

WELWYN HATFIELD BOROUGH COUNCIL  
 CABINET HOUSING PANEL – 19 FEBRUARY 2025  
 REPORT OF THE EXECUTIVE DIRECTOR (RESIDENT SERVICES AND CLIMATE CHANGE)

TENANT SATISFACTION MEASURES SURVEY 2023/24 ACTION PLAN - UPDATE

**1 Executive Summary**

- 1.1 The attached report (Appendix A) provides an update on progress with the action plan in response to the tenant satisfaction measures survey 2023/24.
- 1.2 The latest Tenant Satisfaction Measures (Q3 of 2024/25) show a marked improvement in satisfaction across all areas compared to 2023/24, except a slight decrease in complaint handling satisfaction.

**2 Recommendation**

- 2.1 That Cabinet Housing Panel note the contents of the report.

**3. Explanation**

- 3.1 The tenant satisfaction measures survey was undertaken between 22 January and 8 March 2024 and reported to Cabinet Housing Panel on 11 June 2024.
- 3.2 A themed action plan was developed to address the feedback from the tenant satisfaction measures survey. Progress with the action plan is updated in Appendix A.
- 3.3 Some actions have been completed, and the remaining are in progress.
- 3.4 The latest Tenant Satisfaction Measures (Q3 of 2024/25) show a marked improvement in satisfaction across all areas compared to 2023/24, except there was a slight decline in complaint handling satisfaction. Please see the table below.

Satisfaction Measures	2023/24	2024/25 (To 31 Dec)	Trend
Overall Satisfaction	60%	66%	↑
Satisfaction with repairs service over last 12 months	61%	65%	↑
Time taken to complete most recent repair	56%	66%	↑
Satisfaction home is well maintained	54%	67%	↑
Satisfaction home is safe	60%	75%	↑
WHBC listens to your views and acts on them	42%	58%	↑
WHBC keeps you informed	53%	70%	↑
WHBC treats you fairly and with respect	63%	74%	↑
Made a complaint in the last 12 months	26%	22%	↓
Satisfaction of WHBC's approach to complaint handling (% of those who have made a complaint)	26%	21%	↓
Communal areas are clean and well maintained	47%	49%	↑
WHBC makes a positive contribution to the neighbourhood	45%	58%	↑
Approach to handling ASB	41%	56%	↑

#### **4. Legal Implications**

- 4.1 As a social housing landlord, we are required to meet the requirements of the Regulatory Standards set by the Regulator of Social Housing in accordance with the Social Housing (Regulation) Act 2023.
- 4.2 One of the Standards (Transparency, Influence and Accountability Standard) requires us to measure, report and publish 22 Tenant Satisfaction Measures for the period 1 April to 31 March on an annual basis.
- 4.3 Though not legally required, we have developed an action plan to address the feedback from the TSM survey 2023/2024 (Appendix A).

#### **5. Financial Implications**

- 5.1 There are no new financial implications as a result of this report.

#### **6. Risk Management Implications**

- 6.1 No new risks identified. All controls are in place.

#### **7. Security and Terrorism Implications**

- 7.1 There are no security and terrorism implications arising from this report.

#### **8. Procurement Implications**

- 8.1 There are no procurement implications arising from this report.

#### **9. Climate Change Implications**

- 9.1 There are no new climate change implications arising from this report. Part of the action plan is to undertake major and planned maintenance works and the decarbonisation works in the poorest performing energy efficiency council homes forms part of this.

#### **10. Human Resources Implication(s)**

- 10.1 There are no human resource implications arising from this report.

#### **11. Health and Wellbeing Implications**

- 11.1 Listening to tenants' views and taking these into consideration when looking at service improvements can contribute positively to supporting their health, wellbeing and safety.

#### **12. Communication and Engagement Implications**

- 12.1 We have published and communicated the results of the TSM perception survey on the Council's website and to tenants as mentioned in the action plan (Appendix A) and have an ongoing communications plan with tenants (Appendix B).

**13. Link to Corporate Priorities**

13.1 The subject of this report is linked to the Council’s Corporate Priorities: Homes to be proud of, Run an effective council and Together, create opportunities for our communities.

**14. Equality and Diversity**

14.1 An Equality Impact Assessment (EIA) has not been carried out in connection with the proposals that are set out in this report as the recommendation does not require a policy or service change.

Name of author(s): Sue McDaid  
Title(s) Executive Director (Resident Services and Climate Change)  
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**Appendices:**

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

Appendix B: Council Housing Resident Engagement Plan for 2024/2025