



Tenant Board

30th April 2025

Agenda

- ▶ Tenant Satisfaction Measures Annual Review
- ▶ Stop the Social Housing Stigma- Customer Services
- ▶ Complaints Scrutiny Work Plan
- ▶ Tenant Board Training
- ▶ Any Other Business



Actions from last meeting



- ▶ Tpas access issue
- ▶ KL to send out complaint data for the Tenant Board to review after the meeting.
- ▶ Tenant Board to review complaint data

TSM submission 2024/25

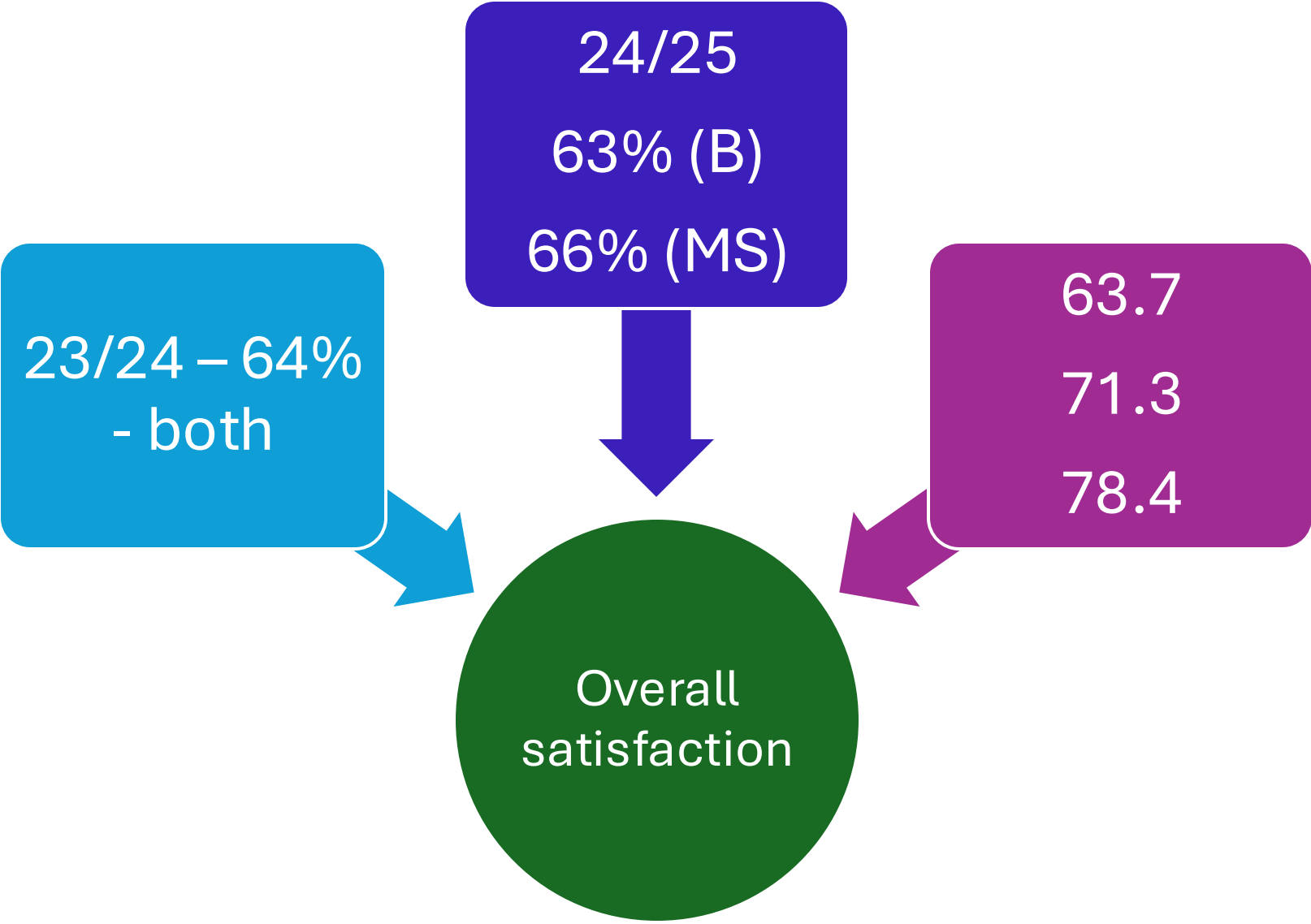
Victoria Freer













Key Dates

- Benchmarking submission to HouseMark – 12 May
- Publish on our websites – 16 June
- Submit to Regulator – 30 June
- Benchmarking report issued/league tables – early Autumn

Survey background





- Started in May 2024 and ran quarterly, concluding in March 2025.
- 1,201 interviews were completed, with 59 partially completed.
- Mixed methodology – 961 by telephone (80%) and 240 online (20%).
- Survey is confidential unless tenants give permission – 79% of tenants gave permission, with 94% of these happy for us to contact direct.



