



Tenant Satisfaction Measures Survey Action Plan Update

Cabinet Housing Panel
7 November 2024



TSM survey

- A themed action plan was developed to address the feedback from the tenant's satisfaction survey which took place in 2023/24
- An update on the action plan was provided at the 7 August CHP meeting
- Further progress with the action plan is updated in Appendix A of the report - all actions are progressing
- Will also provide an update on the Q1 and Q2 TSM results for 2024/25



Safe and well maintained Homes

- **Stock condition surveys**
 - substantially completed
 - About 1,600 properties where could not get access so these are being inspected by the in-house surveyors
 - Data due to be loaded onto our IT system (Orchard/MRI) in the next 2 weeks
- Next steps is to **register the EPC data and provide the 'headline' results**



Safe and well maintained Homes

- Reviewed **communal cleaning** contracts and will consult with tenants and leaseholders before commence procurement
- There is an OSC Task and Finish Group on communal maintenance in council housing – reporting to OSC in January 2025
- Have reviewed **grounds maintenance** arrangements and reviewing the resource on grounds maintenance for council housing with the contractor
- **Block/estate inspections** being undertaken and plan to increase volume from April 2025



Repairs Service

- Reviewed **contractors' repairs performance**
 - Plan provided with milestones to improve performance on voids turnarounds, routine and urgent repairs
 - Performance being tracked and monitored weekly
- Will be reviewing the **customer journey for repairs** – commencing this month and hope to involve the Resident's panel



Communication

- **Communication and engagement plan** prepared (see Appendix B for more details) including training, Community Days, social media on specific topics, Community Edit
- **“You said, we did”** in the Community Edit newsletter – Autumn edition to be published
- **Tenants Handbook** – content completed and plan to publish it January 2025 – huge thanks to the Residents Panel for all their help with this project
- Revised **Tenancy Audits** commenced in September



Neighbourhoods

- Revised **ASB customers satisfaction surveys** and have recommenced – has been improved customer satisfaction



Complaints

- Revised **Complaints policy** approved by Cabinet on 6 August
- **Training** provided to staff on the new complaints policy
- Refreshed **customer services training** being scoped for housing staff for Spring 2025
- More **detailed complaints and ombudsman complaints data and report to go to OSC** in November
- **Complaints data** included in the Q2 report for CHP



TSM results for Q1 & Q2 2024/25

Satisfaction Measures	2023/24	Q1 & Q2 2024/25	Trend
Overall satisfaction	60%	66%	↑
Safe home	60%	76%	↑
Listens and acts upon views	42%	57%	↑
Kept informed about things that matter	53%	70%	↑
Treated fairly and with respect	63%	76%	↑
Satisfaction with repairs service over <u>last</u> 2 months	61%	72%	↑
Time taken to complete <u>most</u> recent repair	54%	67%	↑
Made a complaint in the last 12 months	26%	33%	↓
Satisfaction with complaint handling (of those that raised a complaint)	26%	21%	↓
Keeping communal areas clean and maintained	47%	47%	↔
WHBC Makes a positive contribution to the <u>neighbourhood</u>	45%	61%	↑
Approach to handling ASB	41%	46%	↑

Questions

