

## Appendix B – Tenant Satisfaction Measures

Tenant Satisfaction Measure	Proposed Action	Who is responsible	When	Progress to date	Status
<b>Complaint Handling</b>	Update Complaint Policy and issue self-assessment against the new complaint handling code issued by the Housing Ombudsman. This should further improve the complaint Handling journey.	Head of Housing and Head of Policy and Communications	31 August 2024		In progress
	Introduce a satisfaction survey for all completed repairs to identify service issues and enable quick resolution.	Resident Engagement Officer / Building Maintenance Manager	31 December 2024	Survey questions are being built into housing management system and will be implemented following completion of system upgrade.	In progress
	Report to be sent to the Residents Forum, highlighting themes, lessons learnt and actions to be taken to reduce further complaints. A summary of these reports to be included in the Tenant Annual Report.	Resident Engagement Officer	30 June 2024	Annual Report to be published in Summer 2024.	In progress
	Clarity to be provided on the difference between a formal complaint and a service request to be published on TDC website.	Resident Engagement Officer / Policy and	30 June 2024		Not started

## Appendix B – Tenant Satisfaction Measures

	Complaint handling training for all senior members of staff to ensure they understand the complaint handling code and how to implement it.	Communications Officer Head of Housing	31 August 2024		No started
<b>Anti-Social Behaviour</b>	Contribute towards a corporate ASB policy in conjunction with the Resident Forum to clarify how ASB is dealt with across the Council and to manage the expectations of residents.	Head of Housing / Head of Communities	30 June 2024	First draft of policy has been approved by the Resident Forum. Policy to be reviewed by Extended Management Team and presented to Community Services Committee in June 2024.	In progress
	Create a new “report it” form available on the TDC website making it easier for residents to report ASB. This will enable a central area for data to be captured so different types of ASB cases and hotspots can be identified and resolved.	Resident Engagement Officer / Head of Communities	30 June 2024		In progress

## Appendix B – Tenant Satisfaction Measures

	<p>Create a new ASB Officer post to provide support on ASB case management and work with teams across the Council to manage ASB cases to resolution.</p> <p>Increase awareness of our ASB policy, reporting tools and self help via the Housing Newsletter, Annual Tenant report and social media.</p>	<p>Head of Housing / Head of Communities</p> <p>Resident Engagement Officer / Policy and Communications Officer</p>	<p>30 June 2024</p> <p>Ongoing and continuous</p>	<p>Funding is currently being sought for this post.</p>	<p>In progress</p>
<p><b>Communal area's (this includes cleaning and maintenance)</b></p>	<p>To review existing cleaning specifications and procure a new cleaning contract</p>	<p>Head of Housing / Property Services Manager</p>	<p>30 September 2024</p>	<p>Authority to procure to be sought in March 2024.</p>	<p>In progress</p>
	<p>Grounds Maintenance – new teams are being recruited to and a different approach to the service so customer satisfaction increases in this area.</p>	<p>Head of Housing / Head of Environment</p>	<p>30 November</p>	<p>New SLA currently being considered for GM with update papers being presented to relevant Committees in March and June 2024.</p>	<p>In progress</p>
	<p>Update website under Repairs area to communicate how the repairs service will deal with a repairs call, what the council is responsible for and identify</p>	<p>Head of Housing / Policy and Communications Officer</p>	<p>30 June 2024</p>		<p>No started</p>

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	<p>any challenges that might affect repair handling times i.e. weather.</p> <p>Tenants to access all repairs information via a 'My Account' system.</p>	<p>Head of Housing / Property Services Manager / Building Maintenance Manager and Digital Transformation Team</p>	<p>30 November</p>	<p>Work is currently underway to identify a process and data requirements for this project.</p>	<p>In progress</p>
	<p>Damp and mould processes to be kept under continuous review and improvements to be made to the way cases are reported back to the tenants.</p>	<p>Property Services Manager / Building Maintenance Manager</p>	<p>30 November</p>	<p>Review of the Housing Repairs service is currently underway with a view to building in responsibilities for post inspecting and signing off work.</p>	<p>In progress</p>
<p><b>Communication</b></p>	<p>Promote the Housing Newsletter.</p>	<p>Resident Engagement Officer / Policy and</p>	<p>Ongoing</p>	<p>Sign up to the newsletter continues to increase and has been promoted via the Annual rent</p>	<p>In progress</p>

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	Promote the Resident Forum.	Communications Officer		review letters which is sent to all tenants via the post.	
		Resident Engagement Officer	Ongoing	Flyers and posters have been distributed and placed within communal areas to encourage participation in the forum – this work will continue throughout the year.	In progress
	Customer service training for all housing and repairs staff	Head of Housing	Ongoing		In progress