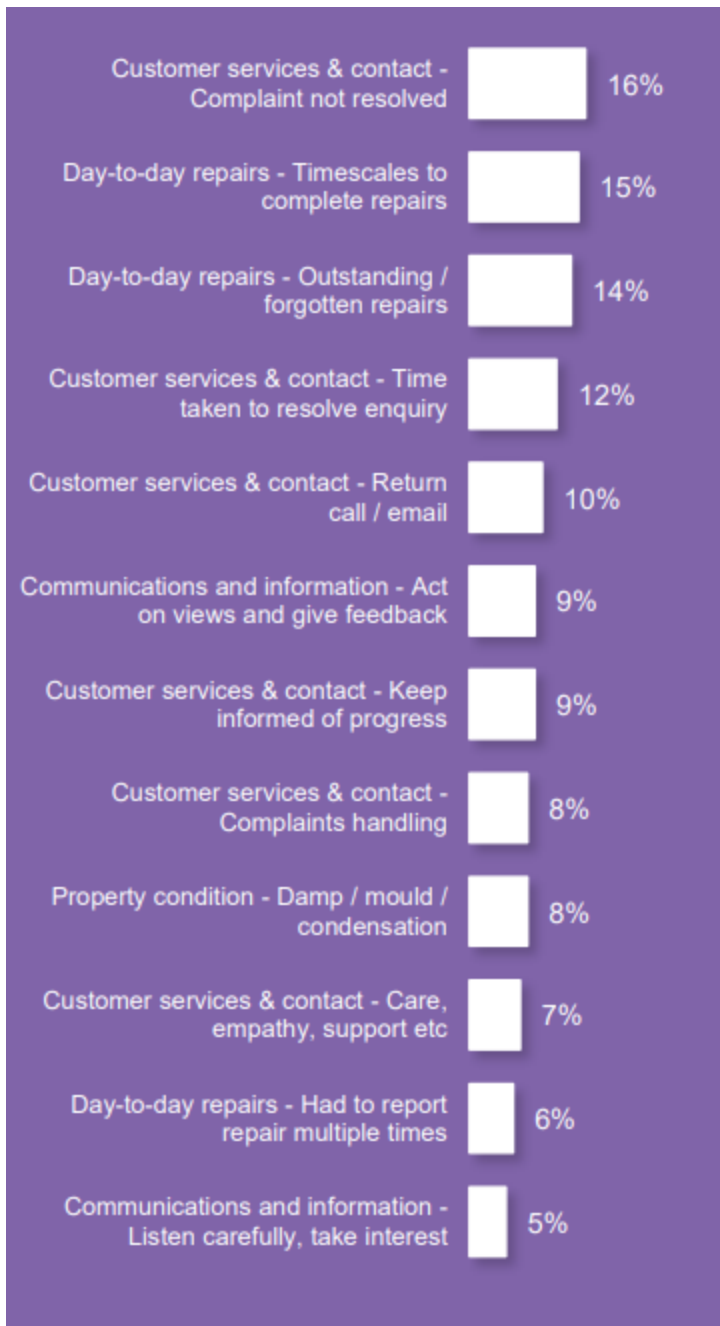
Theme	Babergh 24/25	Babergh 23/24	Mid Suffolk 24/25	Mid Suffolk 23/24	Sector benchmarking 23/24
Proportion of homes that do not meet the Decent Homes Standard (a government standard describing conditions that social homes must meet)	7.97% 	7.7%	8.7% 	7.9%	0.02 0.50 3.43
Proportion of non-emergency repairs completed within target timescale (20 days)	47.52% 	55.2%	46.47% 	48.2%	70.7 81.3 89.2
Proportion of emergency repairs completed within target timescale (1 day)	78.89% 	57.6%	72.12% 	49.6%	70.9 95.3 98.7
Satisfaction with repairs service we provide	65% 	66%	65% 	74%	65.7 72.3 78.7
Satisfaction with time taken to complete most recent repair	57% 	56%	53% 	49%	61.1 67.4 75.3
Satisfaction that the home is well maintained	61% 	63%	66% 	65%	64.4 70.8 77.6

Theme	Babergh 24/25	Mid Suffolk 24/25
Number of responsive repairs raised during the reporting year.	12,020	11,025
Number of responsive repairs closed during the reporting year for any reason apart from completion. This includes all responsive repairs that have been cancelled (whether by the landlord or at tenant request) and any responsive repairs that have been reclassified as planned or cyclical work.	2,331*	2,221*
Number of outstanding responsive repairs that had not been completed (work in progress) at year end.	775	546

