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Dear Councillor

**POLICY & PERFORMANCE IMPROVEMENT COMMITTEE - MONDAY, 6TH OCTOBER, 2025**

I now enclose, for consideration two appendices that were unavailable when the agenda was published.

**Agenda No    Item**

5.     **Annual Tenant Satisfaction Measures 2024/2025** (Pages 2 - 31)



NEWARK &  
SHERWOOD  
*DISTRICT COUNCIL*

Tenant Satisfaction Measures Report 2024/25



viewpoint



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# Executive Summary

This report details the results of the 2024/25 Newark and Sherwood District Council Tenant Satisfaction Measures (TSM) survey.

Newark and Sherwood District Council commissioned Viewpoint Research CIC survey to complete the survey through a mixed methods research approach of telephone and online. A total of 545 surveys were completed.

The report presents results for all questions showing counts (actual number of responses) and percentages to one decimal place. Commentary to the results will typically group answers to give a combined satisfaction score (fairly satisfied and very satisfied answers added together) and differences are highlighted between demographics where they are notable.

Further analysis is provide with a summary of the open text comments received and a key driver analysis to investigate how opinion-based questions have been influencers on overall satisfaction.

## Results summary

- Overall satisfaction (TP01): This measure is often used as the headline measure of service performance. The 2024/25 score for Newark and Sherwood District Council is 77.2%. This is identical to the weighted score achieved in 2023/24.
- Highest scoring TSMs: The top scoring Tenant Satisfaction Measures were as follows:
  - TP05 82.5% - Proportion of respondents who, when thinking about the condition of their property or the building they live in, report that they are satisfied their home is safe.
  - TP08: 82.4% - Proportion of respondents who report that they agree with the statement: "Newark & Sherwood housing services treats me fairly and with respect".
  - TP01: 77.2% - Proportion of respondents who, taking everything into account, report that they are satisfied with the overall service provided (as above).
- Lowest scoring TSMs / high dissatisfaction:
  - TP09 44.3% - Proportion of respondents who report they are satisfied with Newark & Sherwood housing services approach to complaints handling. Based on those who stated they had experienced the service in the last 12 months.
  - TP12 64.4% - Proportion of respondents who report they are satisfied with Newark & Sherwood housing services' approach to handling anti-social behaviour.
  - TP03 65.5% - Proportion of respondents who report they are satisfied with the time taken to complete their most recent repair after reporting it.

- Identifying what drives overall satisfaction: Based on the key driver analysis, the top service areas driving satisfaction are: the home is well maintained (TP04), listens to tenant views and acts upon them (TP06) and the overall repairs service (TP02).
- Results show some consistent trends across different demographics. Sheltered housing tenants are generally more satisfied than General Needs and the elder tenant groups (55-74 and 75+) are generally more satisfied than the younger groups.
- When asked if they wished to add anything about the housing service, comments regarding improvements focused largely on the repairs service and communication, alongside many generally positive observations.

## Results Table

A summary of all the TSM results is below, with comparisons to the 2023/24 weighted results:

	24/25 Result	23/24 Result	Change
TP01 Overall satisfaction	77.2%	77.2%	/
TP02 Overall repairs service	72.3%	75.2%	-2.9
TP03 Repairs: Time taken	65.5%	69.0%	-3.5
TP04 Home is well maintained	77.1%	76.3%	+0.8
TP05 Home is safe	82.5%	84.7%	-2.2
TP06 Listens to views & acts upon them	67.2%	68.1%	-0.9
TP07 Keeps informed	72.4%	70.3%	+2.1
TP08 Treated Fairly & with Respect	82.4%	80.7%	+1.7
TP09 Approach to complaints	44.3%	27.1%	+17.2
TP10 Communal areas	71.5%	65.7%	+5.8
TP11 Contribution to Neighbourhood	71.9%	64.3%	+7.6
TP12 Approach to Anti-social behaviour	64.4%	61.3%	+3.1

Seven of the TSMs have improved their scores from 2023/24. Of particular note are TP09 Approach to complaints (an increase of over 17 points), TP11 Contribution to neighbourhood, TP06 Listens to Views & Acts upon them and TP05 Home is Safe.

Dissatisfaction fell primarily with the measures related to the repairs service – TP09 the time taken by 3.5 points and TP02 The overall repairs service by 2.9.

# Summary of Approach

## Methodology

A summary of the methodology used to complete the Tenant Satisfaction Measures' survey for NSDC is below.

<b>Feedback services provider (collecting, generating, and validating the reported perception measures)</b>	Independent research company – Viewpoint Research CIC
<b>Survey fieldwork dates</b>	April 2024 to March 2025
<b>Total surveyable population</b>	5372
<b>Statistical confidence required and achieved</b>	Required: $\pm 4\%$ margin of error at 95% confidence level (i.e. requiring a minimum of 540 responses).
<b>Total sample size achieved (total number of responses)</b>	545 (To be consistent with previous year)
<b>Reasons for any failure to meet the required sample size</b>	N/A
<b>Collection method</b>	Online (155) & telephone (390) The survey was completed on a monthly basis, with an online survey sent each month to a sample of tenants, followed by phone responses.
<b>Sampling method</b>	Online – computer generated random sampling Telephone - Stratified sampling
<b>Type and amount of any incentives offered</b>	None
<b>Number of tenant households within the relevant population that have not been included in the sample</b>	None
<b>Summary of representativeness of the sample against the relevant tenant population</b>	The sample achieved is highly representative of the tenant population by all demographics.
<b>Any weighting applied</b>	N/A
<b>Questions asked</b>	12 x regulatory TSM questions. 1 x open comment question after overall satisfaction 2 x additional questions regarding lettings and gas servicing
<b>Any other methodological issues likely to have a material impact on the tenant perception measures reported</b>	None

## Representation

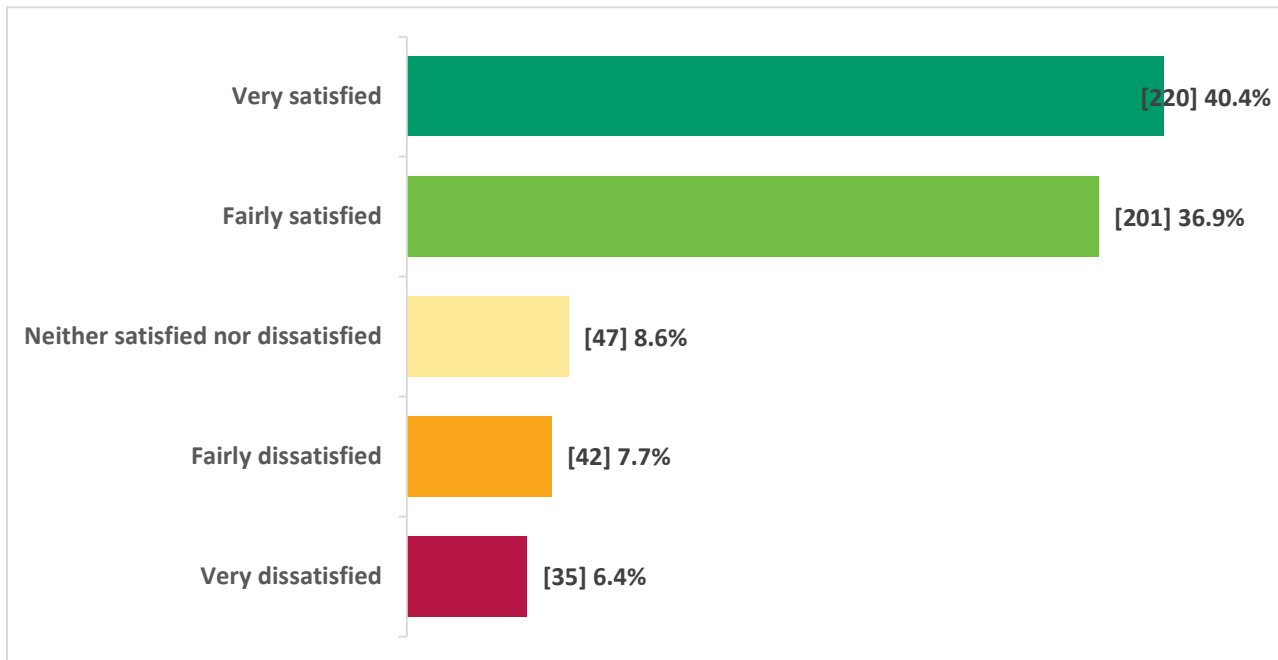
The table below shows that the survey sample achieved is highly representative of the relevant tenant population.

