

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

Theme: Safe and well maintained homes

| TSM: | | Lead | Start | Finish | Update at 21/10/24 |
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| 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 | July 2024 | March 2025 | In progress Stock condition surveys completed. Validation process for the data and registering the EPC data taking place and component replacement updated from January 2024 before the data is uploaded to Orchard/MRI – anticipated to be completed by 8/11/24. Next Steps – to analyse the data once uploaded, develop a new asset strategy and to determine future work programmes. |
| 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 | March 2025 | Have completed an initial review of communal cleaning arrangements and existing contracts. This will be subject to a task and finish group for Overview and Scrutiny Panel commencing October 2024 and reporting to OSC in January 2025. Will commence a procurement exercise in December 2024 (deferred from August/September). |
| Action 3: Grounds Maintenance | Review the grounds maintenance arrangements for | Neighbourhoods Team | November 2024 | March 2025 | Have completed an initial review of grounds maintenance arrangements and expenditure. |

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| of communal areas | communal areas Publish the grounds maintenance schedules on the website and communicate to tenants | | | | Considering how existing contract resources can be deployed to achieve better outcomes. |
| Action 4: Inspections of blocks and housing land | Roll out revised Estates Inspection Programme | Neighbourhoods Team | September 2024 | March 2025 | Being undertaken but seek to increase programme from April 2025 |

Theme: Repairs Service

| TSM: | | Lead | Start | Finish | Update at 21/10/24 |
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| 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 | March 2025 | Morgan Sindall and other contractors send out some customer satisfaction surveys. WHBC looking to send satisfaction surveys also and currently exploring resources and platforms to deliver this. |
| | Add additional questions regarding the repairs service into the TSM survey for 2024 | | June 2024 | March 2025 | Have included ASB questions first in the 2024/25 quarterly surveys and will have asked question about how feel home unsafe/unmaintained in TSM surveys from October 2024. |
| | Review repairs performance | | May 2024 | December 2024 | Have reviewed repairs performance and contractor has provided a plan to improve performance which is shared with the Cross Party Maintenance Group. Officers are meeting weekly and monitoring performance on a weekly tracker. |

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| | Review processes for communication and update of repairs works to tenants. | | September 2024 | March 2025 | Review of repairs customer journey to commence in November. Will them be shared for feedback to Tenants Panel. |
| | Communication of the appointment slots outside of weekends 9am-5pm (albeit limited numbers) | | July 2024 | Ongoing | We have been offering more weekend slots and will be communicating these limited evening and weekend appointment slots more widely. |

Theme: Communication

| TSM: | | Lead | Start | Finish | Update at 21/10/24 |
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| Action 6: Communication with tenants | Prepare an annual communications plan for housing tenants. | Resident involvement Team | June 2024 | Ongoing | 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. Please see Appendix B for resident engagement plan. |
| | Direct communication with tenants with information about programmes of works or projects in their areas | Planned Delivery Team and Neighbourhood Team | June 2024 | March 2025 | This is ongoing. Tenants are written to before major works commence to give indicative start timeline. |
| | Ask Tenants Panel to consider this topic | Resident involvement Team | January 2025 | March 2025 | This has been discussed during various meetings in 2024/25. Specific item to be scheduled for Q4. |
| | Ensure feedback in Community Edit and | | June 2024 | March | |

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| | other means with tenants (feedback on 'you said, we did') | Resident involvement Team | | 2025 | 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. Autumn edition to be published in November 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 | March 2025 | See comments above. |
| | Publish the revised tenants handbook | Resident involvement Team | September 2024 | January 2025 | Content completed and discussed with the Residents Panel in September meeting. Further comments received. Plan to publish it in January 2025. |
| | Roll out our revised Tenancy Audits (an opportunity to engage with tenants) | Neighbourhoods team | June 2024 | March 2025 | Tenancy audits commenced in September using paper forms. The mobile working tenancy audit form undergoing slight revisions and will now not be ready until Spring 2025 |

Theme: Neighbourhoods

| TSM: | | Lead | Start | Finish | Update at 21/10/24 |
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| Action 7: Handling of ASB cases | Review customer satisfaction surveys for ASB cases | ASB Team | September 2024 | Completed | Have reviewed and revised the content of survey and new surveys being sent to customers when their case is concluded. Improved customer satisfaction. |

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| | 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 | Completed | Listed on website and in ASB policy. |
| | Promote what the council is doing to improve neighbourhoods | Neighbourhood Team, Planned delivery team and Resident involvement Team | November 2023/4 | March 2025 | To promote on the website and through the communications plan (eg Neighbourhood Improvement bids, Nicer Neighbourhoods Task Force, Community Days) |

Theme: Complaints

| TSM: | | Lead | Start | Finish | Update at 21/10/24 |
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| 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 | Completed | Revised complaints policy approved by Cabinet on 6 August 2024. |
| | Refresher customer | Executive | October | March | Training for relevant officers currently being |

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| | <p>service training for housing staff</p> <p>Publish our housing complaints data performance and lessons learned</p> | <p>Director (Resident Services and Climate Change)</p> <p>Customer Service and Transformation</p> | <p>2024</p> <p>November 2025</p> | <p>2025</p> <p>March 2025</p> | <p>scoped. Training has been undertaken in Sept and October on new complaints process and policy. Customer care refresher training planned for Spring 2025.</p> <p>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 November. Q1 & Q2 2024/25 Housing Complaints data also included in CHP November meeting and going forward.</p> |
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