



Leaseholder Satisfaction Survey 2025



viewpoint



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1. Executive Summary

This report details the results of the 2025 Leaseholder Survey on behalf of Vico Homes.

Vico Homes have 467 leaseholders at the time of surveying and conduct an annual survey to track satisfaction levels. Vico Homes commissioned Viewpoint Research CIC survey to complete the survey through a mixed methodology of online and telephone interviews. A total of 235 surveys were completed, 50% of all leaseholders.

Results summary

- **Overall satisfaction**

Satisfaction with the overall services provided as a leaseholder is 71%.

- **Scores compared to 2024**

The results show a slight general trend of increasing or comparable satisfaction, apart from the 'Information' section where the number of people knowing where to access information has fallen significantly and satisfaction with the information about charges has decreased by six percentage points.

A summary of all the key satisfaction questions in the survey is below, with comparisons to the 2024 survey results:

Satisfaction measure	2025 Result	2024 Result	Change
Overall services	71%	71%	/
Cleaning communal areas*	48%	46%	+2
Information about charges	75%	81%	-6
Handling of your query	74%	64%	+10
Easy to deal with when contacting**	7.7	7.8	-0.1

*Score shown on this question in this table include 'Don't know' and 'Not applicable' to allow comparison with 2024. Excluding these options gives a score of 61%. All other scores for 2025 in this table exclude Don't know /N/As

**This question uses a mean score out of 10, rather than a percentage.

- **Neighbourhood**

Leaseholders who are a resident at the property reported the two main areas of importance as 'Feeling safe' (37%) and 'Having nice neighbours' (36%).

2. Methodology

Questionnaire

The questionnaire was designed by Vico Homes. It has similarities to that used in 2022 and 2024, making comparative data available for most questions. The questionnaire used is presented at Annex 1.

Fieldwork

All surveys were completed independently by Viewpoint Research with fieldwork taking place during May 2025.

A data list was provided by Vico Homes of all 467 properties and contact took place as follows:

- An online survey was sent to 248 customers with email addresses, with two reminders. 52 surveys were completed online.
- Telephone contact was attempted with 219 customers who did not have an email address, alongside follow up calls with customers who did not respond to the email invitation. 183 surveys were completed by telephone.

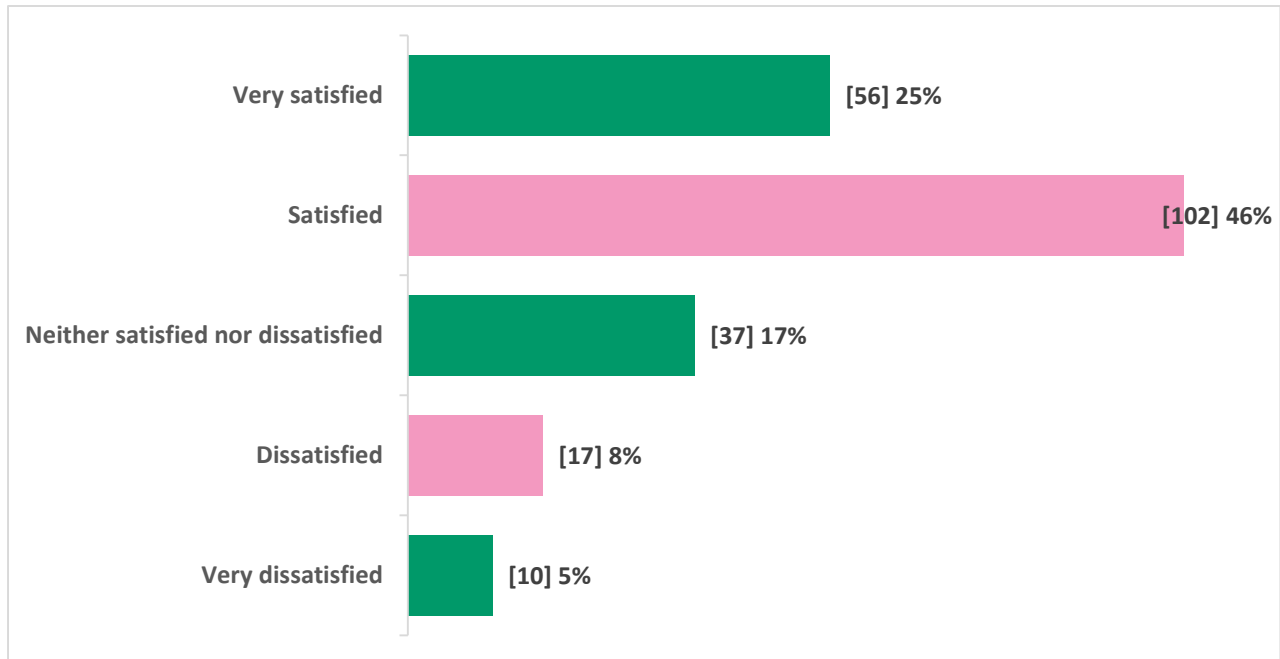
In total 235 respondents took part in the survey giving the results a confidence level of 95% with a margin of error of +/- 4.5%.

