opposite summarise the range of both satisfaction and dissatisfaction across all the measures included in the surveys.

Satisfaction is generally very good, with overall satisfaction sitting in the middle of the range of measures at 86%, but six measures above this, two above 90% satisfaction.

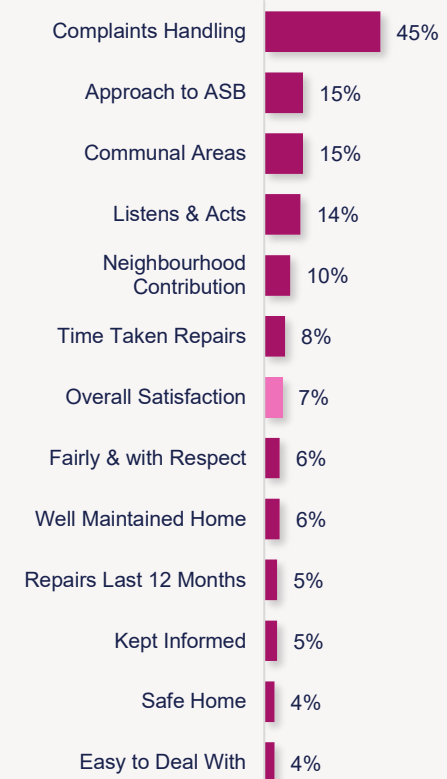
Correspondingly, dissatisfaction is low, just 7% overall and just up to 15% for the handling of ASB and the maintenance of the communal areas. However, the handling of complaints stands out with 45% dissatisfaction, although it is not uncommon for this measure to attract low satisfaction and high dissatisfaction.

Below shows how the results compare with other smaller providers.

Satisfaction with Measures 2025/26



Dissatisfaction with Measures 2025/26





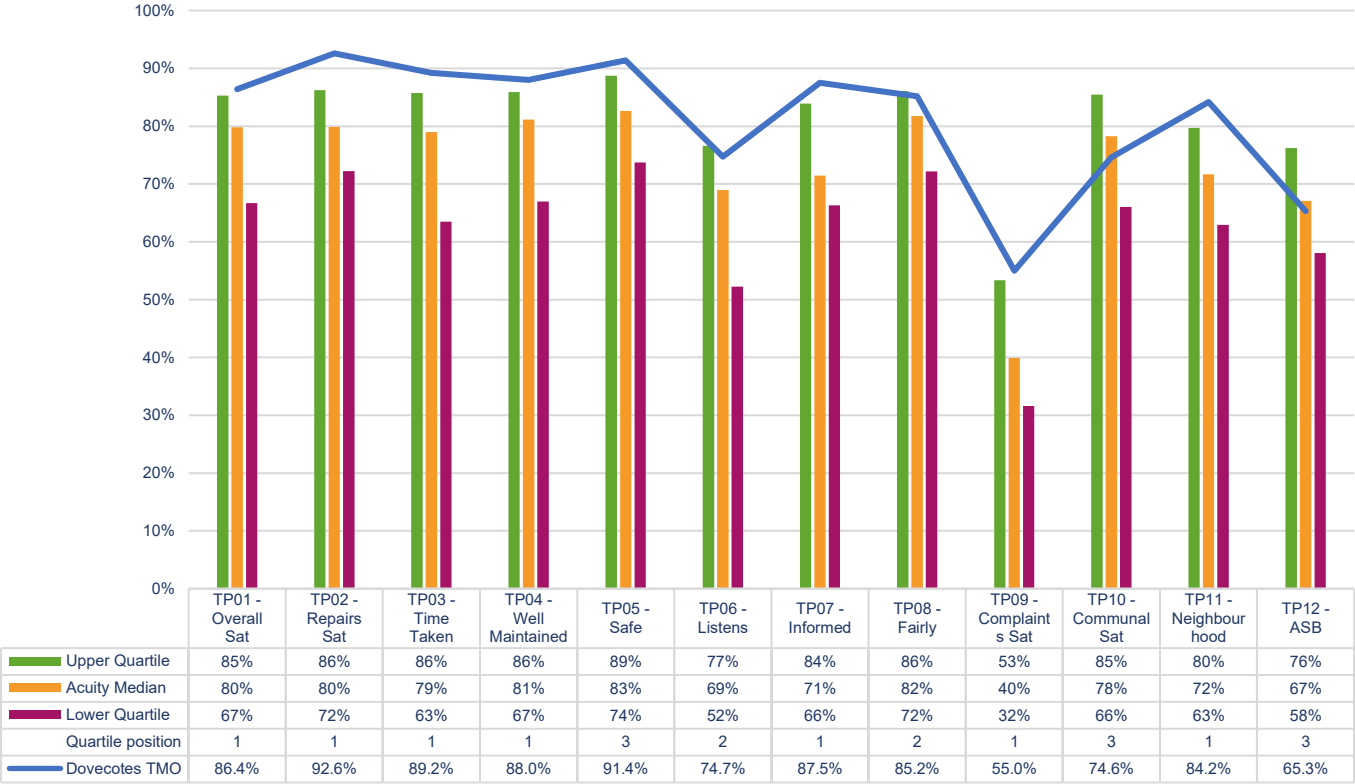
Benchmarking – Acuity results 2024/25

(LCRA <1,000)

Given that Dovecotes manages 740 properties, the best benchmark is against landlords of a similar size. Therefore, this chart shows a group of landlords who have worked with Acuity and used the TSMs, and have fewer than 1,000 properties.

Dovecotes compares very well with seven measures in the top quartile, including the overall service. Two are in the second quartile and just three are in the third.

Whilst this group is primarily made up of small housing associations, rather than TMOs, it does help to give context to the results and shows how well Dovecotes is performing.





Top 30 Comments

The survey includes seven open questions, and these are analysed below. However, this page summarises all the comments and ranks them by frequency and shows their subject areas.

With the general high level of satisfaction, it is perhaps no surprise that the comments are also predominantly positive.

The most common comments are about the time taken to complete repairs followed by the general condition of the homes and the quality of the grounds maintenance. The staff also receive high praise.

These comments help to provide some insight into the satisfaction questions, and will help Dovecotes identify what is working well and what might require some attention.

The full text of the comments is shown on the Acuity dashboard.

