

Tenant Satisfaction Survey 2022/23 - Improvement actions

1. Overall satisfaction		
Action	Assigned To	Due date
Implement improvement plan for Building services – Phase 3	Martin Feeney	Mar 2024
Review and update Tenant Communication Strategy	John Kerr	Mar 2024
Develop and Implement Revised ASB Policy	Nicola Pettigrew	Mar 2024
Ensure the Council's Housing stock progresses towards the achievement of the energy efficiency standard for social housing (ESSH2).	Alan Young	Mar 2024
Deliver a Greener, Fairer Housing Asset Management Strategy and Investment Plan	John Kerr	Mar 2024
Conduct follow up tenant satisfaction survey in final quarter 2023/24	John Kerr	Mar 2024
2. Repairs and maintenance		
Action	Assigned To	Due date
Review Repairs Policy	Martin Feeney	Mar 2024
Improve customer satisfaction with Building Services	Martin Feeney	Mar 2024
Improve maintenance & repairs performance	Martin Feeney	Mar 2024
3. Value for Money		
Action	Assigned To	Due date
Review Direct Tenant Support Funding Schemes	Nicola Pettigrew	Mar 2024
Review provision of assistance to tenants in terms of energy efficiency	Alan Young	Mar 2024
Undertake Rent Affordability Assessment as part of Rent Consultation Exercise	John Kerr	Mar 2024
4. Housing Quality		
Action	Assigned To	Due date
Implement and monitor process for Dampness and Mould in Tenants Homes	Martin Feeney	Mar 2024
Deliver the HRA Capital Improvement programme for 2023/24	Alan Young	Mar 2024
Improve progress on Electric Installation Condition Reports	Martin Feeney	Mar 2024
Implement and Review new void relet standard	Nicola Pettigrew	Mar 2024
Implement Multi Storey Enhanced Living Strategy	John Kerr	Mar 2024
Deliver the Council's Affordable Housing Supply Programme	John Kerr	Mar 2024

5. Tenant Participation and Customer Engagement		
Action	Assigned To	Due date
Explore new methods to provide information and obtain tenants' views (social media, IHMS)	John Kerr	Mar 2024
Review and improve the content on the Housing web pages and use of digital media	John Kerr	Mar 2024
Maximise the tenant self-serve portal within IHMS	John Kerr	Mar 2024

6. Neighbourhood management		
Action	Assigned To	Due date
Increase awareness of how to report Anti-Social Behaviour (ASB)	Nicola Pettigrew	Mar 2024
Deliver new ASB strategy with focus on council properties	Nicola Pettigrew	Mar 2024
Promote estate walk about programmes to tenants	Nicola Pettigrew	Mar 2024