

Tenant Satisfaction Measures | Action Plan 2025–26

Overall Satisfaction	2025	76%	2026 Target	78%
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TP04: Satisfaction that the home is well maintained	2024	76%	2025	79%	2026 Target	80%
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Original Commitment/Action	Progress Update (July 2026)	Next Step
Establish a dedicated surveying team, adding additional capacity to help understand any issues more quickly.	Recruitment is continuing and additional capacity has been introduced through an additonal surveyor. Agency options are being considered in the mean time.	Continue recruitment to fully establish the team and support delivery of future investment programmes.
Deliver £6m of capital works in homes in the year ahead,	The 2026/27 capital programme is underway and longer-term investment planning has started (five-year capital investment programme).	Continue delivery and develop the five-year capital programme.
Employ a dedicated Customer Liaison Officer who will keep you better informed about outstanding repairs	A Customer Liaison Officer started in June 2026 and is helping improve communication around repairs and damp and mould cases.	Embed the role and monitor impact on tenant communications

TP05: Satisfaction that the home is safe	2024	78%	2025	82%	2026 Target	85%
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We will deliver programme of targeted home safety campaign messages	Home safety campaigns continue through Tenant Voice, resident events and planned newsletter/social media content.	Continue campaign activity throughout 2026/27.
We will remain compliant with all relevant safety inspections such as Gas and Electrical checks	Gas compliance remains at 100% and electrical compliance remains at 99.9%.	Continue monitoring and maintaining compliance levels.
We will continue to support the Building Safety Resident Panel	The Panel remains active and continues to review fire safety issues and progress against its action plan.	Continue supporting the Panel, reviewing the action plan and providing updates to residents.

TP10: Satisfaction that communal areas are kept clean and well maintained	2024	60%	2025	66%	2026 Target	69%
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We will publish an annual update on progress against the communal cleaning scrutiny report	The action plan remains under review and progress reporting is scheduled later this year.	Publish the annual update.
We will seek more regular satisfaction survey feedback on communal cleaning	Survey is live, however uptake is lower than expected. Additional text campaigns have been used to encourage more tenant feedback.	Continue monitoring responses and making improvements.
We will contract for a new block cleaning service following resident input	The contract has been awarded and residents now participate in quarterly review meetings.	Monitor performance and resident satisfaction.

Tenant Satisfaction Measures | Action Plan 2025–26

TP02: Satisfaction with overall repairs service		2024	82%	2025	83%	2026 Target	85%
Original Commitment/Action		Progress Update (July 2026)				Next Step	
Role out satisfaction surveys after work is completed so we can better understand satisfaction		Surveys are now issued through repair cards. Resonse rates are lower than desired, so follow-up text messages are being utilised to increase uptake.				Develop contractor satisfaction survey and work to increase uptake of satisfaction surveys across repairs.	
We will work with the Repairs Steering Group to produce and publish an annual update with progress		Tenant discussions have supported development of a recently drafted Repairs Communication Standard.				Social Housing Governance Manager	
We will review ourselves against Repairing Trust in Repairs Ombudsman Spotlight report.		No update currently				Complete self-assessment and identify improvement actions.	
We will continue to monitor our Damp and Mould performance against the requirements of Awaab’s Law		Regular monitoring continues and overdue repairs are reducing. However, the tracker records that performance may not meet target of 50%.				Continue monitoring and improve reporting functionality.	
We will report on our damp and mould performance to tenants via our webpage on a quarterly basis		Reporting remains under development, with dashboard reporting issues still being addressed.				Maintain focus on overdue repairs and increase capacity where required	
TP03: Satisfaction with the time taken to complete the most recent repair		2024	79%	2025	78%	2026 Target	79%
We will reduce the number of overdue repair jobs by 50% or more throughout the next twelve months		Regular monitoring continues and overdue repairs are reducing. However, the tracker indicates that year end figure may be closer to a 30% reduction.				Maintain focus on overdue repairs and increase capacity where required	
We will continue to review all outstanding/overdue jobs on a weekly basis		Daily reporting and weekly review meetings remain in place.				Continue active monitoring.	
We will continue to offer appointments at various times to suit tenant’s needs, reducing missed jobs		This remains business as usual and continues to operate.				Continue offering flexible appointments.	

Tenant Satisfaction Measures | Action Plan 2025–26

TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods

2024

66%

2025

68%

2026 Target

69%

Original Commitment/Action

Progress Update (July 2026)

Next Step

We will work with residents and the wider council to help review the Council's approach to the delivery of grounds maintenance and produce clearer information about what residents can expect from the service and what they pay.

Additional resources are being recruited and resident engagement continues.

Complete resident consultation and assess impact of service changes.

We will roll out Independent Living Scheme Action Plans with residents, to ensure the service they receive is responsive to their needs.

