

**Appendix A: WHBC Tenants Satisfaction Measures Survey 2023/2024: Action Plan update at 5 February 2025**

**Theme: Safe and well-maintained homes**

<b>TSM:</b>		<b>Lead</b>	<b>Start</b>	<b>Finish</b>	<b>Update at 03/02/25</b>
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	July 2024	March 2025	<p>In progress</p> <p>EPC data to be loaded on to MRI beginning of Feb. Testing will then take place.</p> <p>Upload complete by end of March.</p> <p>Once data has been uploaded, it will be analysed and used to help determine future investment programmes.</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	March 2025	<p>Have completed an initial review of communal cleaning arrangements and existing contracts.</p> <p>Social housing Communal Areas Maintenance Task and Finish group report has been drafted and will be presented to OSC in March 2025.</p> <p>New Housing Estates Services Manager started in December 2024. They are due to commence a procurement exercise.</p>

Action 3: Grounds Maintenance of communal areas	Review the grounds maintenance arrangements for communal areas  Publish the grounds maintenance schedules on the website and communicate to tenants	Neighbourhoods Team	November 2024	March 2025	Review is complete and are discussing with existing contractors how resources can be deployed to better suit needs.  Website content to be updated by end of March.
Action 4: Inspections of blocks and housing land	Roll out revised Estates Inspection Programme	Neighbourhoods Team	September 2024	March 2025	Already in progress but seeking to increase programme from April 2025.

### Theme: Repairs Service

TSM:		Lead	Start	Finish	Update at 03/02/25
Action 5: Review repairs service processes	Review repairs performance  Review processes for communication and update of repairs works to tenants.  Review customer satisfaction surveys for the repairs service to identify areas for improvement	Repairs and Building Safety Team	May 2024  September 2024  September 2024	Ongoing  March 2025  Spring 2025	Plan to improve performance is in place. Improvements against targets are being seen. Officers are meeting weekly and monitoring performance on a tracker.  Review of repairs customer journey is underway. MSPS to present findings to Residents Panel in March for feedback.  Once the review of the customer journey is complete, we will revise survey.

	Add additional questions regarding the repairs service into the TSM survey for 2024		June 2024	Completed	Additional question about why feel home unsafe/unmaintained has been added. Additional questions for 2025/26 survey to be agreed once the customer journey review is complete.
	Communication of the appointment slots outside of weekends 9am-5pm (albeit limited numbers)		July 2024	Completed	Evening and weekend appointment slots are being offered to those for whom no other time is workable.

**Theme: Communication**

<b>TSM:</b>		<b>Lead</b>	<b>Start</b>	<b>Finish</b>	<b>Update at 03/02/25</b>
Action 6: Communication with tenants	Prepare an annual communications plan for housing tenants.	Resident involvement Team	June 2024	Ongoing	Communication/engagement plan regularly updated. 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	Ongoing	In place.
	Ask Residents Panel to consider this topic	Resident involvement Team	January 2025	March 2025	Panel are finalising their 2025/26 Workplan.

	Ensure feedback in Community Edit and other means with tenants (feedback on 'you said, we did')	Resident involvement Team	June 2024	Completed	'You said we're doing' now a regular feature in the newsletter. Next edition is due to be published in March 2025. TSM results updated quarterly on the website.
	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	Completed	ASB - Social media campaign undertaken during ASB awareness week 18-14 November 2024. ASB team have also reviewed communication around closing cases and gathering feedback.  Grounds Maintenance - Comms plan in place ready for changes to the grass cutting programme, which will include housing land.
	Publish the revised tenants handbook	Resident involvement Team	September 2024	March 2025	Final edits are underway and quotes for publication have been requested.
	Roll out our revised Tenancy Audits (an opportunity to engage with tenants)	Neighbourhoods team	June 2024	Completed	Tenancy audits are taking place. To increase efficiency, the mobile working version of the tenancy audit form is on schedule to be ready in Spring 2025

**Theme: Neighbourhoods**

TSM:		Lead	Start	Finish	Update at 03/02/25
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.
	Review communications to ensure we are clear about what ASB is and what we can act on		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 2024	March 2025	<p>Round up of Neighbourhood Improvement Bids/Community Catch-ups and other initiatives are publicised in the Community Edit newsletter. Planning for 2025/26 Community Catch-ups has started. Communications will start in spring. Nicer Neighbourhoods task force is up and running.</p> <p>To publicise success of the retrofit programme.</p>

**Theme: Complaints**

<b>TSM:</b>		<b>Lead</b>	<b>Start</b>	<b>Finish</b>	<b>Update at 03/02/25</b>
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 service training for housing staff	Executive Director (Resident Services and Climate Change)	October 2024	Spring 2025	Training for relevant officers on the complaints process and policy is complete. Customer care refresher training planned for Spring 2025.
	Publish our housing complaints data performance and lessons learned	Customer Service and Transformation	November 2025	Completed	The 2023-24 complaint data was published in the council's Annual Report. More detailed complaints data, including lessons learned was presented, along with the annual Housing Ombudsman statement, to OSC in November 2024. Housing Complaints data included in quarterly performance report to CHP.