



# Customer Insight Report Leaseholder Satisfaction Survey 2024



Produced by the  
Customer Insight Team  
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# Contents

Introduction .....	2
Objectives .....	2
Methodology .....	2
Sample .....	2
Report structure .....	3
Executive summary .....	3
Overall satisfaction with services .....	3
Service provision .....	3
Contact with WDH .....	3
Availability of information .....	3
Priorities for leaseholders .....	4
Conclusions .....	4
Recommendations .....	5
Main findings.....	7
Overall satisfaction with services .....	7
Service provision .....	8
Contact with WDH .....	10
Availability of information .....	13
Priorities for leaseholders .....	14
Additional comments .....	15
Neighbourhood Panel interest .....	15
Appendix A: Leaseholders Survey 2024 .....	17

## Introduction

The annual survey to all leaseholders has been conducted to ascertain satisfaction levels with the different areas of service provision, the currently limited 'pay for use' repair service, and the availability of information to leaseholders.

The survey will provide a performance measure of satisfaction with services and highlight areas for improvement. With changes made to the 2024 survey, comparisons can be made with leaseholders' satisfaction levels and the wider WDH tenant base, in certain areas.

## Objectives

As part of the progress towards the 2025 Business Strategy, one milestone priority is to leverage Customer Insight to facilitate improvements to the customer experience. Updates to the survey in 2024 have allowed for new insight.

In 2022, the survey conducted was the same as in previous years. It was decided this year, with the Home Ownership and Customer Insight team, that updates would be made to capture satisfaction with information relating to all charges, not just service charges. A decision was made to compare tenant priorities from the On Your Street (OYS) 2023 project data to identify if leaseholders share similar or different views from the arising tenant priority themes of OYS 2023.

## Methodology

The Home Ownership team provided the Customer Insight team with an up-to-date list of all WDH leaseholders and their accompanying contact information. Feedback Market Research, an independent market research agency, conducted phone interviews using this contact information from 7 February to 21 March 2024.

A maximum of three attempts were made to contact all leaseholders we hold a phone number for. For those leaseholders who we hold a mobile and landline number for, both were attempted if necessary.

A copy of the questionnaire can be found in [Appendix A](#).

For 2024, when asked about contacting WDH, keeping promises and commitments has been removed as a question as this did no longer provide actionable insight for the Home Ownership team. With the removal of these questions, there has been no direct impact on the levels of satisfaction given as responses, and therefore ensured that customers are only being asked what is necessary.

## Sample

The sample for the 2024 Leaseholder Survey contained 391 contacts. A total of 200 phone interviews were completed. This represents a 51% response rate, with a 95% confidence level and a confidence interval of  $\pm 4.85\%$ . Previous response rates have been 33% in 2020, 29% in 2021 and 41% in 2022.

## Report structure

The results of the survey are presented in a series of charts and tables, and these are shown as percentages. In most cases, figures have been rounded to simplify the results. This means that in some cases they may not add up to 100%. Additionally, some of the tables are formed of multiple-choice questions; these too will not add up to 100%. This in no way compromises the validity of the results.

Direct verbatim comments from leaseholders are highlighted in purple text throughout the report and provide a useful insight into the data contained within the tables.

## Executive summary

### Overall satisfaction with services

- 71% of respondents are satisfied with the services WDH provides (75% in 2022).

### Service provision

- 46% of respondents are satisfied with the cleaning and upkeep of communal and external areas (55% in 2022).
- 81% of respondents are satisfied with the information given about their charges.

### Contact with WDH

- 56% of respondents have been in contact with WDH in the last 12 months (50% in 2022).
- 64% of respondents are satisfied with the handling of their query (71% in 2022).
- A mean score of 7.8 out of 10 was given by respondents for how easy WDH are to deal with (7.7 in 2022).

### Availability of information

- 82% of respondents know where to look to find information they need from us (79% in 2022).
- 44% of respondents have viewed The Leaseholder Guide in the last 12 months (40% in 2022).
- 20% of respondents have viewed our online newsletter in the last 12 months (20% in 2022).

- 34% of respondents have viewed the website for information in the last 12 months (39% in 2022).
- 37% of respondents have not viewed any of the aforementioned information sources in the last 12 months (42% in 2022).

## Priorities for leaseholders

- 82% of respondents say having nice neighbours is important to them.
- 73% of respondents say having somewhere to park is important to them.
- 76% of respondents say tackling antisocial behaviour (ASB) is important to them.
- 69% of respondents say having green spaces is important to them.
- 83% of respondents say feeling safe is important to them.
- 1% of respondents do not agree that any of the above priorities are most important to them.

