

TSM Ref	Satisfaction Measure	NSDC Position 2024/25 %	LA Upper Quartile Figures 2023/24* %	Action Description	Lead Officer(s)	Target Completion	Status	Progress Notes
TP01	Overall satisfaction	77.2	78.9	Review repairs policy – including repairs comms – ongoing – will complete in 2025/26	Business Manager Housing Repairs and Empty Homes	Q3 2025/26	Completed	Completed but further review to be undertaken.
TP01	Overall satisfaction	77.2	78.9	Review abandoned repairs; Reviewed costs of tenant out visits, need to do same for abandoned work. Picking back up now the Repairs and Voids Manager in place.	Business Manager Housing Repairs and Empty Homes	2025/26	In Progress	
TP01	Overall satisfaction	77.2	78.9	Training on reasonable adjustments policy for repairs staff (the rollout of this has commenced housing wide)	Business Manager Building Safety and Asset Investment	2025/26	In Progress	
TP01	Overall satisfaction	77.2	78.9	Review of complaint learning in relation to repairs and implement the actions. Ongoing – some changes already implemented.	Housing Regulatory Compliance Manager	Q4 2025/26	Completed	This has commenced and now ongoing BAU. Currently monitoring the recent changes.
TP01	Overall satisfaction	77.2	78.9	Implement a reactive damp process	Business Manager Housing Repairs and Empty Homes	2025/26	Completed	Complete and to be reviewed further.
TP01	Overall satisfaction	77.2	78.9	Refresh training matrix for all teams within the service.	Business Manager Housing Repairs and Empty Homes	2025/26	Completed	Completed but further review to be undertaken.
TP02	Satisfaction with repairs	72.3	79.6	Linked actions under TP01 apply	Business Manager Housing Repairs and Empty Homes	2025/26	In Progress	
TP03	Satisfaction with time taken with repairs	65.5	76.5	Linked actions under TP01 apply	Business Manager Housing Repairs and Empty Homes	2025/26	In Progress	
TP04	Home well maintained	77.1	77.8	Carry out stock condition surveys to 50% of stock (25% external and 25% internal) Ongoing due to resource issues.	Business Manager Building Safety and Asset Investment	2025/26	Completed	Currently over 95%, with the remainder being completed by end of Q1
TP04	Home well maintained	77.1	77.8	Analysis of Apex asset management system stock condition for asset management programme including aids and adapts renewal programme Partial completion.	Business Manager Building Safety and Asset Investment	2025/26	In Progress	In progress and relocated to Service Improvement Plan
TP04	Home well maintained	77.1	77.8	Complete programme to replace fin lock guttering phase 2	Business Manager Building Safety and Asset Investment	2025/26	Completed	Any fin lock guttering identified was added to the roofing programme and replaced.
TP04	Home well maintained	77.1	77.8	Introduce an energy assessor to understand the quality of homes.	Business Manager Building Safety and Asset Investment	2025/26	Completed	
TP04	Home well maintained	77.1	77.8	Start preparing for Awaabs Law, including delivering refresher HHSRS training to key staff	Business Manager Building Safety and Asset Investment	2025/26	Completed	Training has been rolled out to technical staff and general awareness training will be delivered to all housing staff (which will be a new task)
TP04	Home well maintained	77.1	77.8	Implement Warm Homes Decarbonisation Programme	Business Manager Building Safety and Asset Investment	2027/28	Completed	Approval received 21.04.26 for £5.5m investment overall for 2026-2028.
TP05	Home is safe	82.5	82.9	Re-inspect fire risk assessment (FRA) works on extra measure properties (above 11m, Gladstone House, The Broadleaves) – in progress	Business Manager Building Safety and Asset Investment	2025/26	In Progress	All compartmentation works have been completed 25/26, and follow up FRA to be provided.
TP05	Home is safe	82.5	82.9	Refresh programme for person centred FRAs in flats (PEEP)	Business Manager Building Safety and Asset Investment	2025/26	Completed	This is now completed annually on a rolling programme as BAU
TP05	Home is safe	82.5	82.9	Carry out actions arising from balcony inspection programme	Business Manager Building Safety and Asset Investment	2025/26	Completed	This has now been superseded by the HHSRS surveys which will be fully complete by end of Q2.
TP05	Home is safe	82.5	82.9	Conduct compartmentation survey	Business Manager Building Safety and Asset Investment	2025/26	Completed	All compartmentation works have been completed 25/26.
TP05	Home is safe	82.5	82.9	Implement Pennington's gas audit recommendations - in progress	Business Manager Building Safety and Asset Investment	2025/26	Completed	Looking to retender contract for start in April 2027
TP05	Home is safe	82.5	82.9	Prepare for changes to building safety – buildings in scope.	Business Manager Building Safety and Asset Investment	2025/26	Not Started	This is still in consultation.
TP06	Satisfaction that listens to views and acts upon them	67.2	69.3	Introduction of scrutiny panels (general and complaints) – linked to above – TPAS visit done	Business Manager Housing Services	2025/26	In Progress	Revised tenant engagement framework going to 19.05.26 Full Council for consultation changes.
TP06	Satisfaction that listens to views and acts upon them	67.2	69.3	Implement roving tenant engagement programme	Business Manager Housing Services	2025/26	Not Started	Revised tenant engagement framework going to 19.05.26 Full Council for consultation changes.
