

Tenant Board

4th December 2024 Minutes

Attendees:

Liz Perryman- Tenant Board Member-
Chair

Kerry Lecomber- Tenant Engagement Co-
ordinator

Gerry Crease- Tenant Board Member

Georgia Mecoy- Tenant Engagement Co-
ordinator

Marcus Cooper- Tenant Board Member

Vicky Freer- Tenant Insight and
Improvement Manager

Paula Warren- Tenant Board Member

David White- Housing Transformation
Manager

Peter Stephens- Damp and Mould
Manager

Apologies: Cllr Winch, Cllr Carter, and Rob Longfoot

No declarations of interest.

No outstanding actions from last meeting.

1) Tenant Satisfaction Measures- Vicky Freer

VF presented our TSM six-month review which broke down the satisfaction scores across customer experience, responsive repairs, building safety and neighbourhood planning.

VF presented an improvement action plan to improve satisfaction, within this plan we have set out several actions that fit in within the themes. Most actions are in progress or business as usual, so we should start seeing satisfaction increase soon. Once the full cycle of 23/24 is completed, we will start looking at other actions. We would like to do more "You Said We Did" to show how we are improving and listening to feedback, and present this to residents.

LP: How many surveys do you send out and how many did you get back?

VF: We aim to receive 300 per quarter and we keep sending the surveys out until we reach numbers.

PW: How are tenants chosen for the survey?

VF: Acuity receive a full file on all tenants, tenants can tell us they do not want to be contacted for a survey. We are aware that they also do our transactional, so we want to avoid survey fatigue. Acuity will put a flag on their name to try them next time, so they have a break from surveys. Acuity also takes into consideration demographic across ethnicity, age, gender. We need to make sure there is a representative split between these. VF presented graphic on survey biases.

VF also provided data on how Babergh and Mid Suffolk compare to other Local Authorities in the UK as well as how we perform against other Suffolk Local Authorities.

Action: GM to share Vickys presentation

2) Transactional data- Vicky freer

VF shared a presentation on Transactional Surveys

- We complete three transactional surveys on repairs, new lettings, and Anti-Social Behaviour.
- These surveys are completed monthly, and the sample size is based on yearly transactions.
- These surveys are telephone only.
- Acuity also does the Transactional surveys as well as TSM.

Repairs

- Satisfaction saw a dip in July 2025 at 75% but is back on the rise at 88% in October
- All satisfaction scores within repairs are above 80% with attitude and treatment of home repairs being the highest score of 96%
- 82% of people felt that the repairs appointment made was convenient to them

Lettings

- Mostly high scores across the year with overall letting satisfaction dipping in May at 80% but now is at 90%.
- 47% of tenants told us there was repairs outstanding in the survey.
- The highest rating score was helpfulness of lettings staff at 93% Satisfaction. The lowest score was condition at lettings with 78% satisfied.

Anti-Social Behaviour

- Scores can vary month to month due to the nature of ASB. We may only survey one person one month, as we only survey those with a closed case.
- Ease of reporting scored 70% and the lowest satisfaction scores was the outcome of the ASB with 34%

Action: GM to share the slides

3) Compliance introduction: Peter Stephens

- Experience in building surveys in IBC.
- There is an industry spotlight on damp and mould. There is a new legislation coming called Awaab's Law, this is currently in final stages and hopefully coming out in the new year. This will set new regulations around how landlords manage damp and mould in tenant's homes.

The Process:

- If someone calls to report damp and mould Customer Services will gather information and pass that on to the compliance team. Zap Carbon will do a survey and will assess mould and any other hazards, they will also carry out a mould targeting.
- Most of the time the issues are around condensation, are often due to a lack of ventilation
- There is a two-part approach. One is to see if there any repairs contributing to the damp and mould but also to provide advice on adequate heating and ventilation.
- Once the report has been made Zap Carbon provide that information to the compliance team, we employ another contractor to fix the problems e.g. fans, slip

tiles, leaky guttering. We are also using sensors to take a series of data over a period of time to build up a picture of the rise and fall of humidity. We are trying to put in place a new contract to improve customer experience going forward and is likely to happen in the new year.

MC: How much do the sensors cost and how much is it to install?

PS: They cost around £200 for unit and £350 to fit one, but if we wanted to do all of them, they would give us a better deal. However, we will not put sensors in every home

PW: Will that be a new service that we will tender for, or will they sit alongside Zap Carbon?

PS: Zap Carbons contracts will eventually come to an end, so we will be looking at a new service which will come out best on quality submission and price. This should save money overall and improve the customer experience.

4) Tenant Dashboards

KL presented to the Board statistics from the Tenant Dashboards for June- September

June

- Total number of repairs down for both slightly from May to June
- In Mid Suffolk, the number of completed repairs went up by about a quarter and in Babergh it went down slightly.
- Where we cannot report percentage of satisfaction with ASB it will be because either the cases were not closed, or tenants did not answer the survey. Due to us having a small number in a month this leaps up and down in terms of percentage as just one person can make a huge difference.
- And for the first time we have included the percentage of rent collected which is very high. This was recommended by the Board at a previous meeting.

July

- In July there was a huge push by Building Services to clear a backlog of outstanding repairs.
- We completed a greater number of repairs outstanding; this therefore has caused the average time for closing repairs to rise significantly as many of these were old so that increased the overall repairs time.
- Between July- September we do not have complaints data as we cannot gather this from our new system yet. We will be back dating this when we do have the data
- We find our rent collection percentage drops a bit in the summer months as it does every year as people are away and might miss payment deadlines. However, it usually goes back up by September.

August

- Total repairs generally drop a bit over August.
- Repairs completed are still high which means that for the second month we get to a position with no outstanding repairs.

- Satisfaction with repairs is slowly building up as is the percentage of repairs being fixed first time. These were targets for our Building Services restructure.

September

- Nobody completed the ASB satisfaction survey for Babergh for August or September, which is why no data has been collected. This may be because although we had 11 open cases, we did not close many.
- Repairs completed first time is back up from Julys 60% to late 70's-80%.
- Satisfaction in repairs is also increasing.
- Fire safety has stayed at 100%.

5) Anti-Social Behaviour Scrutiny Project

- The Tenant Board either received quantitative stats or qualitative stats to perform a desktop review, this was to help decide what themes were recurring from the data.
- The Tenant Board completed an exercise where they all said what themes they had pulled out of the data and what improvements could be made.
- The following themes came out of the exercise, and these will be used to form the agenda for ASB focus groups in February.
 - Customer journey mapping.
 - Process.
 - Communication.
 - Roles, responsibilities, and powers available - Council and Police.
 - Officer resource

Actions- GM and KL to complete Customer Journey mapping exercise and invite the board to the focus group sessions

Any Other Business

- Board Christmas celebration 9th December at The Beagle, 6:30- late
- Chair Training- 17th December
- Repairs pledges workshop – 14th January 2025.
- The Tenant Board were consulted on the Recharge policy for Repairs and Maintenance and Compliance. Adam Gayford wanted to know if the Board felt it was necessary to have two recharge policies (one for repairs and one for compliance) or to just have one policy that covers both. The Board decided to have one recharge policy for both departments as it would be easier for tenants to find the information if it is all in one place.