## Conclusions

Overall satisfaction has decreased by 4% to 71% in 2024. This is a return to the overall satisfaction level seen in 2021. Although satisfaction has decreased by 4%, 3% of this decrease relates to customers who are 'neither satisfied nor dissatisfied'. Therefore, the proportion of dissatisfied customers has increased by only 1%. It is clear from findings that a key driver for satisfaction is the ease of services on offer for leaseholders about their experience with us. However, dissatisfaction for leaseholders largely relates to a decline in the maintenance of properties and quality of workmanship.

The proportion of satisfied leaseholders with the upkeep of communal areas has decreased from 2022. The experiences of leaseholders and their dissatisfaction relates mainly to the general cleaning of buildings, particularly the communal areas. The decline in general upkeep and cleanliness is contributing to the increased dissatisfaction for leaseholders, with many respondents commenting on the poor standard of cleaning and care taken when doing so, impacting directly on leaseholder satisfaction. However, in April 2024 the low-rise communal cleaning contract was retendered and therefore allows for the opportunity to rectify this concern.

Satisfaction with the information given about charges is high at 81%. This question has been adapted in 2024 to incorporate all charges, as opposed to service charges in previous years, where this was 80% in 2021. Most tenants continue to feel well-informed regarding charges.

However, for some leaseholders, their experience results in dissatisfaction as they feel there is a lack of clarity and explanation given. Respondents would like to see an outline of the reasons for changes to charges and a breakdown of how the charges are allocated.

Over half of leaseholders (56%) have been in contact with us in the last 12 months, an increase of 6%. There has also been an increase in the level of dissatisfaction with the handling of queries by 4% to 23% in 2024. Dissatisfied leaseholders feel that contacting us can be a challenge, leading to a poor experience for the service provided, with poor communication, chasing up queries, asking for updates on actions, and finding out a resolution to a query all being key drivers of dissatisfaction. Although the reasons given for dissatisfaction are similar to those from 2022, this continues to directly impact on the experience leaseholders receive from us.

It is encouraging to see that leaseholders continue to know where to look for information, with an increasing viewership of platforms available, offering a positive leaseholder experience with access to a variety of information in an instant. The leaseholder guide has increased in viewership by 4% to 44% and continues to be a popular source of information as it has increased year on year from 10% in 2021.

However, viewing information on our website has decreased year on year to its lowest score of 34% in 2024. At the time of conducting this research, we were using their previous website and therefore our new website gives an opportunity to action this decline. There is opportunity to maximise the services the new website can offer for information sharing with leaseholders. This will also support the increasing satisfaction with ease of services offered and offer an opportunity to reach out to all leaseholders instantly with updates, such as detailing changes to charges and give clarity to all leaseholders.

Newly added for 2024, 100% of leaseholders agree, to some level, with the priority statements which have arisen from the 2023 On Your Street (OYS) project, presenting an overall positive agreement between leaseholders and tenants. It is encouraging that, along with tenants, over three quarters of respondents also agree that feeling safe, having nice neighbours, and tackling ASB should be a priority, which is a key driver for a positive impact on life and customer experience with us. This further presents a commitment and willingness from both tenants and leaseholders that they want to be part of a confident and safe community.

## Recommendations

For 2024, response rates increased once again, which has achieved the recommendation from 2022 to improve this. For the 2025 survey, it is recommended that we trial a mixed methodology approach of online self-completion and phone interviews. This year, the phone methodology has proven successful but the increased cost for conducting phone surveys has resulted in an increased total cost for the project above the original estimation. A mixed methodology approach is recommended to moderate the cost of the research and achieve value for money.

Satisfaction with the upkeep of communal areas continues to decrease. It is recommended that, as part of the new low rise communal cleaning contract, the Estates team continue to review the standards of communal areas monitoring the effectiveness of the stricter criteria and financial penalties to manage the contract, establishing a mechanism to measure the success of this.

It is recommended to conduct, along with the contractor, increased quality assurance checks of buildings to review the level of maintenance, general cleanliness, and upkeep of communal areas as a measure of success for the new contracts in place and to improve and maintain these to higher standards. It is also recommended to share these visits with leaseholders through a leaseholder page on the website to show the presence of the team and its willingness to actively address concerns raised by leaseholders.

Comments from leaseholders refer to a lack of information given about changes to charges. As this was also the case in 2022, it is recommended that a detailed breakdown of charges, how they are used, why they are changing, and when this change will come into effect, is clearly communicated, and explained to leaseholders.

Currently, chargeable services such as emergency repairs, servicing and cooker installation services are listed with a total price which does not specify how this total cost is divided between the services offered. This offers a chance to improve the communication with leaseholders, and therefore it is recommended that where business requirements allow, ensure that the Home Ownership team liaise with leaseholders, keep them informed and give updates on progress to queries. This is an opportunity to test communication materials with customers to establish the best method of communicating changes to charges and in return, increase satisfaction with communication.