Data presentation

The report presents tables or charts for all questions showing counts (actual number of responses) and percentages. Due to rounding some may not add up to exactly 100%. Further analysis is provided with a summary of the open text comments received to show common themes of response and commentary to highlight differences with cross-breaks, notably whether leaseholders live at the property or not. Comparisons are made to previous years' results where available.

3.1 Overall Services

3.1.1 How satisfied are you with the overall services provided to you as a leaseholder?



- **Overall satisfaction is 71% from 222 respondents.**
- A further 13 respondents responded 'Don't know'
- In 2024 the score was also 71% showing consistency of service and perception of the service.
- There was no notable difference in satisfaction between leaseholders who are a resident at the property or not:
 - Live at the property (71%)
 - Don't live at the property (72%)
- Comments were collected to explain their answers as follows:

Positive responses:

- Quality of customer service from Vico, particularly being responsive (30)
- Generally satisfied (23)
- Never had any problems or issues (22)
- Estate management (5)
- Quality of home and repairs (4)

"Always helpful and quick to solve any problems."

"Been getting all the support we need, no issues as they get dealt with."

“I just don't have to think, it all happens around me and I don't have to do anything.”

“Nothing is too much trouble and you are very helpful.”

Responses focused on improvement:

- Repairs & maintenance (21)
- Estate management, including cleaning and grass cutting (21)
- Charges (13)
- Communication & information (13)
- Vico are not proactive enough (3)
- ASB (3)

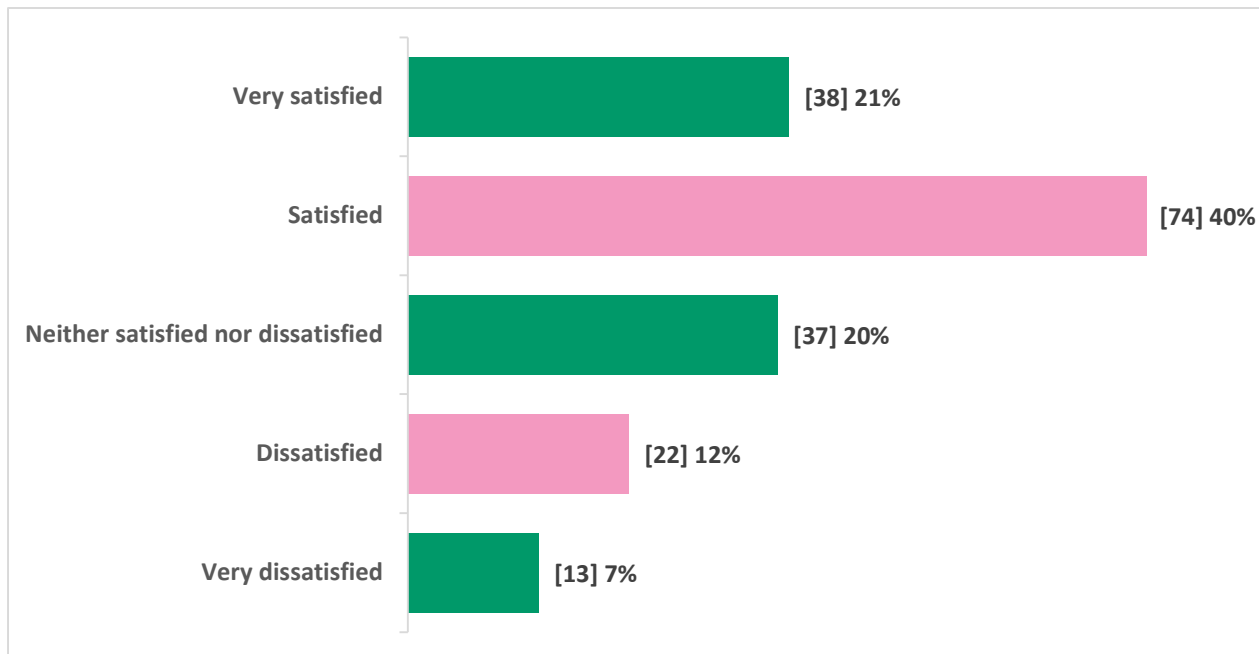
“Because nothing gets done round here and household waste is left around the bins.”

