



# Tenant Board

4<sup>th</sup> December 2024



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# Agenda

- Declarations of interest
- Action(s) from last meeting (5 mins)
- Tenant Satisfaction Measures Review (20 mins)
- Compliance Team introduction (15 mins)
- Tenant Dashboards (15 mins)
- ASB Scrutiny- questions and findings review (30 mins)
- Any Other Business (5 mins)

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# Actions from Last meeting

- No outstanding actions



# Declarations of interest





# Tenant Satisfaction Measures Review

Vicky Freer



# Tenant Satisfaction TSM and Transactional Data

Tenant Board

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Victoria Freer

Tenant Insight and Improvement Manager

24/25 TSM

Six-month review

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# Background to TSM

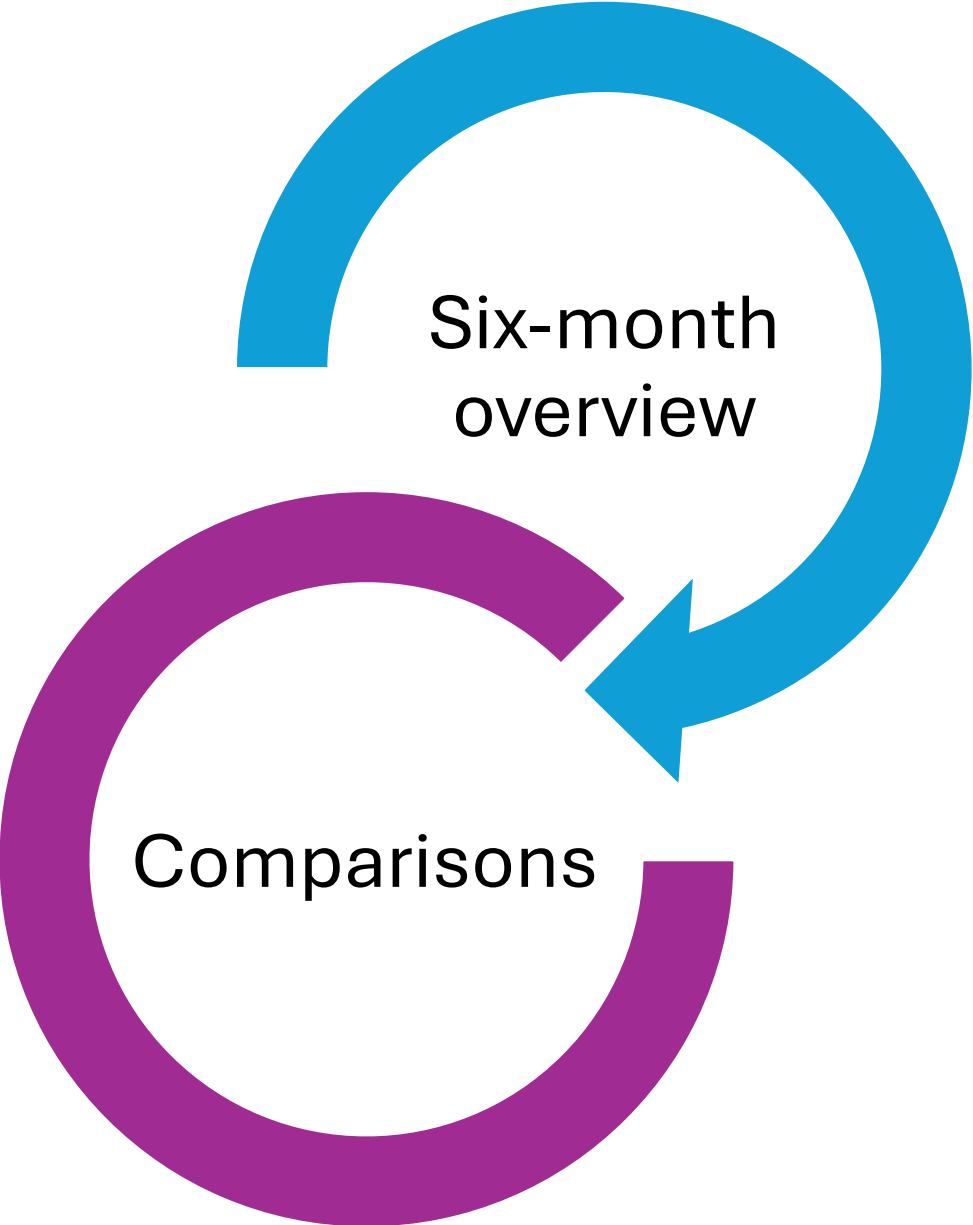
1,000 or  
more

22  
measures

Submission  
to Regulator

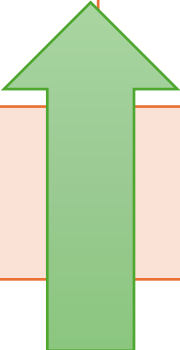
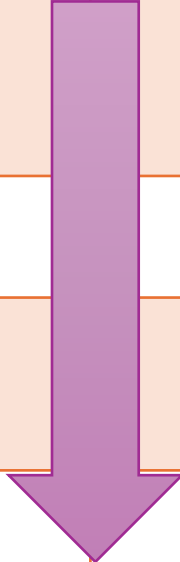