To reduce the number of times leaseholders have to chase queries, it is recommended to streamline our communications with its leaseholders. Implementing a new communication mechanism will also prevent service requests becoming complaints, as the new Housing Ombudsman complaint handling code easily allows for this. This will further reduce the risk of us receiving formal complaints from service requests and queries by leaseholders.

With the launch of the new website on 16 April 2024, after this research was conducted, it is recommended that Home Ownership work with the Communications team to promote the website and direct leaseholders to information on there. A popular form of communication with leaseholders is our online newsletter, which can therefore be used as a promotion tool to promote new information for leaseholders on the website. Also, with the leaseholder guide being more widely used, it is recommended to review its content and ensure that all available information here is published on the new website. Although it is not currently available, access to the new customer portal for leaseholders is being explored, and if successful, is likely to be part of the phase two rollout.

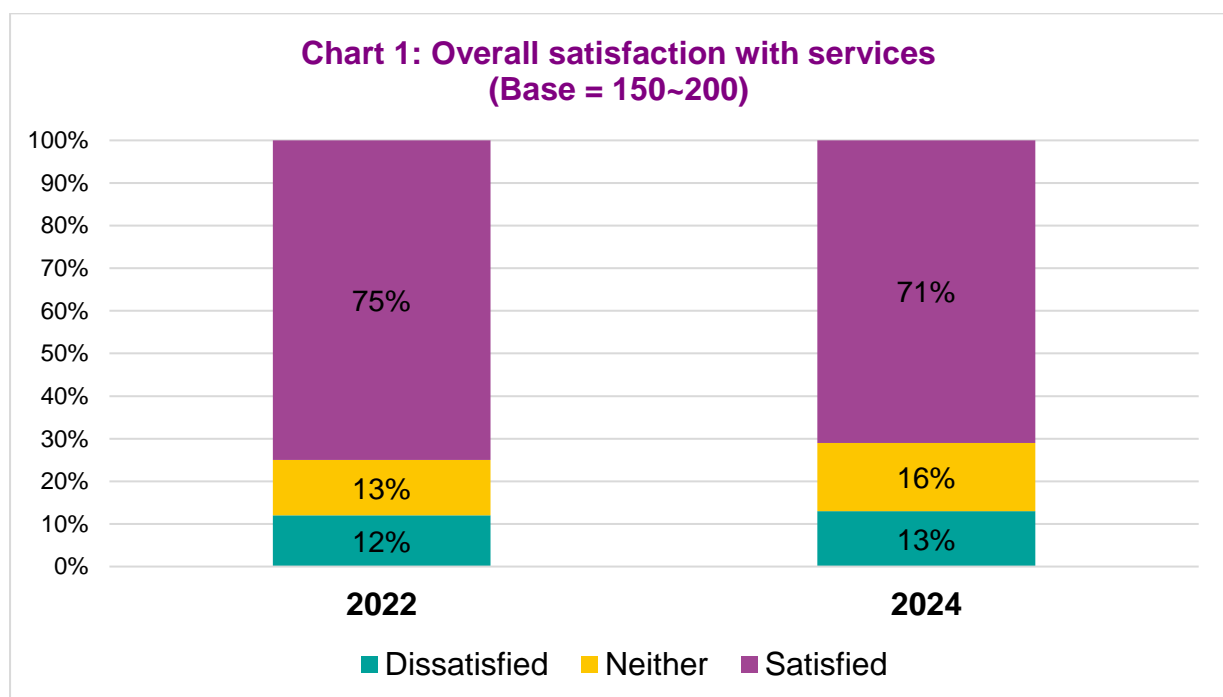


Finally, forward planning for 2025, it is recommended to keep the newly added leaseholder priorities question as it is new benchmarking for 2024 and will benefit from comparison data in the future.

## Main findings

### Overall satisfaction with services

At the beginning of the survey, respondents were asked to rate their satisfaction with the overall service they receive. As shown in **Chart 1** below, 71% of respondents are satisfied with the services we provide to them as a leaseholder, which is a reduction of 4% satisfaction from 2022. 71% is the same level of satisfaction from 2021, however this was measured on 103 respondents, rather than 200 in 2024.



Respondents were then asked why they gave their particular response to satisfaction. Although satisfaction has decreased slightly, comments from leaseholders suggest that a key driver for satisfaction is the ease of the services offered, with us offering an efficient and straightforward service.

Key comments received from respondents are below:

“Everything seems to run smoothly, and there have been no problems.”

“We have never had a problem with WDHs service. Whenever there have been any issues or repairs doing, they have dealt with them quickly.”

“Never had any issues really, and any repairs that have been needed have been quickly dealt with.”

“We are just satisfied really, nothing especially they do particularly well, but nothing they really do that is poor.”

