

# Tenant Satisfaction Survey 2023

## Action Plan

Tenant Satisfaction Measure theme	Objective/s	Specific action/s	Output/s (deliverables)	Suggested Lead/s	Timeframe
<p><b>Overall satisfaction</b></p> <p><i>F&amp;HDC result: 71%</i></p> <p><i>Benchmarking peer group median: 70%</i></p>	<p>Maximise potential for positive result by aligning more closely with sector re: survey methods (e.g. 80% telephone etc)</p> <p>NB key drivers for overall satisfaction are positive interactions/ communication with tenants, and satisfaction with repairs and maintenance</p>	<p><b>Explore alternative methodologies for the 2024 tenant satisfaction survey (e.g. telephone)</b></p>	<p>Report outlining proposed methodology for 2024 survey – to be agreed by STAP and CLT</p>	<p>Mike Bailey, Tenant Engagement &amp; Wellbeing Senior Specialist</p>	<p>February 2024</p>
<p><b>Keeping properties in good repair</b></p> <p><u>Overall repairs service</u> <i>F&amp;HDC result: 72%</i></p> <p><i>Benchmarking peer group median: 75%</i></p> <p><u>Time taken to complete most recent repair</u> <i>F&amp;HDC result: 66%</i></p> <p><i>Benchmarking peer group median: 68%</i></p> <p><u>Home is well maintained</u> <i>F&amp;HDC result: 70%</i></p> <p><i>Benchmarking peer group median: 69%</i></p>	<p>Increase tenant awareness of timescales of repairs, including clarification that these timescales are for day-to-day repairs, not planned works</p> <p>Improve communication with affected tenants regarding planned works programmes</p>	<p><b>Review 2023 survey comments around timeliness of repairs</b></p> <p><b>Review 2023 survey comments to highlight if there are particular issues in certain service areas and/or for certain types of repair</b></p>	<p>Article in tenant newsletter reminding residents of target response times</p> <p>Articles on website and tenant &amp; leaseholder Facebook group with high level, indicative planned works programmes</p>	<p>Barb Wilkins, Repairs Senior Specialist</p> <p>Nicola Phipps, Assets &amp; Major Works Senior Specialist</p>	<p>April 2024</p> <p>April 2024 and ongoing</p>
<p><b>Maintaining building safety</b></p> <p><i>F&amp;HDC result: 78%</i></p> <p><i>Benchmarking peer group median: 77%</i></p>	<p>Maintain high levels of compliance performance, and proactively look at improving our Decent Homes performance through delivery of our capital programme</p>	<p><b>Explore how best to communicate with tenants to raise awareness of safety works which have been completed</b></p>	<p>Articles in tenant newsletters, on the website and tenant &amp; leaseholder Facebook group</p>	<p>Keith Deane, Compliance Senior Specialist</p>	<p>Ongoing</p>

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<p><b>Respectful and helpful engagement</b></p> <p><u>Listens to and acts on views</u> F&amp;HDC result: 55%</p> <p>Benchmarking peer group median: 58%</p> <p><u>Keeps tenants informed</u> F&amp;HDC result: 71%</p> <p>Benchmarking peer group median: 69%</p> <p><u>Treats tenants fairly and with respect</u> F&amp;HDC result: 72%</p> <p>Benchmarking peer group median: 73%</p>	<p>Better understand the reasons why people do or don't feel listened to, or kept informed</p>	<p><b>Review 2023 survey comments by section with service managers, to pinpoint service-specific issues</b></p>	<p>Report outlining summary of comments, and actions taken to address them – to be presented to STAP and featured in a “your voice, our action” bulletin</p>	<p>Mike Bailey, Tenant Engagement &amp; Wellbeing Senior Specialist</p> <p>Jonathan Hicks, Policy &amp; Performance Senior Specialist</p>	<p>April 2024</p>
<p><b>Effective handling of complaints</b></p> <p>F&amp;HDC result: 34%</p> <p>Benchmarking peer group median: 31%</p>	<p>Increase tenant awareness of what is or isn't a formal complaint</p> <p>Better understand contractor complaints</p>	<p><b>Clarify with the Regulator of Social Housing whether it is permissible to include additional wording in the 2024 survey to clarify what is meant by “complaint” and that this question is about the outcome, not how it was handled</b></p> <p><b>Remind residents of our target time for responding to complaints</b></p> <p><b>Explore how to improve learning from complaints</b></p> <p><b>Finalise Tenant Scrutiny Panel review of complaints and where possible, implement any recommendations arising</b></p> <p><b>Review how the council monitors complaints dealt with by contractors</b></p>	<p>Article in tenant newsletter reminding residents of target response times</p> <p>Tenant Scrutiny Panel report</p>	<p>Mike Bailey, Tenant Engagement &amp; Wellbeing Senior Specialist</p>	<p>February 2024</p> <p>April 2024</p> <p>February 2024</p> <p>April 2024</p>

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<p><b>Responsible neighbourhood management</b></p> <p><u>Communal areas clean and well maintained</u> F&amp;HDC result: 70%</p> <p>Benchmarking peer group median: 66%</p> <p><u>Positive contribution to neighbourhood</u> F&amp;HDC result: 59%</p> <p>Benchmarking peer group median: 62%</p> <p><u>Handling of anti-social behaviour</u> F&amp;HDC result: 54%</p> <p>Benchmarking peer group median: 53%</p>	<p>Increase tenant awareness of contracted cleaning standards</p> <p>Increase tenant awareness of any work the council does to improve neighbourhoods</p>	<p><b>Advertise cleaning contract standards once the new contract begins</b></p> <p><b>Review how best to promote work the council has done which makes a positive contribution to neighbourhoods (e.g. improvements to communal areas, anonymised case studies of successful interventions to resolve ASB case)</b></p> <p><b>Remind residents what is, or isn't, considered ASB and what the council can, and cannot, act on in relation to ASB, and the processes, procedures and timescales we work to</b></p> <p><b>Explore how we review ASB cases and how learning is identified</b></p> <p><b>Complete Tenant Scrutiny Panel review of ASB</b></p>	<p>Article in tenant newsletter and posters on communal notice boards advising residents the new cleaning contract standards</p> <p>Articles in "your voice, our action" bulletins</p> <p>Updated ASB policy</p> <p>Tenant Scrutiny Panel report</p>	<p>Mike Bailey, Tenant Engagement &amp; Wellbeing Senior Specialist</p> <p>Tom Harding, Neighbourhood Management Senior Specialist</p>	<p>Once new contract begins</p> <p>April 2024 and ongoing</p> <p>February 2024</p> <p>April 2024</p>