

Tenant Perception Survey 2023-24 – Tenant Comments

In April 2023, the Regulator of Social Housing introduced a new set of Tenant Satisfaction Measures (TSMs) which we are required to report on a yearly basis. Last year we conducted our First Tenant Perception survey which captures the majority of the TSMs we are required to report on. As part of this survey tenants were able to provide additional comments on how well we are performing at providing good quality homes and housing services.

Below is a summary of the generic comments we received and our response to these.

Housing Options Team

Housing Register

We understand that some customers will be disappointed with how long it is taking to be rehoused through the housing register. Unfortunately the demand for social housing is very high and the number of vacant properties is low which means we are not able to house all customers on the housing register.

Tenancy & Estates Team

Children Playing

Children playing, including ball games, will not be investigated, unless the children are also engaged in associated anti-social behaviour. It is important that tenants show tolerance and are respectful of differing lifestyles and circumstances.

Anti-Social Behaviour Timescales

We work to ensure that appropriate updates are communicated effectively, with realistic commitment to time periods. We will be reviewing our anti-social behaviour processes to ensure that they are robust in achieving these levels of communication. We will ensure that cases are investigated within set timescales.

Staff Visibility

We are out across the borough on a daily basis. We have two tenancy officers who respond and investigate tenant queries, and we are introducing annual tenant visits so you may receive communication of a visit to your home.

Resident Engagement

We welcome resident involvement and there are many ways to participate such as:

- Completing annual tenant participation survey
- Joining the Tenant & Leaseholder Forum
- Attending Residents Forums

Grounds Maintenance

We are currently reviewing the grounds maintenance service level agreement for the next financial year and we will listen to the residents views to incorporate these into the proposals, factoring in quality, value for money and affordability.

Parking

There are parking issues on some areas of housing land across the borough which the Housing Service are unable to enforce. We are opening a parking review and will be consulting with tenants to consider a borough-wide solution which may enable accessibility to increased opportunities for enforcement and accountability.

Stock Investment

A stock condition survey of all our housing stock will be completed in 2024-25 which will include the communal areas. Once completed, a programme of works will be set out for future years.

Windows

We are currently in the process of procuring a contractor to undertake the works for the cleaning of windows located in communal areas.

Cleaning

A robust review of every site is being undertaken, and each site receives regular cleaning from our dedicated cleaning team which includes spot checks. If individual issues arise, we will address these as necessary.

Dog Fouling

If you witness a tenant allowing their dog to foul within communal gardens without clearing this away immediately, we encourage you to speak with them and make them aware of their responsibilities. If this reoccurs, please report this to us for further investigation through our anti-social behaviour processes.

Litter Picking

Our cleaners carry out litter picking during each site visit. We ask tenants to encourage any persons dropping litter to use a litter bin or take it home with them.

Birds

We are aware of a small number of sites across our stock impacted by nesting birds and we will continue to work with our maintenance team to explore options to reduce this impact.

Repairs & Maintenance Team**Door entry**

We have received several queries regarding the door entry systems throughout our schemes. Ensuring the security and functionality of these systems is a top priority for us.

We are pleased to inform you that we have procured a contractor, Baydale Control Systems, to upgrade our door entry systems across all our schemes. Work has already been completed at Elizabeth Court, Bennett Way, Blaby Road, and Boulter Crescent.

Windows, Kitchens, and Bathrooms

We have received a significant number of queries regarding the replacement of doors, windows, kitchens, and bathrooms. We understand the importance of these components in maintaining a comfortable and safe living environment.

To address these concerns, we have procured a stock conditioning surveying company called Impart Links. They will commence work in the middle of July to carry out a comprehensive stock conditioning survey of all our properties. This survey will provide us with detailed information about the condition of these components.

Based on the findings from this survey, we will develop a program of planned works to prioritise and schedule necessary replacements and upgrades. Our goal is to ensure that all properties meet the Decent Home Standard and provide a high quality of living for all tenants.

Tenants that raised specific issues were contacted directly to discuss these in more detail.