

WAVERLEY BOROUGH COUNCIL

LANDLORD SERVICES ADVISORY BOARD

30 MARCH 2023

Title:

TENANT SATISFACTION MEASURES

Portfolio Holder: Co-Portfolio Holders for Housing Paul Rivers

Head of Service: Andrew Smith, Executive Head of Housing

Key decision: Yes

Access: Public

1. Purpose and summary

To share details of the Tenant Satisfaction Measures (TSMs), a regulatory requirement, and advice on the progress made by the team in preparation for reporting requirements in April 2024.

2. Recommendation

It is recommended that the Board:

- review and make any comments on the progress made to collate housing management and tenant insight TSMs, to the Service Improvement Manager, and
- suggest topics for additional bespoke survey question.

3. Reason for the recommendation

To assure Board members that the housing team will be able to meet the requirements to report on TSMs from April 2024 and to provide the opportunity to comment on the project and progress made.

4. Background

4.1 Tenant satisfaction measures are intended to make landlords' performance more visible to tenants, and help tenants hold their landlords to account.

4.2 The Board contributed to the Council's consultation response on TSMs in January 2022. Following the national consultation the government published the full set of TSMs in September 2022. Please refer to Annexe One.

4.3 The requirement to collect TSM data comes into force on 1 April 2023. All social landlords (with more than 1,00 homes) must report the data in the Summer 2024 to be published in Autumn 2024.

4.4 The highlight Report at Annexe Two, demonstrates the progress and plan to publish TSMs. The team are reviewing and appraising the management information and recruiting a market research company to collect the tenant insight data.

4.5 The Service Improvement Team welcome the new TSMs as a way to share performance with tenants and to be held accountable for services. The team have proactively responded to the new regulatory requirements and are well place to deliver the TSMs during 2023/24.

5. **Relationship to the Corporate Strategy and Service Plan**

The report supports the Council's Corporate commitment to promote "Good quality housing for all income levels and age groups" and aim to "be the best council landlord in the South East and to be acknowledged so by our tenants."

6. **Implications of decision**

6.1 **Resource (Finance, procurement, staffing, IT)**

To be delivered within approved budget and resources.

6.2 **Risk management**

Failure to produce TSMs data would mean the Council failed to meet the Regulator of Social Housing requirements, for consumer standards, thus resulting in legal/regulatory, reputational and financial risks.

7. **Consultation and engagement**

Report to Tenants Panel and LSAB on TSM requirements.

8. **Other options considered**

Not applicable

9. **Governance journey**

Report to Landlord Services Advisory Board only.

Annexes:

Annexe One – 22 Tenant Satisfaction Measures

Annexe Two – Project Highlight Report

Background Papers

There are no background papers, as defined by Section 100D(5) of the Local Government Act 1972).

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