

Cheltenham Borough Council

Cabinet Housing Committee – 26 November 2025

Tenant Satisfaction Measures (TSM) 6 monthly update

Accountable member:

Cllr Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Caroline Walker, Director of Housing, Customer Services and Communities

Executive summary:

The purpose of this report is to inform Housing Committee members of the results of Tenant Satisfaction Measure results for quarter 1 and quarter 2 2025/26 and to outline activities being developed to address areas of dissatisfaction.

Recommendations:

1. That the report is noted by Cabinet Housing Committee.

1. Background

1. Members are reminded that 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.

2. Main content

Key messages from the survey results include:

- 82% tenants are satisfied with the overall service provided by the council (an increase of 3% from quarter 1)

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

- Well maintained Homes
- Safe Home
- Repairs Last 12 Months
- Time taken repairs
- Kept Informed
- 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 (65%)
- the approach to dealing with ASB (63%)
- Satisfaction with the handling of complaints (41%) which is an increase of 4% from Q1

Follow up calls have been made to all dissatisfied tenants and contact established with 34 tenants. The key areas for dissatisfaction were repairs and planned maintenance, where possible individual tenant concerns have been resolved.

The estate services team are working in addressing the dissatisfaction with the cleaning of communal areas and the following activities are in progress:

- There are plans to carry out communal planting at James Donovan Court
- There are plans to carry out painting in communal blocks, including Scott and Edward Wilson House

The complaints team has recognised that the SMS text surveys are delivering a poor response rate and the team are not getting feedback regarding complaints handling. As a result of this the complaints team will look to arrange and conduct complaints scrutiny meetings with tenants with direct experience of making a complaint.

3. Performance Overview – Quarter 2 results

82% of tenants were satisfied with the overall service in Q2, an increase of 3 % from Q1

80% of tenants believe kept informed, decrease of 5% from Q1

84% of tenants believe treated fairly and with respect, decrease of 1% from Q1

83% believe their home is safe, 83% satisfaction in Q1

82% satisfied with time taken to complete repairs, 82% satisfaction in Q1

87% satisfaction with repairs in the last 12 months, which is an increase of 6% from Q1

4. Key risks

- Reputational damage and loss of public confidence
- Reduced tenant satisfaction and engagement.

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Appendices:

- i. Risk Assessment
- ii. Q1 TSM Tracker report
- iii. Q2 TSM tracker report

Appendix 1: Risk Assessment

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
	Reputational damage arising from poor tenant satisfaction	Caroline Walker, Director of Housing, Customer Service and Communities	3	3	9	Reduce the risk	Follow up calls to dissatisfied tenants and identify common themes. Liaise with Service Managers to identify improvements and communicate these to tenants.	Natasha Dhillon, Complaints Officer	Annually