

Cheltenham Borough Council

Cabinet Housing Committee – 16 July 2025

2024/25 Annual Tenant Satisfaction Measures (TSM)

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Claire Hughes, Director of Governance, Housing and Communities

Executive summary:

The purpose of this report is to provide members of the Cabinet Housing Committee with a copy of the Tenant Satisfaction Measure submission for 2024/25 and the annual Tenant Satisfaction Measure survey results for 2024/25 and to outline activities being developed to address areas of dissatisfaction. Members are reminded that tenant satisfaction surveys are carried out independently on the council's behalf. 250 tenants are contacted each quarter (1000 tenants per annum) so that a representative sample of tenant perceptions and opinions is obtained. Most tenants (94%) give permission for the council to contact them to discuss areas of dissatisfaction further. These customers are contacted to better understand areas of concern and feedback used for learning and improvement.

Recommendations:

1. That Cabinet Housing Committee notes the 2024/25 Tenants Satisfaction Submission and the annual Tenant Satisfaction Measure survey results.
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1. Main content

Key messages from the annual report:

- 80% tenants are satisfied with the overall housing service provided by the council

Several measures achieved satisfaction above 80%, these included:

- How the council treats its tenants fairly and with respect (85%)
- Satisfaction with the repairs in the last 12 months (82%)

- Time taken to complete repairs (82%)
- How the council keeps tenants informed (82%)

In contrast, tenants were less satisfied with:

- How the council listen to tenant's views and acts upon them (67%)
- Maintenance of communal areas (66%)
- The council's approach to dealing with ASB (63%)
- Satisfaction with the handling of complaints (43%)

Follow up calls were made to 425 dissatisfied tenants, with 171 responding (40%), the key areas for dissatisfaction were repairs, ASB, Estate Services and complaint handling. Where possible individual tenant concerns have been resolved. With regards to complaint handling, none of the customers contacted had raised a formal stage 1 complaint, as a result of the follow up calls, three stage 1 complaints have now been raised

Any tenant that advised they haven't reported their damp and mould concerns (36%) have had their concerns raised as part of the DMC process.

The Council compares very well with other social landlords who have submitted their 2023/24 TSM results to The Regulator, with ten out of 12 results in the top quartile and two in the second quartile.

A Resident Engagement Officer has recently been recruited to work closely with staff and residents to increase our work on listening and acting to tenant feedback and developing our approach to the tenant voice.

A revised ASB Policy has now been approved and a communications plan is being developed to ensure tenants better understand the ASB team response, the actions available to the council as landlord and the evidence required to achieve outcomes. Staff are also reviewing best practice in ASB response to ensure we are meeting these standards

The Cleansing Team have purchased new equipment for improving their ability to clean the communal areas, ongoing work is being undertaken to improve communal recycling in blocks.

Report author:

Caroline Walker, Director of Housing, Customer Services and Communities,
caroline.walker@cheltenham.gov.uk

Appendices:

Appendix 1: Risk Assessment

Appendix 2: Accuity TSM Annual Report 2024/25

Appendix 3: Full TSM Results for 2024/25

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
	Intervention from the Regulator for Social Housing	Caroline Walker, Director of Housing, Customer Service and Communities	4	2	8	Avoid the risk	Ensure TSM's are completed	Olivia Underhill, Community and Support Services Manager	TSM's to be completed on a quarterly basis