“I would say quite satisfied all-in-all. There are a few things that could be better, one of which is the cleaning in the foyer, and the other is in regard to the cutting of the grass. Both of those things could be things they improve upon.”

“Ten years ago we had new windows installed in the block, but my house was left out, they painted the exterior woodwork in the block yet again they left me out, it seems like every chance they get they leave me out of any kind of maintenance, the windows are so bad that even with them closed the curtains move in the wind that gets through.”

“The maintenance on the property over the couple of years has declined badly.”

## Service provision

Leaseholders were then asked how satisfied they are with the cleaning and upkeep of communal and external areas. As shown in **Table 1** below, 46% of leaseholders are satisfied, which is a 9% decrease from 55% in 2022.

**Table 1: Satisfaction with the cleaning and upkeep of communal and external areas**

	2021	2022	2024
Very satisfied	10%	13%	12%
Satisfied	32%	42%	34%
Neither satisfied nor dissatisfied	25%	18%	8%
Dissatisfied	30%	23%	17%
Very dissatisfied	3%	4%	6%
<b>Base</b>	<b>102</b>	<b>138</b>	<b>200</b>

This decrease is largely in relation to results in 2024 containing 7% of respondents who responded, ‘don’t know’, and 17% of respondents who found this question ‘Not applicable’. These further two response options in 2024 mean the proportion of dissatisfied leaseholders has decreased from 27% in 2022 to 23% in 2024.

Respondents who are dissatisfied were asked to explain why.

Key comments received by these respondents are below:

“It's on the bottom floor it's very untidy and just not clean overall especially in the bin area.”

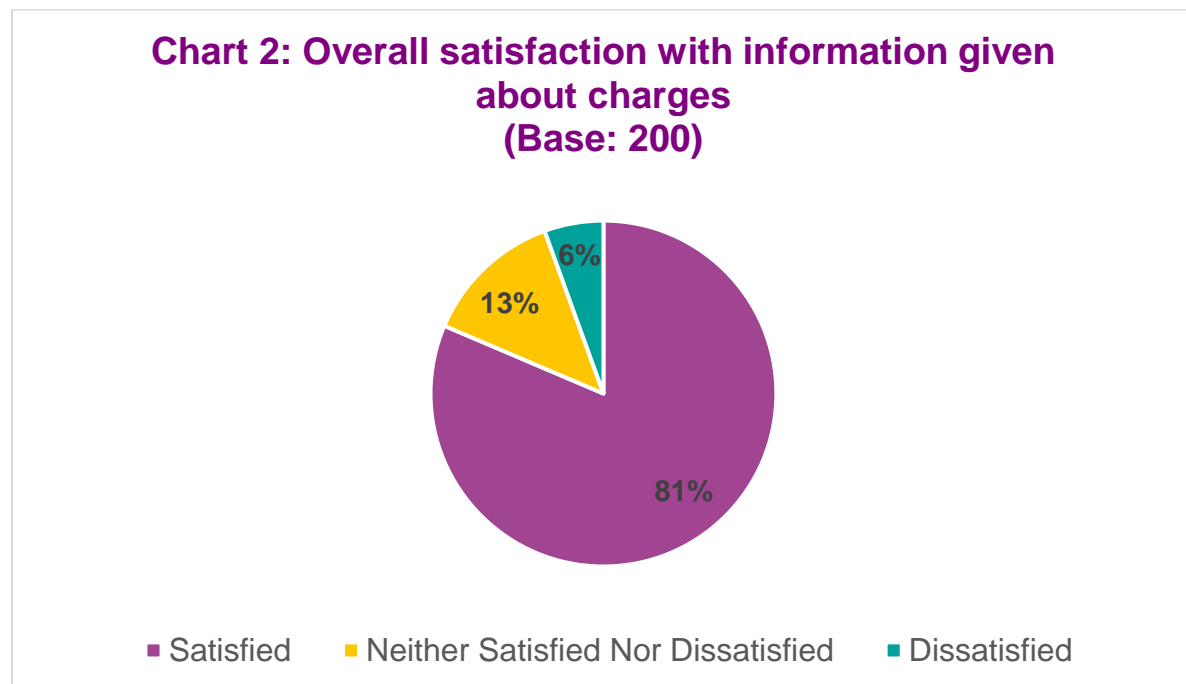
“No-one came to clean in January, and there are often issues with the cleaning that is done. There are many things that seem to be missed, and it is as if they have no-one checking on the work. To improve they need to ensure that they come each and every time they are supposed to and have people checking on their work.”

“The maintenance on the property and the gardens aren't maintained at all, the work that used to happen is not enough, we've had problems with everything including the guttering, I've reported it but nothing has changed, and there's nowhere to park due to the area getting busier.”