	Population %	Responses % (and actual)
<b>Tenure</b>		
General Needs	53%	53% (291)
Sheltered	47%	47% (254)
<b>Property type</b>		
Bungalow	34%	36% (194)
Flat	25%	24% (129)
House	37%	38% (205)
Other	3%	3% (17)
<b>Occupancy</b>		
1	42%	44% (242)
2	25%	24% (132)
3+	33%	31% (171)
<b>Age</b>		
Under 20	0%	0% (1)
21-30	7%	4% (22)
31-40	14%	14% (79)
41-50	14%	16% (86)
51-60	19%	18% (97)
61-70	19%	19% (106)
71-80	16%	17% (94)
81-90	9%	8% (46)
91+	2%	3% (14)
<b>Disability</b>		
Disabled	31%	32% (175)
Non-disabled	69%	68% (370)
<b>Ethnicity</b>		
White British	91%	90% (490)
Other	7%	7% (40)
Unknown	2%	3% (15)
<b>Gender</b>		
Male	37%	38% (205)
Female	63%	62% (340)

## TP01 – Overall Satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark & Sherwood District Council housing services?

# 77.2%



### Analysis

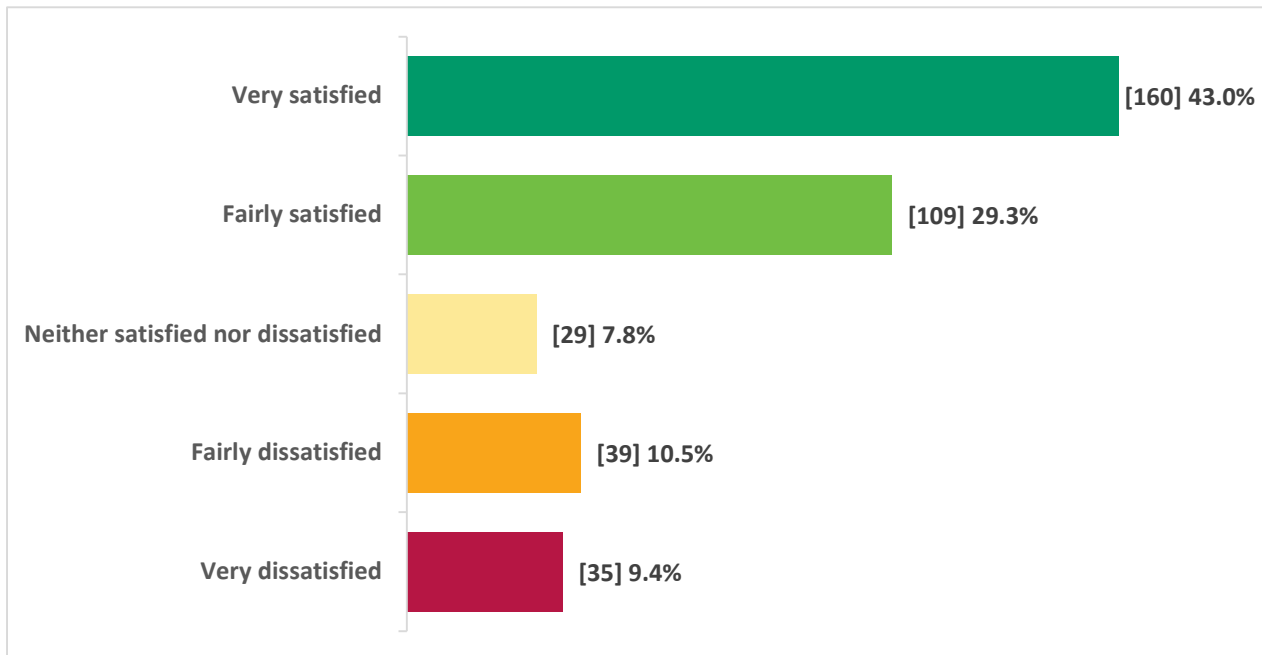
- Overall satisfaction is 77.2% (421 respondents).
- The score has stayed consistent with last year despite significant movement (both positive and negative) on many of the individual measures.
- 'Neither satisfied nor dissatisfied' accounted for 8.6% of responses meaning 14.1% (77 responses) were actively dissatisfied
- Satisfaction from tenants who completed the survey online was much lower (54.8%) than those who completed by telephone (86.2%).
- Satisfaction among Sheltered tenants (82%) was higher than Gen Needs (73%).
- Differences in housing type showed some differences, and as with last year residents living in houses were slightly less satisfied – Bungalow (83%), Flat (82%), House (69%).
- Satisfaction between age groups shows notably higher satisfaction among the elder age groups – 18-34 (60%), 35-54 (72%), 55-74 (82%), 75+ (85%).



## TP02 – Overall Repairs Service

How satisfied or dissatisfied are you with the overall repairs service from Newark & Sherwood housing services over the last 12 months?

# 72.3%



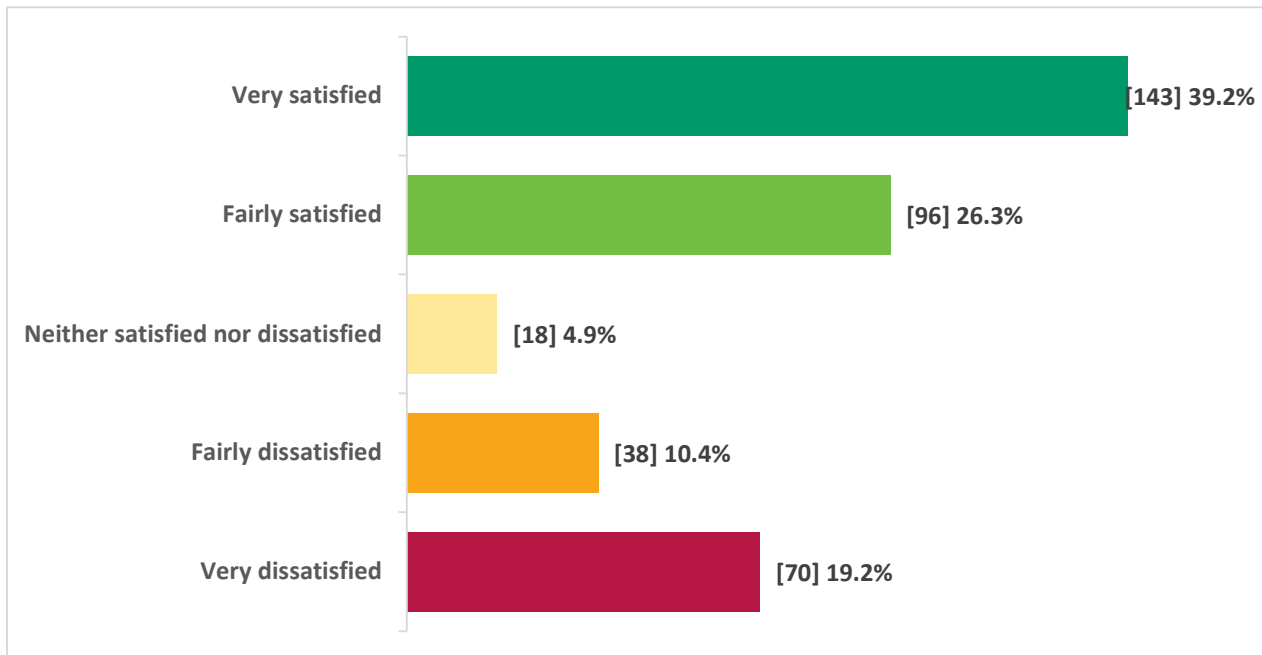
### Analysis

- Residents were asked, “Has Newark & Sherwood housing services carried out a repair to your home in the last 12 months?”. A total of 68.8% (374 respondents) stated ‘Yes’ compared to 31.3% (170 respondents) who stated ‘No’.
- Those who stated ‘Yes’ were then asked TP02 above, where 72.3% (269 respondents) were fairly or very satisfied.
- The score is 2.9 points lower than the scores received last year.
- Respondents in Houses (66%) were again less satisfied than other property types – Flats (80%) and Bungalows (75%).
- Tenants aged 75+ were most satisfied, compared to 18-34 (67%), 35-44 (64%) and 55-74 (76%), although the difference between General Needs (70%) and Sheltered (75%) was less than on many other measures.