**unable to report on jobs passed to planned or cyclical work




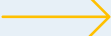



Theme	Babergh 24/25	Babergh 23/24	Mid Suffolk 24/25	Mid Suffolk 23/24	Sector benchmarking 23/24
Proportion of homes for which all required gas safety checks have been carried out	99.82% 	98.83%	99.71% 	99.94%	99.7 99.9 100
Proportion of homes for which all required fire risk assessments have been carried out	100% 	96.39%	100%	100%	99.7 100 100
Proportion of homes for which all required asbestos management surveys or re-inspection have been carried out	100%	100%	100%	100%	99.2 100 100
Proportion of homes for which all required legionella (water safety) risk assessments have been carried out	100%	100%	100%	100%	99.6 100 100
Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%	100%	100%	100%	97.8 100 100
Satisfaction that the home is safe	71% 	74%	77%	77%	70.5 76.7 82.5

Theme	Babergh 24/25	Babergh 23/24	Mid Suffolk 24/25	Mid Suffolk 23/24	Sector benchmarking 23/24
Number of stage 1 complaints received per 1,000 homes	79.48 ↓	104.49	65.45 ↓	90.6	22.3 35.2 65.1
Stage 1 complaints responded to within Housing Ombudsman's Complaint Handling Code timescales (10 working days)	52.32% ↑	24.06%	49.77% ↑	28.7%	62.5 73.2 87.4
Stage 1 complaints responded to with 10-day extension permitted in code	9.67%	-	5.82%	-	-
Number of stage 2 complaints received per 1,000 homes	11.39 ↓	12.01	9.39 ↓	14.23	4.8 9.0 13.7
Stage 2 complaints responded to within Housing Ombudsman's Complaint Handling Code timescales (20 working days)	67.5% ↑	30.2%	84.37% ↑	34.6%	63.6 78.6 94.1
Stage 2 complaints responded to with 20-day extension permitted in code	17.5%	-	3.12%	-	-
Satisfaction with our approach to handling complaints	31% ↑	26%	35% ↑	26%	27.5 34.5 41.1