“Maintenance & services are expensive & not fulfilling.”

“High prices for not much done. Feels like leaseholders get left because they can't complain like normal tenants can.”

3.2 Cleaning of communal areas

3.2.1 How satisfied are you with the cleaning and upkeep of communal and external areas?



- **Satisfaction is 61% from 184 respondents.**
- A further 9 respondents responded 'Don't know' while 39 said the question was 'not applicable'. When these are included in the response totals, satisfaction falls to 48%.
- It is the latter calculation that is comparable with 2024, when the score was 46%, representing a 2% increase in satisfaction.
- Leaseholders who are not resident at the property were marginally more satisfied:
 - Live at the property (60%)
 - Don't live at the property (65%)
- Dissatisfied respondents were asked what Vico Homes could do to improve the cleaning of communal and external areas, with comments broken down as follows:
 - Improved quality of cleaning (17) including attending more regularly.
 - Improve the external areas (13) of which seven highlighted the green areas including grass cutting.

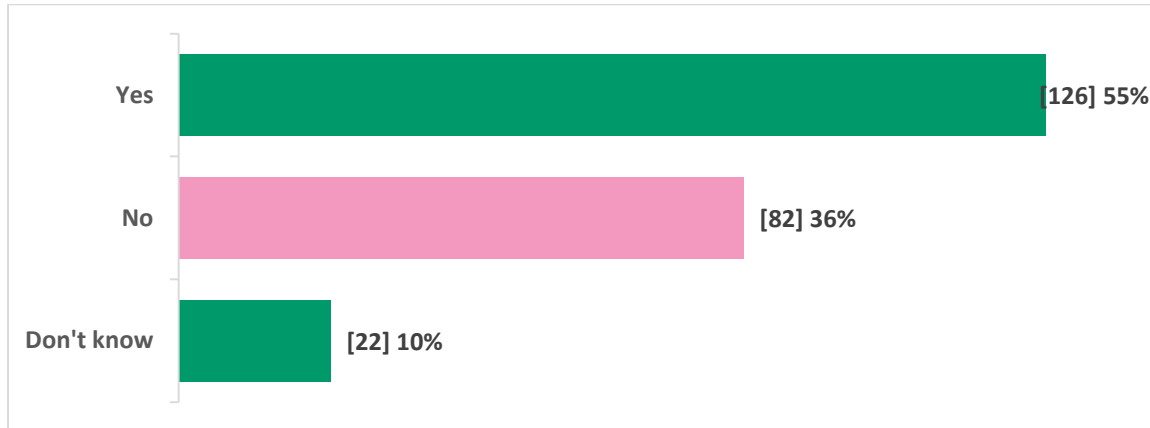
"The only time I contact them is about is the estate management issue, it is a deprived area and a challenging estate. Get an estate manager and have it cleaned."

"Gardens not been done for over 2 years. The immediate area needs TLC in general."

"Simply do it properly and at the correct interval, this includes having a non-biased audit on the work that is supposed to have been done."