	%	Count	Score
Property Services - Responsive Repairs - Timeliness / Responsiveness	47.45%	65	1.45
Property Condition - General Condition	30.66%	42	2.24
Housing Services - Grounds Maintenance - Quality of Work / Service	27.74%	38	0.36
Housing Services - Customer Service & Contact - Satisfaction	26.28%	36	4.16
Property Services - Responsive Repairs - Other	25.55%	35	1.38
Housing Services - Customer Service & Contact - Staff Conduct	25.55%	35	4.26
Housing Services - Customer Service & Contact - Communication / Transparency	22.63%	31	1.25
Property Services - Responsive Repairs - Quality of Work / Service	21.90%	30	2.84
Housing Services - Customer Service & Contact - Timeliness / Responsiveness	20.44%	28	2.50
Housing Services - ASB - Other	18.98%	26	-0.35
Housing Services - Customer Service & Contact - Other	18.25%	25	2.08
Uncategorized Comments	18.25%	25	2.45
Property Services - Responsive Repairs - Resolution	15.33%	21	-0.32
Property Services - Responsive Repairs - Communication / Transparency	10.95%	15	1.44
Housing Services - Grounds Maintenance - Timeliness / Responsiveness	10.95%	15	-1.40
Housing Services - Grounds Maintenance - Other	10.22%	14	-0.93
Housing Services - Customer Service & Contact - No Comments	9.49%	13	0.77
Housing Services - Neighbourhood Contribution - Satisfaction	9.49%	13	3.31
Housing Services - Neighbourhood Contribution - Other	9.49%	13	2.23
Estate Services - Rubbish, Bins & Recycling	8.76%	12	-1.33
Housing Services - ASB - No Comments	8.03%	11	0.00
Housing Services - Customer Service & Contact - Effort	8.03%	11	2.55
Property Condition - Damp	7.30%	10	-2.09
Building Safety - Door/window/gate security	7.30%	10	2.20
Property Services - Safety Inspections - Other	6.57%	9	4.78
Housing Services - Customer Service & Contact - Listening / Acting	6.57%	9	3.44
Property Condition - Window/doors	6.57%	9	-1.33
Property Services - Responsive Repairs - Satisfaction	5.84%	8	2.88
Housing Services - ASB - Satisfaction	5.84%	8	1.88
Housing Services - Complaints - Timeliness / Responsiveness	5.84%	8	-0.22

National Context



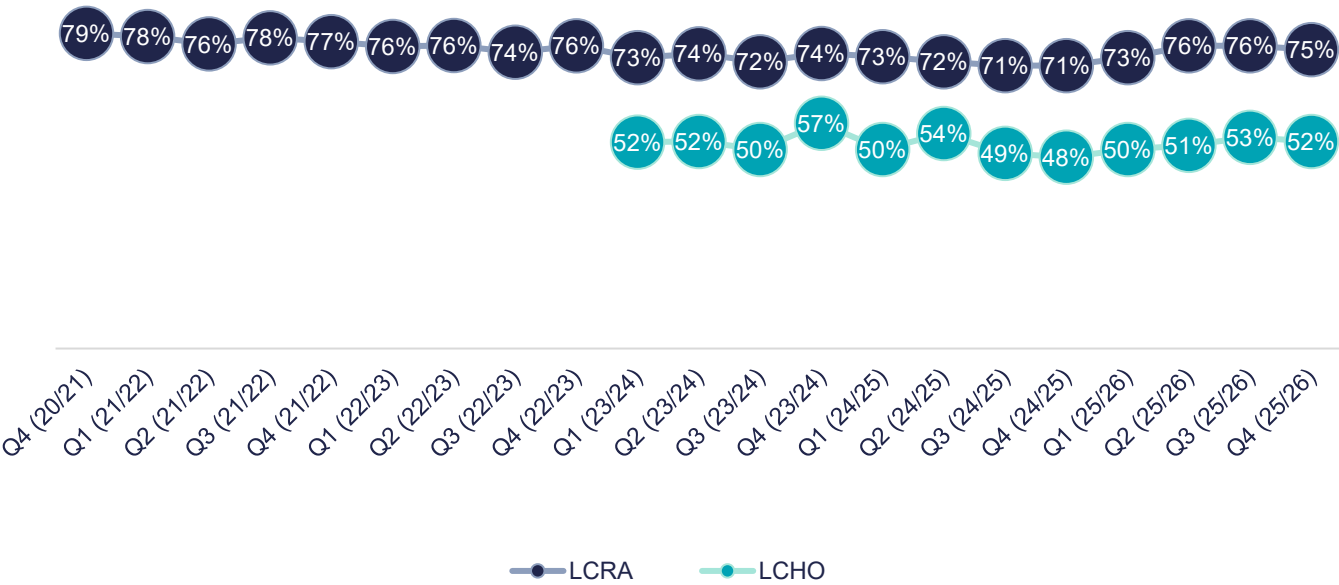
When considering the results, the national context and external factors must also be taken into account.

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

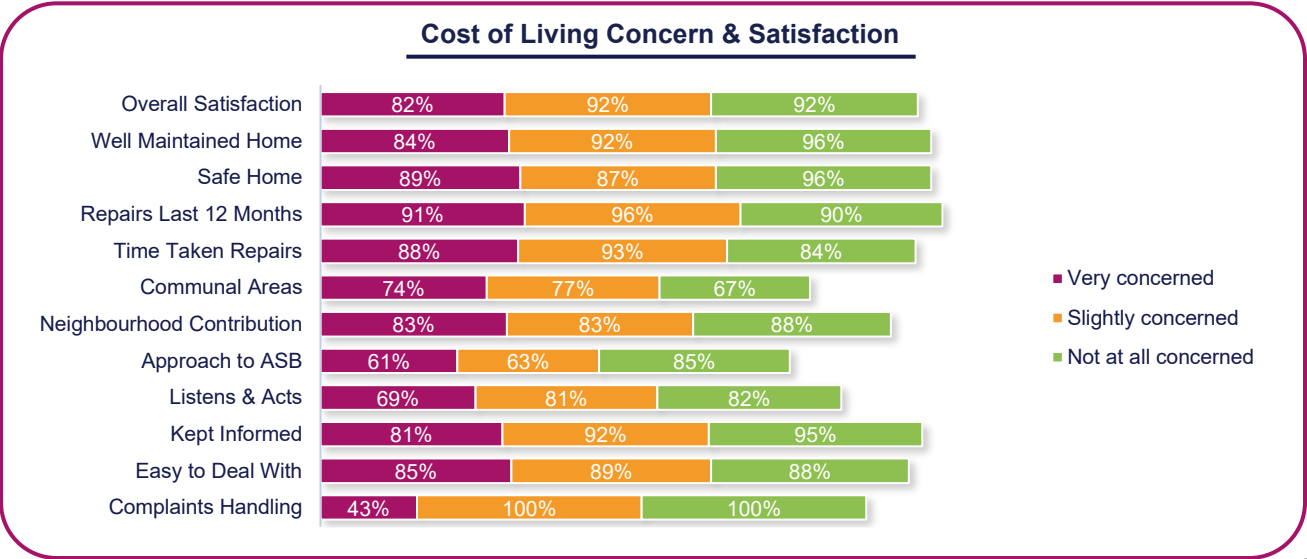
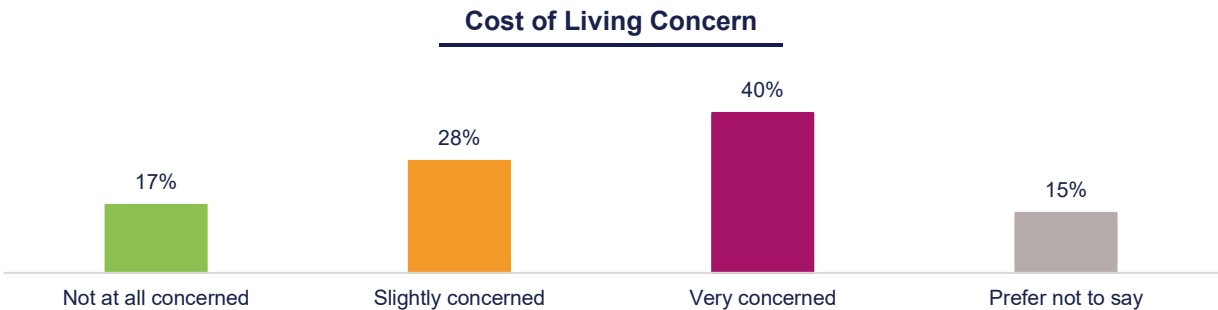


