

**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