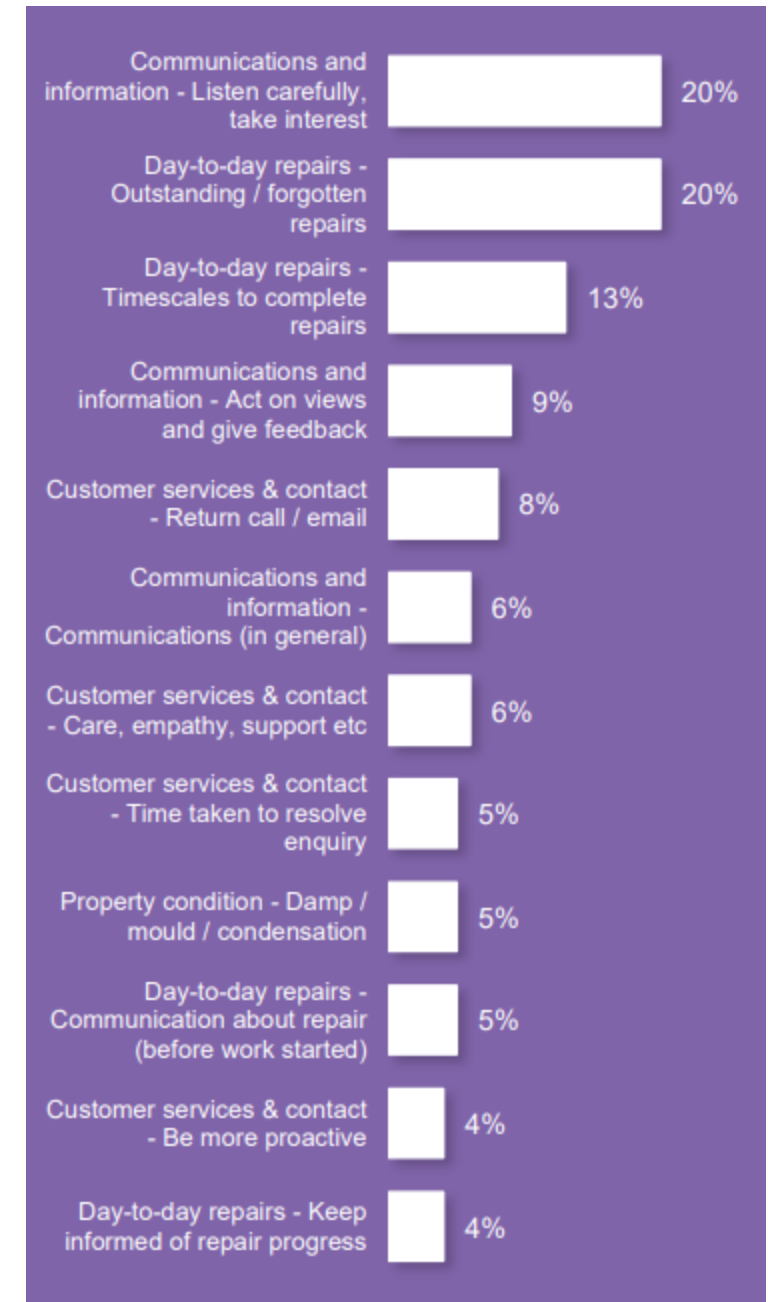
Complaints – comments











- 153 tenants made a comment due to being dissatisfied
- Recurring theme is **lack of effective communication**, with many expressing **frustration over delayed responses** and **unresolved issues**.
- Some respondents highlighted that complaints are acknowledged but not acted upon i.e. damp and mould, incomplete repairs, and out of date properties that affect health and well-being.
- Tenants feel that concerns are often dismissed or met with excuses.
- Several respondents noted that when attempting to contact us, they are frequently passed from one department to another without resolution.
- Some said they were also not kept up-to-date with status of complaint.
- Mentions of rushed repairs and a perceived lack of urgency in addressing urgent issues such as safety concerns relating to broken locks/structural damage.
- Impression that **tenants feel undervalued and unheard**, which affects level of satisfaction.
- Improvements on proactive communication, simplify contact process would drive tenant satisfaction with handling of complaints.

Theme	Babergh 24/25	Babergh 23/24	Mid Suffolk 24/25	Mid Suffolk 23/24	Sector benchmarking 23/24
Satisfaction that we listen to tenant views and acts upon them	48% 	51%	55% 	51%	52.3 60.4 67.9
Satisfaction that we keep tenants informed about things that matter to them	66%  	66%	68% 	65%	63.8 70.3 75.9
Agreement that we treat tenants fairly and with respect	70% 	68%	74% 	69%	70.8 76.8 82.8

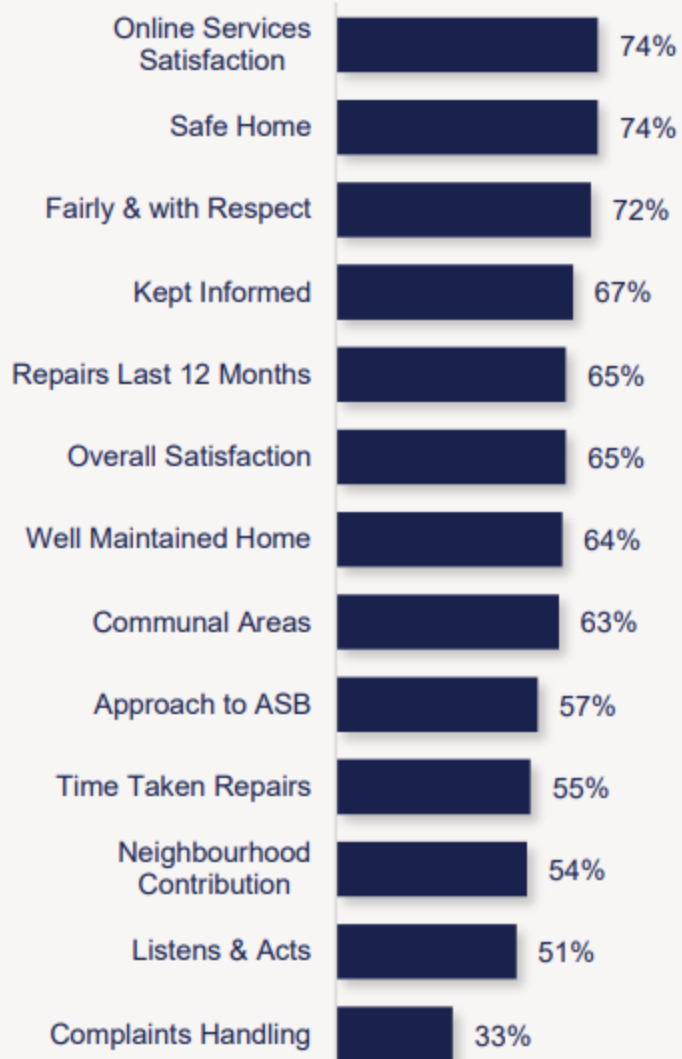
Comments – listens and acts

- 358 tenants left comments
- Shows reasons on why tenants are not satisfied that we listen and act.
- Recurring theme is a **lack of timely communication** and **follow-up** on reported problems, **frustration** over long wait times for repairs and maintenance.
- Tenants mentioned service requests, sometimes concerning issues like damp and mould/safety hazards often go unaddressed for extended periods.
- Several respondents highlighted inadequacy in repairs process – jobs are either rushed or left incomplete.
- Few comments regarding customer service, tenants experiencing unhelpfulness from staff.
- Lack of consistent point of contact also causes frustration.
- Feedback shows improved communication, more efficient handling of repair requests, and a greater sense of urgency, tenants would feel more listened to.

