

Tenant Satisfaction Survey Results 2024/25: Action Plan

Areas scoring satisfaction scores of below 75% are highlighted as potential improvement opportunities:

Area		Action	By When	By Whom	Progress/Monitoring
Survey Methodology/ Survey Questions	1. Conduct smaller surveys throughout the year	Survey after repair completed	Ongoing	Maintenance Team	Satisfaction surveys are distributed to tenants after each repair. These are short, quick surveys. Results at year end 2025/26 were above 90% in 5 out of 6 areas, with one area scoring 76%.
	2. Provide alternative methods for survey completion	Survey tenants following activities and complete evaluations	Ongoing	Community Development Officer	Employed Community Development Officer to promote engagement. Surveys/evaluations have been introduced following activities
		Assist with the completion of surveys	Ongoing	Tenancy Support Worker/ Foyer Team	Support scheme residents offered assistance to complete surveys.
		Distribute surveys via post, online (QR code) & text	Spring 2026	Corporate Services	Completed and actioned for 2025/26 survey.
Communication/ Community Engagement	3. Contact with NB: Final outcome 57%	Ensure that letters and email templates reflect NB Housing's brand and values	Ongoing	All departments	Actioned and ongoing.
	4. Listens to views 54%				
	5. Keeps informed 68%	Those with direct tenant contact are	June 2025	Staff from Housing and Foyer Teams	Actioned: Training delivered by Business Improvement Manager June of 2025

	6.Participation in decision making 57%	offered Customer Service and Call Handling training by the Business Improvement Manager			
		Better promotion of the MyTenancy online portal via newsletter	Summer 2025	Corporate Services	Actioned: My Tenancy portal is available to all tenants and residents online. This was again promoted in Tenants Newsletter.
		Regular communication with tenants: 4 x newsletters per year, regular social media & website posts	Quarterly	Corporate Services	Actioned: Newsletters delivered quarterly keeping tenants informed of Association news and useful information.
		Customer Experience Panel meetings	Ongoing	Community Development Officer	Actioned and Ongoing: Community Development Officer has been tasked with promoting the Customer Experience Panel. Given the activities being delivered, interest in the Customer Experience Panel is gaining traction with membership increasing up to 12 members by year end.
		Coffee mornings & seasonal activities	Ongoing	Community Development Officer	Actioned: Activities organised for current and new tenants coming on board to new developments to get to know each other and learn about what the Association offers.

		Launch of new Tenant Participation Strategy	Summer 2025	Community Development Officer	Actioned: 100 tenants consulted prior to distribution for feedback on new Tenant Participation Strategy 2025-2028. Finalised and circulated to all tenants. (<i>Strategy also includes its own action plan with report to Board on Progress at year end</i>)
		Tenant Participation training	November 2025	All staff/Board	Actioned: Training provided by Supporting Communities over 3 sessions to all staff and Board.
Overall satisfaction	7.Services provided 70% 8.Area as a place to live 69% 9.Rent VFM 73% 10.Service charge VFM 61% 11.ASB/ Complaints 55%	- Inform of survey results in newsletter - Resources for ASB & Complaints readily available to tenants via print and online - Continue to manage ASB & complaints in line with policies & procedures	Summer 2025 Ongoing As & when	Business Improvement Manager Corporate Services Team Housing & Corporate Services Team	Actioned: Published in Summer 25 edition. Actioned: Information leaflets are available to tenants at sign up our website on ASB and complaints process. Actioned and ongoing.

Repairs	12.Overall Repairs Satisfaction 57% 13.Being told when workers would call 58% 14.Time taken before work started 61% 15.Speed work was completed 63% 16.Quality of repair work 68% 17.Keeping mess to a minimum 70% 18.Repairs service received this occasion 67%	• Maintenance Team to address this with contractors and monitor improvement • Team to analyse why this is the case and follow up with contractor regarding same • Survey after repair completed	Immediate and Ongoing	Maintenance Team	Ongoing Monitoring:
	19.Communal area Cleanliness 44%	• Communal area advice article in newsletter	Spring 2025	Maintenance Manager	Actioned: In both Spring and Autumn Newsletters