# Purpose:



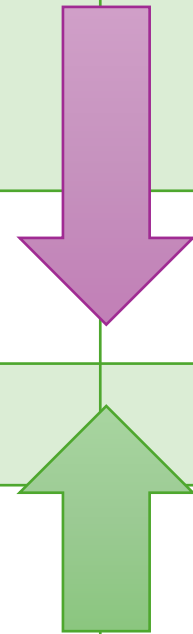
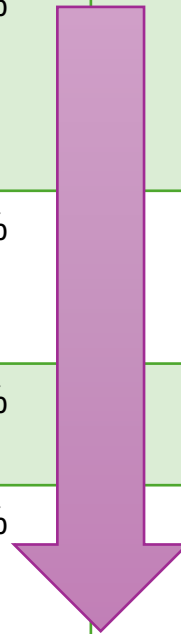
# Customer experience

Area	Babergh 24/25 mid-year	Babergh 23/24 mid-year	Babergh 23/24-year end	Mid Suffolk 24/25 mid-year	Mid Suffolk 23/24 mid-year	Mid Suffolk 23/24-year end
Satisfaction with our approach to handling complaints	20%	24%	25%	29%	30%	26%
Satisfaction that we listen and act	43%	55%	51%	53%	47%	51%
Satisfaction that we keep tenants informed	62%	67%	65%	65%	60%	66%
Agreement that we treat fairly and with respect	68%	69%	69%	72%	66%	68%



# Responsive repairs

Area	Babergh 24/25- mid-year	Babergh 23/24 -mid- year	Babergh 23/24 - year end	Mid Suffolk 24/25 -mid year	Mid Suffolk 23/24 – mid year	Mid Suffolk 23/24 - year end
Proportion of non-emergency repairs completed within target timescale	41%	61%	55%	39%	49%	48%
Proportion of emergency repairs completed within target timescale	41%	60%	57%	36%	51%	49%
Satisfaction with repairs service we provide	63%	79%	66%	62%	60%	61%
Satisfaction with time taken to complete most recent repair	54%	65%	55%	53%	47%	48%



# Building safety

Area	Babergh 24/25 mid-year	Babergh 23/24 mid-year	Babergh 23/24-year end	Mid Suffolk 24/25 mid-year	Mid Suffolk 23/24 mid-year	Mid Suffolk 23/24-year end
Proportion of homes for which all gas safety checks have been carried out	99.65%	98.46%	99.49%	99.66%	99.36%	98.83%
Proportion of homes for which all required fire risk assessments have been carried out	75%	100%	100%	86.11%	100%	96.39%
Proportion of homes for which all required asbestos management surveys or re-inspection have been carried out	78.6%	100%	100%	78.6%	92.64%	100%
Proportion of homes for which all required legionella risk assessments have been carried out	100%	0%	100%	100%	0%	100%
Proportion of homes for which all required communal passenger lift checks have been carried out	100%	100%	100%	100%	100%	100%
Satisfaction that the home is well maintained	60%	66%	63%	65%	62%	65%
Satisfaction that the home is safe	70%	77%	74%	74%	77%	76%

