

Tenant Satisfaction Survey – Your views and acting on your feedback

As you may recall last year we invited all our tenants to take part in an important survey. We received responses from 94 tenants, providing valuable feedback on our services and your living experience. We would like to thank everyone who took part and to encourage others to do so in future as your views are important to us.

The feedback we received has been collated by Acuity who conducted the survey on our behalf and this has been published in “Your Views – Tenant Satisfaction Survey 2023”

As well as reporting on our tenants’ opinions about their homes and the services we provide, the report also contains information on our performance on key management areas such as repairs and complaints over the 2023-24 period.

While some areas covered by the Tenant Satisfaction Survey showed disappointing levels of dissatisfaction, your input has given us an opportunity to identify key concerns and plan improvements

We have listened to what you said and will continue to do so. The following Improvement Plan has been developed to capture actions taking place on the areas you commented on most:

You Said – these are the things we need to improve	We Did – implement actions to improve our services
Day-to-day repairs - Timescales to complete repairs	We have reviewed our repairs processes and set stricter service level agreements with contractors to ensure repairs are completed within reasonable timelines. We will closely monitor repair timelines going forward.
	<ul style="list-style-type: none">• Streamlined the repairs reporting process - repairs calls are now taken directly by the Repairs team.• There is now a dedicated Repairs in box in place for both tenants, staff and contractors.• For emergency out of hours repairs we are using Pinnacle to ensure the right level of service is provided and tenants receive the correct advice. All calls are monitored by Pinnacle.• We are using a new IT system to raise, record and track repairs. It is also used to monitor

	<p>actual performance against published timescales which is shared with the Board.</p> <ul style="list-style-type: none"> • We are planning a text messaging service to keep tenants informed of appointments and progress with their repairs. • Our Repairs Handbook has been updated and this is now on our new website. This includes information on repairs responsibilities and timescales which has also been published in the Tenants' Newsletter. • We are having regular performance monitoring meetings with our main Repairs contractors. • These meetings will look at repairs not completed at the first visit and the reasons for this. • We are introducing telephone surveys carried out internally by staff to follow up on repairs where orders have been raised.
<p>Communications & information – Listen carefully, take interest</p>	<p>We will enhance our customer service training for staff to improve active listening skills and demonstrate more empathy when interacting with tenants. Tenant views will be given higher priority.</p>
	<ul style="list-style-type: none"> • As well as the Repairs email, we have created a dedicated email inbox for Housing Management matters. • We have redesigned our Tenants' newsletters to make the contents more accessible and engaging. • We have updated our Tenants' Handbook and this is on our new website. • We are using a new IT system to improve recording of our contact with tenants, including complaints and reports of anti-social behaviour. • When available on our new IT system, we will be using a text messaging service to contact tenants more quickly and easily. • At Lithos Road Estate, there is a generous 30 minute grace period which compares favourably with other sites where there is car parking enforcement in place.
<p>Customer services & contact – Care, empathy, support, etc.</p>	<p>Our customer service standards have been updated to ensure tenants are treated with care, empathy and provided appropriate support when raising queries or issues.</p>
	<ul style="list-style-type: none"> • We are introducing satisfaction surveys (which will be carried out independently) to gauge

	<p>feedback from tenants on our contact with them to consider what we do well and what needs to be improved.</p> <ul style="list-style-type: none"> • We have updated our complaints policy in line with the Housing Ombudsman’s guidelines and all key staff have received introductory training on this, with more detailed training to follow in July. • Our new website is now in place. There is some more information to include and when fully completed it will provide tenants with improved access to information, for example, on how they can contact staff, access policies, make complaints and report repairs.
Day-to-day repairs – Contractor	<p>We are reviewing our approved contractor list and their performance. Contractors who do not meet our standards for quality repairs will be removed from the list.</p>
	<ul style="list-style-type: none"> • We are having regular performance review meetings with our main Repairs contractors. • Contractors are required to send reports including photos when they attend for a repair. • We are reintroducing satisfaction surveys on repairs carried out and discuss any issues arising from these with our contractors. • We are collaborating with other Housing Associations to share information on contractors and will continue to look to add to our approved list those contractors that can provide both quality and value for money services.
Property condition – Regular inspections	<p>We are increasing the frequency of property inspections to identify and address maintenance issues promptly before they become larger problems for tenants.</p>
	<ul style="list-style-type: none"> • We have carried out stock condition surveys of all properties, we will use these reports (expected at end of June) to plan our improvement works; however, anything urgent identified during these inspections is addressed. • We are using specialist contractors for damp and mould issues. • We are reviewing our damp and mould policy. • We are planning to improve our IT system so we can capture images of properties and communal areas when inspections are carried

	<p>out and tenants will also be able to comment on outstanding repairs.</p> <ul style="list-style-type: none"> • Cyclical and major works (such as window replacement) have been completed on some sites and underway at other locations. • We have initiated our bathroom replacement programme which will need to be over a number of years.
<p>Scheme specific feedback - Poor maintenance of communal areas</p>	<p>Improving maintenance of communal areas is a key priority. We have allocated more resources for regular cleaning and upkeep of these shared spaces.</p>
	<ul style="list-style-type: none"> • We have accepted that the cleaning at some sites has been poor and have taken action: Meetings with contractors; New cleaning crew; Revised cleaning specification; Issued rent credits or gift cards in lieu of poor service. We will be asking cleaning staff to wear Hi-Vis jackets to make their presence more visible when they are cleaning your block. There is more to do such as getting regular before and after photos. • At specific sites we will be changing the cleaning contractor to improve the service. • We will be using the results of the stock condition surveys to plan for improvement works in communal areas. • We have conducted fire risk assessments at all properties with a communal area and are implementing necessary changes. • There is already a pet's policy in place, however, we will promote better understanding of this to remind tenants of responsible pet ownership. • We actively share information in our Tenants' Newsletters of how to deal with bulky waste and how to report fly-tipping in communal areas.