

# Cheltenham Borough Council

## Cabinet Housing Committee – 12th September 2024

### Quarter 1 Tenant Satisfaction Measures (TSM) Tracker update

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**Accountable member:**

Flo Clucas, Cabinet Member for Housing and Customer Services

**Accountable officer:**

Caroline Walker, Head of Community Services

**Ward(s) affected:**

n/a

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**Key Decision:** No

**Executive summary:**

The purpose of this report is to inform Housing Committee members of the results of Tenant Satisfaction Measure results for quarter 1 2024/25. Tenant satisfaction surveys are carried out independently on the council's behalf, 250 tenants are contacted each quarter so that a representative sample of tenant perceptions and opinions is obtained. Most tenants (around 80%) give permission for the council to contact them to discuss areas of dissatisfaction further. These dissatisfied customers are contacted to better understand areas of concern and the feedback used for learning and improvement.

Key messages from the quarter 1 survey results include:

- 77% tenants are satisfied with the overall service provided by the council

Several satisfaction areas achieved satisfaction above 80%, these included:

- Time taken to complete repairs
- Keeping tenants informed
- Treating tenants fairly and with respect

In contrast, tenants were less satisfied in three areas (below 70%)

- how the council listen to tenant's views and acts upon them
- the approach to dealing with ASB
- satisfaction with the handling of complaints

Follow up calls have been made to all dissatisfied tenants and contact established with 66 tenants. The key areas for dissatisfaction were repairs, ASB and estate services (cleaning of communal areas), where possible individual tenant concerns have been resolved.

**Recommendations:**

1. that Committee note quarter 1 Tenant Satisfaction survey results
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**1. Implications**

**1.1 Corporate Plan Priorities**

This report contributes to the following Corporate Plan Priorities:

- Being a more modern, efficient and financially sustainable council
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**2 Background**

2.1 Please see attached Tenant Satisfaction Measure Tracker report (quarter 1)

**3 Key risks**

3.1 Tenant Satisfaction Measure surveys are a mandatory requirement, failure to undertake surveys would result in intervention from the Regulator for Social Housing

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**Appendices:**

- i. Tenant Satisfaction Measure Tracker report