



# Tenant Satisfaction Measures Survey Action Plan Update

Cabinet Housing Panel  
19 February 2025



# TSM survey

- A themed action plan was developed to address the feedback from the tenant's satisfaction survey which took place in 2023/24
- Further progress with the action plan is updated in Appendix A of the report - Some actions completed, and all actions are progressing
- Will also provide an update on the Q3 TSM results for 2024/25



# Safe and well-maintained Homes

## Stock condition surveys –

- Initial data collated up to Sept 2024 is formatted and ready to load
- EPC data due to be loaded on to our MRI early Feb.
- Uploads complete by end of March
- Data will then be analysed to determine future investment programmes



# Safe and well-maintained Homes

## Communal areas –

- The Social Housing Communal Areas Maintenance **Task and Finish Group** will report to OSC in March 2025
- Have reviewed **grounds maintenance** arrangements and are in discussions with the contractor as to how resources can be deployed to better suit needs
- **New Housing Estates Manager** started and **Estate inspections** in progress



# Repairs Service

## Review of services –

- **Improvement Plan** provided with milestones to improve performance on voids turnarounds, routine and urgent repairs. Improvement against these targets has/is being seen.
- Performance being **tracked and monitored** weekly
- Review of the **customer journey for repairs** is underway



# Communication

## Communication with tenants –

- **Communication and engagement plan** updated (see Appendix B) including social media campaigns, housing events and training opportunities.
- **“You said, We’re Doing”** a regular feature in the Community Edit newsletter (next edition due in March).
- **ASB comms** – Social media campaign ran during ASB Awareness week (18-14 November 2024). Team have reviewed communication around closing cases and gathering feedback.



# Neighbourhoods

## Promote what council is doing –

- 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. Comms for these events will start in spring
- Nicer Neighbourhoods task force is up and running



# Complaints

## Complaint handling –

- Refreshed **customer services training** for staff planned for Spring 2025
- More **detailed complaints and ombudsman complaints data** was presented to **OSC** in November 2024
- **Housing Complaints data** now included in the quarterly performance report to CHP





# TSM results 1 April to 31 Dec 2024

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%	↑

# Questions?