## TP03 – Repairs: Time Taken

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

# 65.5%



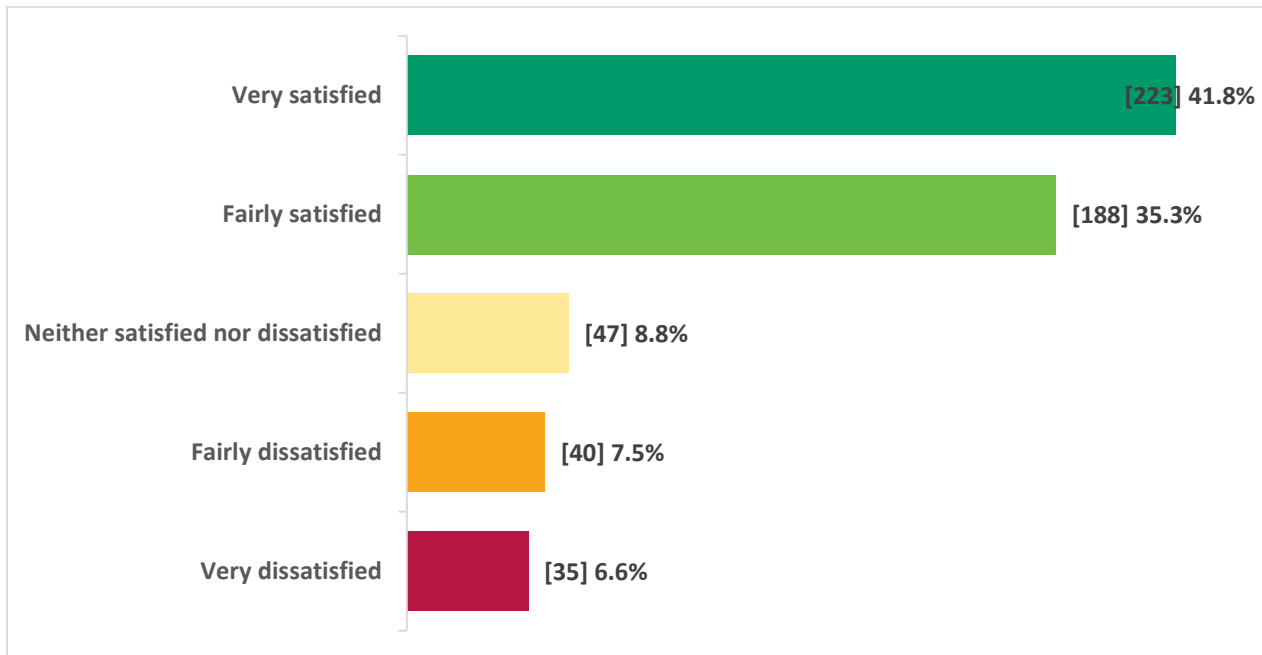
### Analysis

- Of those residents who previously stated Newark & Sherwood housing services had carried out a repair to their home in the last 12 months, residents were then asked TP03, above.
- A total of 65.5% (239 respondents) were fairly or very satisfied.
- This question saw the greatest decline in satisfaction on the survey, a fall of 3.5 percentage points. Combined with TP02 it shows that the repairs service is the main service area to have seen a decline in satisfaction.
- Sheltered tenants (69%) were 8 points more satisfied than General Needs (63%).
- As with TP02, customers in Houses (57%) were less satisfied than other housing types – Flats (73%), Bungalows (70%).

## TP04 – Home is well maintained

How satisfied or dissatisfied are you that Newark & Sherwood housing service provides a home that is well maintained?

# 77.1%



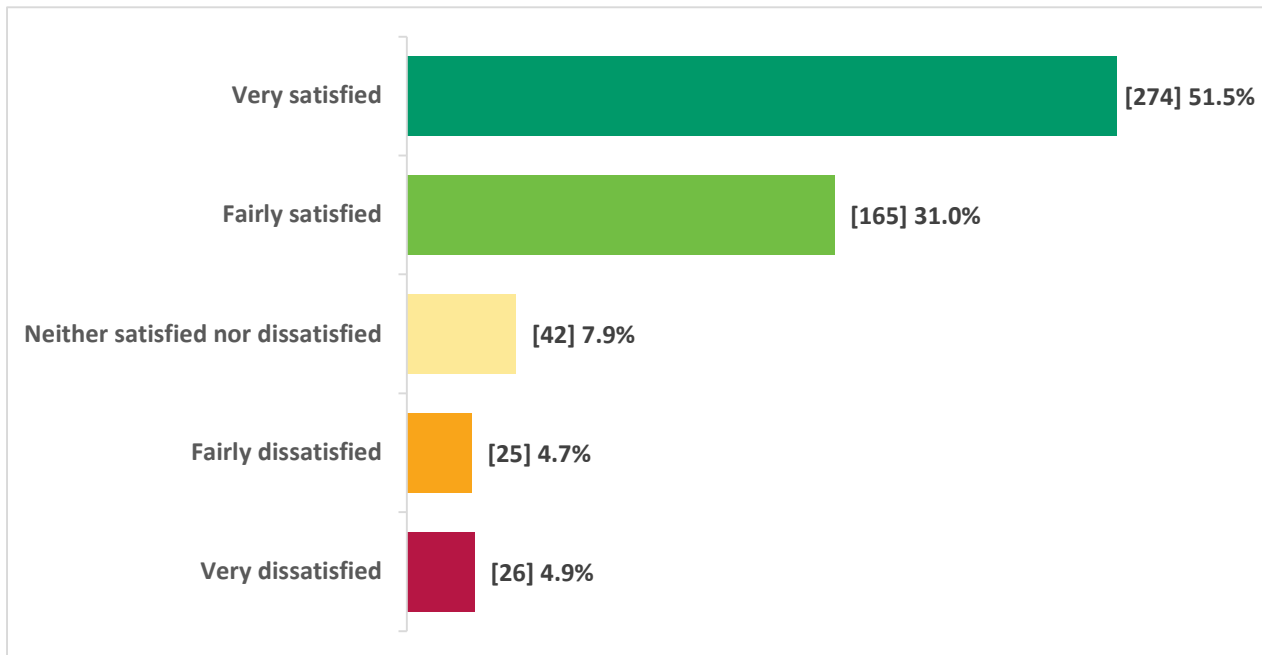
### Analysis

- 77.1% (411 respondents) were fairly or very satisfied.
- This is the fourth highest scoring question on the survey and a 0.8 point increase on the 2023/24 result, perhaps a surprising result given the fall in satisfaction with the repairs service.
- Tenants in Sheltered accommodation (82%) were notably more satisfied than General Needs (73%).
- Differences between property types are relatively slight, with tenants living in Bungalows (82%) and Flats (81%) marginally more satisfied than those in Houses (71%).
- Age groups showed much higher satisfaction among elder tenants – 75+ (88%) compared to 55-74 (81%), 35-54 (69%) and 18-34 (63%)
- This question was the joint top driver to overall satisfaction.

## TP05 – Home is safe

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Newark & Sherwood provides a home that is safe?

