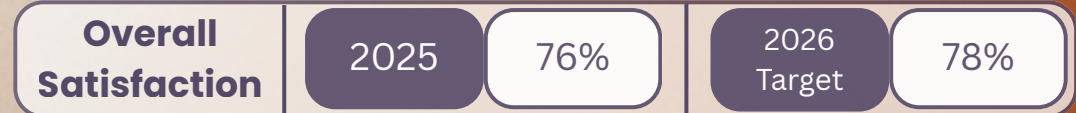
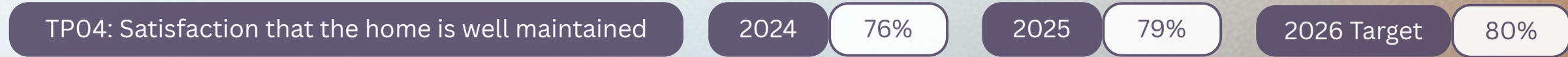


Tenant Satisfaction Measures | Action Plan 2025-26



Theme: Maintaining Safe Homes and Communal Areas

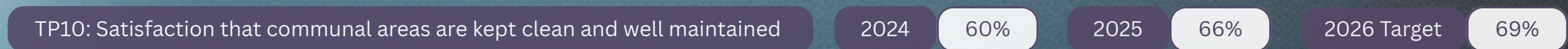
Actions in the past 12-months	<ul style="list-style-type: none"> Achieved 100% gas safety compliance 99.9% of homes had a valid electrical check in the past 5 years 99.1% of smoke alarms had been tested and were working Installed 230 new interlinked smoke and heat alarms Worked with the scrutiny panel to implement an action plan to ensure information is available to all tenants about communal cleaning frequency and provide opportunity for tenant feedback Spent an additional £2M on improving homes Implemented a communal cleaning satisfaction survey
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Improvement Actions	Timescales	Owner
Establish a dedicated surveying team, adding additional capacity to help understand any issues more quickly, develop and publish a detailed 2-3 year programme of capital works,	June 2026	RMS Manager
Deliver £6m of capital works in homes in the year ahead,	Throughout 2026/27	RMS Manager
Employ a dedicated Customer Liaison Officer who will keep you better informed about outstanding or overdue repairs	June 2026	RMS Manager & Customer Experience Manager



We will deliver programme of targeted home safety campaign messages	Throughout 2026/27	Compliance Manager
We will remain compliant with all relevant safety inspections such as Gas and Electrical checks	Throughout 2026/27	Compliance Manager
We will continue to support the Building Safety Resident Panel	Throughout 2026/27	Community Engagemnet Manager



We will publish an annual update on progress against the communal cleaning scrutiny report	By March 2027	Community Housing Manager
We will seek more regular satisfaction survey feedback on communal cleaning	Throughout 2026/27	Community Housing Manager
We will contract for a new block cleaning service following resident input	June 2026	Community Housing Manager

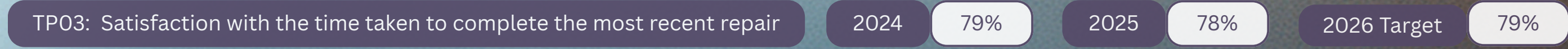
Tenant Satisfaction Measures | Action Plan 2025-26

Theme: Keeping Properties in Good Repair

Actions in the past 12-months	<ul style="list-style-type: none"> Introduced automated text messages and emails to keep tenants updated on works such as damp and mould and repairs reminders and bookings. Relaunched the repairs survey to ensure we are getting meaningful feedback from our tenants. Provided more information on the repairs and maintenance service to Independent Living Residents through the Screens in Schemes project. All appointed repairs where a mobile number is recorded; now get a text, at booking, and a day before we are due to arrive to ensure that people know when we are coming.
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Improvement Actions	Timescales	Owner
Role out satisfaction surveys after work is completed so we can better understand satisfaction	June 2026	RMS Manager
We will work with the Repairs Steering Group to produce and publish an annual update with progress	June 2026	RMS Manager
We will review ourselves against the Housing Ombudsman Spotlight report – Repairing Trust in Repairs.	June 2026	Social Housing Governance Manager
We will continue to monitor our Damp and Mould performance against the requirements of Awaab’s Law	Throughout 2026/27	RMS Manager & Systems Team
We will report on our damp and mould performance to tenants via our webpage on a quarterly basis	Quarterly Throughout 2026/27	Social Housing Governance Manager



We will reduce the number of overdue repair jobs by 50% or more throughout the next twelve months	March 2027	RMS Manager
We will continue to review all outstanding/overdue jobs on a weekly basis	Throuhgout 2026/27	RMS Manager
We will continue to offer appointments at various times to suit tenant’s needs, reducing missed jobs	Throuhgout 2026/27	RMS Manager