Scheme meetings have taken place and further meetings continue. Action plans are still being developed.

Finalise and publish local action plans.

We currently have four Neighbourhood Action Plans approved for our estates, over the next 12 months we will develop a further two with residents.

Mainway and Westgate activity is underway, with community events being used to gather feedback and identify improvement actions.

Complete and publish the plans.

We will carry out an Estate Walkabout for each of our neighbourhoods each year, the results of which will be published on our webpage, with recorded actions and updates

Walkabouts are underway and local action plans are being created. The tracker notes that progress updates are not always easy to publish at present.

Complete remaining walkabouts and improve publication of action updates

Contribution to the Neighbourhood

Tenant Satisfaction Measures | Action Plan 2025–26

TP06: Satisfaction that the landlord listens to tenant views and acts upon them				2024	66%	2025	69%	2026 Target	72%
Original Commitment/Action		Progress Update (July 2026)				Next Step			
We'll work towards Tenant Participation Advisory Service accreditation which reviews our tenant engagement		Evidence has been submitted and further engagement with TPAS continues regarding costing and timescales.				Progress accreditation process.			
We'll share more information, updates and actions from our various tenant meetings		Updates continue through newsletters, webpages and CHAG activity.				Increase visibility of meeting outcomes via various publication routes including web and social media			
We'll publish more 'You Said, We Did' updates to show how your feedback, leads to real changes.		Updates continue through newsletters and online channels.				Continue publishing tenant feedback outcomes.			
We will seek more ad-hoc feedback through satisfaction surveys.		Work has been carried out on grassland management, repairs and communal cleaning surveys. Additional surveys are planned.				Continue extending survey activity.			
TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them				2024	77%	2025	80%	2026 Target	82%
We will work towards developing video feedback from residents so we can integrate this into staff training		Alternative approaches are being explored after a funding bid was unsuccessful.				Pilot video content and assess uptake.			
Alongside monthly digital newsletters – tenants will receive two physical newsletters through their door each year		The Summer Special newsletter is currently being prepared.				Finalise information for newsletter and deliver published letter to all tenants.			
TP08: Agreement that the landlord treats tenant fairly and with respect				2024	81%	2025	82%	2026 Target	83%
We will develop enhanced training and development opportunities for all staff, to ensure officers are supported to deliver the best service possible.		Work is ongoing around apprenticeships, qualifications, training needs assessment and review of the Staff Code of Conduct.				Continue programme development and implementation.			
We will focus on completing a tenant census to help us understand the needs of our residents better.		Acuity mobilisation is underway, the question set is finalised and tenant data is being prepared.				Launch the Census and begin data collection.			
We will introduce equality and diversity information as part of surveys to help understand what different groups think		Demographic monitoring is already in place within complaints and is intended to be rolled out to further surveys.				Expand demographic monitoring across services.			
We will look to establish dedicated tenant voice groups for marginalised groups of residents.		Initial recruitment and engagement activity is underway, although progress remains early-stage.				Continue community outreach and establish groups.			

Tenant Satisfaction Measures | Action Plan 2025–26

TP12: Satisfaction with the landlord’s approach to handling anti-social behaviour			2024	55%	2025	59%	2026 Target	62%
Original Commitment/Action	Progress Update (July 2026)					Next Step		
We will continue to work with Resolve (ASB specialists) for guidance and support for staff on ASB cases,	Resolve continue to support case reviews, policy development and staff learning.					Continue partnership activity		
We will review our provider for Mediation to see if this is getting best outcomes for our residents.	Resolve have now been appointed as the Council's mediation provider.					Utilise mediation where appropriate and monitor outcomes.		
We will review and redraft our ASB Policies with the assistance and input of Resolve and Tenants	Policies have been published and an ASB tenant review group is active. Tenant-friendly versions are still being developed.					Publish tenant-friendly versions and continue tenant involvement.		
TP09: Satisfaction with the landlord’s approach to handling complaints			2024	37%	2025	36%	2026 Target	40%
We will improve tenant communications around complaint definitions, timescales, and resolutions	Complaint policy updates are complete, however wider communications activity is still to be progressed					Deliver the wider communications campaign.		
We will implement a satisfaction survey upon complaint closure to help understand what residents have felt about the service they have received.	The survey remains in development and has not yet gone live.					Launch the survey and begin reporting outcomes.		
We will expand our publishable complaints learning and action tracker.	Learning reports are being developed and prepared for publication.					Publish learning and action updates		
We will review with residents how they can input into our complaints process better.	Activity is still being developed, including review of redacted complaint responses.					Agree and implement resident involvement arrangements.		
We will expand our complaint form to seek to gather resident demographic information to review whether complaint performance and outcomes differ between various groups of residents.	This action has been completed and demographic monitoring is now in place.					Analyse outcomes and trends of EDI data and compalint resolutions		