# 82.5%



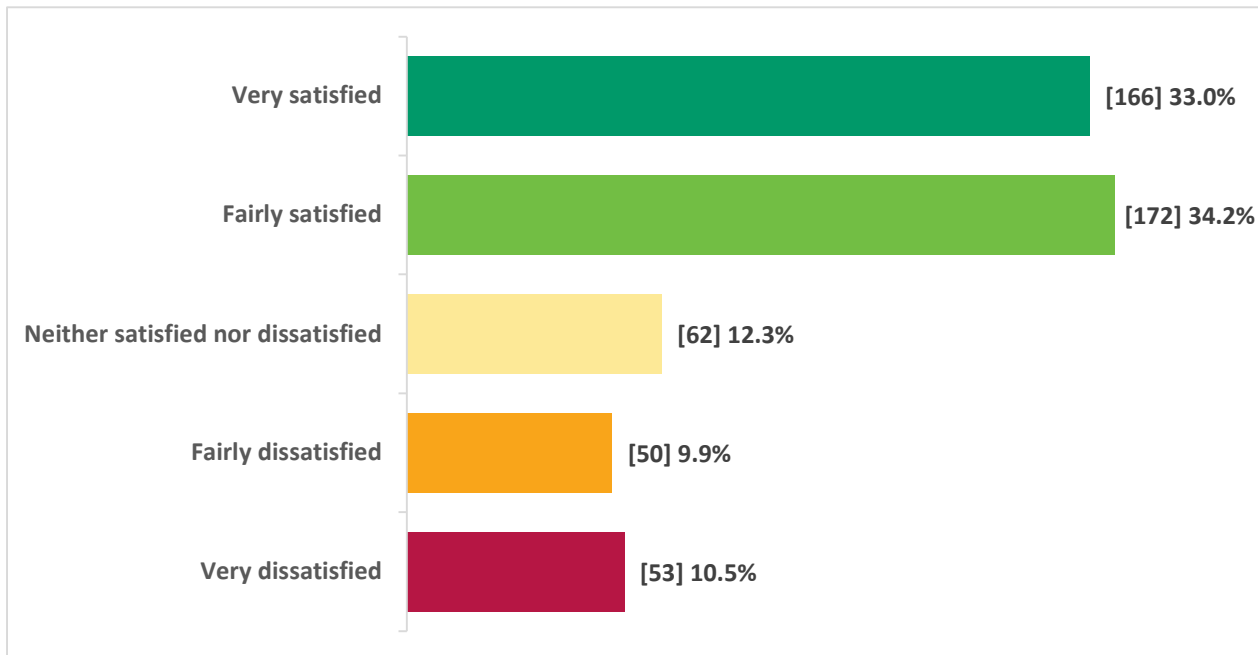
### Analysis

- 82.5% (439 respondents) were fairly or very satisfied and despite a 2.2 point fall on the score achieved in 2023/24 this remains the highest scoring question on the survey.
- The scores for General Needs (81%) and Sheltered (84%) are much closer than on other measures.
- Scores between property types are also much closer (Houses 81%, Flats 82% & Bungalows 86%)
- The difference between age groups remains, with the 75+ group scoring 91% compared to 55-74 (89%), 35-54 (74%) and 18-34 (65%).

## TP06 – Listens to views & acts upon them

How satisfied or dissatisfied are you that Newark & Sherwood housing services listens to your views and acts upon them?

# 67.2%



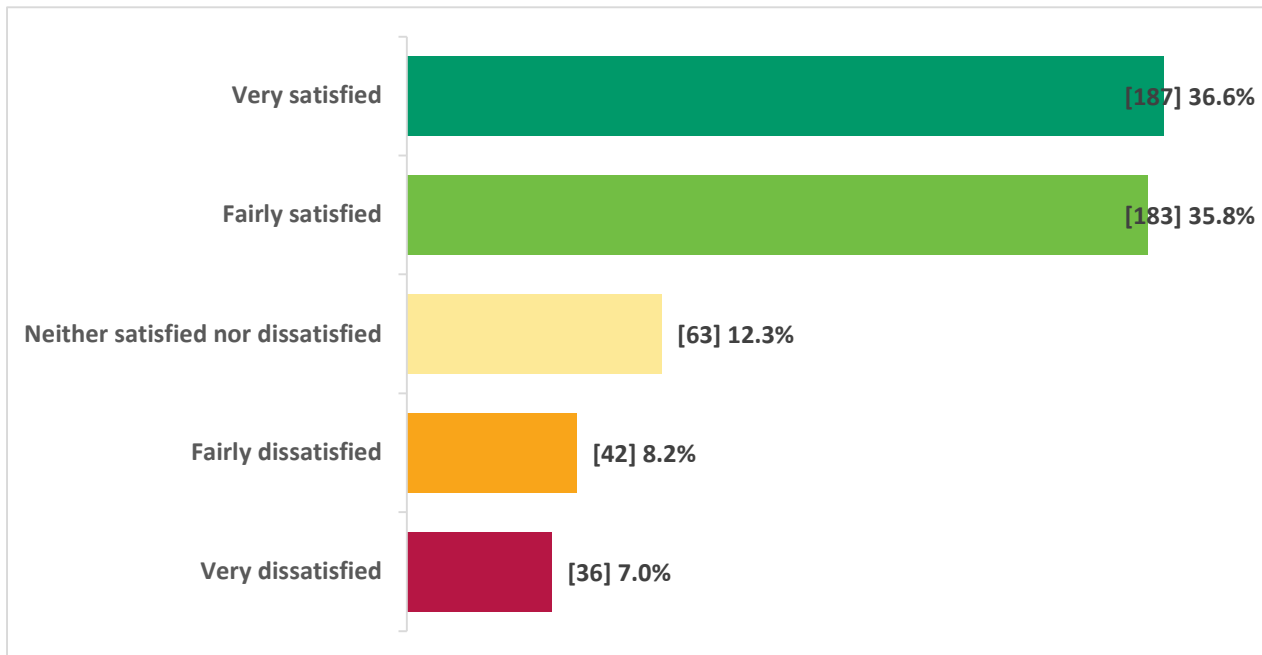
### Analysis

- 67.2% (338 respondents) were fairly or very satisfied.
- The satisfaction score is lower than in 2023/24, by 0.9 points.
- There is an 8% difference between the General Needs (63%) and Sheltered (71%) tenants and satisfaction was again higher among the oldest age group (75+).
- The question is the joint-top key driver to satisfaction.

## TP07 – Keeps you informed

How satisfied or dissatisfied are you that Newark & Sherwood housing services keeps you informed about things that matter to you?

# 72.4%



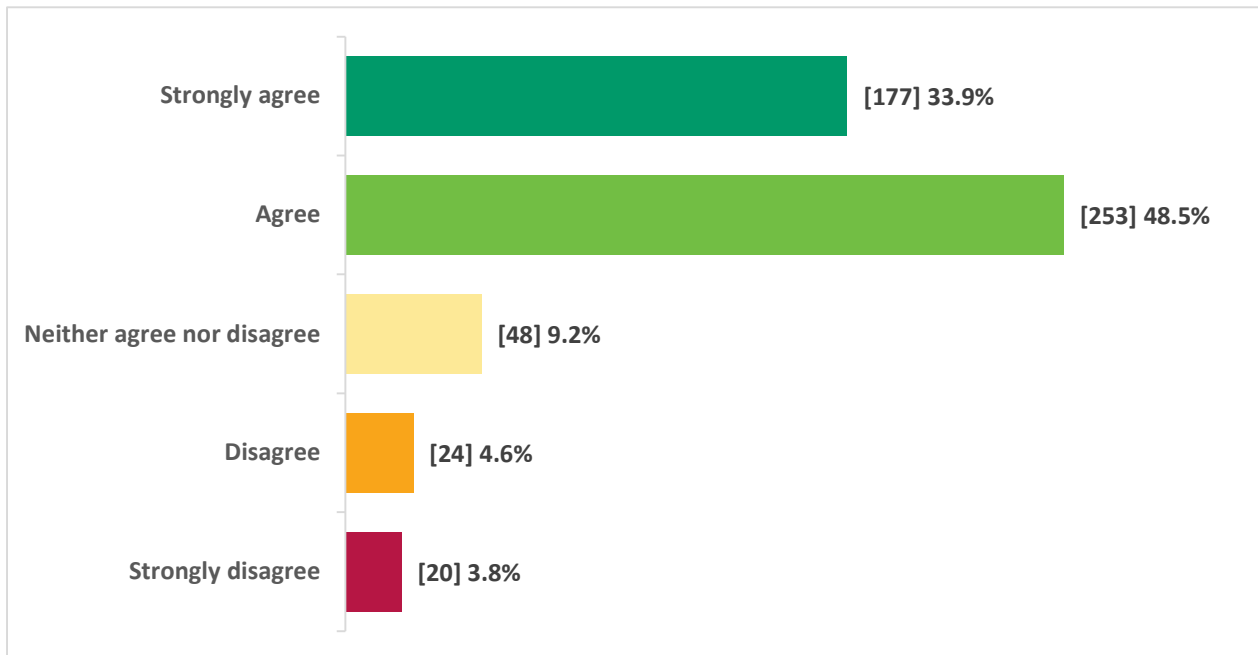
### Analysis

- 72.4% (370 respondents) were fairly or very satisfied.
- Satisfaction with this measure has risen by 2.1 points on last year.
- Sheltered residents (76%) were again more satisfied than General Needs (69%)
- 64% of the youngest two age groups (18-34 & 35-54) were satisfied with this measure, compared to 83% of people aged 75+.