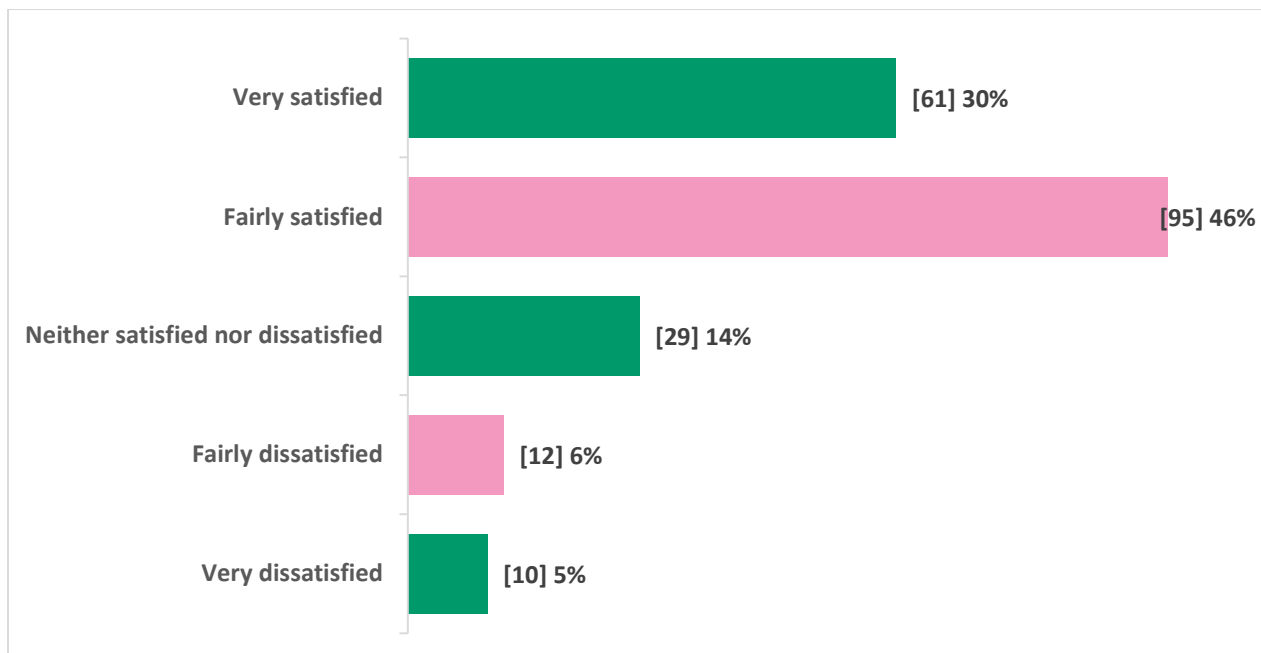
3.3 Information

3.3.1 Do you know where to look to find the information you need from Vico Homes?



- 55% of leaseholders know where to find information from Vico Homes. This is a significant fall on 2024 when 82% responded 'Yes'.

3.3.2 How satisfied are you with the information you are given by Vico Homes about your charges?



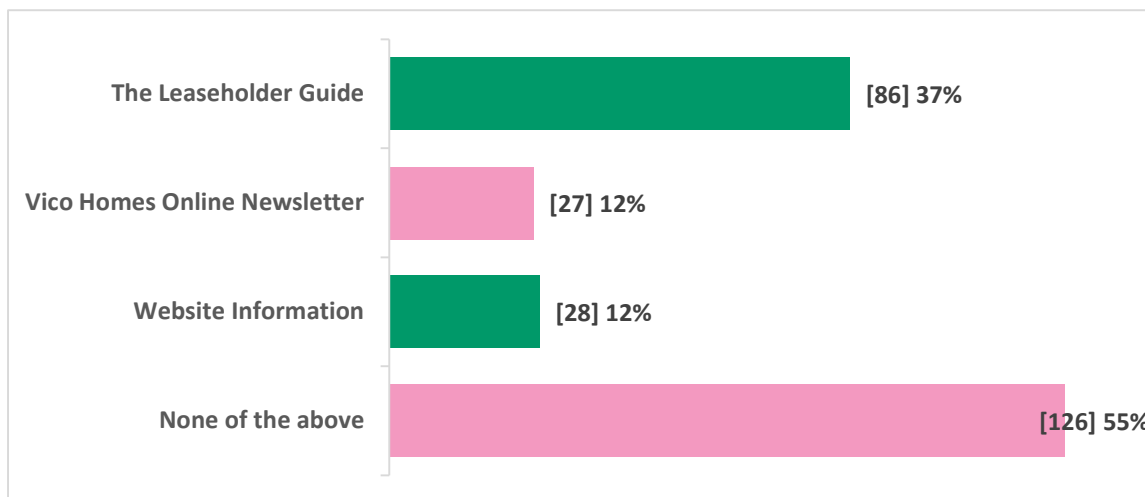
- 75% were satisfied with the information given about charges.
- This is a small, 6-point fall on the 2024 result of 81%.
- There was no notable difference between people who are resident at the property:
 - Live at the property (75%)

