

Tenant Satisfaction Measures 2024/25 Update – September 2025

Theme	Proposed Action	Timeframe	Status	Comments
Keeping Properties in Good Repair	Increase communication with tenants about repairs challenges and improvements	March 2025 (ongoing)	Ongoing.	Article in Summer 2025 Housing Magazine to give some information about the Repairs Contacts Centre.
	Introduce new call system for Repairs	June 2025	Completed.	
	Ensure there are robust processes in place for carrying out post-inspections of work completed	December 2025	Started.	A new Senior Repairs Inspector has recently been recruited on a temporary basis to coordinate and oversee the work of the Repairs Inspectors. They will also oversee the damp and mould work and post-inspections being undertaken by Repairs.
	Procure new Modernisations contractor	March 2026	Started.	Training to be provided to members of the HIP to enable them to feed into the procurement process. AH currently in the process of organising.
	Procure new Repairs contractors	March 2026	Started.	Training to be provided to members of the HIP to enable them to feed in to the procurement process. AH currently in the process of organising.
Maintaining Building Safety	Continue building safety engagement with tenants and provide information about health and safety in their homes.	March 2025 (ongoing)	Ongoing.	The Engagement team continue to utilise methods of communication to provide information to tenants and leaseholders about health and safety issues. Fire Safety Booklets have been produced and sent out.

				Housing Officers have been conducting inspections on communal General Needs blocks to ensure that fire safety is adopted, and letters have been sent out asking people to remove items from communal areas, balconies etc. A new digital drop-in session has been booked in to discuss fire safety within our General Needs properties on 12 September 2025.
	Conduct a full review of our processes for damp and mould	September 2025	Ongoing.	A review has been conducted by the Change Delivery Manager, with the HIP feeding into this process. The new Policy was approved by Cabinet on 2 September 2025.
	Continue to raise awareness on how to report damp and mould	March 2025 (ongoing)	Ongoing.	The Engagement team continue to advertise the various ways of reporting damp and mould issues via various channels.
	Review all the Compliance policies	December 2025	Ongoing.	Compliance Policies have been reviewed, and there are new draft policies for Legionella and Lift Inspections currently going through the committee process.
Respectful and Helpful Engagement	Contact tenants who gave permission to be re-contacted to discuss any issues raised in the survey.	December 2025	Ongoing.	This will be undertaken in the Winter months.
	Training review to be carried out on all housing staff to determine current levels of professional standards.	March 2026	Not started.	This is in preparation for the new Competence and Conduct Standard being introduced by the Regulator of Social Housing in October 2026.

	Cleanse our tenant data to ensure that we meet our tenant needs through appropriate service delivery	March 2026	Started.	There is a team of employees currently carrying out this exercise.
	Investigate use of contact relationship module (CRM) in Open Housing to capture all elements of customer contact received.	December 2025	Started.	The Performance and Data team are currently exploring this.
	Create a Tenant Stigma awareness campaign to help combat the stigma associated with tenants.	March 2026	Not started.	
	Review call handling within the Housing and Capital Works departments.	December 2025	Started.	A new telephone system has been implemented for Housing Repairs.
Effective Handling of Complaints	Recruit Housing Complaints Officer and ensure that a robust training programme is in place to support them.	June 2025	Completed.	Housing Complaints Officer recruited in June 2025 and started in July 2025.
	Conduct annual refresher training on complaints for all staff.	December 2025	Ongoing.	All employees within Housing Services must complete e-learning on complaints. Training session conducted in 2024 and plans are being made to deliver a refresher session.
	Continue to involve the Complaints Panel in complaints handling and take forward any suggestions for improvement.	June 2025 (ongoing)	Ongoing.	The Complaints Panel meets quarterly. We need to make improvements in sharing lessons learnt from Complaints. We are introducing a new section within our monthly employee briefing to highlight any areas of learning picked up by the Panel and the Complaints Officer, and we will

				provide feedback to the Panel on what changes have been implemented.
Responsible Neighbourhood Management	Relaunch Neighbourhood Walkabouts led by the Engagement team, including the development of a grading system and provide regular feedback to residents on action being taken.	December 2025	Not started.	Work will begin on planning a programme and the new grading system over the next few months. The current format of the Neighbourhood Walkabouts are continuing as normal.
	Introduce Resident Service Inspectors to inspect communal cleaning of the General Needs blocks of flats.	December 2025	Started.	The Engagement team have started asking for volunteers via their communication channels, including in the Housing Magazine.
	Increase awareness of the positive impact the Council has locally on neighbourhoods.	Ongoing	Started.	The Engagement team have started reporting good news stories and positive impacts we are making within our neighbourhoods, and this will continue ongoing.
	Positively promote action that we have taken to address anti-social behaviour.	Ongoing	Started.	This is an area we are working on to improve. The Tenancy and Independent Living teams have been asked to provide regular examples of closed cases that we can share with residents.
	Increase awareness of anti-social behaviour issues that need to be reported to the Police	Ongoing	Started.	The Engagement team will be raising awareness via their various communication channels ongoing.
	Improve data collection on OpenHousing, noting how tenants prefer to be contacted (e.g. email, post, telephone, SMS etc.).	June 2025 (Ongoing)	Started.	A new Data Collection Officer has been recruited temporarily for 3 months to carry out a tenant profiling project, contacting all tenants to update details and preferences. This will include communication preferences, language

				preferences, any disabilities and vulnerabilities or advocates required etc.
	Conduct a survey on grounds maintenance to gain insight into issues.	March 2026	Not started.	Due to an influx of issues relating to grounds maintenance, a survey will be conducted for those on the grounds maintenance assistance list.