

## Report of the Portfolio Holder for Housing

**Tenant Satisfaction Measures - Survey Results**1. Purpose of Report

To inform Cabinet of the results of the Tenant Satisfaction Measure survey sent to all tenants, and seek approval for the proposed action plan to implement improvements.

2. Recommendation

**Cabinet is asked to NOTE the Tenant Satisfaction Measures survey results and RESOLVE that the associated action plan be approved.**

3. Detail

The Regulator of Social Housing has introduced a new system for assessing how well social housing landlords in England are performing. In addition to introducing revised consumer standards, this involves a new set of Tenant Satisfaction Measures that social housing landlords must report on. This will provide information to tenants and others so that they can compare the performance of their landlord with others and see where their landlord needs to improve.

Landlords are expected to consult with their tenants on an annual basis. Broxtowe Borough Council conducted our survey from 13 November 2023 until 20 January 2024. Tenants could submit their responses online and paper. Telephone calls were also completed to increase the number of responses. 1,153 responses were received. The survey was completed by an external company, and their report can be found at **Appendix 1**. In addition to the report and the analysis, the Council also received the raw data responses to allow us to complete further analysis of the answers provided. An action plan has been produced in response to the survey, a copy of which can be found in **Appendix 2**.

4. Key Decision

This report is a key decision as defined under Regulation 8 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 as it is significant in terms of its effect on communities living or working in an area comprising two or more Wards or electoral divisions in the Council's area.

5. Updates from Scrutiny

Not Applicable.

**6. Financial Implications**

The comments from the Head of Finance Services were as follows:

There are no financial implications arising directly from this report. All activity outlined in the Action Plan in appendix 2 can be delivered from existing Housing Revenue Account (HRA) budgets.

**7. Legal Implications**

The comments from the Monitoring Officer / Head of Legal Services were as follows:

The Regulator of Social Housing's Transparency, Influence and Accountability Standard requires all registered providers of social housing to collect and report annually on their performance using a core set of defined measures.

Introduced under the Social Housing Act 2023, the new Tenant Satisfaction Measures will allow tenants to see how their landlord is performing compared to other landlords.

**8. Human Resources Implications**

The comments from the Human Resources Manager were as follows:

Not Applicable

**9. Union Comments**

The Union comments were as follows:

Not Applicable

**10. Climate Change Implications**

The climate change implications are contained within the report.

**11. Data Protection Compliance Implications**

Not Applicable

**12. Equality Impact Assessment**

Not Applicable

**13. Background Papers**

Nil