- Don't live at the property (76%)
- Dissatisfied respondents were asked what Vico Homes could do to improve. 14 of the comments said that more information was needed, including 8 that wanted more detail and three that said they had never received any information. Three further respondents said that the changes had gone up too much.

“Not seen or received anything.”

“Need more in depth break-down e.g. itemised bills please.”

3.3.3 Have you viewed any of the following?

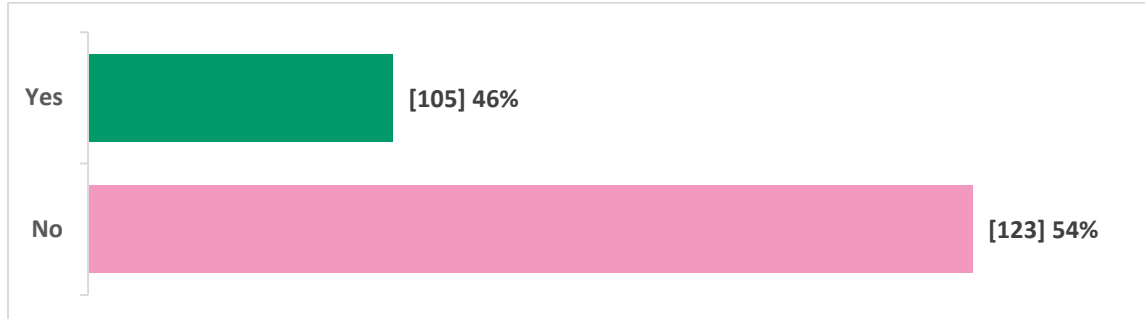


- A majority of respondents (55%) said that they had not viewed any of the options.
- Use of all the options has fallen compared with 2024, as below.