TP06	Satisfaction that listens to views and acts upon them	67.2	69.3	Review and consider the TPAS recommendations	Business Manager Housing Services	2025/26	Completed	
TP07	Satisfaction that kept informed	72.4	77.3	Refresh our communications channels	Business Manager Housing Services	2026/27	Completed	In line with our communication strategy. We have launched a Facebook profile, at the request of involved tenants and have refreshed Tenant Times.
TP08	Satisfaction that treated fairly and with respect	82.4	83.9	Consider actions to implement from the TPAS consultation including how to target young tenant engagement and consult on how they would like to be involved / engaged with.	Business Manager Housing Services	2025/26	Not Started	Revised tenant engagement framework going to 19.05.26 Full Council for consultation changes.
TP09	Satisfaction with approach to complaints	44.3	42.1	Carry out consultation with complainants to understand how we can improve our approach (approach approved – needs to be carried out)	Housing Regulatory Compliance Manager	Q3 2025/26	Completed	This has commenced and now BAU
TP09	Satisfaction with approach to complaints	44.3	42.1	Review of compensation process – in progress	Business Manager Housing Income and Leaseholder Management	Q4 2025/26	Completed	It has been reviewed. We also considered the new HO guidance issued and are comfortable our policy is fair and transparent. This post was recruited on a 12 month fixed contract that commenced in May 2025. A report is being presented to SLT to request this post to be made permanent. We have also recruited temp support with a request going to Cabinet in June for more additional complaints support.
TP09	Satisfaction with approach to complaints	44.3	42.1	Recruit Housing Complaints Coordinator	Business Manager Housing Income and Leaseholder Management	Q1 2025/26	Completed	Templates have been updated to remove HO email address and had a further review and amendment in terms of general content and flow.
TP09	Satisfaction with approach to complaints	44.3	42.1	Review complaint templates	Housing Regulatory Compliance Manager	Q4 2025/26	Completed	This will be considered as part of LGR.
TP10	Satisfaction with communal areas	71.5	72.8	Review Grounds Maintenance Contract (expectation of grounds maintenance v landscaping)	Director Housing, Health and Wellbeing	2025/26	Completed	
TP10	Satisfaction with communal areas	71.5	72.8	Implement cyclical maintenance programme - improvement works on blocks and community centres	Business Manager Building Safety and Asset Investment	2025/26	In Progress	In progress and reallocated to Service Improvement Plan. Programme will be created in Q3 2026/27.
TP10	Satisfaction with communal areas	71.5	72.8	Implement community centre policy	Business Manager Housing Services	Q2 2025/26	Completed	
TP10	Satisfaction with communal areas	71.5	72.8	Housing Services & Community Development Team to pilot a scheme to make use of community centre open and green space	Business Manager Housing Services / Business Manager Healthy Places	Completed	Completed	Beaumont Walk, The Green at Bilthorpe, Vale View and open space in Balderton have all had enhancements to community open spaces, including planting and community growing space.
TP10	Satisfaction with communal areas	71.5	72.8	Review approach to managing the public realm, including estate walkabout.	Business Manager Housing Services	2025/26	Completed	PPIC working group is completed and training on the new process is happening in April.
TP10	Satisfaction with communal areas	71.5	72.8	Monitor impact of pilot scheme to make use of community centre open and green space	Business Manager Housing Services / Business Manager Healthy Places	2025/26	In Progress	This will reported via the 2025/26 outturn report for Healthy Places. This work was handed over to the Street Scene team following the return of housing to NSDC. BM-BSAI to check these are being evidenced for assurance.
TP11	Satisfaction with landlord contribution to neighbourhood	71.9	71.7	HRA playpark renewal and improvement programme	Business Manager Building Safety and Asset Investment	2025/26	In Progress	
TP11	Satisfaction with landlord contribution to neighbourhood	71.9	71.7	Implement trees in tenants gardens policy – in progress. Policy has been to SLT.	Business Manager Housing Services/ Business Manager Building Safety and Asset Investment	2025/26	In Progress	
TP11	Satisfaction with landlord contribution to neighbourhood	71.9	71.7	Implement good neighbourhood management policy	Business Manager Housing Services	Q2 2025/26	Completed	
TP11	Satisfaction with landlord contribution to neighbourhood	71.9	71.7	Use data and feedback from TSMs, transactional satisfaction surveys and Tenant Engagement Survey to produce an action and implementation plan.	Business Manager Housing Services	2025/26	Completed	Repairs, ASB and complaints were prioritised for improvement. The main area of focus for 2026/27 is repairs as part of Foundation Five. We are sending SMS, using additional communication channel with customers via myhome online. About to start the implementation of uploading correspondence to customers, letters, documents etc.
TP12	Satisfaction with approach to ASB	64.4	66.4	Use of new housing management system for comms once implemented	Business Manager Housing Income and Leaseholder Management	2025/26	In Progress	ASB data was reviewed at Tenant Engagement Board and no further action required. In addition, 3 new questions around tenant experience of ASB have been included in our Transactional Survey as a pilot scheme.
TP12	Satisfaction with approach to ASB	64.4	66.4	Establish a task & finish group to identify and respond to areas of improvement to the Housing ASB service.	Business Manager Housing Services	2025/26	Completed	