## TP08 – Treated Fairly & with Respect

To what extent do you agree or disagree with the following: “Newark & Sherwood housing services treats me fairly and with respect”?

# 82.4%



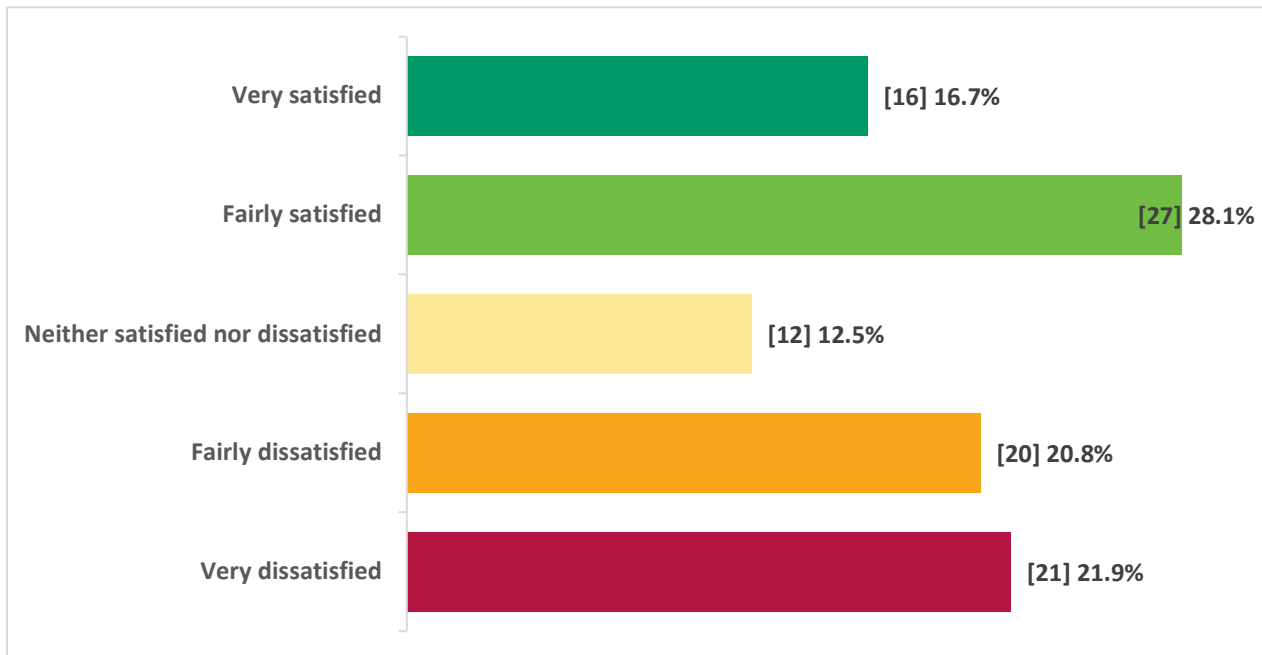
### Analysis

- 82.4% (430 respondents) agreed or strongly agreed that they are treated fairly and with respect.
- The result has increased by 1.7 points and remains the second highest scoring question on the survey.
- Differences between tenure and property type were much narrower than on other measures.
- The greatest discrepancy was again with age, but the younger age groups scored far higher on this measure – 18-34 was the lowest at 74% agreement.

## TP09 – Approach to Complaints

How satisfied or dissatisfied are you with Newark & Sherwood housing services approach to complaints handling?

# 44.3%



### Analysis

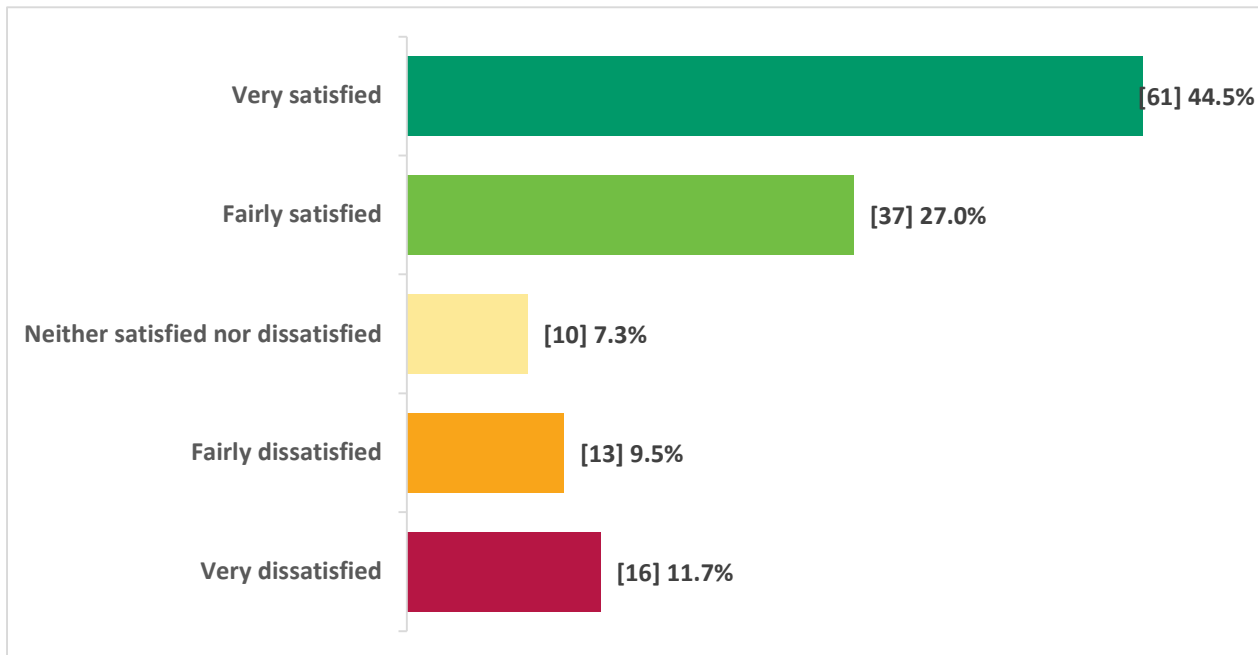
- Residents were asked, “Have you made a complaint to Newark & Sherwood housing services in the last 12 months?”. A total of 18.3% (97 respondents) stated ‘Yes’ compared to 81.6% (431 respondents) who stated ‘No’.
- Those who stated ‘Yes’ were then asked, TP09 above, where 44.3% (43 respondents) were fairly or very satisfied.
- As with last year this is the lowest scoring question on the survey, but 2024/25 saw a notable increase in satisfaction, by 17.2 points.



## TP10 – Communal Areas

How satisfied or dissatisfied are you that Newark & Sherwood housing services keeps these communal areas clean and well maintained?