	2025 Result	2024 Result	Change
Leaseholder guide	37%	44%	-7
Online newsletter	12%	20%	-8
Website	12%	34%	-22

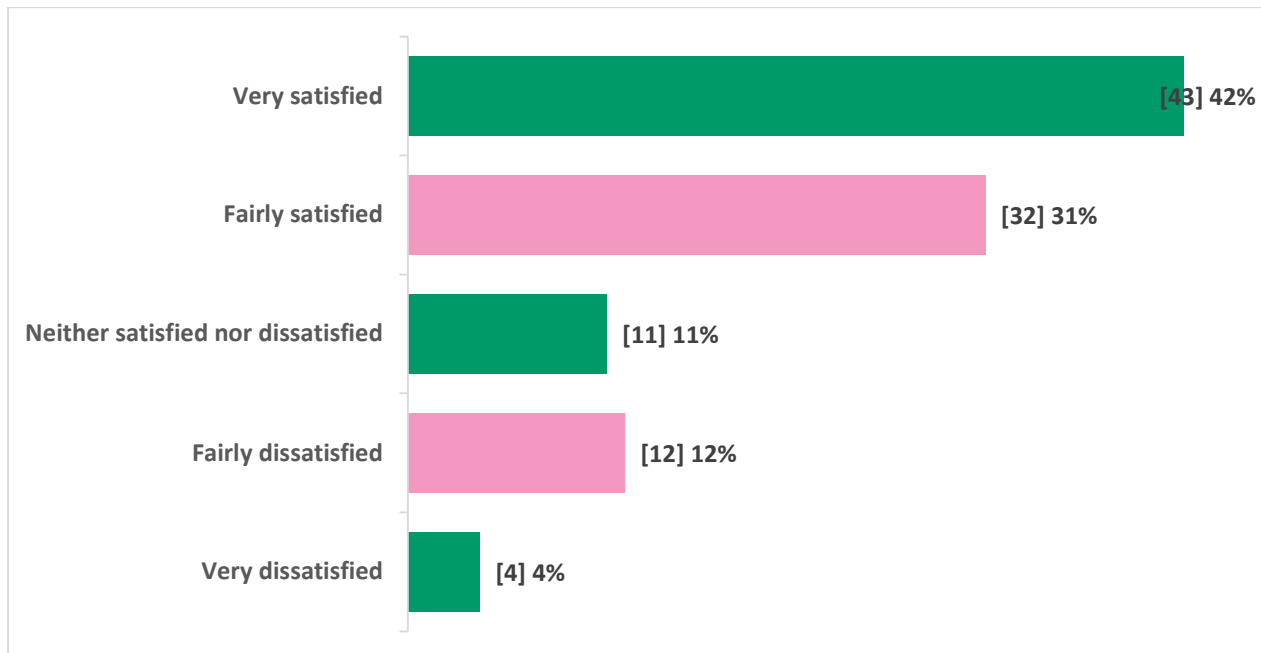
3.4 Contacting Vico Homes

3.4.1 Have you been in contact with Vico Homes in the last 12 months?



- 46% had contacted Vico Homes in the last 12 months, 10 points lower than in 2024.
- The proportions are similar for respondents who live in the property and those who don't.

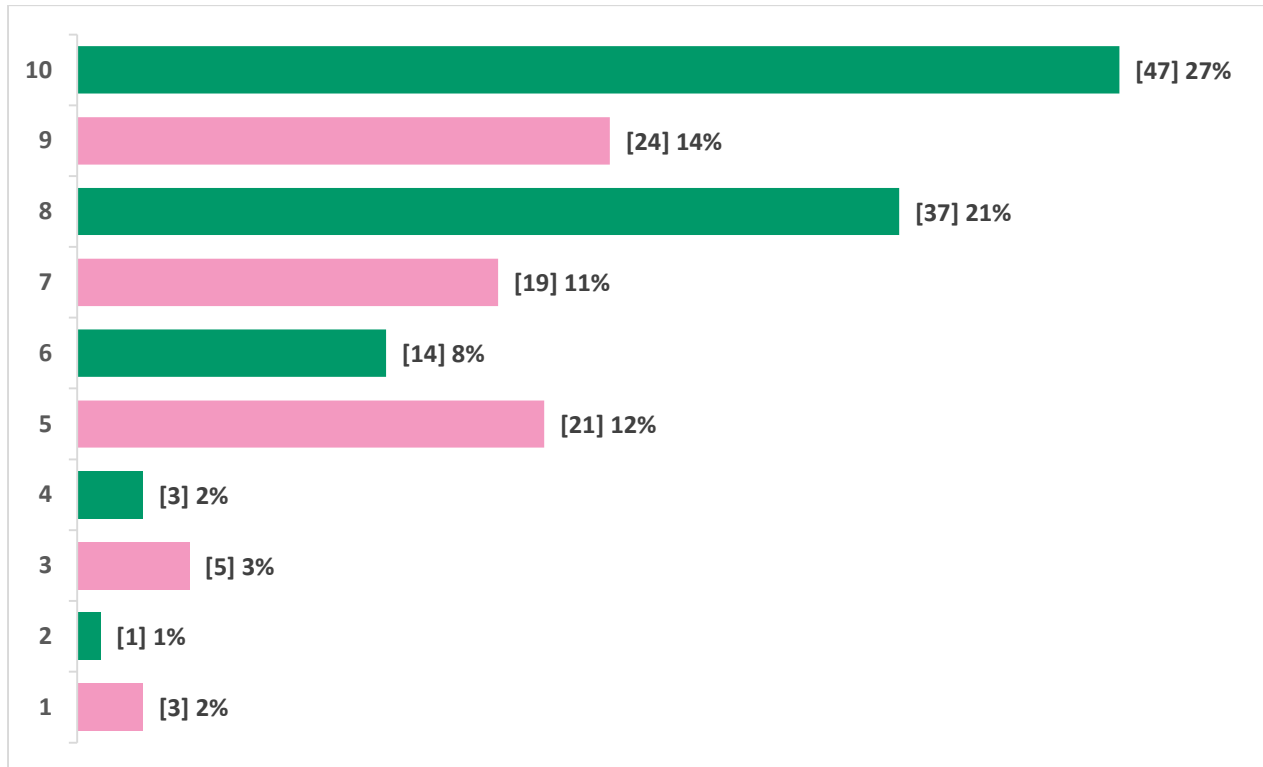
3.4.2 How satisfied were you with the handling of your query?



