

## Q3 TSM Qualitative Feedback Summary

### Introduction

The Tenant Voice Forum (TVF) will examine areas of higher dissatisfaction in greater depth over the coming quarter. This work will be undertaken collaboratively with service leads, focusing on identifying the root causes of issues and highlighting opportunities for meaningful and sustainable improvement.

### Survey response breakdown.

- Based on 58 tenant comments/149 surveys
- Main response preference was SMS – 114 responses
- Female 89. Male 60.
- Age range 55-64 (45) followed by 45-54 (25) then 65-74 at (22) 35-44 (19) 25-34 (17) 75-85 (15) lastly 5 responses from 16-24 yr old and 7 from 85+

### Theme Summary

Theme	Mentions (out of 58 comments)
Repairs	20
Staff Praise	13
Communication Issues	8
ASB / Neighbour Concerns	8
Cleaning / Estate Services	2

#### 1. Repairs & Maintenance (Most frequent theme – 20 mentions)

Repairs remain the single biggest contributor to tenant dissatisfaction this quarter, driven by long-standing delays, unresolved issues, and inconsistent communication.

#### Key issues raised.

- Long waits: tenants repeatedly mention repairs outstanding.
- Jobs marked as completed when tenants say they were never attended.
- Tenants feel they have to chase repairs multiple times without updates.
- Recurring or unresolved issues with:
  - Leaks (including ceilings, showers, porches, back doors)
  - Damp and mould
  - Boilers and heating
  - Broken windows
  - Bathroom / wet room repairs

**Example tenant voice:**

- “I’ve been waiting for a wall to be repointed for over 2 years—signed off as completed but nobody came.”
- “My bathroom window still not fixed after 3 years... damp and cold air constantly coming in.”
- “Reported mould and leakage for a year now and still not fixed.”
- “Boiler keeps breaking; told parts needed but never replaced.”

**What we are doing about this.**

Actions underway:

To address these issues, a coordinated programme of improvement is in place:

- End-to-end- Repairs Process Review led by the new Head of Repairs to identify bottlenecks, quality issues, and incorrect job closures.
- Data accuracy audit focused on verifying “completed” jobs and improving system compliance.
- Backlog clearance of older repairs (1–3 years), with prioritisation based on risk and tenant impact.
- Strengthened supervision across contractors and in-house operatives, including post-work call-backs to validate completion.
- Enhanced damp and mould triage, aligned with Awaab’s Law, supported by a project group to embed new standards and workflows.
- Improved tenant communication, ensuring updates are provided after each appointment and whenever jobs are reallocated, delayed, or rescheduled.

**Outcome expected:**

These actions will provide greater oversight, reduce the need for tenants to chase, and improve the accuracy of job completion data. Work led by the new Head of Repairs is already shaping an improvement plan aimed at moving performance closer to target and improving tenant satisfaction as we progress into the next quarter.

**2. Communication & Contact Centre Issues (8 mentions)**

Tenants express frustration with communication flow and the difficulty getting updates.

**Key issues raised:**

- Repairs raised but no communication afterwards.
- Tenants struggle to get through to the contact centre.
- Conflicting information between teams (ASB, repairs, housing officers).
- Tenants unsure who is dealing with their case.

**Example tenant voice:**

- “Your customer service department is atrocious... staff need basic training.”
- “Hard to speak to anyone since the system change.”
- “I wasn’t listened to, especially as I have additional needs.”

**What we are doing about this.**

Some progress has been made to improve communication between Housing Services and the Contact Centre, including the introduction of dedicated inboxes, clearer service-level messaging to tenants, and joint participation in the Institute of Customer Standards. However, these actions do not yet go far enough. Tenants still experience inconsistent access routes and variable service quality, and the Contact Centre does not always have the information needed to manage enquiries effectively.

Further work is required to streamline processes, strengthen communication, and ensure tenants receive timely, accurate updates without unnecessary repeat contact.

- Standardise call backs for repairs, ASB and tenancy management reducing conflicting information between teams
- Implement the Institute of Customer Standards accreditation recommendations once established.