“There is a lot of mess that has been caused by the work they are doing on the stairs, and it is never cleaned up, and looks a right mess. They need to get back on top of the cleaning to ensure the stairways are cleaned and there is no debris here, there, and everywhere.”

“The upkeep of the outside has been poor, particularly in regard to the rockery they are building, as it looks very poor. They need to take more care and attention to the work they do, and to ensure that when they are done that the area looks as good as it can.”

Next, leaseholders were asked how satisfied they are with the information given to them about their charges. 81% of leaseholders are satisfied with the information given to them, split between 21% 'very satisfied' and 60% 'satisfied'.



Previously, surveys have asked specifically about service charges. The change this year is to incorporate all charges into the satisfaction level, and therefore no comparison is made with previous years. However, 81% sets a new benchmark for future measures of satisfaction in relation to information provided.

Of the 6% of leaseholders who are dissatisfied, 1% are 'very dissatisfied', which is two leaseholders. Nine leaseholders are 'dissatisfied'.

Respondents who are dissatisfied were asked to explain why.

The comments received by these respondents are below:

“I object to paying £60 just for one letter a year telling me my charges when they could do it over the phone.”

“They don't mow the lawn properly there are trees and bushes overgrowing.”

“There is a charge for the windows to be cleaned but they haven't been cleaned for 2-3 years.”

“They need to be more informative, provide more detail, and to be more accurate in the information that they are providing.”

“I get charged for things like admin and cleaning, and I also get charged for my neighbours fences and it doesn't really explain why.”

“That would be as I have never been given a satisfactory reason as to why I am charged a maintenance fee when I have not called on them to carry out any maintenance. When I did query this, they could not give me a proper answer, leaving me confused as to why I am paying for a service I have not been using.”

“The charges go up and up and they never really give a proper explanation as to why, so having more information as to why they keep increasing costs would be nice.”

“I would like them to include more detail on what each category actually involves. One example is in terms of insurance, as that does not go into detail on what it covers, and what things I can claim on.”

## Contact with WDH

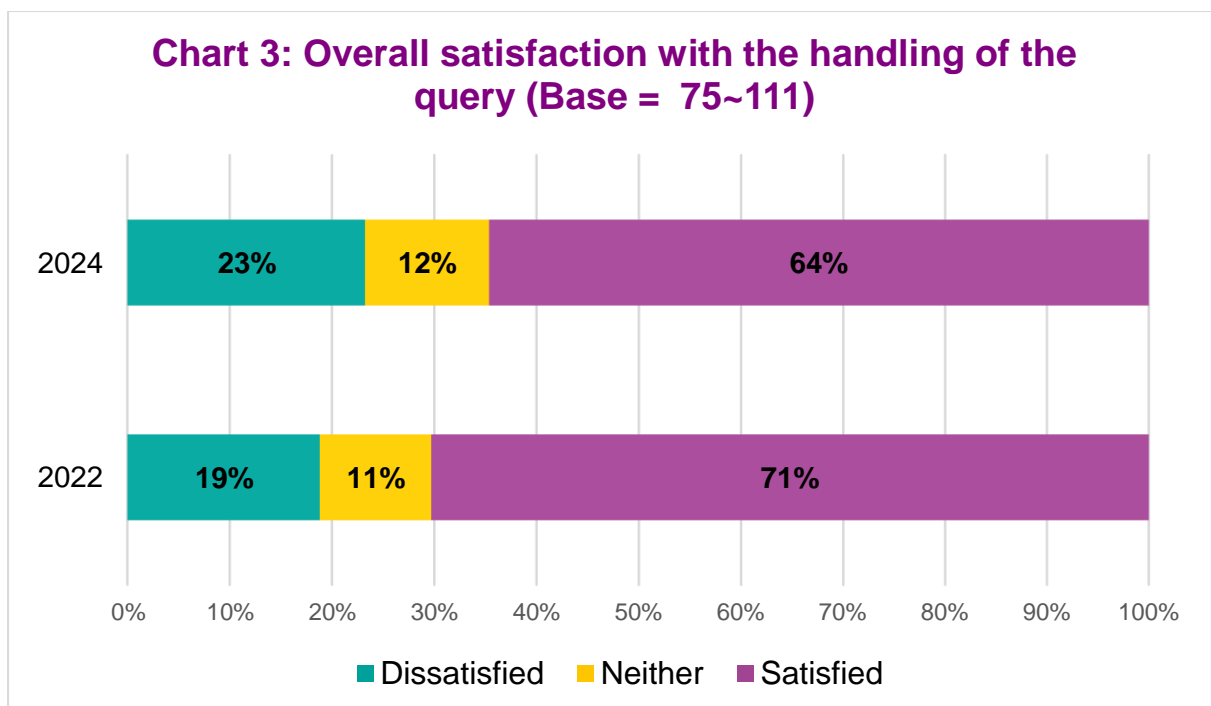
Compared with 2022, an increase of 6% of leaseholders have contacted us, with 56% of respondents contacting us in 2024.