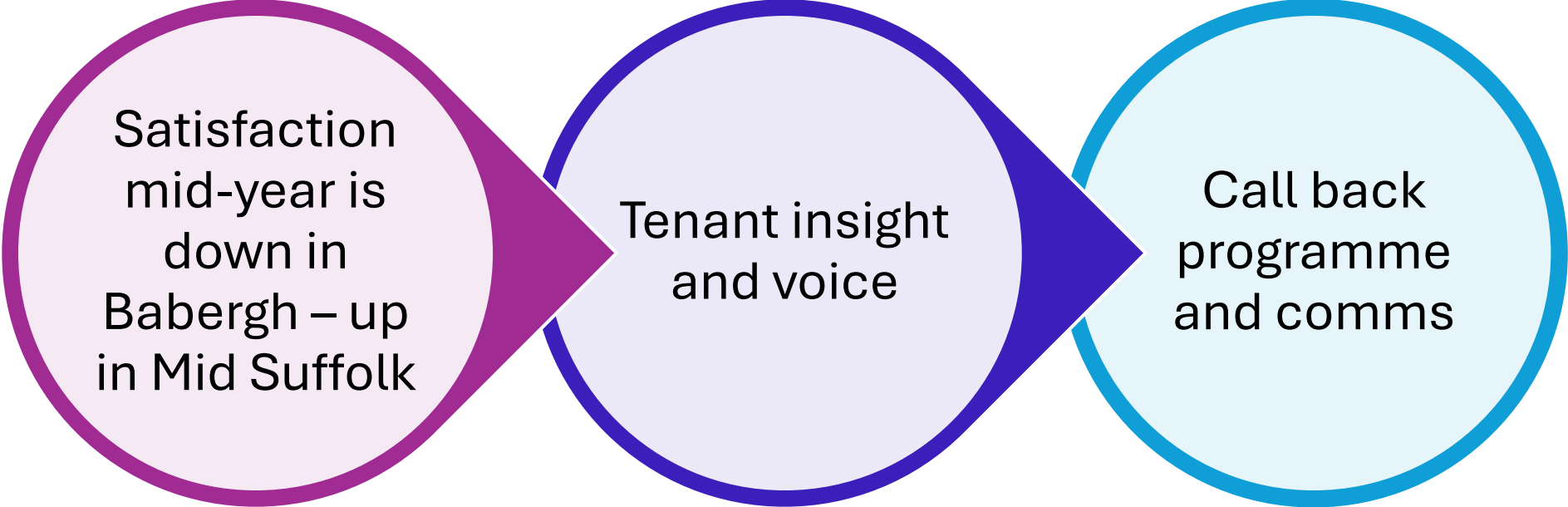
# Neighbourhood Management

Area	Babergh 24/25 mid-year	Babergh 23/24 mid-year	Babergh 23/24-year end	Mid Suffolk 24/25 mid-year	Mid Suffolk 23/24 mid-year	Mid Suffolk 23/24-year end
Number of anti-social behaviour cases opened per 1,000 households	18.77	19.44	37.00	19.88	23.76	29.29
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.70	0.85	1.83	0.89	0.90	1.16
Satisfaction that we keep communal areas clean and well maintained	55%	66%	72%	65%	76%	50%
Satisfaction that we make a positive contribution to neighbourhoods	50%	62%	59%	53%	56%	58%
Satisfaction with our approach to handling anti-social behaviour	57%	50%	58%	58%	52%	50%

# Improvement Plan

<b>Theme</b>	<b>Must</b>	<b>Should</b>	<b>Would</b>	<b>Could</b>	<b>Total actions</b>	<b>In progress</b>
<b>Keeping properties in good repair</b>	3	2	0	1	6	4
<b>Maintaining building safety</b>	2	0	0	1	3	3
<b>Respectful and helpful engagement</b>	2	5	2	0	9	8
<b>Effective handling of complaints</b>	3	0	0	2	5	5
<b>Responsible neighbourhood management</b>	1	0	0	0	1	1

# Recap



# Questions?





# TSM scores for 2023/24

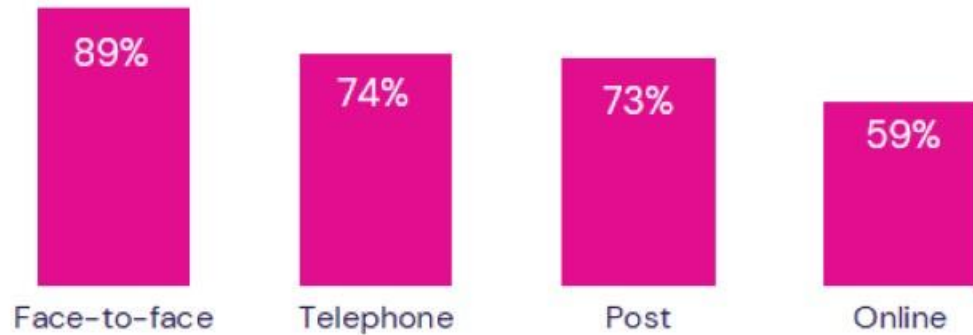
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Publication of scores by the Regulator