# 71.5%



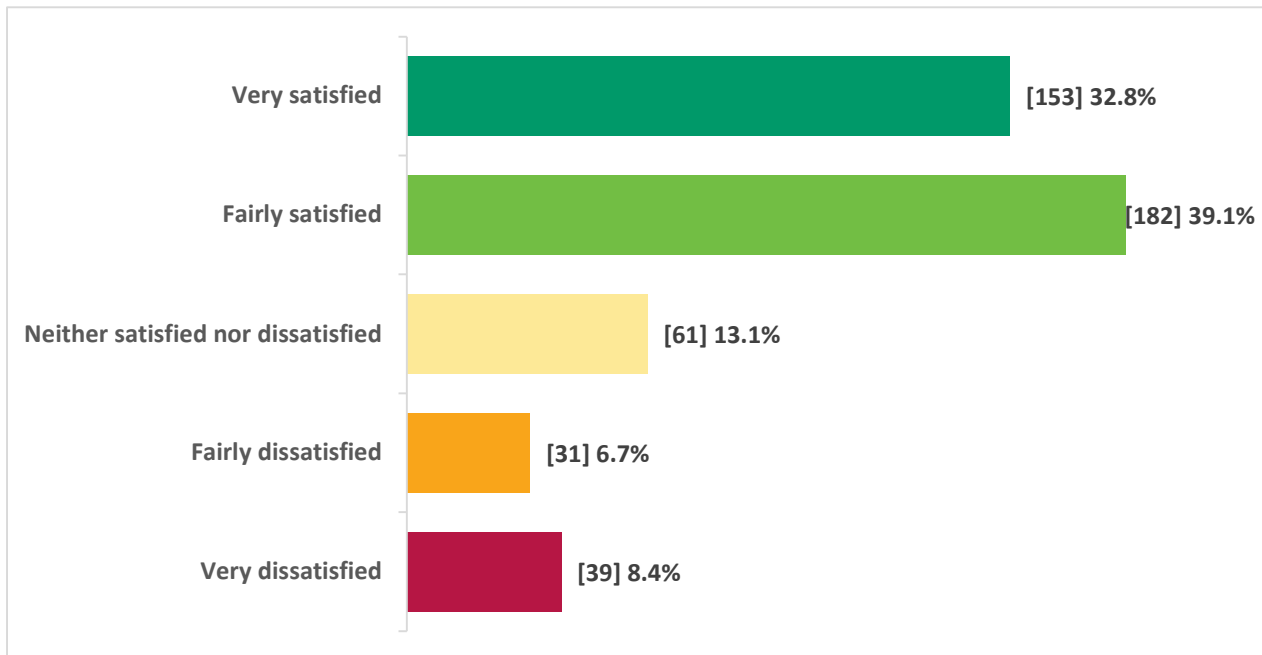
### Analysis

- Residents were asked, “Do you live in a building with communal areas, either inside or outside, that Newark & Sherwood housing services is responsible for maintaining?”. A total of 26.2% (139 respondents) stated ‘Yes’ compared to 68.1% (361 respondents) who stated ‘No’. A further 5.7% (30 respondents) stated that they did not know.
- Those who stated ‘Yes’ were then asked TP10 above, where 71.5% (98 respondents) were fairly or very satisfied.
- The result is a 5.8 point increase on the previous year’s result.
- Tenants living in Flats were the least satisfied (66%) compared with 84% for Bungalows and 88% for Houses.
- Sheltered housing tenants were notably more satisfied than General Needs (75% to 64%).

## TP11 – Contribution to Neighbourhood

How satisfied or dissatisfied are you that Newark & Sherwood housing services makes a positive contribution to your neighbourhood?

# 71.9%



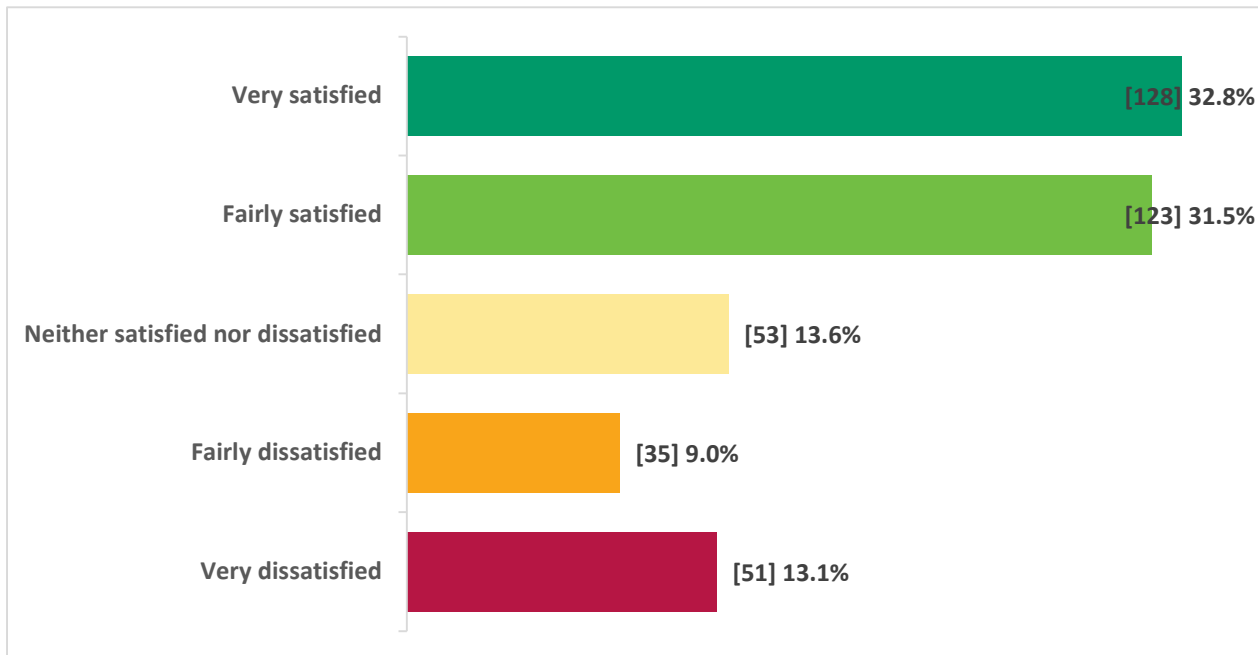
### Analysis

- 71.9% (335 respondents) were fairly or very satisfied.
- The result represents the second biggest increase on 2023/24's score other than TP09 (Complaints). Satisfaction has increased by 7.6 points.
- Tenants in sheltered accommodation were again more satisfied than General Needs (77% to 68%).
- Tenants living in houses (66%) were least satisfied, behind Flats (75%) and Bungalows (77%).

## TP12 – Approach to Anti-social Behaviour

How satisfied or dissatisfied are you with Newark & Sherwood housing services approach to handling anti-social behaviour?

# 64.4%



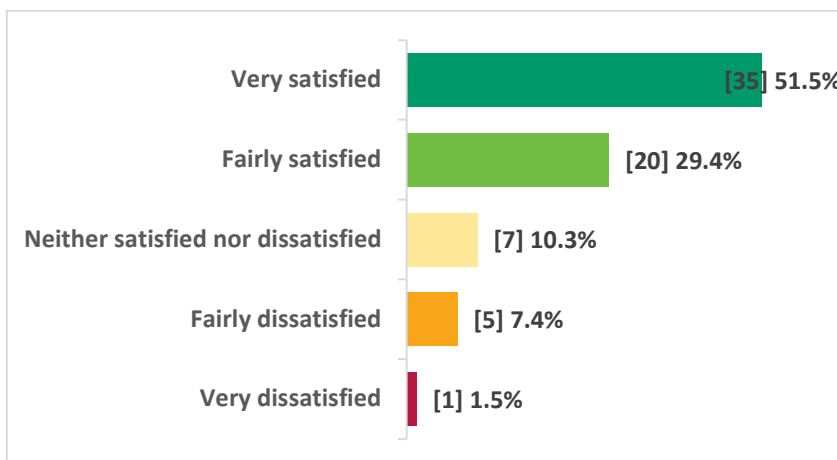
### Analysis

- 64.4% (251 respondents) were fairly or very satisfied.
- A relatively large number of respondents – 139 – were unable to answer this question, replying 'don't know / non applicable'. Many said they were not aware of what NSDC did in regards to ASB so were unable to judge NSDC's contribution.
- It is another measure to show an increase on the 2023/24 survey – by 3.1 points.
- Sheltered tenants were 9 points more satisfied than General Needs (69% to 60%)
- The score for Houses (55%) was notably lower than Flats (67%) and Bungalows (73%). The pattern is the same as for TP11 and there are obvious cross overs between the two measures.

# Additional Questions

## Lettings

If you rented a property in the last 12 months, how satisfied were you with the overall lettings process?