**Table 2: Had contact with us in last 12 months?**

	2024
Yes	56%
No	45%
<b>Base</b>	<b>200</b>

Of the 56% of respondents (111 leaseholders) contacting us in the last 12 months, 82 leaseholders live at the property. Additionally, 80% of these know where to look for information.

When asked how satisfied they were with the handling of their query, **Chart 3** below shows that 64% of respondents are satisfied. This is a decrease of 7%, returning to a similar satisfaction level of 63% in 2020.



However, compared to previous years, the 2024 survey took responses from 111 leaseholders who have contacted us in the last 12 months.

Dissatisfaction has increased by 4% to 23% in 2024. Of the 23% of respondents (26 leaseholders), 19 are 'dissatisfied' and seven are 'very dissatisfied'.

Respondents who are dissatisfied were asked to explain why.

Key comments received by these respondents are below:

"It would be as nothing yet has been done about what I contacted them about. To improve they just need to listen to what we are saying, and doing something about it as soon as they can."

"It would be in regard to what I said about the service charge, and the lack of response that I got from them. I had to contact them three times until they got back in touch with me, and to improve they just need to ensure that they respond at the first instance."

"Firstly, they need to ensure that the calls are answered quickly, and secondly, they need to ensure that when you book a repair in with them that they do just that and provide a reference number for the job."

"At the bottom of my garden there is seven big conifers trees about 60 foot high, that block out the sun, I have reported it about six times, and I have never seen the person who has come to see them they just leave me a letter to say they have been."

“It would be as it took me four days of trying to get a hold of the person that I needed, so to improve they need to respond much, much quicker.”

“They are just hard to deal with nowadays, and you do not get the help you need. They just need to take tenants and leaseholders at their word, and listen to what they say, and respond accordingly.”

“I contacted them about a leak in the roof, and they said they'd fit an external fan to help with moisture, but it has been three weeks now and not heard anything back. To improve they need to make sure they get back to you quickly, and deal with the problems.”

“I felt that the person who was dealing with the enquiry was not the friendliness or most helpful person, so I think that their staff need to ensure that they do all they can to help people with enquiries.”

“It would be nice if they were able to deal with queries a little more quickly, as it took a while on the phone to get through to a person who was able to help me.”

“They need to make sure that their repair staff do a full and proper job from the off, rather than a substandard one which leads to more problems.”

“It would be for them to get back to you when they say they will, and dealing with issues that are raised. I have contacted them many times about work that needs doing to a stop tap, and many times I have been promised it would be done, only for it not to be, and then it means I have chase them up again.”

Respondents were then asked to scale how easy, or difficult, we are to deal with on a scale out of 10. The scale range went from ‘extremely difficult’ to ‘extremely easy’. **Table 3** below shows the improvement with ease of contact by 0.1 in 2024 to a mean score of 7.8 (out of 10) with and increased base. However, this continues to be below the mean score of 8.75 recorded in 2021.

**Table 3: When contacting WDH, how easy or difficult are WDH to deal with?**

	2022	2024
Mean	7.7	7.8
Base	77	111

## Availability of information

Leaseholders were once again asked two questions around the availability of information to them.

Firstly, **Table 4** shows an increase of 3% of respondents knowing where to look for information. This year's result of 82% is a return to the result of 2020 following a result of 79% for 2021 and 2022 previously.

**Table 4: Know where to look to find information**

	2022	2024
Yes	79%	82%
No	19%	17%
Don't know	3%	2%
<b>Base</b>	<b>154</b>	<b>200</b>

Secondly, leaseholders were asked if they had viewed any of the following sources of information:

- The Leaseholder Guide.
- WDH's Online Newsletter.
- WDH's Website Information.

As shown in **Table 5** below, viewing of the Leaseholder Guide continues to increase, with 44% of respondents viewing this, from 19% in 2020, 10% in 2021 and 40% in 2022.

**Table 5: Viewing of information sources**

	2022	2024
The Leaseholder Guide	40%	44%
WDH's Online Newsletter	20%	20%
WDH Website	39%	34%
Any	58%	63%
None of the above	42%	37%
<b>Base</b>	<b>154</b>	<b>200</b>