Cost of Living

Tenants were asked, “How concerned are you about the cost-of-living crisis for you personally?” 40% of tenants are very concerned, with a further 28% slightly concerned. Just 17% of tenants are not at all concerned.

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

Evidence suggests that when tenants are struggling financially, it can affect the way they feel about the services they receive. This does appear to be happening here also, although not as pronounced as with some other providers. On the overall service, 82% of those very concerned are satisfied compared with 92% of those not at all concerned.





Damp and Mould

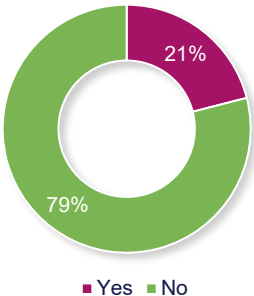
There are 21% of tenants who complain that they have problems with damp and mould in their homes.

Proportionally, more tenants of houses have problems than those in flats.

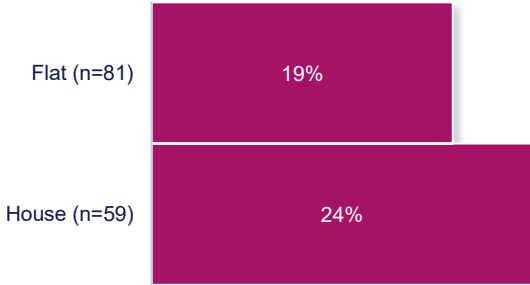
It is important that the Council contacts all those affected to see the extent of the problems and to take action if needed. This is particularly important as Awaab's Law, which came into force in October last year, will bring further scrutiny from the Regulator into how landlords respond to damp and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

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

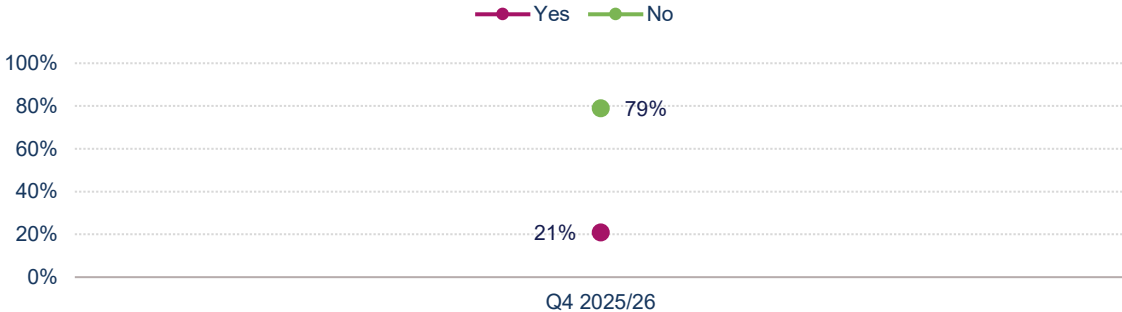
Currently Suffer from Damp & Mould



Damp & Mould by Property



Suffering from Damp & Mould Over Time





Further Insight

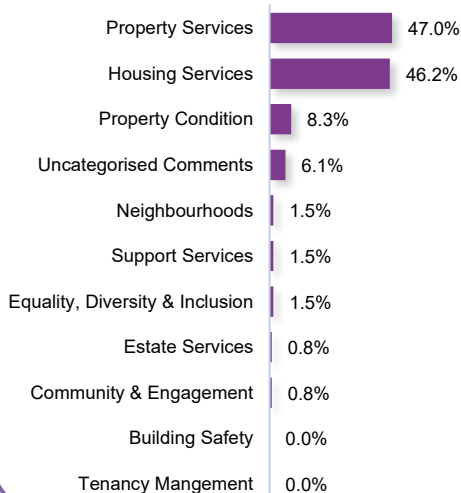
Overall Satisfaction

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

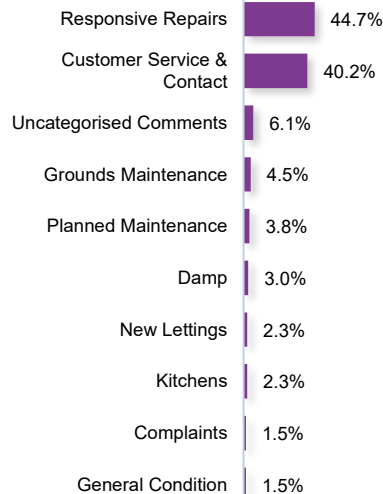
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Categories

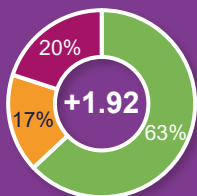


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	51	42.1%	+1.96
Subcategory, no attribute (yet)	22	18.2%	+2.59
Satisfaction	18	14.9%	+3.94
Resolution	15	12.4%	+0.93
Communication / Transparency	11	9.1%	+1.45
Quality of Work / Service	11	9.1%	+2.09
Staff Conduct	7	5.8%	+4.71
No Comments	5	4.1%	+1.00
Effort	4	3.3%	-0.50
Empathy	3	2.5%	+1.67
Listening / Acting	2	1.7%	-1.00
Accountability	1	0.8%	-5.00
Appointments / Convenience	1	0.8%	+3.00
Accessibility			-
Consistency			-
Fairness			-
Safety			-
Trust			-
Worker Conduct			-



The tenants' comments reveal a mixed satisfaction level with Wolverhampton Council's and Dovecotes' housing services. Many tenants report prompt and courteous repair services, with quick responses and generally good communication. Long-term tenants often express contentment with consistent maintenance and respectful treatment. However, several respondents highlight delays in repairs, especially for more serious or complex issues such as damp, mould, and electrical problems. Contacting the Council can sometimes be difficult, with complaints about slow response times, lack of updates, and poor communication. There are also specific concerns about tree maintenance, with long wait times and unclear responsibilities.