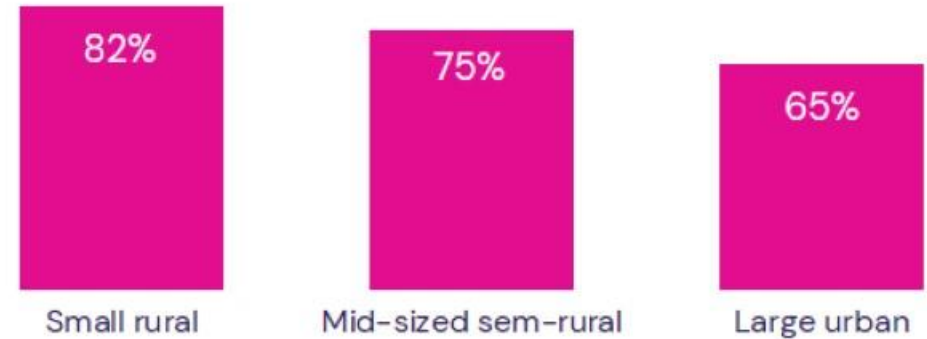
# Survey biases

Average overall satisfaction

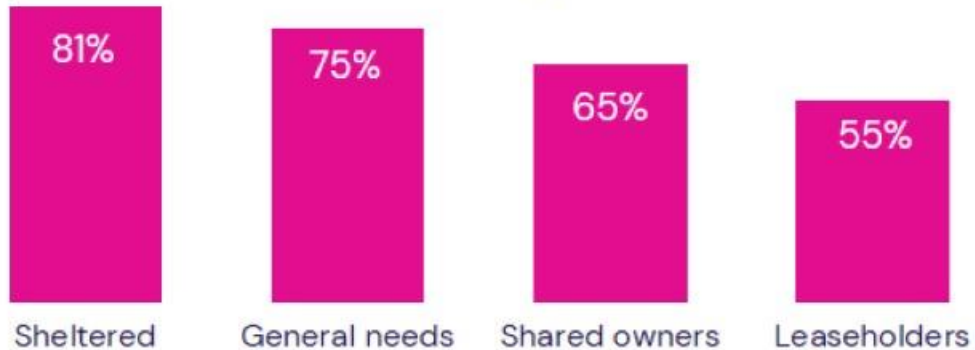
## Collection method



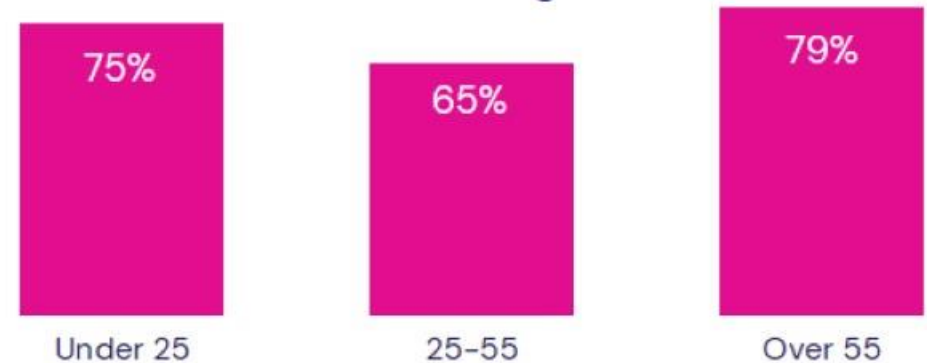
## Size and geography



## Tenure type



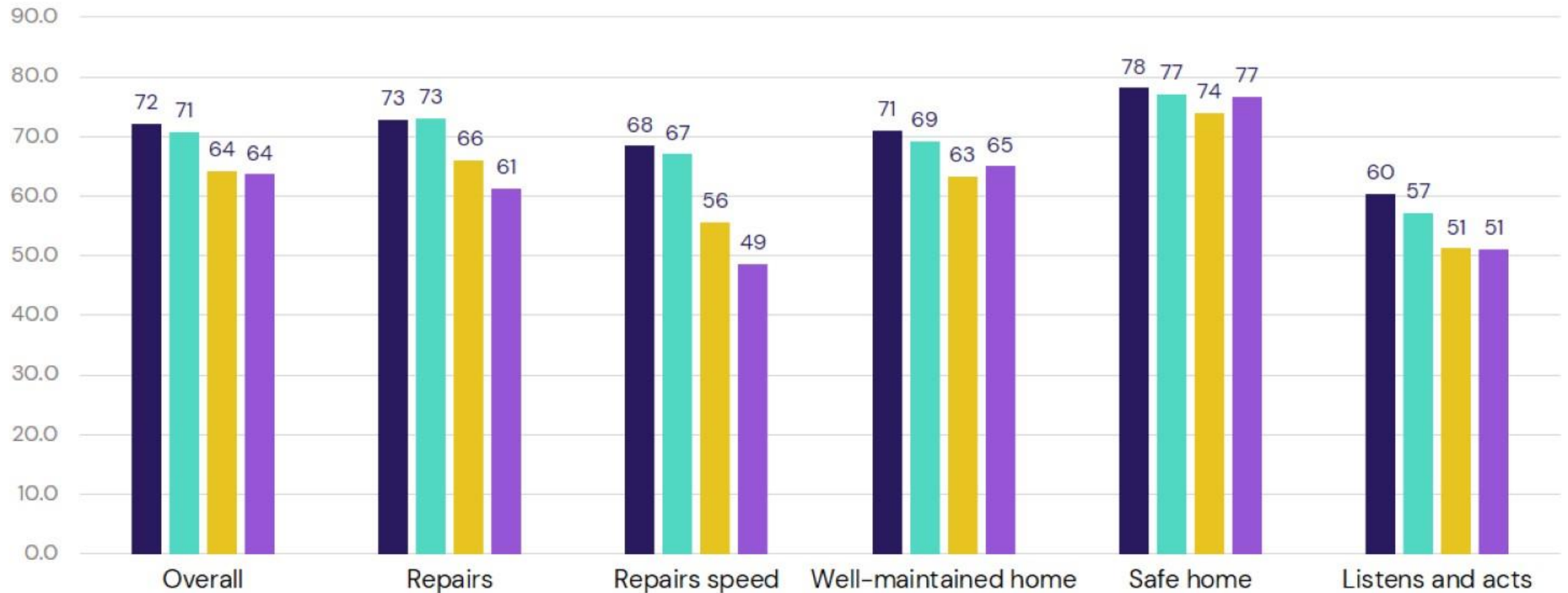
## Tenant age



# Tenant perception (TP01-06)

## Tenant Satisfaction

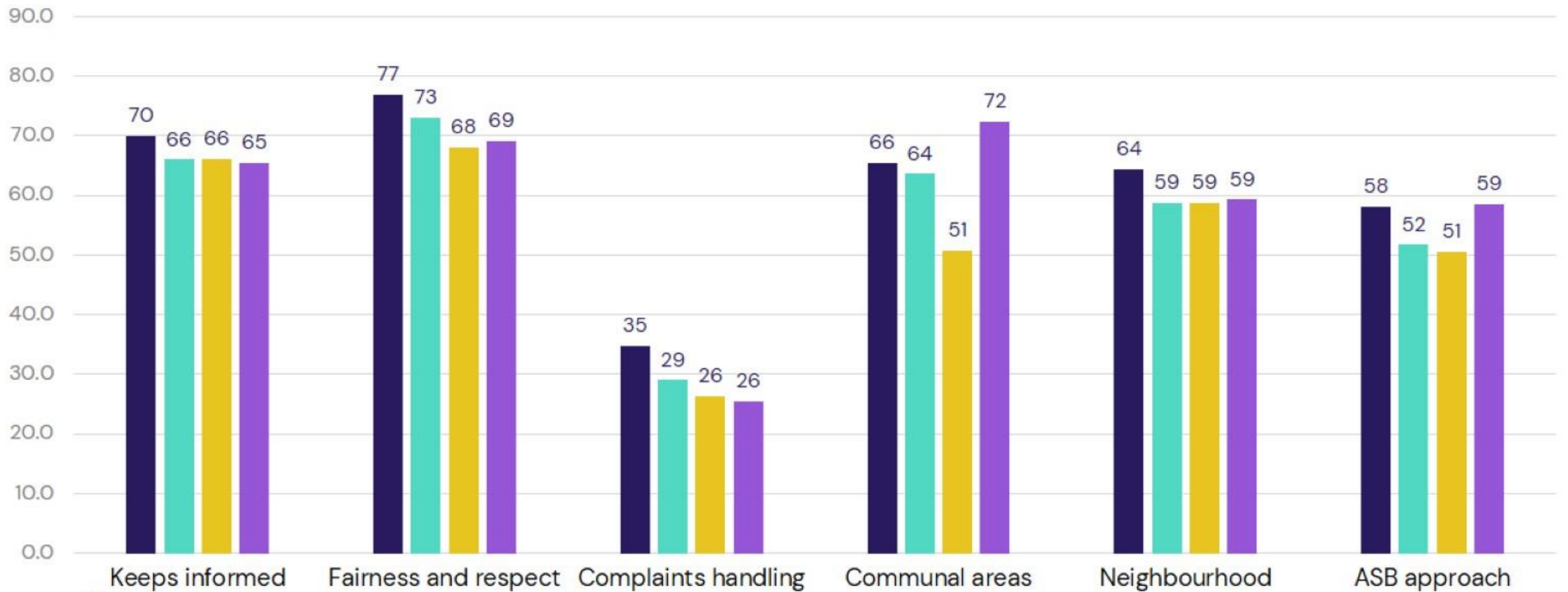
■ UK-wide ■ English LAs ■ Babergh ■ Mid Suffolk



# Tenant perception (TP07-12)

## Tenant Satisfaction

■ UK-wide ■ English LAs ■ Babergh ■ Mid Suffolk