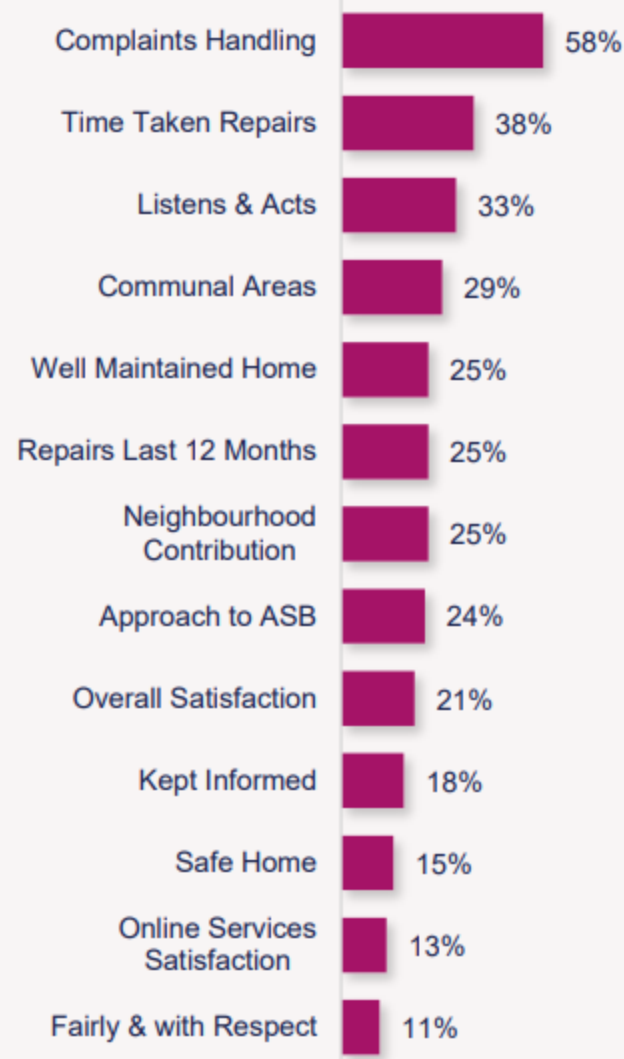


Theme	Babergh 24/25	Babergh 23/24	Mid Suffolk 24/25	Mid Suffolk 23/24	Sector benchmarking 23/24
Number of anti-social behaviour cases opened per 1,000 homes	29.34 	28.22	41.38 	35.15	20.7 35.5 56.5
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	1.99 	1.17	0.88 	1.74	0.2 0.6 1.2
Satisfaction with our approach to handling anti-social behaviour	58% 	51%	57% 	59%	51.3 57.8 64.8
Satisfaction that we keep communal areas clean and well maintained	59% 	51%	68% 	72%	58.2 65.1 71.7
Satisfaction that we make a positive contribution to neighbourhoods	52% 	59%	56% 	59%	55.1 63.1 70.4

Satisfaction with Measures 2024/25



Dissatisfaction with Measures 2024/25



Annual satisfaction and dissatisfaction

Measures with high satisfaction also have low dissatisfaction, and vice versa.

In terms of dissatisfaction, generally three out of 10 tenants are dissatisfied with range of services with exception of:

- Listening to views
- Time taken (repairs)
- Complaints handling

Conclusion

Eight measures have received scores of more than 60%, including overall satisfaction.

Highest ranked measures are satisfaction with treated fairly and respect and provision of safe home – both over 70%.

Nine measures have increased since 23/24 – largest increase is complaint handing. Although repairs is relatively low, these measures have risen since 23/24 – a sign that repairs is moving in the right direction.

Five measures have satisfaction of below 60% - approach to ASB, time taken with repairs, neighbourhood contribution, listens and acts, complaints handling.

Key Driver analysis

Used to examine relationship between different variables (questions in survey) and determine what elements of the service are the key drivers for tenants' overall satisfaction.

