

## Appendix 2

## Tenant Satisfaction Measures 2023/24 Action Plan

Theme	Proposed Action	Responsibility	Timeframe	Comments
<b>Keeping Properties in Good Repair</b>	Increase communication with tenants about repairs challenges and improvements	Housing Engagement Manager	March 2025 (ongoing)	In Progress
	Recruit Change Delivery Manager to update policies and procedures	Head of Housing / Head of Asset Management & Development	May 2024	Change Delivery Manager started 1 July 24
	Increase number of Repairs' operatives	Housing Repairs & Compliance Manager	April 2024	Completed – the majority of roles have now been recruited to.
	Implement new Schedule of Rates to Capita Open Housing	Housing Performance Manager	July 2024	In Progress
	Procure new modernisations contractor	Capital Works Manager	TBC	In Progress
	Produce and publish planned maintenance schedule	Capital Works Manager		Completed - 2 year plan has been published.
<b>Maintaining Building Safety</b>	Continue building safety engagement with tenants and provide information about health and safety in their homes	Engagement Manager	March 2025 (ongoing)	In Progress
	Create a communal cleaning programme for all General Needs blocks with communal areas.	Housing Repairs and Compliance Manager / Housing Operations Manager	March 2024	Completed

Theme	Proposed Action	Responsibility	Timeframe	Comments
<b>Respectful and Helpful Engagement</b>	Adopt the new Housing Strategy, including tenant engagement actions.	Housing Services and Strategy Manager	December 2024	In Progress
	Report results and proposed actions back to tenants relating to the TSMs.	Housing Services and Strategy Manager	June 2024	In Progress – website has been updated and results to be published in Housing Newsletter.
	Investigate use of contact relationship module (CRM) in Open Housing to capture all elements of customer contact received.	Housing Performance Manager	March 2025	In Progress
	Review call queue system to increase number of calls answered	Housing Repairs Customer Services Manager	April 2024	Review completed
	Publicise service standards to tenants	Engagement Manager	August 2024	
	Ensure staff are aware of service standards and response times for communication.	Engagement Manager	April 2024	Completed
	Ensure all documents that are available via our website are also available as paper documents that can be sent by post	Engagement Manager	June 2024	Completed
	Ensure that service standards are monitored and performance is reported back to tenants.	Housing Performance Manager	March 2025	
	Introduce tenant newsletters.	Engagement Manager	June 2024	In Progress

Theme	Proposed Action	Responsibility	Timeframe	Comments
	Carry out pop-up events in areas identified as dissatisfied in the TSM survey to gain feedback and identify issues.	Engagement Manager	Summer 2024	
	Improve data collection on OpenHousing, noting how tenants prefer to be contacted (e.g. email, post, telephone, SMS etc.).	Housing Performance Manager	December 2024	In Progress
	Complete skills matrix with all housing employees to identify training gaps	All Managers	July 2024	In Progress
	Cleanse tenant data to ensure we meet our tenants' needs through appropriate service delivery.	Housing Performance Manager	December 2024	In Progress
	Establish monthly drop in training sessions on OpenHousing	Housing Performance Manager	December 2024	
	Create a Tenant Stigma awareness campaign to help combat the stigma associated with tenants.	Housing Engagement Manager	December 2024	
	Continue to hold Tenant Information Network meetings in different areas of the Borough	Housing Engagement Manager	Ongoing	Ongoing
	Ensure staff are updating data and contact details at each transactional point of contact with tenants	All Managers	Ongoing	Ongoing

Theme	Proposed Action	Responsibility	Timeframe	Comments
	Consider ways of engaging people with disabilities to ensure that their voices are being heard	Housing Engagement Manager	June 2024	
<b>Effective Handling of Complaints</b>	Establish Tenant Complaints Panel	Housing Engagement Manager	July 2024	
	Customer satisfaction surveys on all complaint transactions to be carried out and learning shared with staff to further improve the service.	Housing Performance Manager	July 2024	
	Report on complaints sent to tenants about themes, lessons and preventative actions taken.	Housing Performance Manager	March 2025	In progress, to be included in tenant magazine
	Training for Housing employees on new Complaints Policy.	Housing Services and Strategy Manager	March 2024	Completed. Morning Briefing session held.
	Training for new Housing employees on complaints as part of induction process.	All Managers.	April 2024	Completed
	Communicate differences between a request for service and a complaint to tenants	Housing Engagement Manager	April 2024	Completed
	Discuss complaints and Housing Ombudsman reports with managers in HMT meetings	All Managers	Ongoing	Ongoing
<b>Responsible Neighbourhood Management</b>	Continue to hold Neighbourhood Walkabouts and advertise widely.	Tenancy Services Manager / Housing Engagement Manager	Ongoing	Ongoing

Theme	Proposed Action	Responsibility	Timeframe	Comments
	Regularly advertise how ASB can be reported via various methods.	Housing Engagement Manager	Ongoing	Ongoing
	Continue to publicise the Neighbourhood Champion role and the Housing Community Fund.	All Managers	Ongoing	Ongoing