## **Other Suffolk landlords**

### **Overall satisfaction rating:**

- 51 – East Suffolk
- 116 – Ipswich
- 264 – Babergh
- 267 – Mid Suffolk

# Some homework...

[HouseMark annual tailored feedback session-20241203\\_110127-Meeting Recording.mp4](#)

Full data available - [Data release \(TSM 2024\) - GOV.UK](#)

# Questions?



# Transactional Data for 2024/25








# What do we do?

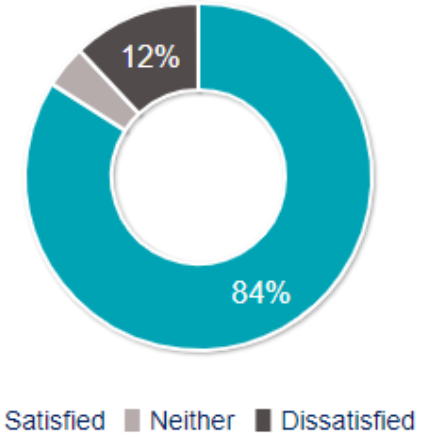
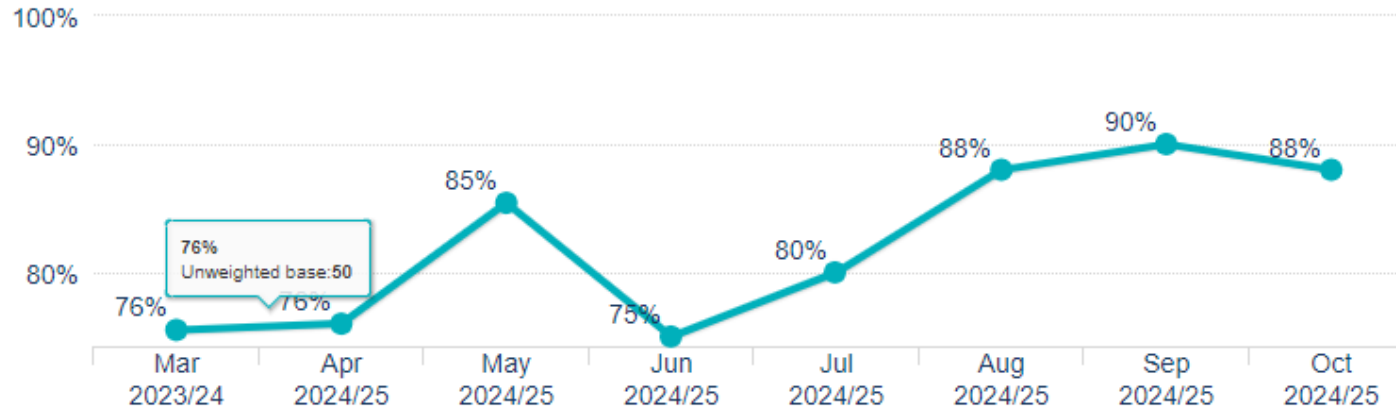
- Three transactional surveys
- Monthly – sample size based on yearly transactions
- Telephone only
- Acuity