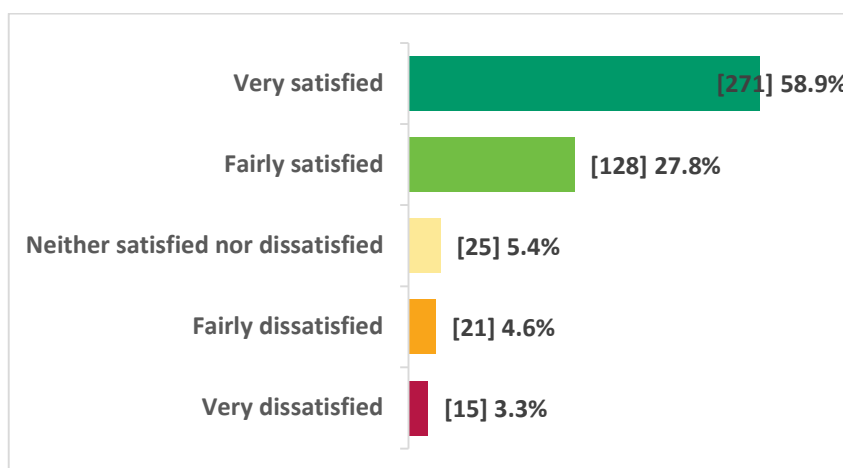


## Analysis

- 74 customers had rented a new property in the last 12 months. 80.9% of these (55 respondents) were very or fairly satisfied with the process.
- The result is a 2.6 point increase on the score achieved last year but below the overall satisfaction score of 92% received on transactional surveys for new lettings in 2024/25.

## Gas Servicing

How satisfied are you with the gas servicing provided by Newark & Sherwood?



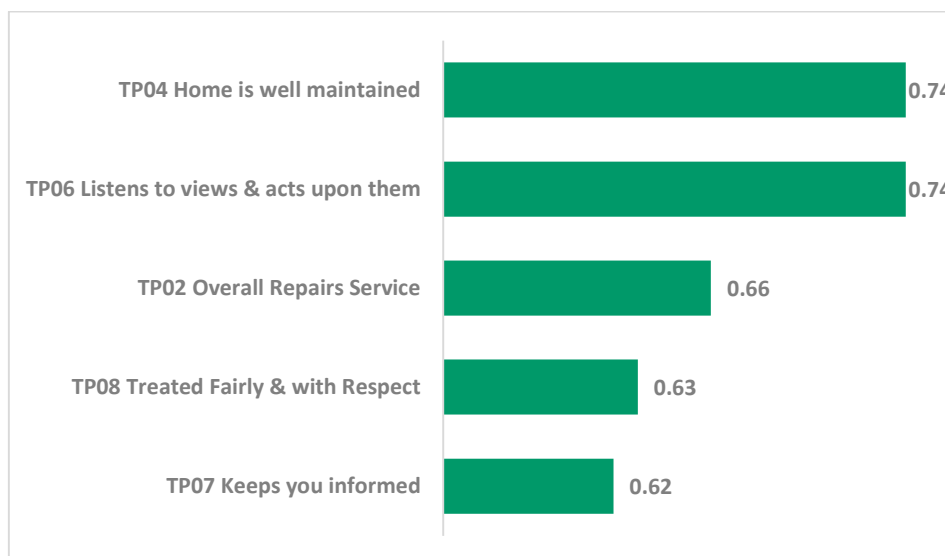
## Analysis

- 460 customers answered this question and 86.7% (399 responses) were very or fairly satisfied.
- The result is a 3.1 point decrease on the satisfaction score achieved last year and below the overall satisfaction score received in 2024/25 on transactional surveys for gas servicing of 95%.

# Further analysis

## Key Driver Analysis

A Key driver analysis was carried out to learn more about the overall satisfaction score, specifically which of the other questions were most related to the overall satisfaction score.



*Note - The analysis produces a correlation coefficient (or r value for short) which can range from -1.0 to +1.0. This rating can be interpreted using the following guide:*

- An r value close to 1 indicates that there is a strong relationship between the two variables
- A positive r value means that as one variable increases in value, the other variable will increase in value.

As with last year the Quality of the home is shown as extremely important to tenants. 'Home being well maintained' is again the top driver, with the overall repairs service showing the third strongest link to overall satisfaction.

The other three drivers to feature in the top 5 are related to quality of communication. 'Listening to your views and acts upon them' shows a particularly strong correlation with 'Being treated fairly & with respect' and 'Keeping you informed' also highly ranked.

## Comments

Comments were collected after TP01 – Overall satisfaction - to explain reasons for satisfaction or dissatisfaction. A summary of the main themes arising from the comments, with example quotes, are below.

### Positive responses:

Theme	Number of responses
Generally positive	50
Repairs	5
Communication / customer service	5

*"It has been a brilliant service, Newark & Sherwood have been committed to helping us out."*

*"I think they are really good and since I've lived here in 7 years I've had no issues."*

### Responses focused on improvement:

Theme	Number of responses
Repairs	88
Communication / information	46
Generally negative	24
Gardens / green areas	22
Outside areas	15
ASB	13
Quality of Home	11
Rubbish/litter	7
Rent/charges	5
Parking/street issues	5

*"Repairs can take a very long time, months and months some times."*

*"They came to my bungalow five months ago and told me what needed doing inside and outside. I have had to ring up again today after five months as nothing has been done."*

*"Communal Gardens are not being attended to and trees are not being pruned properly and many are overgrown and require attention."*

# Annex 1 - copy of questionnaire

## Tenant Satisfaction Measures Survey

**Q1** Taking everything into account, how satisfied or dissatisfied are you with the service provided by Newark & Sherwood District Council housing services?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

**Q2** Has Newark & Sherwood housing services carried out a repair to your home in the last 12 months?

- Yes
- No

**Q2a** How satisfied or dissatisfied are you with the overall repairs service from Newark & Sherwood housing services over the last 12 months?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

**Q2b** How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

**Q3** How satisfied or dissatisfied are you that Newark & Sherwood provides a home that is well maintained?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

- Q4** Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Newark & Sherwood provides a home that is safe?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable / don't know
- Q5** How satisfied or dissatisfied are you that Newark & Sherwood housing services listens to your views and acts upon them?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable / don't know
- Q6** How satisfied or dissatisfied are you that Newark & Sherwood housing services keeps you informed about things that matter to you?
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable / don't know
- Q7** To what extent do you agree or disagree with the following: "Newark & Sherwood housing services treats me fairly and with respect"?
- Strongly agree
  - Agree
  - Neither agree nor disagree
  - Disagree
  - Strongly disagree
  - Not applicable / don't know
- Q8** Have you made a complaint to Newark & Sherwood housing services in the last 12 months?
- Yes
  - No



- Q8a How satisfied or dissatisfied are you with Newark & Sherwood housing services approach to complaints handling?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- Q9 Do you live in a building with communal areas, either inside or outside, that Newark & Sherwood housing services is responsible for maintaining?**
- Yes
  - No
  - Don't know
- Q9a How satisfied or dissatisfied are you that Newark & Sherwood housing services keeps these communal areas clean and well maintained?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
- Q10 How satisfied or dissatisfied are you that Newark & Sherwood housing services makes a positive contribution to your neighbourhood?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable / don't know
- Q11 How satisfied or dissatisfied are you with Newark & Sherwood housing services approach to handling anti-social behaviour?**
- Very satisfied
  - Fairly satisfied
  - Neither satisfied nor dissatisfied
  - Fairly dissatisfied
  - Very dissatisfied
  - Not applicable / don't know

## Additional questions

**Q12** If you rented a new property in the last 12 months, how satisfied were you with the overall lettings process?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

**Q13** How satisfied are you with gas servicing provided by Newark & Sherwood?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable / don't know

**Q14** The council has a wide range of ways of tenants getting involved, would you be interested in getting involved?

- Yes
- No

**Q15** If yes, are you happy for us to share your details with the council so they can contact you about getting involved?

- Yes
- No

**Q15a** Finally is there anything you would like to say relating to the service provided by Newark and Sherwood housing services?