Some tenants with health issues report that unresolved repairs, particularly damp and mould, have adversely affected their well-being. Issues with temporary accommodation, unclear liability for costs, and dissatisfaction with parking enforcement are also mentioned. Overall, while a portion of tenants appreciate the Council's helpfulness and quick action, a number experience frustration due to delays, inconsistent quality of repairs, and communication gaps.

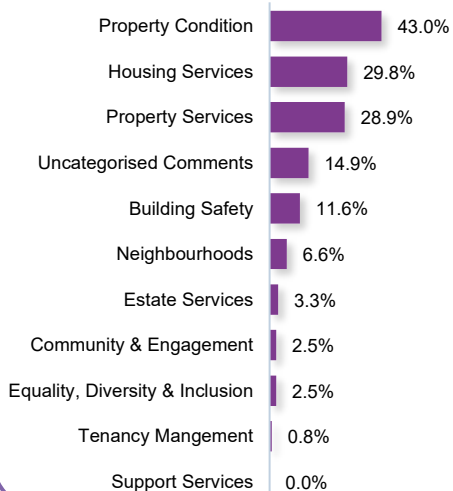
The Home

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

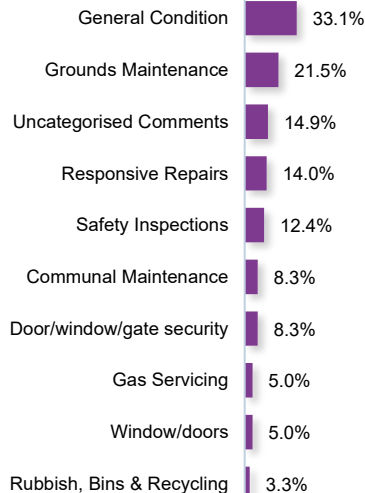
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Categories

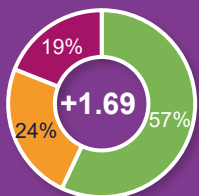


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Quality of Work / Service	25	39.7%	+0.68
Timeliness / Responsiveness	18	28.6%	+1.00
Subcategory, no attribute (yet)	17	27.0%	+2.59
Safety	8	12.7%	+3.00
Resolution	6	9.5%	+1.67
Communication / Transparency	5	7.9%	+2.20
No Comments	4	6.3%	0.00
Effort	2	3.2%	-5.00
Listening / Acting	1	1.6%	-3.00
Satisfaction	1	1.6%	+3.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Fairness			-
Staff Conduct			-
Trust			-
Worker Conduct			-



There is a generally positive perception of safety and maintenance in Council properties, with many tenants satisfied with regular safety checks, prompt repairs, and well-maintained communal areas. Several respondents praise the Council's responsiveness to issues such as gas and electric inspections, replacements, and improvements like kitchen and boiler upgrades. However, common concerns include inadequate lighting, especially in car parks, and problematic parking caused by non-residents or abandoned vehicles, leading to safety and accessibility issues. Maintenance of communal grassed areas and tree upkeep receives frequent criticism, with reports of overgrown trees touching windows and grass cutting being inconsistent or insufficient.

Some tenants note damp, mould, draughts, and exposed electrical issues within their homes, occasionally remaining unaddressed for long periods. While many feel safe due to locked areas and good neighbourly conduct, complaints about dog fouling, litter, and unhygienic conditions around bin areas are also noted. Overall, while safety and maintenance meet expectations for many, there is a recurring need for improved communal area upkeep, clearer parking regulation enforcement, and resolution of long-standing home repair issues.

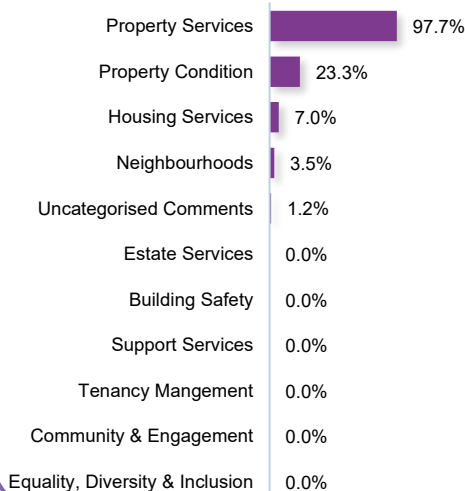
Repairs & Maintenance

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

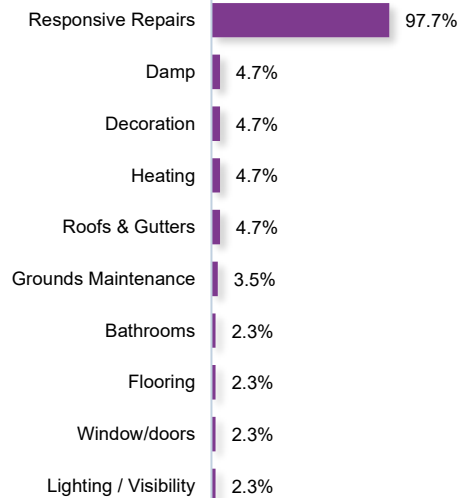
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Categories

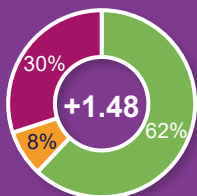


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	44	51.8%	+1.02
Quality of Work / Service	21	24.7%	+3.00
Subcategory, no attribute (yet)	20	23.5%	+0.85
Resolution	9	10.6%	-1.89
Worker Conduct	6	7.1%	+2.67
Communication / Transparency	5	5.9%	+0.60
Satisfaction	3	3.5%	+5.00
No Comments	3	3.5%	0.00
Appointments / Convenience	2	2.4%	-5.00
Empathy	2	2.4%	+5.00
Accountability	1	1.2%	-3.00
Consistency	1	1.2%	+5.00
Staff Conduct	1	1.2%	+5.00
Accessibility			-
Effort			-
Fairness			-
Listening / Acting			-
Safety			-
Trust			-



Tenants report a positive perception of the repairs service, highlighting polite, respectful, and efficient operatives who often complete jobs neatly and promptly. Many respondents appreciate quick emergency repairs and efficient handling of issues like boilers, plumbing, damp treatment, and roof repairs. However, several comments point to delays and slow response times for non-urgent repairs, with waits sometimes extending to weeks or even months. Some repairs have been left unfinished, or appointments are cancelled or incorrectly scheduled, causing frustration.

A few respondents report communication issues, including a lack of advance notice or identification checks, raising security concerns. Quality of work is mostly satisfactory, though certain plastering and roofing jobs are criticised for poor execution. Several respondents note that repeated follow-ups are needed to complete repairs. A notable concern relates to emergencies being unresolved for extended periods, such as in flooding incidents. Overall, while repair quality and operative conduct are well regarded, timeliness and consistency in completing repairs remain areas for improvement.