# Repairs Dashboard



Annual Target 	Residents Interviewed 	Alerts 
600	322	79

## Overall Satisfaction



Ease of Reporting Repair 90%



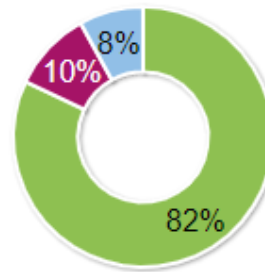
Attitude & Treatment of Home Repairs 96%



Quality of Work Repairs 91%



## Convenient Appointment



■ Yes 
 ■ No 
 ■ N/A - No appointment made

Right First Time Repairs 84%



Kept Informed Repairs 80%





Easy to Deal With Repairs 85%



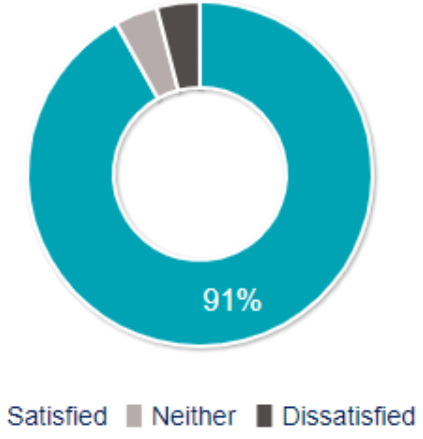
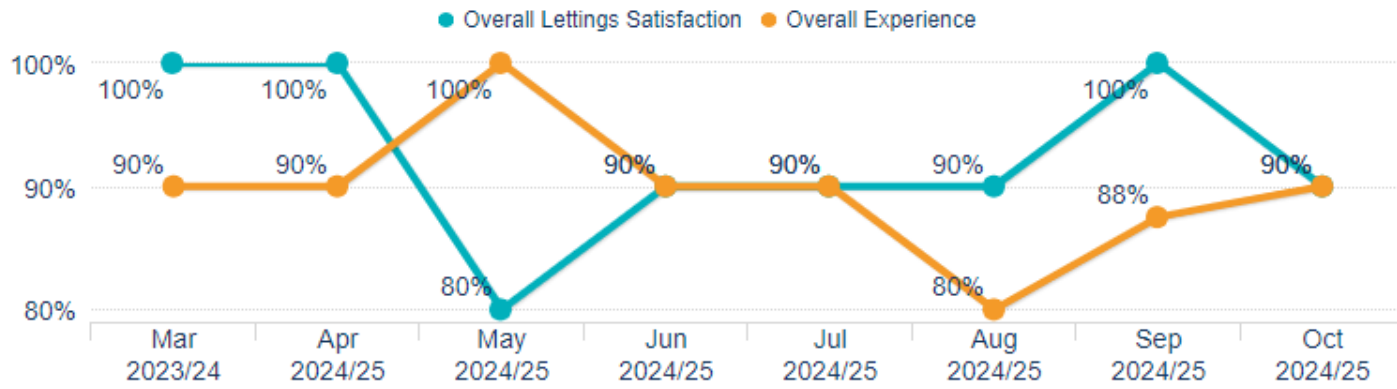
# Lettings Dashboard



Annual Target  Residents Interviewed  Alerts 

120                      68                      1

## Overall Satisfaction



**Explain Responsibilities Lettings** 90%

**Info and Advice Lettings** 87%

**Condition at Letting** 78%

### Repairs

■ Yes ■ No

Any Outstanding Repairs Lettings	47% (Yes)	53% (No)
Outstanding Repairs Completed or Info Lettings	19% (Yes)	81% (No)