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**TSM Action Plan** (Local Authority Upper Quartile Figures Shown in Green and NSDC position colour coded)

**TP01 Overall satisfaction (77.9%) 75.9%**

**TP02 Satisfaction with repairs (75.3%) 77.7%**

**TP03 Satisfaction with time taken with repairs (69.8%) 74.2%**

Action	Lead Officer(s)	When
Review repairs policy – including repairs comms – ongoing – will complete in 2025/26	Housing Maintenance Manager	2025/26
Review repairs complaints reasons	Housing Regulatory Compliance Manager	Completed
Review abandoned repairs Moved to 2025/26 Reviewed costs of tenant out visits, need to do same for abandoned work. Picking back up now the Repairs and Voids Manager in place.	Housing Maintenance Manager	2025/26
Review disrepair process	Business Manager Compliance / Business Manager Housing Income and Leaseholder Management	Completed
Consider implications of calling tenants ahead of appointments Moved from Q2 to Q4 Was discussed at team meeting in February. We sometimes do this where bigger or multi trade works take place. NEC will have a text messaging facility.	Housing Maintenance Manager	Completed
Training on reasonable adjustments policy for repairs staff (the rollout of this has commenced housing wide) Moved to 2025/26	Business Manager Compliance	2025/26
Review repairs quality complaints (added at SLT 18.06). Ongoing – being carried out as part of complaints monitoring.	Housing Maintenance Manager	Completed

**TP04 Satisfaction that the home is well maintained (76.9%) 75%**

Action	Lead Officer(s)	When
Carry out stock condition surveys to 50% of stock (25% external and 25% internal) Ongoing due to resource issues – moved to 2025/26	Housing Asset Manager	2025/26
Increase budgets by £2m to account for data led asset improvements	Business Manager Compliance	Complete
Analysis of Apex asset management system stock condition for asset management programme including aids and adapts renewal programme	Housing Asset Manager	2025/26

Partial completion – moved to 2025/26 due to Apex issues		
Assess aids and adaptations at relet	Housing Asset Manager	Complete
Implement safety in the home policy and damp and mould policy	Business Manager Compliance	Completed
Deliver HHSRS training to key staff	Housing Asset Manager	Completed
Internal audit of voids process	Business Manager Compliance	Completed in Q2 instead of Q1
Review non standard properties that were being converted to flats and dispose of blocks that fail decent homes/not vfm	Business Manager Compliance	Completed
Complete programme to replace fin lock guttering phase 1	Business Manager Compliance	Completed
Complete programme to replace fin lock guttering phase 2	Business Manager Compliance	2025/26

**TP05 Satisfaction that home is safe (84.7%) 79.9%**

Action	Lead Officer(s)	When
Re-inspect fire risk assessment (FRA) works on extra measure properties (above 11m, Gladstone House, The Broadleaves) – in progress Moved to 2025/26	Business Manager Compliance	2025/26
Refresh programme for person centred FRAs in flats (PEEP) Moved to 2025/26	Business Manager Compliance	2025/26
Carry out actions arising from balcony inspection programme Moved to 2025/26	Business Manager Compliance	2025/26
Conduct compartmentation survey Moved to 2025/26	Business Manager Compliance	2025/26
Implement new fire regulations	Business Manager Compliance	Completed
Request removal of RSH regulatory notice	Business Manager Compliance	Completed
Implement Pennington's gas audit recommendations - in progress Moved to 2025/26	Business Manager Compliance	2025/26

**TP06 Satisfaction that listens to views and acts upon them (68.0%) 63.7%**

**TP07 Satisfaction that kept informed (69.8%) 72.6%**

Action	Lead Officer(s)	When
Review of Local Influence Networks (LIN) structure	Business Manager Housing and Estates Management	Completed
Introduction of scrutiny panels (general and complaints) – linked to above – TPAS visit done Moved to 25/26	Business Manager Housing and Estates Management	2025/26

Coordinate tenant engagement opportunities with planned major works (e.g. use of community centres, Boughton hub)	Business Manager Housing and Estates Management / Housing Asset Manager	Completed
Implement roving tenant engagement programme	Business Manager Housing and Estates Management	2025/26
LIN Chairs to attend PPIC when performance / complaints reports are on the agenda	Business Manager Housing and Estates Management	Completed
Include 'you said, we listened' themed section in the Tenant Annual Report	Business Manager Housing Income and Leaseholder Management	Completed
Include how tenant feedback has changed what we do section in the Tenant Times	Business Manager Housing and Estates Management	Completed
Refresh our communications channels	Business Manager Housing and Estates Management	2025/26

**TP08 Satisfaction that treated fairly and with respect (80.8%) 78.6%**

Action	Lead Officer(s)	When
Continue training programme on 'we care', professionalism, EEDI, complaints handling and customer services.	Business Manager Customer Services	Completed
Roll out directorate day training programme	All HHW BMs	Completed
Consider how to target young tenant engagement and consult on how they would like to be involved / engaged with - TPAS visit done Moved to 25/26	Business Manager Housing and Estates Management	2025/26
Implement actions from the above consultation	Business Manager Housing and Estates Management	2025/26

**TP09 Satisfaction with approach to complaints (27.6%) 36.2%**

Action	Lead Officer(s)	When
Carry out consultation with complainants to understand how we can improve our approach (approach presented to Suzanne Shead for review so will be carried out in the next financial year) Moved to 2025/26	Housing Regulatory Compliance Manager	2025/26
Ask a qualitative question in the next TSM survey to understand reasons behind complaints	Housing Regulatory Compliance Manager	Completed
Revise policy, guidance and templates in line with Complaint Handling Code (CHC)	Business Manager Customer Services	Completed
Approve revised CHC and upload to website	Business Manager Customer Services	Completed
Refresher training on CHC changes for complaints handlers Moved to Q4 because of Meritec amendments	Business Manager Customer Services	Completed
Rollout complaints awareness training for HHW (included within directorate day programme)	Director Housing, Health and Wellbeing	Completed

Review of compensation process – in progress	Business Manager Housing Income and Leaseholder Management	2025/26
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**TP10 Satisfaction with communal areas (65.5%) 69.9%**

Action	Lead Officer(s)	When
De-pooling of rents	Business Manager Housing Income and Leaseholder Management	Completed
Review of estate walkabout process – in progress Moved from Q3 to Q4	Business Manager Housing and Estates Management	Complete
Review Grounds Maintenance Contract (expectation of grounds maintenance v landscaping)	Director Housing, Health and Wellbeing	2025/26
Re-tender communal cleaning contract	Housing Asset Manager	Completed
Implement cyclical maintenance programme - improvement works on blocks and community centres Moved to 2025/26	Housing Asset Manager	2025/26
Implement community centre policy – in progress Moved to Q2 2025/26	Business Manager Housing and Estates Management	Q2 2025/26
Housing Services & Community Development Team to pilot a scheme to make use of community centre open and green space Moved to 2025/26	Business Manager Housing and Estates Management / Business Manager Regeneration and Housing Strategy	2025/26

**TP11 Satisfaction with landlord contribution to neighbourhood (65.1%) 68.1%**

Action	Lead Officer(s)	When
In liaison with comms colleagues increase media releases on positive events and work carried out in our communities - ongoing	Business Manager Housing and Estates Management/Business Manager Compliance	Complete
HRA playpark renewal and improvement programme	Contracts Coordinator	2025/26
Implement trees in tenants gardens policy – in progress. Policy has been to SLT. Moved to 2025/26	Business Manager Housing and Estates Management / Business Manager Compliance	2025/26

**TP12 Satisfaction with approach to ASB (61.7%) 60.5%**

Action	Lead Officer(s)	When
Ask a qualitative question in the next TSM survey to understand reasons behind ASB complaints	Housing Regulatory Compliance Manager	Completed
In liaison with comms colleagues increase media releases on positive outcomes following ASB actions. Media releases sent to Comms.	Business Manager Housing and Estates Management	Completed
Agree preferred method and frequency of engagement with ASB complainant during the case management process	Business Manager Housing and Estates Management	Completed
Theme rent statement inserts and Tenant Times – including a theme on ASB	Business Manager Housing and Estates Management / Business Manager Housing Income and Leaseholder Management	Completed
Use of new housing management system for comms once implemented	Business Manager Housing Income and Leaseholder Management	2025/26
Explore option of a community bus / van to engage with rural communities. This has been explored and is not being taken forward at this stage. A van is being purchased to support community outreach events in rural communities, in addition funding has been given to Citizens Advice to deliver an outreach service across the district.	Business Manager Regeneration and Housing Strategy	Completed