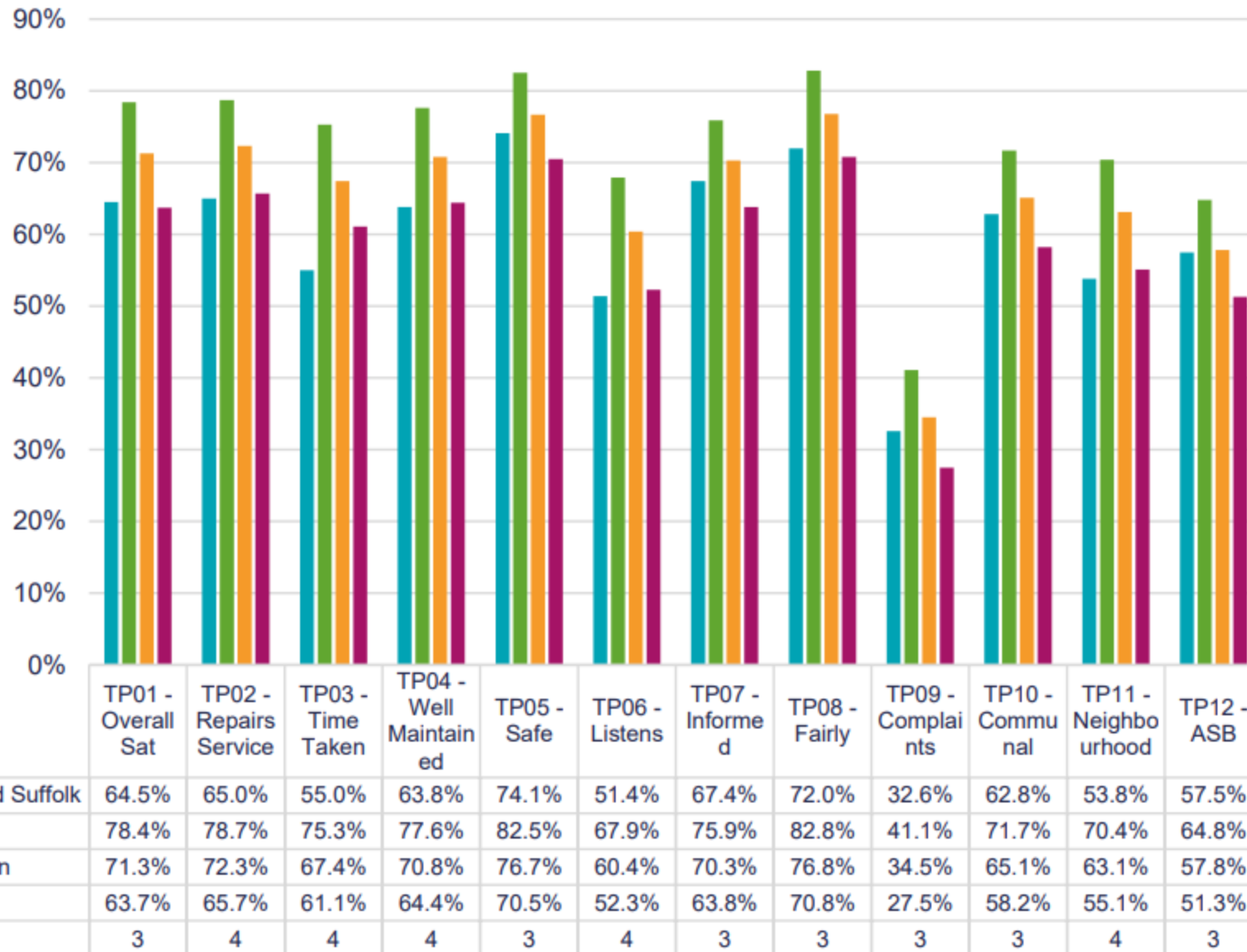
Each landlord has unique pattern of influence.



Benchmarking – all

Five measures have fallen into the lowest quartile, these are:

- Repairs in last 12 months
- Time taken with repairs
- Well maintained home
- Listens and acts
- Neighbourhood contribution

