

Tenant satisfaction survey – action plan

Consumer standard themes

Safety: Landlord’s safety responsibilities including safety within the home and in communal areas

Quality: Quality of the home, communal spaces, and services to tenants

Action	Issue identified from TSS	Response / Need to do	Timescale	Lead + other reps
Develop and implement a new reshaped Repairs and Maintenance and Capital Investment structure	<ul style="list-style-type: none"> • Ensuring sufficient resources • Ensuring sufficient skills • Create accountability and appropriate levels of responsibilities • Improving frontline customer service and experience 	<p>Review current service and identify gaps in resource and service provision</p> <p>Identify appropriate structure and revisit job roles and job descriptions</p> <p>Approval from Cabinet / Employment and General for new structure and service delivery proposals</p> <p>Implementation</p>	March 2023	SDH, RRM, AMPWM, CWM, CSM
Develop engagement with tenants and staff within a Repairs and Maintenance Project framework	<ul style="list-style-type: none"> • Tenant expectations • Communication • Planning and scheduling of work • Quality of materials • Quality of workmanship 	<p>Re-introduce tenant groups, working with the Tenant Participation team.</p> <p>Review current service and processes within the Responsive Repairs Customer Journey & ICT Project</p> <p>Review quality of materials – develop the stores working</p>	<p>Sept 22</p> <p>Ongoing</p>	RRM

Action	Issue identified from TSS	Response / Need to do	Timescale	Lead + other reps
		<p>group and to involves trade employees and Team Leaders</p> <p>Challenge quality of workmanship through people management, delivery of toolbox talks and team meetings</p> <p>Review training needs for the service and upskill as necessary</p> <p>Review of ICT (Coins) in relation to scheduling and planning of work and suitability of software – PDA's</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Sept 22</p> <p>Ongoing</p>	

Neighbourhood: Landlords role, working with other agencies, to contribute to the wellbeing of neighbourhoods in which tenants live

Action	Issues identified from TSS	Response / Need to do	Timescale	Lead + other reps
Improving management of green and communal spaces	<ul style="list-style-type: none"> • Dissatisfaction with enforcement of estate management issues relating to rubbish in gardens / communal areas • Dissatisfaction with physical maintenance of estates • Problems with waste clearance 	<p>Re-establish environmental meetings</p> <p>Review of current procedures and service with tenants and residents</p> <p>Development of new standards as required</p> <p>Implementation of Housing Reshape phase 1 to increase presence on neighbourhoods and estates.</p>	March 2023	HoHMC, SDLCCW

Tenancy: Requirement on landlords in respect of tenancies, including allocations policies and opportunities for tenants to move

Action	Issues identified from TSS	Response / Need to do	Timescale	Lead + other reps
Tackling anti-social behaviour on estates	<ul style="list-style-type: none"> • Dissatisfaction with support given to tenants complaining about ASB • Poor satisfaction with outcome of ASB complaints • Concern around tenants with drug habits / mental health issues as neighbours and associated ASB 	Implement Phase 1 of Housing reshape to transform delivery of frontline housing service Increasing frontline housing staff and specialist ASB staff Implement new Corporate Anti-Social behaviour strategy and associated working practises	Sept 2022 From April 2022	HHMC
Improving customer service	<ul style="list-style-type: none"> • Communication with tenants • Difficulty in getting hold of the right person • Lack of support for vulnerable tenants 	Implement Phase 1 of Housing reshape to transform delivery of frontline housing service Increase frontline housing officer resource to provide named contacts for areas Establish clear lines of accountability within a refreshed and re-purposed housing management service	Sept 2022	HHMC

Transparency: Landlords' role in making information accessible to tenants including roles and responsibilities within landlords so tenants know who is responsible for matters relating to consumer standards

Engagement and accountability: Engagement between landlords and tenants including how complaints are handled. Landlords' accountability to tenants and treating with fairness and respect

Action	Issues identified from TSS	Response / Need to do	Timescale	Lead + other reps
Establishing a performance management framework to learn from customer feedback and drive service improvement	<ul style="list-style-type: none"> Customer Satisfaction Ability to learn from customer feedback and complaints 	Implementation of Housing reshape phase 1 Implementation of new corporate complaints system	Sept 22 Sept 22	SDH, HSH, HSEM
Review customer communication channels	<ul style="list-style-type: none"> Messaging not always clear Clarity and ownership of problems raised by tenants 	Implementation of Housing Reshape phase 1 Effectiveness of messaging and communication needs reviewing	Sept 22 Ongoing	SDH, HHMC, HSH, HSEM

Code:

Role	Abbreviation
SDH	Service Director – Housing
HHMC	Head of housing management and Careline
HSH	Housing statutory solutions manager
HSEM	Housing strategy and engagement manager
RRM	Responsive repairs manager
CSM	Central services manager
AMCCM	Asset management and capital contracts manager
CWM	Capital works manager