

Tenant Satisfaction Survey 2020 – Action Plan Update

As Covid restrictions are lifted and we are in a position to re-instate our face-to-face services, we have reviewed the actions from the Tenant Satisfaction Survey Action Plan from 2020.

A brief update on actions taken is provided in the final column.

Service Area	Tenant Feedback	Action(s)	Update August 2021
Customer Care	Staff not always helpful or ready to listen	Reporting these findings back to staff for feedback / discussion, emphasising the Association's values towards tenants.	Completed
	Poor communication especially getting back to tenants	As above + review SDM Customer Relationship Module to aid increased monitoring, auditing, and reporting. Keep tenants advised of how we have responded to their feedback through reporting and publishing our progress via website, newsletters etc.	This has been reviewed and monitoring, auditing, and reporting is in place. In place.
Repairs & Maintenance	Repairs not completed properly right first time / unhappy with multiple visits/ length of time taken	Put closer auditing and monitoring procedures in place to identify and manage complex / non-routine repair works. Maximise tenant feedback and communication.	This has been restricted by Covid restrictions
	Poor quality of repair/ workmanship/ contractors unprepared / contractors not finishing the works	Put closer auditing and monitoring in place to manage contractors.	We are now re-introducing more pre and post inspections
	Ongoing issues not resolved / lack of follow up	Put closer auditing and monitoring procedures in place to manage contractors and repair works. Report finding back to staff for feedback /	As above Completed

		discussion emphasising Association's values towards tenants. Reinforce the Association's complaints handling procedure.	Completed
	Association refusal to complete certain repairs	Continue to communicate Association's repair responsibilities and capabilities e.g., under Covid 19 restrictions.	Restrictions on repairs now lifted - completed
	Unhappy to be told repairs would not be carried out due to rent arrears	Continue to communicate Association's policy re emergency / wind and watertight via website, newsletters etc.	Completed – to be monitored on an ongoing basis
Tenancy Management	Anti-social behaviour not dealt with	Continue to promote the ways in which tenants can report anti-social behaviour problems to the Association and what actions can be taken, utilising our website and newsletters. Monitor our responses to satisfaction with how we handled ASB complaints.	Factsheet to be produced Increased monitoring and telephone checking to be introduced
	Lack of understanding / willingness to help tenants in rent arrears	Increased auditing and monitoring in place to ensure appropriate advice and assistance provided. Report finding back to staff for feedback / discussion emphasising Association's values towards tenants.	Increased auditing in place Completed
	Letters sent by the Association have a threatening tone	Report finding back to staff for feedback / discussion emphasising Association's values towards tenants.	Completed

		Reminder to staff to use standard letters, text messaging etc. Non-standard wording to be kept to a minimum and in accordance with the Association's corporate standards and values All letters and forms being reviewed as part of the SDM Document Management exercise.	Completed – to be monitored on an ongoing basis Completed
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Additional Actions Approved:

Area	Work	How to be Progressed	Update August 2021
Continuous review	Independent survey work on an ongoing basis (in addition to ongoing in-house survey work).	Appointment of independent surveyor to undertake ongoing satisfaction survey work over the period 2020 -2022.	Focus on in-house surveys and development of CX-Feedback. Use of independent company as required
	Consideration of implementing tenant engagement / satisfaction tool.	Consideration of purchase of system such as CX Feedback.	System currently under consideration

In addition, we propose to have our Tenant and Customer Participation Policy and Action Plan reviewed by an independent body such as TPAS or the Tenant Information Service (TIS).