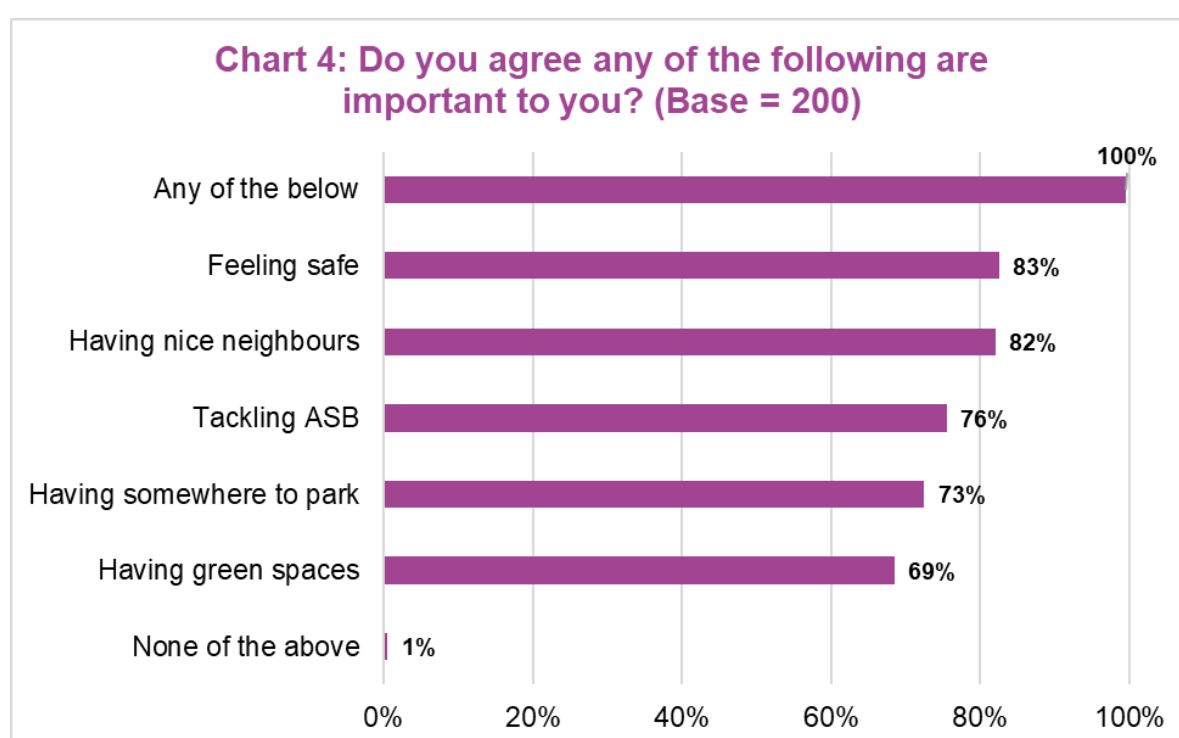
Although viewing of our online newsletter has remained the same as 2022 at 20% of respondents viewing this, the viewing of information on the our website continues to decrease, from 44% viewership in 2021, to 39% in 2022, to 34% in 2024.

Viewing of the information continues to increase overall, however. Since 2020, respondents saying they have not viewed any of the information sources has decreased year on year from 61% in 2020, to 37% in 2024, with more and more leaseholders engaging with the information provided.

## Priorities for leaseholders

As part of our On Your Street 2023 project, tenants say that the statements listed below in **Chart 4** are most important to them. To gain a perspective from leaseholders on these statements, leaseholders were asked to what extent they agree, or disagree, with the importance of these.

As this question was multiple-choice, the results for **Chart 4** below add up to more than 100%.



Only one leaseholder does not agree that any of the statements are important to them. However, from their comment below, they were unable to give an opinion.

This respondent left a comment saying:

**"I don't know. I only go once a year."**

However, 199 out of the 200 respondents agree with either one or more of the statements, resulting in an almost 100% response for all statements providing an element of importance to leaseholders.



The results in **Chart 4** provide new benchmarking and an opportunity to make comparisons between the views and opinions of what is important to the overall tenant base, and what is important to leaseholders, with clear similarities in most areas, especially feeling safe (83%) and having nice neighbours (82%).

## Additional comments

At the end of the survey, respondents were asked if they had any specific comments or queries, they would like to pass on to us. 57% of respondents said no.

Key comments from the 43% of respondents (86 leaseholders) who chose to leave a comment are below:

“The only thing is that I am a little concerned about how high the service charge is and would like to provide more information to explain why it is so high.”

“We need to be provided with an up to date leaseholders guide, as ours is out of date now. I would also like them to ensure that they have people coming to the area at regular intervals to ensure that any and all work done here by the cleaners is checked. I would also raise the point again about the noise complaint we have with the people living below us, as there are too many people living in a property of that size.”

“One thing that I would say is that it would be helpful if the WDH vans are not parked in the allocated parking spaces which are there for the tenants, as often you do see them there. The only other thing is that I do not use the internet, and they do need to ensure that people can still deal with WDH and get things done without having to be forced online.”

“I'm a bit sad that certain services are stopped, like phoning up if there is a problem with the tap and they would send someone out, and I would pay, it's stopped but it would be very helpful to have.”