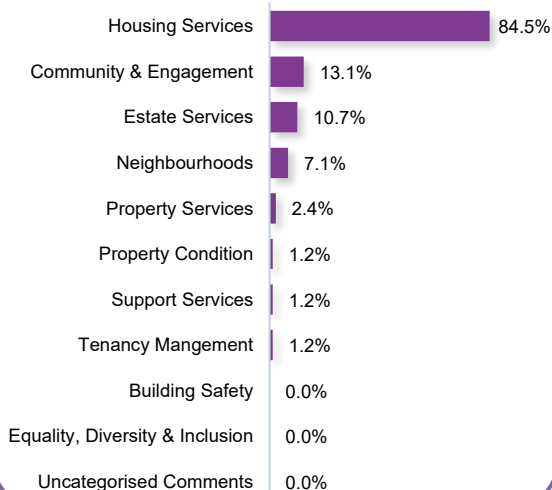
Neighbourhood Contribution

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

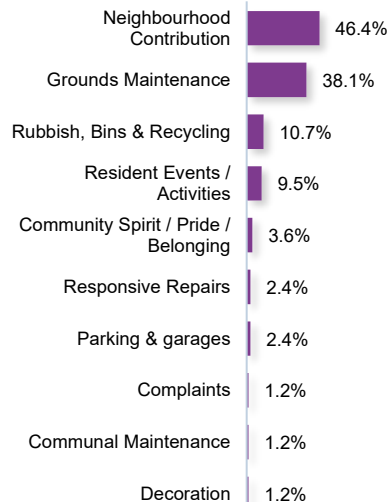
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Categories

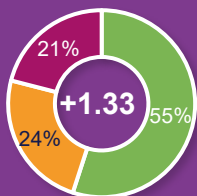


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Quality of Work / Service	24	30.8%	+1.63
Subcategory, no attribute (yet)	24	30.8%	+1.75
Satisfaction	13	16.7%	+3.31
Timeliness / Responsiveness	11	14.1%	-0.27
No Comments	6	7.7%	+1.67
Communication / Transparency	5	6.4%	+0.60
Listening / Acting	4	5.1%	-3.75
Empathy	2	2.6%	-2.50
Resolution	1	1.3%	-5.00
Safety	1	1.3%	0.00
Staff Conduct	1	1.3%	+3.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Fairness			-
Trust			-
Worker Conduct			-

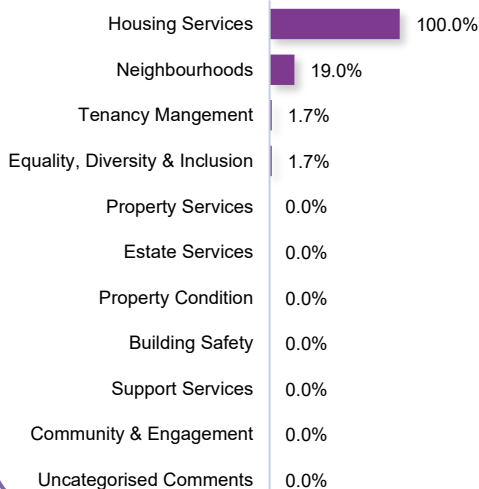


The survey responses reveal mixed opinions regarding the contribution to the neighbourhood. Many respondents appreciate the efforts of the local Tenant Management Organisations (TMO) and Council in maintaining cleanliness, organising community events like Christmas and Halloween activities, litter picking, planting flowers, and supporting vulnerable groups. Several highlight positive communication through newsletters and updates, as well as timely responses to repairs and complaints.

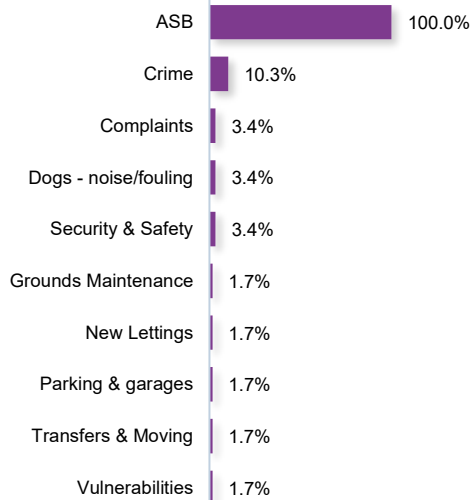
However, recurring concerns include persistent litter and fly tipping, insufficient maintenance of grass areas, bushes, and trees, and inconsistent cleaning standards, particularly in less visible or quieter areas. Some tenants experience problems with dog fouling and potholes impacting daily life. Others feel community efforts focus mainly on visible areas, neglecting corners and less prominent spots. Parking issues and a lack of regular updates about neighbourhood activities are also noted. While some respondents feel satisfied and well-supported, others express frustration with perceived inaction or slow responses from the Council or TMO, signalling areas needing attention to improve overall community satisfaction.



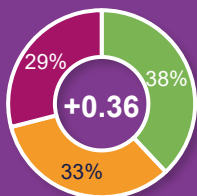
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Subcategory, no attribute (yet)	28	48.3%	-0.39
No Comments	11	19.0%	-0.91
Satisfaction	8	13.8%	+1.88
Listening / Acting	6	10.3%	+0.83
Quality of Work / Service	6	10.3%	+3.33
Timeliness / Responsiveness	5	8.6%	+0.40
Resolution	3	5.2%	0.00
Safety	2	3.4%	0.00
Accountability	1	1.7%	-5.00
Communication / Transparency	1	1.7%	-3.00
Effort	1	1.7%	-5.00
Staff Conduct	1	1.7%	+5.00
Accessibility			-
Appointments / Convenience			-
Consistency			-
Empathy			-
Fairness			-
Trust			-
Worker Conduct			-



Tenants reveal mixed experiences and perceptions regarding Wolverhampton Council's handling of anti-social behaviour (ASB). Several respondents express satisfaction, highlighting timely responses, active neighbourhood watch, and generally quiet, safe environments. Others commend Wolverhampton Homes for effectively managing ASB or note limited incidents in their areas. However, some respondents report dissatisfaction, citing issues such as youth riding scooters and motorbikes on pavements, drug dealing, aggressive behaviour, and a lack of visible community policing. Some feel Council responses are inadequate, with complaints dismissed or improperly handled, and calls often redirected to the police, who are perceived as scarce or unresponsive.

Specific problems mentioned include rubbish dumping, property disputes, noise nuisance, and safety concerns like youths with weapons. A few respondents note that Council involvement is approachable and serious when cases are reported, while others describe a feeling of neglect or non-existence of ASB management. Overall, experiences vary substantially by location and individual circumstances, reflecting a need for more consistent and visible engagement with ASB issues.

