

Tenant Satisfaction Measures – Action Plan designed with tenants, updated on 8th October 2024

| Ref. | Action | Sub-tasks | Owner | Status |
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| 1. A home that is safe and well maintained | | | | |
| 1.1 | Appoint new customer care officers in repairs service to keep people informed when they make a complaint and repairs timescale queries | Identify short-term support Implement by Dec 25 Review permanent role requirements as part of HPS reshape (to be implemented from Apr 25) | Jane Davies / Dave Poole | In progress |
| 1.2 | Implement a new IT system to improve repairs efficiency and performance | Completed procurement exercise Enter into contract by Nov 24 Commence implementation from Jan 25 Implement new system by Aug 25 | Jane Davies / IT project manager | In progress |
| 1.3 | Implement training for trades staff so more jobs can be completed in one visit | Develop training programme by Feb 25 Implementation from Apr 25 | Jane Davies | In progress |
| 1.4 | Review the structure and staffing levels for repairs | Consultation on structure to commence in Jan 25 and implement from Apr 25 | Jane Davies | In progress |
| 1.5 | Make it easier for tenants to find out when improvements will be carried out in their home or block | Confirm new 5 year capital programme by Jan 25 Cabinet approval Feb 25 Upload information on website Signpost tenants to where they can find information about upcoming programmes | Vanessa Watson-Hopkin | In progress |
| 1.6 | Relaunch the repairs handbook to make it clearer for tenants what repairs we will do as a landlord and what repairs are the tenant's responsibility | Share final draft with tenant communication and accessibility group in October Launch online by Dec 24 Publicise and include reminder in rent letters to all tenants in Feb 25 Make paper copies available to tenants on request | Dave Poole | In progress |

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| 1.7 | Provide better quality and more regular information for tenants on safety checks so they know how well we are performing | Upload safety performance data on housing webpage on a quarterly basis, from Oct 24 Include information in Your Chesterfield in Nov 24 Send fire safety information out to all tenants in blocks by Dec 24 | Vanessa Watson-Hopkin | In progress |
| 2. Neighbourhoods | | | | |
| 2.1 | Provide better feedback to tenants so they understand what action is being taken to tackle anti-social and criminal behaviour | Add our new 'ASB and the housing service' video to the website (complete) Press release issued on action taken on ASB throughout the year (complete) Ensure staff continue to keep tenants updated on actions specific to reported cases, in line with GDPR requirements | Housing managers | In progress |
| 2.2 | Review all anti-social behaviour letters to make sure they reflect the level of seriousness and make information about anti-social behaviour more accessible | Workshops with staff to review letters held during Sep and Oct 24 (complete) Meeting with tenant communication and accessibility group to approve letters – Nov 24 | Housing managers | In progress |
| 2.3 | Provide more support for new tenants, particularly those with complex needs or who may have been previously homeless | Already improved communication between homelessness, allocations and housing management teams on sensitive lets and support requirements (complete) Introduced home visits and the development of personal housing plans (PHP) to identify support needs earlier (complete) Increased the number of tenancy support officers from under 5, to 10 (full time equivalent) (complete) Review monitoring arrangements for commissioned services (Action, Framework, P3, Housing First, Step-Up etc) Identify funding opportunities to develop new support services | Housing managers and Carl Griffiths | In progress |
| 2.4 | Improve communications with tenants living in block accommodation, for example via noticeboards and meetings | New noticeboards have been ordered for all blocks and installation has started Standard information has been designed ready to insert Rangers will check noticeboards on a monthly basis | Vanessa Watson-Hopkin and Housing managers | In progress |

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| 2.5 | Identify any communal lighting issues and address this through the housing capital programme | Finalise new 5-year capital programme by Jan 25, to be submitted to Cabinet for approval in Feb 25 – communal lighting to be addressed through block refurbishment programme | Vanessa Watson-Hopkin | In progress |
| 2.6 | Review the progress of changes to communal cleaning specification with tenants, leaseholders and private tenants | Review to take place between Oct and Dec 24 | Housing managers, Housing Strategy and Engagement Team, Environmental Services | In progress |
| 3. Customer care and communications | | | | |
| 3.1 | Develop a tenant communications plan to keep tenants better informed on progress and improvements with a focus on 'you said, we did' | Wrote to all tenants with important information about disrepair, damp and mould, universal credit and tenant engagement in Sep 24 (complete) Housing update feature in Your Chesterfield – Nov 24 Launch new repairs handbook – by Dec 24 Promote quarterly performance information on website from Oct 24 and in Your Chesterfield Nov 24 Develop new tenant communications strategy by Mar 25 Send further info to all tenants as part of Feb 25 rent letters | All senior housing managers and Corporate Communications Team | In progress |
| 3.2 | Ensure new tenants are made aware of tenant engagement opportunities | Tenant engagement leaflets to be provided and discussed at all new tenancy and home tenancy visits | Housing managers | In progress |
| 3.3 | Promote tenant engagement when we send out annual rent letters | Include tenant engagement information in Feb 25 rent letters | Jane Davies | In progress |
| 3.4 | Consider how we can make tenant engagement opportunities more inclusive | Communication and accessibility group in place. Meetings offered at different times, in person and online. 1:1 engagement where appropriate. Continue to learn from best practice elsewhere to expand our tenant engagement offer. | Housing Strategy and Engagement Team | In progress |

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| 3.5 | Train staff on complaints handling and customer care and focus on learning from complaints | Training programme being developed and ICT changes now capture learning from complaints Learning from complaints summaries to be presented to future Housing Advisory Board meetings | Corporate Customer Services, Jane Davies, Housing Strategy and Engagement Team | In progress |
| 3.6 | Implement a new Housing Advisory Board | Board established, initial informal meeting took place on 1 st Oct and first formal meeting scheduled for 8 th Oct 24 (complete) | Complete | Complete |
| 3.7 | Undertake an IT transformation programme to ensure systems are integrated and all services have a clear view of tenants' individual needs | Develop IT proposal and present to Digital Development Board – Jan 25 | Jane Davies | In progress |