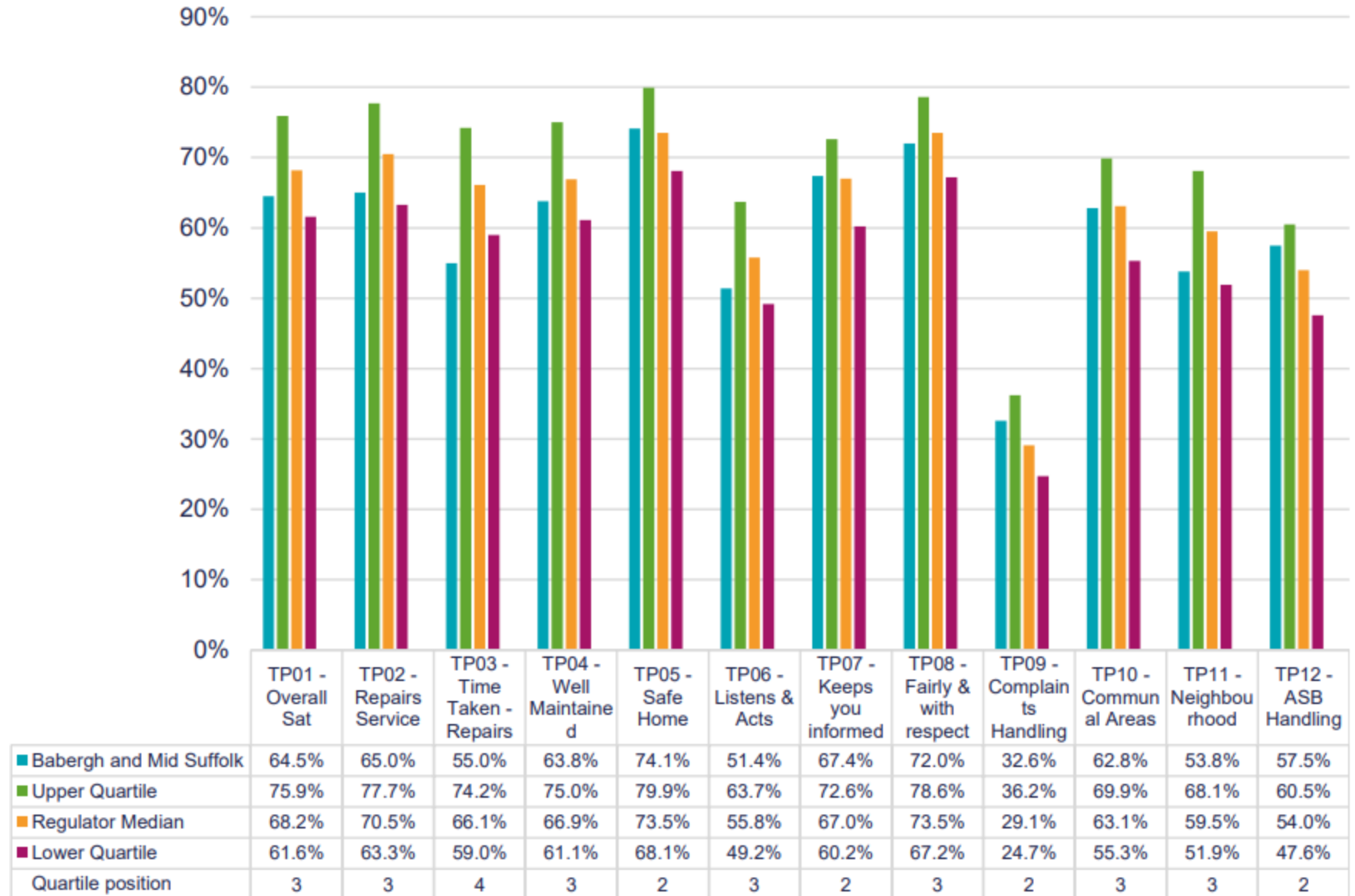


Benchmarking – councils

Local authorities only

Four measures are above the group medians:

