

Project Highlight Report



REPORT DATE: 7 March 2023

SECTION A. PROJECT DETAILS

Project Name:	Tenant Satisfaction Measures (TSMs)
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Project Manager	Annalisa Howson	Project Start Date	December 2022
Project Sponsor	Andrew Smith	Project Original Finish Date	June 2023
Project Ref. No	<i>If applicable</i>	Project Expected Finish Date	June 2023

Project Priorities & Status

Specify which criteria (quality, cost or time) is most critical for your project in order of priorities. Refer to the business case justification form. Also, populate the project status with RAG rating against each of priorities.

Project Priority Status RAG*
On track
Off track - action taken
Off target – requires escalation

Priority	Quality / Cost / Time	RAG Status	Comments
1	Cost	On track	Tenant survey procurement – out to tender. Informal discussions with preferred suppliers indicate all will quote within £15k budget. Management Information - no budgetary implications
2	Quality	On track	Tenant survey procurement- metrics have been set at 60% quality, 40% price. Management Information – metrics set by regulator.
3	Time	On track	Tenant survey procurement – tender published on track, due for evaluation 17/03/23. Target survey implementation May 2023. Data to be share with regulator April 2024 Management Information – on track. Data to be shared with regulator April 2024.

SECTION B. PROJECT HIGHLIGHTS

Overview
<p>From 1 April 2023 social landlords must collect and publish 22 TSMs covering five themes – keeping properties in good repair, maintaining building safety, respectful and helpful engagement, complaint handling and responsible neighbourhood management.</p> <p>Ten of the TSMs will be provided by landlords directly (management information (MIs) and 12 will be measured by carrying out tenant perception surveys</p> <p>The team obtained approval and secured a budget (unavoidable growth) to appoint an external supplier to run the perception survey. Procurement of which is underway.</p> <p>The team will use the TSM framework with the option of bespoke additional questions to gain insight. Aim is to analyse data to meet regulator’s requirements and drive further service improvement. Plan to run survey on a bi-annual basis – target May and November for fieldwork.</p> <p>The team have begun work with internal service teams within landlord services and corporately to report Management Information accurately.</p>
Issues, Risks, Comments
<p>Tenant Perception Survey – procurement is in process, waiting for suppliers to respond. Risk of lack of response and/or excessive quotes. Risk reduced following preliminary work with potential contractors.</p> <p>Management Information - risk not enough evidence to assure regulator about data quality. Working with team to ensure this risk is negated.</p>
Outputs for this period
<p>Survey - calls with interested suppliers (18/01-01/02), Request for Quotation and Technical Specification drafted and signed off (16 Feb), Tender submitted (16 Feb)</p> <p>Management Information – preliminary data received on responsive repairs. Data verification commenced. Complaints data reported monthly.</p>
Outputs for next period
<p>Survey - Tender evaluation (16/17 March), award contract (w/c 20 March), feedback to unsuccessful suppliers (w/c 27 March), contract drafted and signed (ExHofH w/c 3 April), PO raised (w/c 11 April) and kick off meeting held (w/c 18 April). Field work to run May 2023.</p> <p>Management Information – preliminary report on all Management Information with update on data verification. (w/c 27 March)</p> <p>Plan to provide interim report to LSAB in the summer</p>
Stakeholder Activity

- TP updated on survey procurement.
- Team Member RSH Briefing 14 February 2023
- Promotion in Homes and People Spring 2023