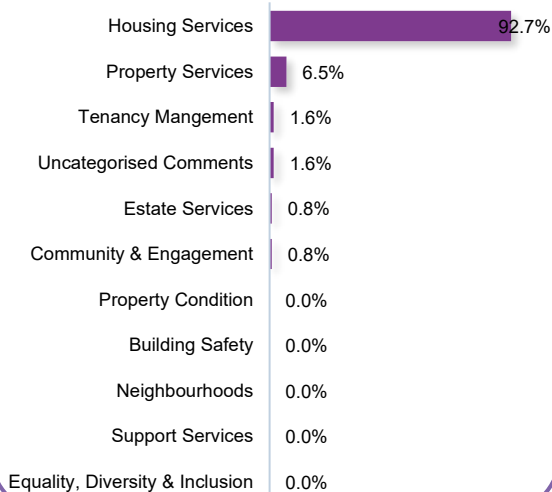
Customer Service & Communication

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

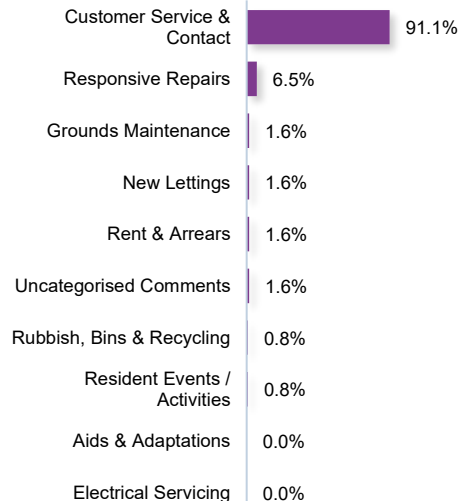
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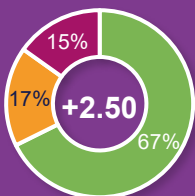
Categories



Top 10 Subcategories



Attribute	Count	%	Sentiment Score
Communication / Transparency	32	26.4%	+0.66
Staff Conduct	30	24.8%	+4.00
Satisfaction	26	21.5%	+3.85
Subcategory, no attribute (yet)	19	15.7%	+2.32
Timeliness / Responsiveness	16	13.2%	+1.56
Effort	9	7.4%	+3.56
No Comments	9	7.4%	+0.56
Listening / Acting	8	6.6%	+3.50
Quality of Work / Service	5	4.1%	+2.00
Resolution	4	3.3%	0.00
Appointments / Convenience	3	2.5%	-1.00
Empathy	3	2.5%	+5.00
Accessibility	1	0.8%	+5.00
Consistency	1	0.8%	-3.00
Accountability			-
Fairness			-
Safety			-
Trust			-
Worker Conduct			-



There is generally positive feedback regarding communication and customer service from Wolverhampton Council and the TMO. Many respondents praise staff for being polite, respectful, helpful, and easy to contact, often highlighting timely repairs and regular newsletters as strong points. Personal interactions with housing officers and local teams are appreciated, enhancing tenants' sense of support and community presence. However, there are some concerns, including difficulties reaching the correct department, inconsistent communication, and confusion between the Council and TMO responsibilities.

Several respondents mention issues with appointment scheduling and a perception of poor treatment linked to tenant status. Some highlight specific negative experiences involving poor repair communication, cancelled appointments, and a lack of proactive notice. A few indicate dissatisfaction with automated phone systems, unclear procedures, and occasional rudeness from staff. While many feel adequately informed via newsletters and calls, others desire clearer, more direct communication channels and improved responsiveness. Overall, satisfaction is moderate to high, but persistent communication gaps and occasional service inconsistency remain challenges for Wolverhampton Council.

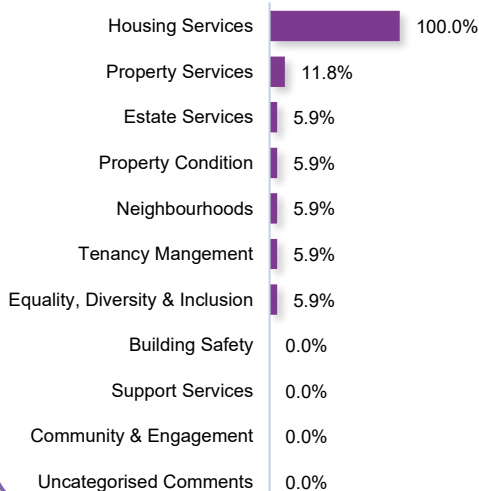
Complaints Handling

Please describe your experience of how complaints are handled.

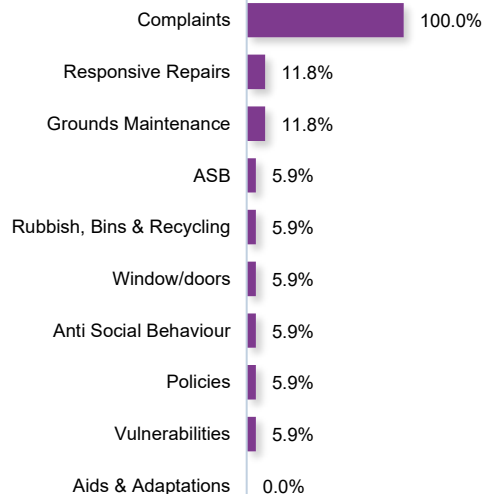
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Categories

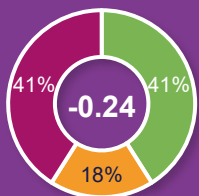


Top 10 Subcategories



Attribute

Attribute	Count	%	Sentiment Score
Timeliness / Responsiveness	7	41.2%	-1.00
Communication / Transparency	3	17.6%	-2.33
Listening / Acting	3	17.6%	-3.33
Quality of Work / Service	3	17.6%	+3.67
Satisfaction	3	17.6%	+4.33
Resolution	1	5.9%	-5.00
No Comments	1	5.9%	0.00
Subcategory, no attribute (yet)	1	5.9%	-3.00
Accessibility			-
Accountability			-
Appointments / Convenience			-
Consistency			-
Effort			-
Empathy			-
Fairness			-
Safety			-
Staff Conduct			-
Trust			-
Worker Conduct			-



Several tenants express frustration about slow or ineffective responses, particularly citing issues with neighbours causing disturbances and delays in addressing concerns like tree maintenance and path safety. Some respondents feel ignored, with complaints about a lack of follow-up and communication, especially in cases involving anti-social behaviour. Conversely, a few tenants report satisfaction with timely inspections, action taken on vehicle-related complaints, and generally positive interactions with housing officers.

There are comments on inconsistent outcomes depending on the issue, with some repairs or problems addressed well, while others remain unresolved or poorly communicated. A recurring theme is dissatisfaction with response times and prioritisation of issues, often feeling that complaints requiring urgent attention are not treated as such. Additionally, there are concerns about bin storage and cleanliness, with requests for better sheltering. Overall, while some tenants appreciate the Council's efforts, many highlighted gaps in communication, follow-through, and responsiveness that impacted their confidence in the complaint management process.



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.

It should be noted, however, that with an annual margin of error of around $\pm 7.2\%$, a change of around 15 percentage points would be needed to be statistically significant, although any change can show a direction of travel; just one, the handling of complaints, reaches this threshold.

Satisfaction with the overall service is up 1p.p with the safe home and contribution to the neighbourhood up 6p.p and the handling of complaints up 23p.p.