Tenant Satisfaction Measures | Action Plan 2025-26

Theme: Contribution to the Neighbourhood

Actions in the past 12-months	<ul style="list-style-type: none"> • We've helped secure outside funding for coffee mornings and other resident events. • The Marsh Community Garden was established in August 2025, and we're exploring new garden plans for other estates and independent living schemes. • Summer Fun Day held, provided an opportunity for tenants to access various council services and partner organisations. • Cleaning Action Plan created and actioned
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TP11: Satisfaction that the landlord makes a positive contribution to neighbourhoods		2024	2025	2026 Target
Improvement Actions		Timescales		Owner
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.		September 2026		Community Engagement Manager & Community Housing Manager
We will roll out Independent Living Scheme Action Plans with residents, to ensure the service they receive is responsive to their needs.		Throughout 2026/27		Community Housing Manager & Community Engagement Manager
We currently have four Neighbourhood Action Plans approved for our estates, over the next 12 months we will develop a further two with residents.		Throughout 2026/27		Community Housing Manager & Community Engagement Manager
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		Throughout 2026/27		Community Housing Manager

Tenant Satisfaction Measures | Action Plan 2025-26

Theme: Respectful & Helpful Engagement

Actions in the past 12-months	<ul style="list-style-type: none"> • Launched Observation Matrix. Ensuring that a minimum of 1% of calls are monitored and feedback given to ensure that we are providing excellent customer service • We have developed a Vulnerability Policy • We have listened to the scrutiny panels (repairs and communal cleaning) and from this we have relaunched and set up new surveys for tenants to give us their feedback as well as increasing our communication via text.
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Improvement Actions	Timescales	Owner
TP06: Satisfaction that the landlord listens to tenant views and acts upon them 2024 66% 2025 69% 2026 Target 72% 		
We'll work towards Tenant Participation Advisory Service accreditation which reviews our tenant engagement	June 2026	Community Engagement Manager
We'll share more information, updates and actions from our various tenant meetings	Throughout 2026/27	Community Engagement Manager
We'll publish more 'You Said, We Did' updates to show how your feedback, leads to real changes.	Throughout 2026/27	Community Engagement Manager
We will seek more ad-hoc feedback through satisfaction surveys.	Throughout 2026/27	Community Engagement Manager
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	December 2026	Community Engagement Manager
Alongside monthly digital newsletters – tenants will receive two physical newsletters through their door each year	Summer and Winter 2026	Social Housing Governance Manager
TP08: Agreement that the landlord treats tenant fairly and with respect 2024 81% 2025 82% 2026 Target 83% 		
We are developing an enhanced training programme for all staff, to ensure officers are supported to deliver the best housing service possible and are able to make sure their skills and knowledge are up to date	Throughout 2026/27	Housing Needs Manager
We will focus on completing a tenant census to help us understand the needs of our residents better.	Summer 2026	Social Housing Governance Manager
We will introduce equality and diversity information as part of surveys to help understand what different groups think	Throughout 2026/27	Social Housing Governance Manager
We will look to establish dedicated tenant voice groups for marginalised groups of residents.	September 2026	Community Engagement Manager

Tenant Satisfaction Measures | Action Plan 2025-26

Theme: Approach to ASB and Complaint Handling

Actions in the past 12-months	<ul style="list-style-type: none"> • We have reviewed and updated our complaints policy in line with Ombudsman recommendations, and training on complaint handling has been rolled out for all investigating officers. • Over 90% of complaints have been responded to within target time (10 working days) • The 2026/27 ASB Action Plan has been updated • We have engaged with Resolve (ASB Specialists) to review our Policies and Procedures to help ensure a high quality Community Safety Service.
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TP12: Satisfaction with the landlord’s approach to handling anti-social behaviour	2024	55%	2025	59%	2026 Target	62%
Improvement Actions	Timescales			Owner		
We will continue to work with Resolve (ASB specialists) for guidance and support for staff on ASB cases,	Throughout 2026-27			Community Housing Manager & Community Safety Manager		
We will review our provider for Mediation to see if this is getting best outcomes for our residents.	September 2026			Community Housing Manager & Community Safety Manager		
We will review and redraft our ASB Policies with the assistance and input of Resolve and Tenants	May 2026			Community Housing Manager & Community Safety Manager		

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	June 2026			Social Housing Governance Manager		
We will implement a satisfaction survey upon complaint closure to help understand what residents have felt about the service they have received.	June 2026			Customer Services Assistant Manager		
We will expand our publishable complaints learning and action tracker.	Quarterly throughout 2026/27			Social Housing Governance Manager		
We will review with residents how they can input into our complaints process better.	September 2026			Social Housing Governance Manager & Community Engagement Manager		
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.	September 2026			Customer Services Assistant Manager		