“I would love to know when they are going to come and do maintenance on the property, there hasn't been a painted out, they've just put a little water in the guttering but it's still not right, the maintenance has declined since I've been here massively.”

## Neighbourhood Panel interest

Separate to the survey itself, leaseholders were finally asked if they would like to be contacted with more information about joining our Neighbourhood Panel. Out of the 200 respondents, 35 expressed an interest. This information was sent to the Resident Involvement Manager at WDH at the request of the Executive Director of Housing.

**Table 7: Further information requested about the Neighbourhood Panel**

	<b>2024</b>
Yes	18%
No	83%
<b>Base</b>	<b>200</b>

## Appendix A: Leaseholders Survey 2024

# Leaseholders Survey 2024

Respondent ID

Good morning / afternoon, my name is .... calling from (INSERT), an independent market research company, on behalf of WDH. Each year, WDH carries out a survey of leaseholders to check how they are doing on a number of important areas such as customer service, speed in responding to enquiries and overall satisfaction.

Are you able to spare 10 minutes to take part in the survey?

If yes, continue

If no, try to arrange to call back

Before we start, I'd like to assure you that we follow the Market Research Society Code of Conduct and your responses will be subject to the normal market research rules of confidentiality. If you have any specific problems or questions, after we've completed the survey, I can pass the information on to WDH.

### Interviewer instructions

The interview should be completed by the leaseholder of the address, so please check who you are talking to before you start the survey. NOTE: they might not be a resident at the property.

If the respondent wishes to verify the authenticity of the survey, they can contact WDH through OneCALL on 0345 8 507 507.

### Property Status

**Q1. Do you currently live at the property?**

(Tick one box only)

☐ Yes

☐ No

## Overall Satisfaction with Services

**Q2. How satisfied are you with the overall services provided to you as a leaseholder?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor satisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

**Q2a. Why did you give this answer?**

## Service Provision

**Q3. How satisfied are you with the cleaning and upkeep of communal and external areas?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor satisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

**Probe dissatisfied and very dissatisfied. What could WDH do to improve this?**

**Q4. How satisfied are you with the information you are given about your charges?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor satisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

**Probe dissatisfied and very dissatisfied. What could WDH do to improve this?**

### Contact with WDH

**Q5. Have you been in contact with WDH in the last 12 months?**  
(Tick one box only)

- ☐ Yes - Go to Q5a
- ☐ No - Go to Q6

**Q5a. How satisfied were you with the handling of your query?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor satisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know

**Q5b. Probe dissatisfied and very dissatisfied. What could WDH do to improve this score?**

**Q5c. When contacting WDH, how easy or difficult are WDH to deal with?  
Please give me a number between one and ten where one means  
'extremely difficult' and ten means 'extremely easy'.**

1	2	3	4	5	6	7	8	9	10	N/a
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q5d. Probe scores 1-5 what could WDH do to  
improve this score?**

### Availability of Information

**Q6. Do you know where to look to find the information you need from WDH?**  
(Tick one box only)

- ☐ Yes
- ☐ No
- ☐ Don't know

**Q6a. Have you viewed any of the following?**  
(Select all that apply)

- ☐ The Leaseholder Guide
- ☐ WDH's Online Newsletter
- ☐ WDH Website Information
- ☐ None of the above

**Q6b. Following the WDH 'On Your Street 2023' project, tenants say that the  
following are most important to them. Do you agree with any of these  
statements:**

(Select all that apply)

- ☐ Having nice neighbours
- ☐ Having somewhere to park
- ☐ Tackling ASB

- ☐ Having green spaces
- ☐ Feeling safe
- ☐ None of these

**Q6c. If answer 'None of these' to Q6b, ask, what is most important to you?**  
(Write below)

**Q7. Do you have any specific comments or queries you would like me to pass on to WDH?**

**If so, please write below.**

**Q7a. Your answers are currently confidential. It may be useful for your name to be attributed to your responses. Do you want to waiver your anonymity?**

- ☐ YES I agree to my anonymity being waived
- ☐ NO I would like to remain anonymous.

**Q7b. Would you be happy to be contacted by WDH if they have any queries about this survey?**

- ☐ Yes
- ☐ No

**Interviewer Name**

(Please type in full name below)

**Q8. Make respondent aware, this is separate to the survey] WDH are looking for more customers to join their Neighbourhood Panel. Would you like WDH to contact you with more information about being a member of the Neighbourhood Panel?**

- ☐ Yes  
☐ No

**[(PROVIDE AS SEPARATE DOCUMENT)**

**[Does not waiver respondent anonymity for survey findings]**

**If 'Yes', respondent asked for:**

- Name
- Contact number

**Thank the participant for taking part in this survey.**