- 74% of respondents were either very satisfied or fairly satisfied with the handling of their query.
- This represents a 10-point increase on 2024's result.
- Dissatisfied respondents were asked what could be done to improve their score as follows:
 - Solve the issue we contacted you about (8)

- Respond quicker (6)
- More regular updates (1)

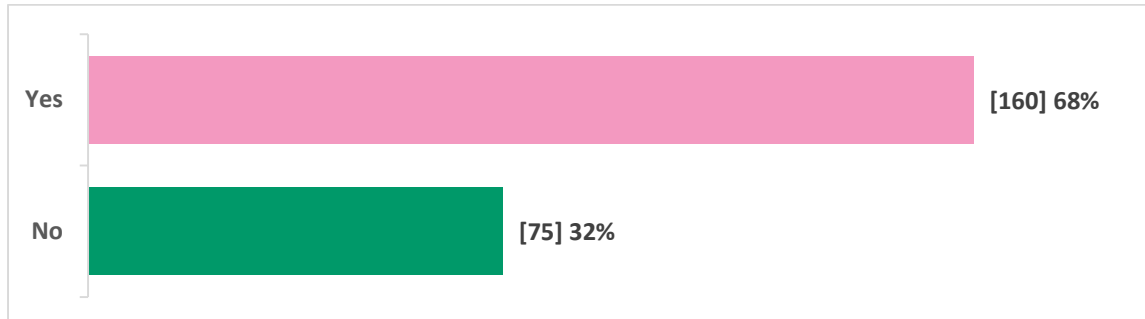
3.4.2 When contacting Vico Homes, how easy or difficult are Vico Homes to deal with?



- The mean score is 7.7, a very slight fall compared to 2024's score of 7.8.
- 81% scored 6 or above.
- Those who scored 5 or below were asked what could be done to improve that score, with responses as follows:
 - Provide quicker response (5)
 - Better communication routes, particularly finding the right person to speak to (4)
 - Sort out the issue being contacted about (1)
 - Use emails more (1)