Two measures stayed at the same level as previously, and three have fallen. These are the time to complete repairs (down 1p.p), the handling of ASB (down 3p.p) and the maintenance of the communal areas (down 4p.p).

	2024/25	2025/26
Overall Satisfaction	86%	86% (+1)
Well Maintained Home	85%	88% (+3)
Safe Home	86%	91% (+6)
Communal Areas	79%	75% (-4)
Repairs Last 12 Months	91%	93% (+1)
Time Taken Repairs	90%	89% (-1)
Neighbourhood Contribution	78%	84% (+6)
Approach to ASB	69%	65% (-3)
Listens & Acts	72%	75% (+3)
Fairly & with Respect	85%	85% (0)
Kept Informed	85%	88% (+2)
Easy to Deal With	87%	87% (+0)
Complaints Handling	32%	55% (+23)



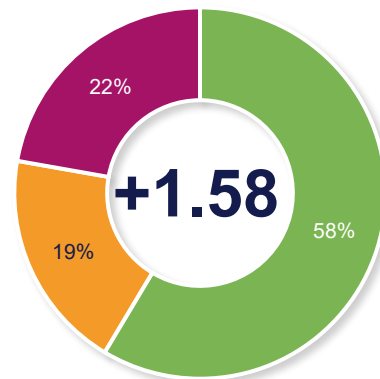
Summary

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

Survey responses reveal mixed satisfaction with Wolverhampton Council services via the TMO; many praise timely repairs and polite staff, but common issues include slow repairs, poor communication, unresolved maintenance like tree pruning, damp problems, and occasional neglect in addressing concerns promptly.

The Home

Most respondents find their homes safe with regular safety checks and timely maintenance, although some report slow responses and unresolved repairs. Communal areas are generally clean but suffer from inconsistent grass cutting, poor lighting, rubbish, and unmaintained trees, impacting overall satisfaction.

Repairs

Survey respondents generally praise repair staff for politeness, efficiency, and cleanliness. Common issues include delays, incomplete jobs, and communication problems. Boiler and damp repairs receive mixed feedback, with some appreciating speed while others note long waits and unfinished work. Overall satisfaction varies.

Neighbourhood Contribution

Residents generally appreciate community efforts like litter picking, events, and property maintenance by the TMO and Council. However, concerns persist over inconsistent cleanliness, unresolved fly tipping, poor grass and tree upkeep, parking issues, and communication gaps impacting neighbourhood satisfaction.

ASB

Responses reveal mixed experiences with anti-social behaviour (ASB) management. Some tenants report effective, prompt actions and good communication, while others highlight unresolved issues, lack of police presence, drug concerns, and dissatisfaction with Council responses or follow-ups. Many have limited or no ASB experience locally.

Customer Service & Communication

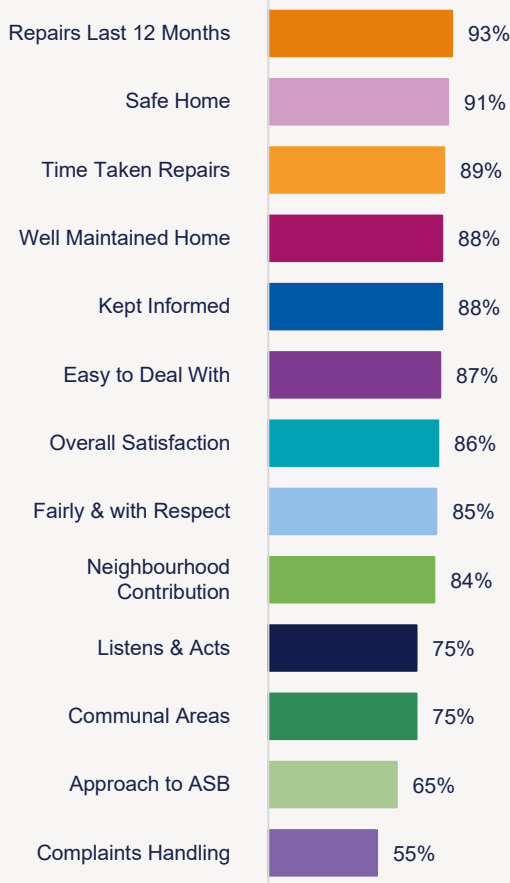
Most respondents find Dovecotes TMO's customer service polite, helpful, and fairly accessible, with regular newsletters appreciated. However, communication issues persist, including delays, confusion over contacts, cancelled appointments, and occasional poor staff attitudes, impacting tenant satisfaction unevenly.

Complaints

Responses reveal frustrations over poor communication, delayed or unresolved complaints, and inconsistent action, especially regarding neighbour disturbances and maintenance issues. Some express satisfaction with prompt handling, but many mention unreturned contacts and lack of follow-up, highlighting trust and responsiveness concerns.



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 Dovecotes TMO, with separate reports for Bushbury and New Park Village.

Satisfaction is high, with 86% satisfied with the overall service and six measures above this, including two with satisfaction above 90%, the safe home (91%) and the repairs service in the last 12 months (93%). Most measures have at least 80% satisfied, although just 65% are satisfied with the handling of ASB, and 55% with the way complaints are dealt with.

Satisfaction has generally improved a little since last year, with the overall satisfaction up just 1p.p and the biggest changes for the contribution to the neighbourhood and the safe home, both up 6p.p and the handling of complaints up 23p.p. However, three measures have fallen a little, the time to complete repairs (down 1p.p), the handling of ASB (down 3p.p) and the maintenance of the communal areas (down 4p.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 +1.58, and all other subject areas have positive scores with the exception of the handling of complaints (-0.24). Analysing the sentiment scores and reading the comments will help Dovecotes get a better understanding of what is driving satisfaction, and what is not working quite as well.

The results compare well against other smaller landlords, with seven measures in the top quartile, two in the second and three in the third. This is in the context of generally increasing satisfaction across the housing sector.

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 a fifth 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, and this shows that those responding online are less satisfied than those completing a telephone interview. There is some evidence that satisfaction increases with age, but the other groupings have less of an influence on satisfaction.

Overall, Dovecotes TMO should be very pleased with these results, and they suggest that trust and support from the tenants is high.



Wolverhampton Council owns more than 21,000 homes. From the total of 740 properties managed by Dovecotes TMO, a total of 148 tenant responses were received.

This report just focuses on the findings from the Dovecotes TMO residents, 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

In last year's survey, the handling of complaints was highlighted as an issue, with only 32% satisfied and 54% dissatisfied. However, this year has seen a turnaround with an increase in satisfaction of 23p.p to 55%. Dissatisfaction has reduced but still stands at 45%, so the handling of complaints is still an issue for some. There appears to be some inconsistency in dealing with complaints, as some are very happy with the response they receive, but others are frustrated by slow responses and a lack of follow-up. Many tenants highlighted gaps in communication, follow-through, and responsiveness that impacted their confidence in the complaint management process. The improvements should be celebrated, but there is still more work to do for all to feel confident in the process.

