



Tenant Satisfaction Measures Survey Action Plan Update

Cabinet Housing Panel
7 August 2024



TSM survey

- The tenant satisfaction measures survey 2023/24 was undertaken between 22 January and 8 March 2024
- Results were reported to Cabinet Housing Panel on 11 June 2024
- A themed action plan was developed to address the feedback from the tenant's satisfaction survey
- Progress with the action plan is updated in Appendix A of the report



Safe and well maintained Homes

- **Stock condition surveys** substantially completed
- **Urgent issues addressed** as they came up
- **New Asset Data manager** started 22 July
- Next steps is to **validate the data** and **register the EPC data**



Safe and well maintained Homes

- Reviewed **communal cleaning** and will commence procurement exercise
- Have reviewed **grounds maintenance** arrangements and reviewing the resource on grounds maintenance for council housing
- Pilot **block/estate inspections** planned to start September



Repairs Service

- Reviewed **contractors' repairs performance** with milestones to improve performance on voids turnarounds, routine and urgent repairs by September and November 2024
- Have offered more **weekend appointments** (although limited)
- Further work on **customer satisfaction and repairs communications** planned for September



Communication

- **Communication and engagement plan** prepared including activities such as Community Days, social media on specific topics, Community Edit
- **“You said, we did”** in the Community Edit newsletter – feedback in July edition on TSMs and action plan
- **Tenants Handbook** – content completed and discussing publication with Residents Panel
- Revised **Tenancy Audits** commencing in September



Neighbourhoods

- Revised the **ASB customers satisfaction surveys** and have recommenced
- **Be clear** with customers about what actions the team are able to take for ASB
- Some **additional ASB questions** put into the TSM survey



Complaints

- Revised **Complaints policy** presented to Cabinet on 6 August
- Refreshed **customer services training** being scoped for housing staff
- **Annual report** contained 2023/24 complaint data and
- More **detailed complaints and ombudsman complaints data to go to OSC** in the Autumn, including lessons learned



Questions

