

Tenant Satisfaction Measures

Action Plan 2026 to 2027

Contents

Priority 1: Improve Neighbourhood Satisfaction and Safety	2
Priority 2: Strengthen Tenant Engagement and Influence	3
Priority 3: Strengthen Partnership Working	4
Priority 4: Increase Transparency, Accountability and Performance Management	4
Priority 5: Improve Complaint Handling and Learning	5
Governance and Monitoring	6

Priority 1: Improve Neighbourhood Satisfaction and Safety

Objective: Improve tenant satisfaction with neighbourhood management and ensure communities remain safe, clean and well-managed.

Action	Outcome	Target Date	Lead	Status
Increase staffing capacity within the Safe and Strong Communities Team and the in-house Surveying Team.	Improved visibility within neighbourhoods, increased capacity to identify issues early, and more timely interventions.	March 2026	Housing Management	In progress, recruitment underway
Implement the Zero-Tolerance Fire Safety in Communal Areas Management Plan.	Safer communal areas and improved tenant confidence in building safety.	August 2026	Housing Maintenance	Complete
Introduce enhanced monitoring and inspection regimes for communal areas.	Faster identification and resolution of fire safety and environmental concerns.	April 2027	Senior Housing Officer Group (SHOG)	On Track, phase 1 checks in place
Deliver a programme of Estate-Based Events across neighbourhoods with tenants, councillors and partner agencies. Combination of Street Safe (targeted) and Estate Walkabouts (routine).	Increased tenant engagement and improved identification of local concerns.	Rolling programme from September 2026	Safe and Strong Communities Team	On track, timetable in newsletter
Develop targeted interventions for tenants living in flats.	Improved satisfaction amongst tenants in flats where survey results indicate lower levels of satisfaction.	August 2027	Housing Management	Not started

Success Measures

- Increased Tenant Satisfaction Measures (TSM) satisfaction scores relating to neighbourhood management.
- Increased visibility of housing staff in neighbourhoods.
- Reduction in recurring communal area issues.
- Improved satisfaction levels among tenants living in flats.

Priority 2: Strengthen Tenant Engagement and Influence

Objective: Ensure tenants have meaningful opportunities to influence decisions, shape services and hold the landlord to account.

Action	Outcome	Target Date	Lead	Status
Establish a Tenant Scrutiny Group.	Greater tenant involvement in service review, challenge and improvement.	April 2027	Housing Management	In progress
Launch the Tenant Engagement Strategy 2026 to 2029.	A clear framework for tenant engagement and participation.	August 2026	Housing Management	Complete, launch event September 2026
Strengthen approaches to gathering tenant insight and feedback.	Improved understanding of tenant experiences and priorities.	June 2027	Housing Management	In progress, links to Charter
Develop targeted engagement methods to ensure underrepresented groups are heard.	More representative tenant feedback and improved inclusivity.	Ongoing	Tenant Engagement Team	In progress
Improve two-way communication through regular updates on service performance and actions taken.	Increased tenant confidence that feedback is listened to and acted upon.	June 2026	Housing Service	Complete: Annual report, twice yearly newsletter, Charter will develop this further
Embed tenant involvement in service design, review and policy development.	Greater tenant influence over housing services.	April 2027	Housing Management	In progress
Develop engagement initiatives targeted at groups reporting lower satisfaction, including younger tenants and female tenants.	Improved satisfaction amongst identified demographic groups.	August 2027	Tenant Engagement Team	Not started

Success Measures

- Increased tenant participation levels.
- Improved satisfaction in future TSM surveys.
- Increased representation of underrepresented groups.
- Positive tenant feedback regarding opportunities to influence services.

Priority 3: Strengthen Partnership Working

Objective: Improve the tenant experience through closer working with Council services and partners.

Action	Outcome	Target Date	Lead	Status
Improve joint working arrangements with services that influence tenant satisfaction including Street Cleansing, Environmental Services and Highways.	Better coordinated service delivery and resolution of neighbourhood issues.	Ongoing	Housing Management	In progress
Clarify service responsibilities and communicate these clearly to tenants.	Improved understanding of which services are responsible for resolving specific issues.	August 2026	Housing Service	Complete

Success Measures

- Improved tenant understanding of service responsibilities.
- Faster resolution of cross-service issues.
- Increased satisfaction regarding neighbourhoods and local environment.

Priority 4: Increase Transparency, Accountability and Performance Management

Objective: Provide clear assurance that housing services are performing effectively and continuously improving.

Action	Outcome	Target Date	Lead	Status
Implement quarterly performance reporting across all key housing indicators and TSM measures.	Stronger oversight and accountability.	April 2026 then quarterly	Housing Management Team	Complete

Tenant Satisfaction Measures Action Plan 2026 to 2027

Action	Outcome	Target Date	Lead	Status
Report performance regularly to Tenants' Forum and other tenant engagement groups.	Increased transparency and tenant scrutiny.	April 2026 then quarterly	Housing Management	Complete
Publish an Annual Report to Tenants.	Clear communication regarding performance, achievements and areas for improvement.	June 2026 then annually	Housing Service	Complete
Monitor delivery of all TSM action plans through a formal governance framework.	Continuous improvement and timely implementation of actions.	Ongoing	Senior Management Team	In progress

Success Measures

- Quarterly performance reports produced and reviewed.
- Annual Report published and distributed to tenants.
- Improved tenant understanding of service performance.

Priority 5: Improve Complaint Handling and Learning

Objective: Deliver an effective complaints service that resolves issues promptly, supports learning and drives service improvement.

Action	Outcome	Target Date	Lead	Status
Ensure complaint responses are issued within Complaint Handling Code timescales.	Improved compliance and tenant confidence in complaint handling.	Ongoing	All Service Managers	In progress
Monitor complaint performance and learning through regular management review.	Improved oversight and service learning.	April 2026 then quarterly	Senior Manager	Complete
Focus on resolving service requests promptly and effectively at first point of contact.	Reduction in avoidable complaints.	Ongoing	All Housing Teams	In progress

Tenant Satisfaction Measures Action Plan 2026 to 2027

Action	Outcome	Target Date	Lead	Status
Promote a "Right First Time" culture across housing services.	Improved customer experience and reduced dissatisfaction.	Ongoing	All Housing Teams	In progress
Use complaint themes and TSM results to drive targeted service improvements.	Reduction in recurring causes of dissatisfaction.	Ongoing	Housing Management	In progress

Success Measures

- Increased satisfaction with complaint handling.
- Reduction in repeat complaints.
- Increased compliance with Complaint Handling Code requirements.
- Reduction in complaint escalation rates.

Governance and Monitoring

Progress against this Action Plan will be monitored through:

- Quarterly Housing Performance Reports.
- Tenants' Forum and Tenant Scrutiny Group oversight.
- Senior Management Team review.
- Annual Tenant Satisfaction Measure results.
- Annual self-assessment and review of customer feedback, complaints and performance data.