**Outcome expected:**

Fewer tenant chasers, clearer case ownership, and aligned messaging across services.

**3. Anti-Social Behaviour (8 mentions)**

ASB concerns remain a strong theme, often linked to dissatisfaction with the council response.

**Key issues raised:**

- Noise nuisance (late-night noise, loud music)
- Drug use / dealing in blocks or streets
- Neighbour intimidation or harassment
- Tenants feeling unsupported or unsafe
- Cases where tenants feel evidence provided but no action taken

**Example tenant voice:**

- “Seven months of diary sheets and nothing done. We are disabled and vulnerable.”
- “Kids hitting cars with footballs, hostile neighbours—nothing gets resolved.”
- “Drug users in flats and nothing is done.”

**What we are doing about this.**

**Actions underway:**

- Strengthening ASB action plans, using early Housemark feedback to improve consistency and documentation.

- Clearer evidence requirements communicated to tenants at the start of each case.
- Improved multi-team coordination (ASB, Contact Centre, Housing Officers, and Repairs) to avoid unclear ownership.
- Risk-based prioritisation for vulnerable tenants and those reporting severe or persistent ASB.
- Review of cases older than six months, ensuring actions are recorded, followed up, and communicated back to tenants.

**Outcome expected:**

More consistent ASB case handling, clearer expectations for tenants, and stronger reassurance.

**4. Cleaning & Estate Services (2 mentions)**

Although a smaller theme in Q3, comments appear at both ends of the scale.

**Positive**

- Communal cleaners described as “fantastic”, “great”, and “appreciated”.

**Key issues raised.**

- Grass cuttings left on lawns
- Shrubs and trees not cut back
- Build-up of rubbish attracting ASB or vermin

**What we are doing about this**

Actions underway:

- Quality checks on grounds maintenance to address grass cuttings, shrub trimming, and cleanliness.
- Linking estate concerns to ASB and Neighbourhood Teams where issues (e.g., rubbish build-up) cause wider nuisance.
- Better reporting routes for environmental issues, signposting to the correct Council service where not owned by Housing.

**Outcome expected:**

Cleaner communal spaces and quicker resolution of environmental issues.

**5. Staff Praise & Positive Experiences (13 mentions)**

A significant number of tenants used the survey to express gratitude.

**What tenants praised:**

- Caretakers going “above and beyond”
- Helpful Housing Officers
- Quick repairs when they *are* done

- Feeling safe or well supported
- Appreciation for being heard or treated with respect
- Anniversary texts and personal touches

**Example tenant voice:**

- “The staff at Griffin Close are amazing and so helpful.”
- “Repairs were done quickly—well done for that.”
- “Thank you for everything, I’m very happy with the service.”

**Actions underway:**

- Sharing positive feedback with teams (Caretaking, Housing Officers, and Repairs).
- Highlighting good practice in Team Briefs and the TVF, reinforcing what “good looks like.”
- Building positive examples into training, especially around empathy and communication.

**6. Other Themes**

**Condition & suitability of home**

- Some tenants report the property no longer suits mobility/health needs.
- Requests for moves to quieter or safer accommodation.

**Bins, grounds & local environment**

- Concerns about litter, dog fouling, fly-tipping, and lack of maintenance.

**Safety & security**

- Requests for CCTV
- Concerns about tree overgrowth affecting lighting and damp
- Reports of rats in gardens

What we are doing about this.

**Actions underway:**

- Direct signposting to relevant Council teams for environmental issues (e.g., grounds, waste).
- Triage to correct Housing teams when tenancy or repairs action is needed.

**What we need to do**

- Improve logging in QL so cross-service referrals are visible and tracked.
- Review of cases raised about suitability of home, linking into allocations or adaptations where appropriate.

**Outcome expected:**

Stronger service coordination and reduced tenant frustration when issues fall across multiple departments.

All feedback is reviewed and signposted to the appropriate Council service if is not in the Hosuing Services gift to resolve. All issues associated to tenants are triaged to the appropriate team and individual as a task, to contact the tenant directly and resolve.