2025-26 Tenant Satisfaction Measures Improvement Plan

Based on the key driver analysis completed, the four areas of focus to achieve the biggest improvement in overall tenant satisfaction are:

Well maintained home | Positive contribution to neighbourhood | Repairs in last 12 months | Kept informed

Key driver themes	Area of satisfaction and 2025 Q4 scores (24-25 for LCHO)	Area for improvement	Actions	Target end dates	Measures of success	Action owners	Progress Status (Previous)
	Repairs service: • Overall satisfaction 71% • Repairs in last 12 months 72% • Time taken to complete 68% • Well maintained home 69% • Safe home 76%	• Repairs order processing • Customer communications • Contractor performance • Promoting performance	• Embed processes for repairs handling to reduce delays and keep customers informed – to carry forward • Embedding customer service training – to carry forward • Enhanced contractor management – to carry forward • Publicise findings of RSP scrutiny project around repairs communications • Action all comments and alerts raised by transactional satisfaction surveys – in place • Publicise transactional survey outcomes	Ongoing Ongoing Ongoing Complete Complete Complete	• Reduced end to end time • Reduction in complaints • Improved 2025-26 TSM scores • Improved transactional survey scores	• Head of Assets & Repairs (HAR) • Property Team Leader (PTL) • Head of Housing & Customer Experience (HHCE) • Business Support Team Leader (BSTL)	100%
	Communication and complaints: • Overall satisfaction 71% • Listens and acts 59% • Kept informed 80% • Treats fairly and with respect 77% • Complaint handling 29%	• Increase awareness of complaints process • Learning from complaints • Improved communication • Promoting performance	• Publicise the formal and informal complaints process including response times and possible outcomes • Establish monthly operational review of complaint trends, themes and learning – in place • Action all comments and alerts raised by transactional satisfaction surveys – in place • Publicise transactional survey outcomes • Publicise quarterly complaint reviews with CEO, MRC and RSP	Complete Complete Complete Complete Complete C/F TO 2026-27	• Reduction in stage 1 and 2 complaints • Improved 2025-26 TSM scores • Improved transactional survey scores	• HHCE • BSTL • Tenancy Team Leader (TTL)	90%
	Neighbourhoods: • Overall satisfaction 71% • Communal areas 67% • Neighbourhood contribution 66% • Anti-social behaviour 81%	• Increased engagement opportunities • Increased visibility in neighbourhoods • Improved communication • Promoting performance	• Create an opportunity for residents to be involved with cleaning & grounds maintenance procurement • Identify community projects to support – to carry forward • Action all comments and alerts raised by transactional satisfaction surveys – in place • Publicise transactional survey outcomes • Publicise ASB case studies	Complete Ongoing Complete Complete Complete	• Increased number of engaged residents • Improved 2025-26 TSM scores • Improved transactional survey scores	• HHCE • TTL • BSTL	100%
	Shared ownership satisfaction: • Overall satisfaction 52% • Repairs in last 12 months 66% • Time taken repairs 66% • Well maintained home 13% • Safe home 45% • Listens and acts 11% • Kept informed 40% • Fairly and with respect 39% • Complaint handling 7% • Communal areas 32% • Neighbourhood contribution 0% • ASB 15%	• Increased engagement opportunities • Improved communication • Promoting performance • Clarity of responsibility	• Publicise 6 monthly Homeowner Forum – in progress • Review shared ownership communications – not started* • Action all comments and alerts raised by transactional satisfaction surveys – in place • Publicise transactional survey outcomes • Create shared ownership FAQ document and share – in progress *Shared owners are no longer included in the TSM surveys so this action has been passed to the Housing team and will not be included on the 2026-27 improvmenet plan.	Complete Complete Complete Complete Complete	• Increased number of engaged residents • Improved 2025-26 TSM scores	• HHCE • TTL • BSTL	80%

Complete | **In progress** | **Not started**

1 November 2026