**Helpfulness of Staff Lettings** 93%

**Kept Informed Lettings** 84%

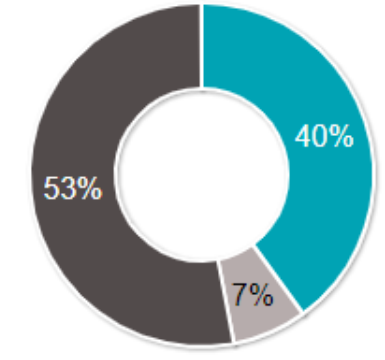
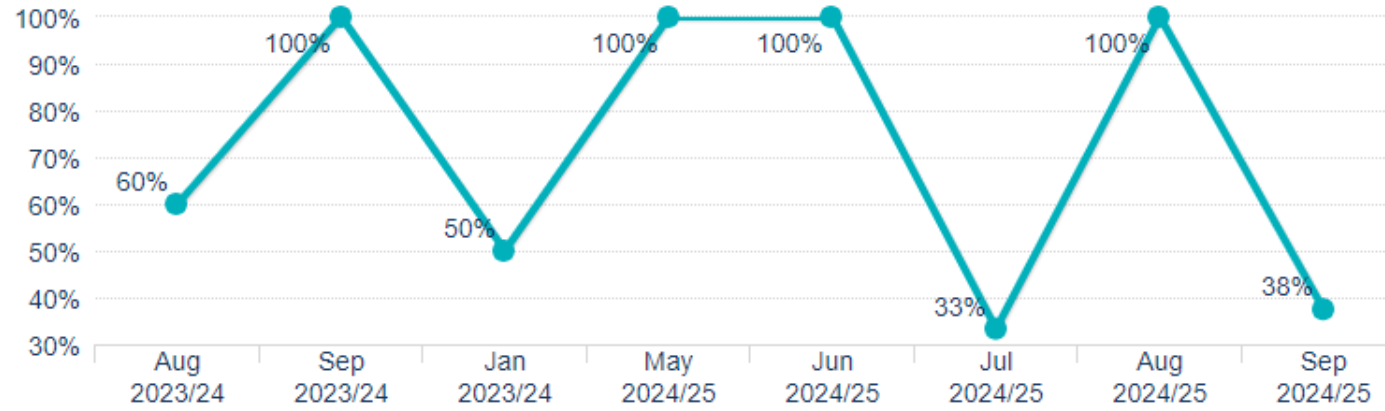
**Easy to Deal With Lettings** 85%

# ASB Dashboard



Annual Target	Residents Interviewed	New Alerts	In Progress Alerts	Resolved Alerts
180	30	0	0	3

## Overall Satisfaction



■ Satisfied ■ Neither ■ Dissatisfied

Ease of Reporting ASB	70%
Case Officer ASB	50%
Kept Informed ASB	50%
Easy to Deal With ASB	50%
Outcome ASB	34%

Category	Yes	No
Prompt acknowledgment ASB	78%	22%
Explain Process ASB	78%	22%
Time Taken ASB (Y/N)	60%	40%

# Questions?





# Compliance Introductions

Alan Fletcher-Hill and Peter Stephens





# Tenant Dashboards



## Mid Suffolk June

## Babergh June

WHAT YOU'D LIKE TO KNOW	JUNE 2024	MAY 2024	TARGET
Number of (total) repairs logged	453	541	n/a
Number of repairs completed	416	340	n/a
Number of repairs outstanding	37	240	n/a
Tenant satisfaction with repairs %	85%	77%	100%
Repairs completed on first visit %	87.70%	87.35%	n/a
Average time to complete & close repair (days)	62.49	26	n/a
Number of housing complaints received	23	32	n/a
Complaints resolved within timescale	47.83%	34.37%	100%
Number of Anti-Social Behaviour (ASB) cases raised	11	12	n/a
Tenant satisfaction with ASB handling	100%	100%	100%
Gas safety compliance %	99.49%	99.03%	100%
Fire safety compliance %	100%	100%	100%
Rent collected %	99.86%	N/A	100%

WHAT YOU'D LIKE TO KNOW	JUNE 2024	MAY 2024	TARGET
Number of (total) repairs logged	512	680	n/a
Number of repairs completed	382	416	n/a
Number of repairs outstanding	130	307	n/a
Tenant satisfaction with repairs %	75%	95%	100%
Repairs completed on first visit %	88%	92.55%	n/a
Average time to complete & close repair (days)	44.65	19	n/a
Number of housing complaints received	17	33	n/a
Complaints resolved within timescale	29.41%	36.36%	100%
Number of Anti-Social Behaviour (ASB) cases raised	13	11	n/a
Tenant satisfaction with ASB handling	No Survey Completed	100%	100%
Gas safety compliance %	99.143%	99.26%	100%
Fire safety compliance %	100%	100%	100%
Rent collected %	99.83%	N/A	100%



## Mid Suffolk July

WHAT YOU'D LIKE TO KNOW	JULY 2024	JUNE 2024	TARGET
Number of (total) repairs logged	588	453	n/a
Number of repairs completed	810	416	n/a
Number of repairs outstanding	0	37	n/a
Tenant satisfaction with repairs %	80%	85%	100%
Repairs completed on first visit %	69.6%	87.70%	n/a
Average time to complete & close repair (days)	92.18	62.49	n/a
Number of housing complaints received	N/A	23	n/a
Complaints resolved within timescale	N/A	47.83%	100%
Number of Anti-Social Behaviour (ASB) cases raised	17	11	n/a
Tenant satisfaction with ASB handling	20%	100%	100%
Gas safety compliance %	99.43	99.49%	100%
Fire safety compliance %	100%	100%	100%
Rent collected %	99.31%	99.86%	100%

