

Appendix A: WHBC Tenants Satisfaction Measures Results 2023/2024: Action Plan

Theme: Safe and well maintained homes

TSM:		Lead	Timescale
Action 1: Maintenance programmes	Once the 100% House stock condition survey has been completed to analyse and prioritise findings and incorporate them into planned works programmes Communicate and publicise the works programmes and investment in homes: cyclical decoration, planned works and major works	Planned Delivery team	April 2025
Action 2: Cleaning of Communal areas	Review the cleaning arrangements for communal areas Publish the cleaning schedules on the website and communicate to tenants	Neighbourhoods Team	December 2024
Action 3: Grounds Maintenance of communal areas	Review the grounds maintenance arrangements for communal areas Publish the grounds maintenance schedules on the website and communicate to tenants	Neighbourhoods Team	November 2024
Action 4: Inspections of blocks and housing land	Roll out revised Estates Inspection Programme	Neighbourhoods Team	September 2024

Theme: Repairs Service

TSM:		Lead	Timescale
Action 5: Review repairs service processes	Review customer satisfaction surveys for the repairs service to identify areas for improvement	Repairs and Building Safety Team	September 2024
	Add additional questions regarding the repairs service into the TSM survey for 2024		June 2024
	Review repairs performance		May 2024
	Review processes for communication and update of repairs works to tenants.		September 2024
	Communication of the appointment slots outside of weekends 9am-5pm (albeit limited numbers)		July 2024

Theme: Communication

TSM:		Lead	Timescale
Action 6: Communication with tenants	Prepare an annual communications plan for housing tenants.	Resident involvement Team	June 2024
	Direct communication with tenants with information about programmes of works or projects in their areas	Planned Delivery Team and Neighbourhood Team	Ongoing
	Ask Tenants Panel to consider this topic	Resident involvement Team	TBC

	Ensure feedback in Community Edit and other means with tenants (feedback on 'you said, we did')	Resident involvement Team	June 2024
	Review processes for communications and updating of tenants regarding repairs works (as above) and ASB, nuisance and grounds maintenance to identify areas for improvement	Repairs, ASB, Environment and Neighbourhood Teams	September 2024
	Publish the revised tenants handbook	Resident involvement Team	September 2024
	Roll out our revised Tenancy Audits (an opportunity to engage with tenants)	Neighbourhoods team	June 2024

Theme: Neighbourhoods

TSM:		Lead	Timescale
Action 7: Handling of ASB cases	Review customer satisfaction surveys for ASB cases	ASB Team	September 2024
	Review communications to ensure we are clear about what ASB is and what we can act on (<i>it is likely that dissatisfaction is about matters the Council has no powers to deal with or unable to act on</i>)		September 2024
	Promote what the council is doing to improve neighbourhoods	Neighbourhood Team, Planned delivery team and Resident involvement Team	Ongoing

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Theme: Complaints

TSM:		Lead	Timescale
Action 8: Handling of Tenant's complaints and Enquiries	Review of the formal complaints policy and letter templates	AD (Customer Service and Transformation)	July 2024
	Refresher customer service training for housing staff	Executive Director (Resident Services and Climate Change)	October 2024
	Publish our housing complaints data performance and lessons learned	Customer Service and Transformation	TBC