

Broxtowe Borough Council

Tenant Satisfaction Measures Action Plan

The following action plan has been developed to capture actions taking place to improve tenant satisfaction across the Tenant Satisfaction Measures (TSM).

The plan will be reviewed each quarter and updated. It will be published on our website so tenants can hold us to account. We will also report progress against our targets to our Housing Influence Panel and Portfolio Holders for regular scrutiny.

The overall satisfaction figure increased from 66% in 2023/24 to 71% in 2024/25.

The key driver for overall satisfaction for tenants in Broxtowe is providing a home that is well maintained.

Theme: Keeping Properties in Good Repair

- TSM: Satisfaction with Repairs Services over last 12 months
- TSM: Satisfaction with time taken to complete repair

Proposed Action	Lead Team(s)	Comments	Target
Increase communication with tenants about repairs challenges and improvements	Engagement & Repairs	We expect to publicise this via our various communication methods, including the new Housing Magazine.	Q2 25/26
Introduce new call system for Repairs	Repairs	Respondents highlighted that there can be long wait times when they call.	Q1 25/26
Ensure there are robust processes in place for carrying out post-inspections of work completed	Repairs	Respondents highlighted that they felt there was a lack of quality and workmanship from some repairs.	Q2 25/26
Procure new Modernisations contractor	Capital Works	Work is currently being undertaken by the Capital Works team to agree a new Modernisation contract.	Q4 25/26
Procure new Repairs contractors	Repairs	This should ensure that contractor jobs are completed promptly.	Q4 25/26

Theme: Maintaining Building Safety

TSM: Satisfaction that we provide a well-maintained home

TSM: Satisfaction that we provide a safe home

Proposed Action	Lead Team(s)	Comments	Target
Continue building safety engagement with tenants as per requirements set out in the Building Safety Act	Engagement, Capital Works & Repairs	Engagement, Compliance and Capital Works teams to look at how we can work with our tenants to provide them with information about health and safety in their homes.	Q1 25/26
Conduct a full review of our processes for damp and mould	Change Delivery Manager	Will be completed before the implementation of Awaab's Law.	Q2 25/26
Continue to raise awareness on how to report damp and mould	Engagement & Repairs		Q1 25/26
Review all the Compliance policies	Health & Safety, Change Delivery Manager		Q3 25/26

Theme: Respectful and Helpful Engagement

TSM: Satisfaction that we listen to views and act upon them

TSM: Satisfaction that we keep tenants informed

TSM: Satisfaction that we treat tenants fairly and with respect

Proposed Action	Lead Team(s)	Comments	Target
Contact tenants who gave permission to be re-contacted to discuss any issues raised in the survey.	Strategy	This is an opportunity to demonstrate to tenants that we listen to our tenants' views and act upon them.	Q2 25/26
Training review to be carried out on all housing staff to determine current levels of professional standards.	Strategy		Q4 25/26
Cleanse our tenant data to ensure that we meet our tenant needs through appropriate service delivery	Performance		Q4 25/26
Investigate use of contact relationship module (CRM) in Open Housing to capture all elements of customer contact received.	Performance	This action is still being investigated.	Q3 25/26
Create a Tenant Stigma awareness campaign to help combat the stigma associated with tenants.	Engagement		Q4 25/26
Review call handling within the Housing and Capital Works departments.	Performance	Respondents stated that they wait long periods for calls to be answered, and they do not receive contact back when promised.	Q2 25/26

Theme: Effective Handling of Complaints

TSM: Satisfaction with our complaints handling

Proposed Action	Lead Team(s)	Comments	Target
Recruit Housing Complaints Officer and ensure that a robust training programme is in place to support them.	Performance	This post will investigate and respond to all Stage 1 complaints, ensuring consistency and one point of contact for all complaints. They will also be responsible for monitoring and reporting on any learning points picked up as part of the complaints process.	Q1 25/26

Conduct annual refresher training on complaints for all staff.	Performance		Q2 25/26
Continue to involve the Complaints Panel in complaints handling and take forward any suggestions for improvement.	Engagement & Performance		Q1 25/26

Theme: Responsible Neighbourhood Management

TSM: Satisfaction that we make a positive contribution to the neighbourhood

TSM: Satisfaction with our approach to handling Anti-Social Behaviour

TSM: Satisfaction that we keep communal areas clean and well-maintained

Proposed Action	Lead Team	Comments	Target
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.	Engagement	Involve Neighbourhood Champions.	Q2 25/26
Introduce Resident Service Inspectors to inspect communal cleaning of the General Needs blocks of flats.	Engagement		Q3 25/26
Increase awareness of the positive impact the Council has locally on neighbourhoods.	Engagement & Tenancy		Q1 25/26
Positively promote action that we have taken to address anti-social behaviour.	Engagement & Tenancy		Q1 25/26
Increase awareness of anti-social behaviour issues that need to be reported to the Police	Engagement & Tenancy	Respondents stated that they wanted the Council to take more action against drug dealers and those who take drugs.	Q1 25/26

Improve data collection on OpenHousing, noting how tenants prefer to be contacted (e.g. email, post, telephone, SMS etc.).	Performance	The Housing Performance, Systems and Data team are currently working on this in conjunction with the Engagement team.	Q1 25/26
Conduct a survey on grounds maintenance to gain insight into issues.	Strategy & Tenancy	Respondents raised concerns about grounds maintenance, e.g. the frequency and quality of work carried out.	Q3 25/26