Communal area management

Satisfaction with the home and the repairs service is generally very good, but fewer (65%) are satisfied with the maintenance of the communal areas; this being one of the few measures to decrease in satisfaction this year, down 4p.p. In some areas, there are issues with the management of the car parking but also comments about poor; lighting for external areas, litter, fly-tipping and dog fouling. Whilst many say their areas are quiet with good neighbours, some suffer problems with ASB, with drug issues and youths causing issues for tenants. Again, most appreciate the efforts of Dovecotes and the Council, but it is recommended that the comments be analysed to see where these types of problems exist, so changes can be put in place.

Damp issues

It is of some concern that a fifth 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. Dovecotes 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

The majority of responses came from those using a telephone interview (132), with just 16 from those completing the survey online.

However, those using the online option are less satisfied. On the overall service, there is a difference of 22p.p and 24p.p for the home being well maintained, and even bigger differences for the handling of ASB, listening to views and keeping them informed.

The only exception to this general pattern is for the time taken to complete repairs with those using the online option slightly more satisfied.

It is often said that the differences are linked to age, but this is not substantially different between the two methods. Perhaps it is easier to be more critical online?

	All Tenants	Online	Telephone
Overall Satisfaction	86%	67%	89%
Well Maintained Home	88%	67%	91%
Safe Home	91%	80%	93%
Repairs Last 12 Months	93%	90%	93%
Time Taken Repairs	89%	90%	89%
Communal Areas	75%	50% *	77%
Neighbourhood Contribution	84%	64%	87%
Approach to ASB	65%	38%	71%
Listens & Acts	75%	43%	80%
Kept Informed	88%	53%	92%
Fairly & with Respect	85%	60%	88%
Easy to Deal With	87%	67%	89%
Complaints Handling	55%	0% *	65%

*Base below 10



Age Group

It is recognised that age is a factor in determining satisfaction, and this is true here, at least to a point. Those over 65 are the most satisfied across the range of measures, although those in the 60 to 64 range are the least satisfied overall and with their homes.

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 Tenant	0 - 24	25 - 34	35 - 44	45 - 54	55 - 59	60 - 64	65 - 74	75 - 84
Overall Satisfaction	86%	100% *	100% *	84%	87%	76%	69%	96%	94%
Well Maintained Home	88%	100% *	78% *	80%	97%	85%	77%	92%	100%
Safe Home	91%	100% *	100% *	82%	97%	89%	77%	96%	100%
Repairs Last 12 Months	93%	100% *	80% *	90%	95%	92%	67% *	100%	100%
Time Taken Repairs	89%	67% *	100% *	80%	85%	92%	83% *	100%	100%
Communal Areas	75%	67% *	67% *	44% *	86%	60%	67% *	100% *	100% *
Neighbourhood Contribution	84%	100% *	80% *	84%	84%	80%	63% *	90%	92%
Approach to ASB	65%	100% *	67% *	59%	75%	50%	33% *	77%	100% *
Listens & Acts	75%	100% *	60% *	72%	75%	53%	67% *	88%	100%
Kept Informed	88%	100% *	86% *	84%	88%	79%	75%	96%	100%
Fairly & with Respect	85%	100% *	75% *	79%	82%	84%	77%	96%	100%
Easy to Deal With	87%	67% *	100% *	90%	83%	74%	77%	100%	93%
Complaints Handling	55%	- *	- *	67% *	67% *	20% *	0% *	67% *	100% *

*Base below 10



Length of Tenancy

The results are shown here by the length of tenancy. Often those new to an organisation are the most satisfied, but for Dovecotes, very few have joined in the last year.

Satisfaction is quite varied with no specific pattern. Those with Dovecotes for 4 to 5 years are the most satisfied overall and with six other measures, but satisfaction is also high with other tenure lengths.

The least satisfied overall are those of 1 to 3 years, but satisfaction is also lower for those of 11 to 20 years.

	All Tenants	< 1 year	1 - 3 years	4 - 5 years	6 - 10 years	11 - 20 years	Over 20 years
Overall Satisfaction	86%	100% *	73%	100%	88%	88%	85%
Well Maintained Home	88%	100% *	80%	93%	92%	85%	90%
Safe Home	91%	100% *	100%	100%	91%	81%	95%
Repairs Last 12 Months	93%	100% *	89% *	100% *	100%	87%	93%
Time Taken Repairs	89%	100% *	78% *	100% *	88%	87%	93%
Communal Areas	75%	100% *	64%	75% *	77%	78%	75% *
Neighbourhood Contribution	84%	- *	91%	92%	78%	83%	84%
Approach to ASB	65%	- *	63% *	70%	55%	71%	64%
Listens & Acts	75%	- *	73%	91%	77%	68%	75%
Kept Informed	88%	100% *	88%	87%	86%	86%	89%
Fairly & with Respect	85%	100% *	72%	100%	91%	79%	87%
Easy to Deal With	87%	100% *	83%	100%	88%	86%	84%
Complaints Handling	55%	- *	67% *	100% *	33% *	60% *	60% *

*Base below 10



Property Type

More tenants responded from flats (84) than houses (64%), but satisfaction is split between the two and for most measures, the differences are small.

This suggests that property type is not a major factor in determining satisfaction.

	All Tenants	Flat	House
Overall Satisfaction	86%	87%	86%
Well Maintained Home	88%	88%	89%
Safe Home	91%	95%	86%
Repairs Last 12 Months	93%	92%	93%
Time Taken Repairs	89%	92%	86%
Communal Areas	75%	76%	63% *
Neighbourhood Contribution	84%	85%	83%
Approach to ASB	65%	67%	63%
Listens & Acts	75%	76%	73%
Kept Informed	88%	85%	91%
Fairly & with Respect	85%	86%	84%
Easy to Deal With	87%	85%	89%
Complaints Handling	55%	50%	67% *

*Base below 10



Disability

Just a few (five) said they are disabled, although nine are unknown.

Given this, it is impossible to draw any conclusions for this, although all those who are disabled are satisfied with each aspect of service.

	All Tenants	Yes	No	Unknown
Overall Satisfaction	86%	100% *	87%	67% *
Well Maintained Home	88%	100% *	88%	78% *
Safe Home	91%	100% *	91%	89% *
Repairs Last 12 Months	93%	100% *	92%	100% *
Time Taken Repairs	89%	100% *	88%	100% *
Communal Areas	75%	100% *	72%	100% *
Neighbourhood Contribution	84%	100% *	83%	88% *
Approach to ASB	65%	100% *	64%	67% *
Listens & Acts	75%	100% *	74%	67% *
Kept Informed	88%	100% *	88%	78% *
Fairly & with Respect	85%	100% *	85%	78% *
Easy to Deal With	87%	100% *	87%	78% *
Complaints Handling	55%	100% *	56%	0% *

*Base below 10



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

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