## Babergh July

WHAT YOU'D LIKE TO KNOW	JULY 2024	JUNE 2024	TARGET
Number of (total) repairs logged	660	512	n/a
Number of repairs completed	786	382	n/a
Number of repairs outstanding	0	130	n/a
Tenant satisfaction with repairs %	80%	75%	100%
Repairs completed on first visit %	67.3%	88%	n/a
Average time to complete & close repair (days)	88.65	44.65	n/a
Number of housing complaints received	N/A	17	n/a
Complaints resolved within timescale	N/A	29.41%	100%
Number of Anti-Social Behaviour (ASB) cases raised	13	13	n/a
Tenant satisfaction with ASB handling	100%	No Survey Completed	100%
Gas safety compliance %	99.17	99.14%	100%
Fire safety compliance %	100%	100%	100%
Rent collected %	99.26%	99.83%	100%

## Mid Suffolk August

WHAT YOU'D LIKE TO KNOW	AUGUST 2024	JULY 2024	TARGET
Number of (total) repairs logged	500	588	n/a
Number of repairs completed	664	810	n/a
Number of repairs outstanding	0	0	n/a
Tenant satisfaction with repairs %	88%	80%	100%
Repairs completed on first visit %	80.1%	69.6%	n/a
Average time to complete & close repair (days)	76.77	92.18	n/a
Number of housing complaints received	N/A	N/A	n/a
Complaints resolved within timescale	N/A	N/A	100%
Number of Anti-Social Behaviour (ASB) cases raised	8	17	n/a
Tenant satisfaction with ASB handling	100%	20%	100%
Gas safety compliance %	99.21	99.43	100%
Fire safety compliance %	100%	100%	100%
Rent Collected %	99.81%	99.31%	100%

## Babergh August

WHAT YOU'D LIKE TO KNOW	AUGUST 2024	JULY 2024	TARGET
Number of (total) repairs logged	513	660	n/a
Number of repairs completed	775	786	n/a
Number of repairs outstanding	0	0	n/a
Tenant satisfaction with repairs %	88%	80%	100%
Repairs completed on first visit %	82.3%	67.3%	n/a
Average time to complete & close repair (days)	81.46	88.65	n/a
Number of housing complaints received	N/A	N/A	n/a
Complaints resolved within timescale	N/A	N/A	100%
Number of Anti-Social Behaviour (ASB) cases raised	12	13	n/a
Tenant satisfaction with ASB handling	No Survey Completed	100%	100%
Gas safety compliance %	99.35	99.17	100%
Fire safety compliance %	100%	100%	100%
Rent collected %	99.78%	99.26%	100%

## Mid Suffolk September

WHAT YOU'D LIKE TO KNOW	SEPTEMBER 2024	AUGUST 2024	TARGET
Number of (total) repairs logged	514	500	n/a
Number of repairs completed	644	664	n/a
Number of repairs outstanding	0	0	n/a
Tenant satisfaction with repairs %	90%	88%	100%
Repairs completed on first visit %	77.8%	80.1%	n/a
Average time to complete & close repair (days)	61.03	76.77	n/a
Number of housing complaints received	N/A	N/A	n/a
Complaints resolved within timescale	N/A	N/A	100%
Number of Anti-Social Behaviour (ASB) cases raised	7	8	n/a
Tenant satisfaction with ASB handling	38%	100%	100%
Gas safety compliance %	99.21	99.21	100%
Fire safety compliance %	100%	100%	100%
Rent collected %	99.90%	99.81%	100%


## Babergh September

WHAT YOU'D LIKE TO KNOW	SEPTEMBER 2024	AUGUST 2024	TARGET
Number of (total) repairs logged	546	513	n/a
Number of repairs completed	690	775	n/a
Number of repairs outstanding	0	0	n/a
Tenant satisfaction with repairs %	90%	88%	100%
Repairs completed on first visit %	83%	82.3%	n/a
Average time to complete & close repair (days)	72.94	81.46	n/a
Number of housing complaints received	N/A	N/A	n/a
Complaints resolved within timescale	N/A	N/A	100%
Number of Anti-Social Behaviour (ASB) cases raised	11	12	n/a
Tenant satisfaction with ASB handling	No Survey completed	No Survey Completed	100%
Gas safety compliance %	99.52%	99.35	100%
Fire safety compliance %	100%	100%	100%
Rent Collected %	99.78%	99.78%	100%



# ASB data desktop review

## OVER TO YOU!

- What did you find?
  - Where there any themes in the data?
  - Are there any clear areas of improvement?
  - What would you like to focus the project on?
- 



# Any Other Business

- Board Christmas celebration 9<sup>th</sup> December @ The Beagle , 6:30- late
- Chair Training- 17<sup>th</sup> December
- We have a repairs and Maintenance Recharge Policy- we need the Board to decide if they would prefer to add the Compliance recharge into this policy or to have two separate policies. This recharge policy will be for missed appointments and to recharge tenants for legal fees to gas abatement notices.
- Repairs pledges workshop – 14<sup>th</sup> January 2025.