

### Tenant Satisfaction Measures Action Plan

Based on the tenant and leaseholder feedback from our Tenant Satisfaction Measures Survey 2023/24 we have developed headline areas for improvement with tenants. Once Cabinet have approved this approach this will be developed into a SMART delivery plan with tenant's timeline and implantation arrangements. There is a roadshow planning the Autumn 2024 and feedback will inform a tenant involvement and engagement strategy as well as the action plan below.

This improvement action plan is based around the five themes of the survey, the headline actions are detailed below.

<p><b>Provides a home that are safe 69%.</b></p> <p>1. Maintenance programme</p> <ul style="list-style-type: none"> <li>• we will continue to invest in homes including capital planned works and undertake the required safety compliance checks</li> <li>• we will communicate our capital investment works programme</li> <li>• we will communicate our homes safety performance information with tenants</li> </ul>	<p><b>Responsible Assistant Director</b></p> <p>PW</p>
<p><b>Satisfaction with Repairs over the last 12 months 62%. Time taken to complete your most recent repairs after you report it 62%. Home that is well maintained 63%.</b></p> <p>2. Repairs service</p> <ul style="list-style-type: none"> <li>• we will analyse the survey findings about repairs with our repair's contractor and identify areas for improvement</li> <li>• we will work hard to improve the time taken to complete a repair after reporting it</li> <li>• we will review our repairs performance and how we communicate this clearly with tenants</li> </ul>	<p>PW</p>
<p><b>Listen to views and act upon them 51%. Keeps you informed about this that matter to you 56%. Treats me fairly with respect 69%</b></p> <p>3. Communication with tenants</p>	

<ul style="list-style-type: none"> <li>• We will undertake a `Getting to Know` you survey to understand the diverse needs of our tenants and so we can produce a tenant inclusivity plan</li> <li>• We will co-design a tenant conference timetable and content to be agreed with tenants</li> <li>• We will engage and co-design with tenants our new `tenants` involvement and consultation strategy 2025-30 to ensure tenants are at the heart of decision making affecting their homes and have their voices heard</li> <li>• We will publish and promote our suite of service housing service standards so tenants know exactly what level of service they can expect including service response times</li> <li>• We will re-open Tamworth Borough Council's front reception early 2025</li> <li>• We will provide refresher customer care service training for all our staff including active listening and effective communication</li> </ul>	<p>TM</p> <p>ALL</p>
<p><b>Approach to handling Anti-social behaviour 54%. Keeping communal areas clean and well maintained 68%. Makes a positive contribution to your neighbourhood 52%</b></p> <p>4. Neighbourhood management</p> <ul style="list-style-type: none"> <li>• we will clearly communicate what Anti-Social Behaviour is and what we can act on including response times</li> <li>• we will promote what we are doing to improve neighbourhoods</li> <li>• we will promote our annual estate inspection programme including how officers increase patch visibility</li> <li>• we will communicate our housing maintenance operative / caretaking works programme</li> </ul>	<p>TM</p> <p>HP</p>
<p><b>Approach to complaints handling 23%</b></p> <p>5. Handling of tenant's complaints and enquiries</p> <ul style="list-style-type: none"> <li>• we will publish our housing complaints data performance</li> <li>• we will listen and learn from comments, suggestions as well as compliments and complaints</li> <li>• we will communicate our complaints performance in-line with housing ombudsman code, promoting learning clearly to tenants `you said and we did`</li> <li>• we will undertake an annual tenant's satisfaction survey using arrange of methods to continue to assess progress</li> </ul>	<p>ZW</p>