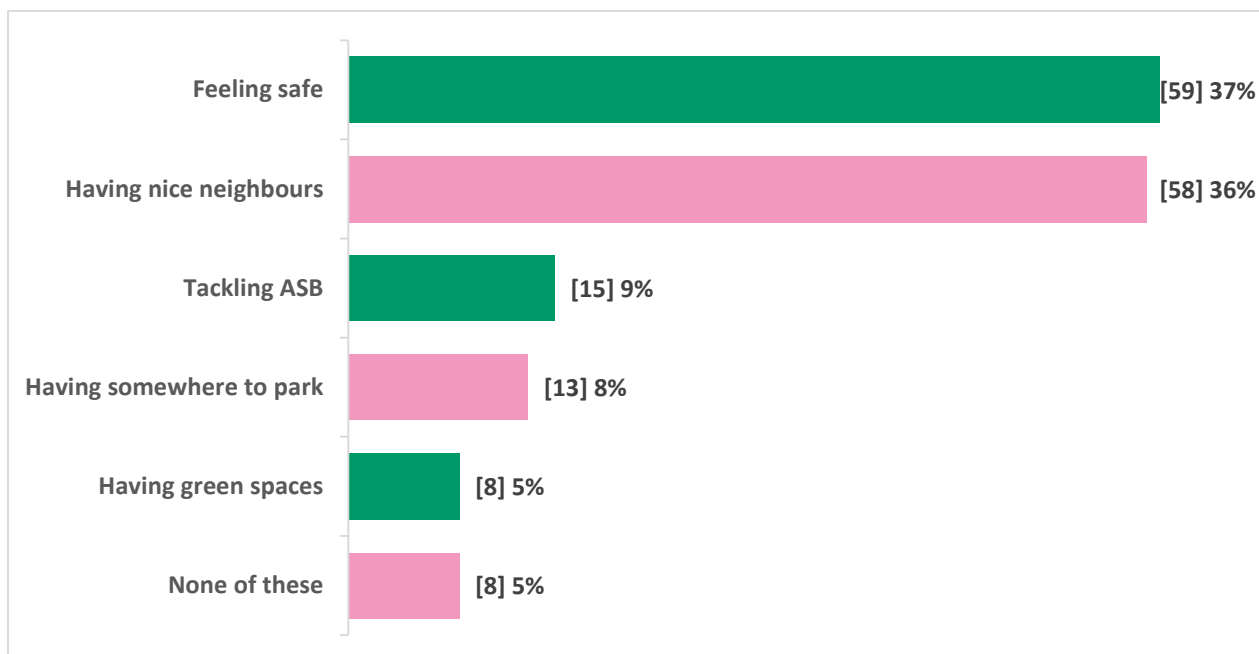
3.5 Local neighbourhood

3.5.1 Do you currently live at the property?



- Over two-thirds of leaseholders interviewed (68%) live at the property.

3.5.1 Which of the following statements are most important to you about your local neighbourhood?



- This question was only answered by leaseholders who live at the property.
- The two main areas of importance reported are 'Feeling safe' (37%) and 'Having nice neighbours' (36%).
- Three of the 'None of these' responses commented that they would have selected all of the options.
- The results are not directly comparable with previous years where respondents could select multiple responses.

Annex 1 - copy of questionnaire

Q1 Do you currently live at the property?

- Yes
- No

Q2 (If yes) Which of the following statements are most important to you about your local neighbourhood?

- Having nice neighbours
- Having somewhere to park
- Tackling ASB
- Having green spaces
- Feeling safe
- None of these

Q3 What is most important to you?

Q4 How satisfied are you with the overall services provided to you as a leaseholder?

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

Q5 Please say why you gave this answer

Q6 How satisfied are you with the cleaning and upkeep of communal and external areas?

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

Q7 (If dissatisfied) What could Vico Homes do to improve this?

Q8 Do you know where to look to find the information you need from Vico Homes?

- Yes
- No
- Don't know

Q9 Have you viewed any of the following? (Please select all that apply)

- The Leaseholder Guide
- Vico Homes Online Newsletter (Formerly WDH Online Newsletter)
- Website Information
- None of the above

Q10 How satisfied are you with the information you are given by Vico Homes about your charges?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q11 (If dissatisfied) What could Vico Homes do to improve this?

Q12 Have you been in contact with Vico Homes in the last 12 months?

- Yes
- No

Q13 What was the reason for contacting Vico Homes?

Q14 How satisfied were you with the handling of your query?

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

Q15 What could Vico Homes do to improve this score?

Q16 When contacting Vico Homes, how easy or difficult are Vico Homes to deal with? Please give a number between 1 and 10 where 1 means 'extremely difficult' and 10 means 'extremely easy'

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

Q17 (If 1-5) What could Vico Homes do to improve this score?

Q18 Do you have any specific comments or queries to pass on to Vico Homes? If so, please state below

Q19 Your responses are currently anonymous. It may be useful for your name to be attributed to your responses so Vico Homes can contact you. Do you want to waiver your anonymity?

- Yes - I agree to my anonymity being waived
- No - I wish to remain anonymous

Q20 Finally, Vico Homes are looking for more customers to join their Neighbourhood Panel. Would you like a member of the Resident Involvement Team to contact you with more information about being a member of the Neighbourhood Panel? (This does not affect your anonymity for this survey if you chose to remain anonymous)

- Yes
- No