- Safe home
- Kept informed
- Handing of complaints
- ASB handling



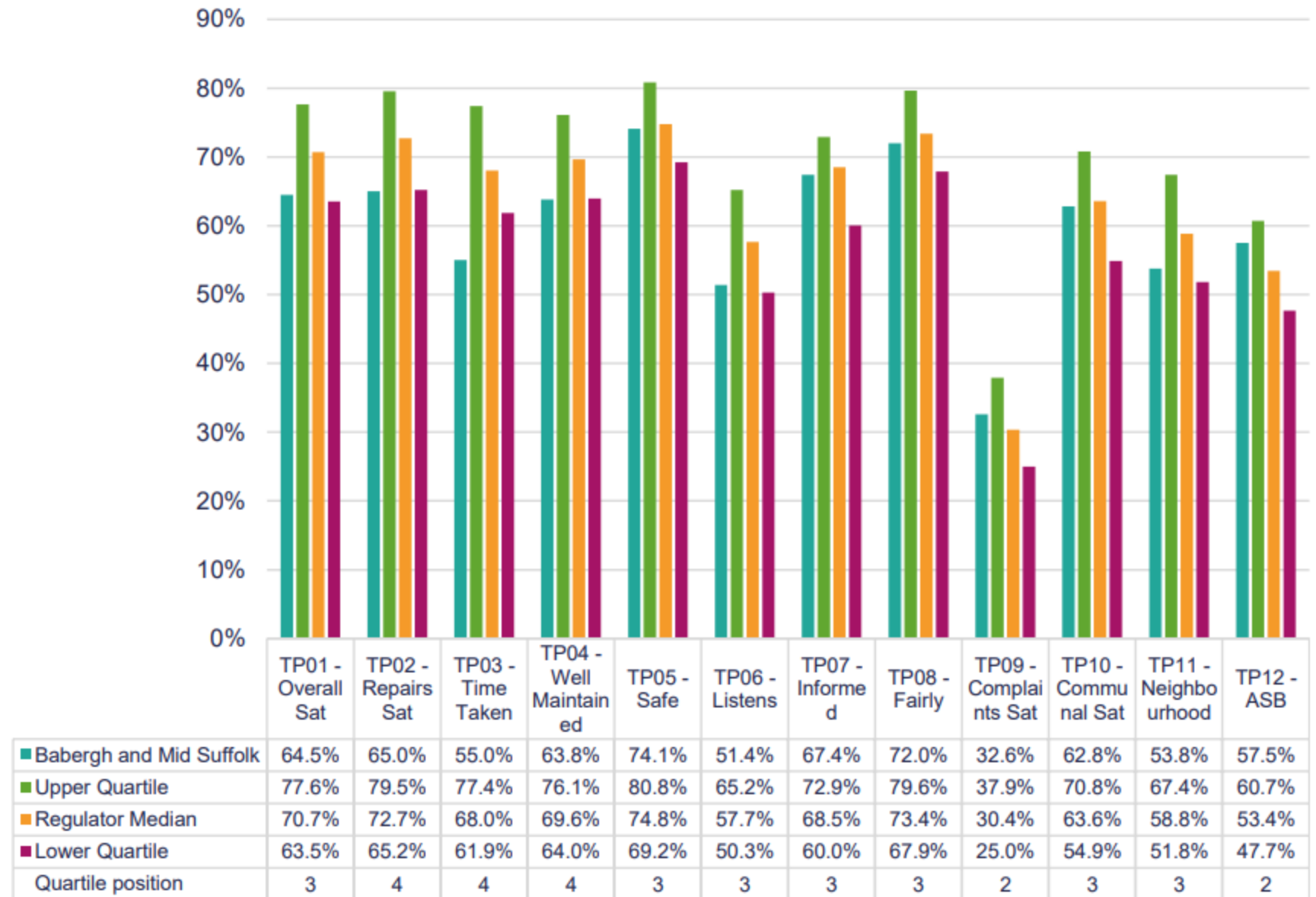
Benchmarking - Councils – stock below 10k

Do not perform as well when comparing with this group, however positives to take away

- Complaints and approach to ASB are both above the group medians.

Three measures in the bottom quartile:

- Repairs in last 12 months
- Time taken (repairs)
- Well maintained home



Recommendations

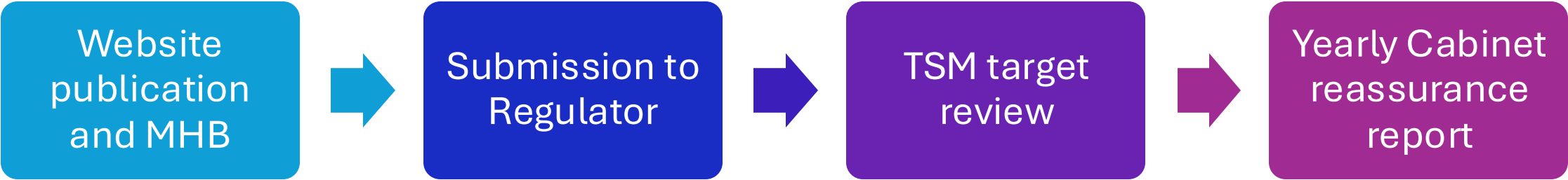
Repairs and maintenance

- Review of repair performance, particularly the % of urgent and non-urgent repairs that are completed within target timescale.
- Unresolved issues of damp and mould – with 36% of tenants stating that they have damp and mould in properties.

Communication and customer contact

- Review of communications process – making it simple for customers to get in touch with the correct department instantly would solve many tenants' frustrations.
- Review internal process and ensure tenants are regularly updated throughout repairs or complaints processes.
- Create a customer journey map and identify weak parts of the process.

What next?





Stop the social housing stigma- Customer Services

Paula Warren



Complaint Scrutiny workplan

Kerry Lecomber



Training

David White

Training



- ▶ Identifying training courses for Board to complete quarterly
- ▶ To complete by June meeting- Damp and Mould and Consumer Standards
- ▶ Prepare the Tenant Board for mock inspection in the summer
- ▶ Let the team know if there is any specific training you would like to do



Any Other Business