

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

Theme: Safe and well maintained homes

TSM:		Lead	Timescale	Update at 26/7/24
Action 1: Maintenance programmes	<p>Once the 100% House stock condition survey has been completed to analyse and prioritise findings and incorporate them into planned works programmes</p> <p>Communicate and publicise the works programmes and investment in homes: cyclical decoration, planned works and major works</p>	Planned Delivery team	April 2025	<p>In progress</p> <p>Stock condition surveys due to substantially completed at 31 July (may be some 'no access' properties to complete in August).</p> <p>Any urgent issues or category 1 hazards have been reviewed weekly and jobs raised during the survey period (issues are mostly carbon dioxide monitors and damp and mould issues)</p> <p>New Asset Data Manager commenced on 22 July 2024.</p> <p>Next Step: Validation process for the data and registering the EPC data – anticipated to be completed by the end of September.</p>
Action 2: Cleaning of Communal areas	<p>Review the cleaning arrangements for communal areas</p> <p>Publish the cleaning schedules on the website and communicate to tenants</p>	Neighbourhoods Team	December 2024	<p>In progress</p> <p>Have reviewed communal cleaning arrangements. Will commence a procurement exercise in August/September.</p>
Action 3: Grounds Maintenance of communal areas	<p>Review the grounds maintenance arrangements for communal areas</p> <p>Publish the grounds maintenance schedules on the website and communicate to tenants</p>	Neighbourhoods Team	November 2024	<p>In progress</p> <p>Have reviewed grounds maintenance arrangements. Considering how existing contract resources can be deployed to achieve better outcomes.</p>

Action 4: Inspections of blocks and housing land	Roll out revised Estates Inspection Programme	Neighbourhoods Team	September 2024	In progress. To commence pilot inspections in September 2024.
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Theme: Repairs Service

TSM:		Lead	Timescale	Update at 26/7/24
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	To commence September.
	Add additional questions regarding the repairs service into the TSM survey for 2024		June 2024	Have included ASB questions first in the 2024/25 quarterly surveys and will ask Repairs service questions in later quarterly surveys.
	Review repairs performance		May 2024	Have reviewed repairs performance and contractor has provided a plan to improve performance with milestones by September and November 2024.
	Review processes for communication and update of repairs works to tenants.		September 2024	To commence September.
	Communication of the appointment slots outside of weekends 9am-5pm (albeit limited numbers)		July 2024	We have been offering more weekend slots and will be communicating these limited evening and weekend appointment slots more widely.

Theme: Communication

TSM:		Lead	Timescale	Update at 26/7/24
Action 6: Communication with tenants	Prepare an annual communications plan for housing tenants.	Resident involvement Team	June 2024	Communication/engagement plan prepared. Includes activities such as Community Days, social media posts on specific topics, Community Edit publications and Resident Panel activities and feedback. To be discussed and scoped with the tenants panel. The Community Edit (newsletter to council homes) was issued w/c 22 July. The newsletter has a section titled 'You said, we're doing...' to provide feedback on matters raised by tenants. There was also a section on the TSM results and overview of the action plan. Not yet commenced.
	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	September 2024	

	Roll out our revised Tenancy Audits (an opportunity to engage with tenants)	involvement Team Neighbourhoods team	June 2024	Content completed but some further discussion with the residents panel to seek their views about how to present the information about tenancy agreements and asbestos surveys. To be discussed again at residents panel meeting on 31 July. The mobile working tenancy audit form undergoing slight revisions and will now not be ready until Autumn 2024. Will commence tenancy audits in September using paper forms.
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Theme: Neighbourhoods

TSM:		Lead	Timescale	Update at 26/7/24
Action 7: Handling of ASB cases	Review customer satisfaction surveys for ASB cases	ASB Team	September 2024	Have reviewed and revised the content of survey and new surveys being sent to customers when their case is concluded.
	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	To be commenced.
	Promote what the council is doing to improve neighbourhoods	Neighbourhood Team, Planned delivery team and Resident involvement	Ongoing	

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Theme: Complaints

TSM:		Lead	Timescale	Update at 26/7/24
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	Revised complaints policy to be presented to Cabinet for approval on 6 August 2024. Templates currently under review.
	Refresher customer service training for housing staff	Executive Director (Resident Services and Climate Change)	October 2024	Training for relevant officers currently being scoped. Updated complaints training to be provided in September.
	Publish our housing complaints data performance and lessons learned	Customer Service and Transformation	TBC	2023-24 complaint data published in the council's Annual Report. More detailed complaints data, including lessons learned to be considered along with the annual Housing Ombudsman statement at OSC in Autumn.