

Tenant Satisfaction Measures

Our actions

Low Cost Rented Accommodation



Action status

Completed

In progress

TSM01

Overall satisfaction



We've published a set of service standards which clearly sets out our commitments.

Our digital transformation programme (The Essentials) has delivered a new single source of truth (CRM) and we are building out a range of new case management solutions to support housing and maintenance services.

As part of The Essentials digital transformation programme, we are now working with a partner to transform our customer services with a brand new omni-channel solution.

We've published a new repairs policy outlining the standards our customers can expect.

TSM02

Satisfaction with repairs



We identified the need to bolster the management team delivering the repair service, especially in the back office, and accordingly brought in an experienced team to help lead the transformation of the service. This has ensured that we have the relevant skills in place, which has driven the required service improvements.

We have reviewed the operating model of the service, looking at operative mix and subcontractor use, which has allowed us to get the correct resources in the right areas.

We have introduced a new live performance-tracking system which allows staff at all levels to see performance, which can be broken down by areas, operative and work type. This allows us to identify service failures sooner and address issues as they occur.

We have split our operating area into eight local delivery areas, with ringfenced managers, surveyors, planners and operatives owning the performance in each area.

We have improved communication to our customers through better text messaging advising our customers that a repair has been booked, and sending a reminder on the day of the appointment as well as an en route text. We have also included the work type and operative names in the text. This is helping to drive down no-access events and giving greater surety to customers over the status of their repair.

Action status

Completed

In progress

TSM03

Time taken to complete repairs



Priority Work team to deliver high-risk work, meaning we can focus on demand failure and service failure areas to ensure a timely completion.

Some outstanding repair and maintenance works have been assigned to subcontractors to get them completed more quickly, making more resources available so we can aim to manage new repairs within timescale going forward.

At Gasway, we've altered shift patterns and working hours for engineers to offer new appointment times so that we can complete repairs more quickly.

A renewables team has been established to provide support regarding Air Source Heat Pumps and reduce repairs and installations timescales.

A new operating system (Totalmobile) has enabled dynamic scheduling and increased communication options to drive improvements in the way we deliver our repair service.

TSM04

Home is well maintained



A new solution to track and manage damp and mould cases has been introduced so we can quickly assess and appropriately respond.

We have upgraded our kitchen and bathroom flooring to a more modern finish and increased our range of paint options.

TSM05

Home is safe



We introduced Visiting Officer roles, who proactively seek to engage with customers we're not hearing from to ensure safety.

Action status

Completed

In progress

TSM06

Tenants' views are listened to and acted upon



Tenant involvement experts Tpas has released their national engagement standards against which we will be completing a self-assessment. This will lead to a SMART review from Tpas on our tenant engagement offer.

A strategic review of our customer data is underway to ensure we know our customers and can tailor our services appropriately.

We have refreshed our engagement framework, opening more opportunities to get involved and launching a customer committee to influence decision making.

A learning & improvement digital log now captures and demonstrates where we have listened to and acted on tenant feedback.

We've launched our digital engagement hub, giving the customer the ability to share their feedback and shape services.

TSM07

Tenants are not informed on what matters to them



A new customer portal will allow tenants to self-serve and gain access to updates on their tenancy, home or neighbourhood.

We asked tenants for feedback on our quarterly digital newsletter. They helped us shape the content, meaning we've included stories on team members and local updates.

We've implemented targeted communications, using data to update our tenants on things that matter via the communication method that works best for them.

New digital noticeboards in communal hallways in larger blocks of flats will be used to send updates to tenants to keep them informed.

Action status

Completed

In progress

TSM08

Tenants' are treated with fairness and respect

A customer-focused working group continues to embed outstanding customer service values.

We have created a vulnerability strategy to help us understand our tenants and address their needs appropriately.

A new reasonable adjustment policy has been agreed upon to ensure we respond to the needs of our customers appropriately.

We're creating an accessibility standard, which outlines our commitment to providing accessible communication to our tenants and our processes as standard.

TSM09

Tenants' are unhappy with our approach to complaints handling



Managers & Senior Officers continuously review complaint handling to identify areas of improvement.

In preparation for the New Homes Quality Board, we are employing a Development Complaints Manager to help manage complaints and drive improvements within new homes.

TSM12

Tenants are not satisfied with how anti-social behaviour is being resolved

As part of the new neighbourhood standard, we have created a reporting tool to measure areas at a higher risk of ASB based on historical data.

In line with the Housing Ombudsman spotlight on noise, a new noise transference procedure has been launched and we have adopted several other recommendations.

We've improved our process for incoming tenants to capture better information and understand how we can take a preventative approach to ASB.

Alongside delivering training on how to handle reports of hate crimes, we also made amendments to our websites and processes to ensure that reports of hate crimes are prioritised.

TSM10 and TSM11 on following pages

Action status

Completed

In progress

TSM10

Tenants are unhappy with the maintenance of communal areas



We merged the neighbourhoods, gardening, cleaning and tree teams to provide a more joined-up approach and reduce any duplicate work while maintaining communal areas.

We created a neighbourhood champion role where customers in their localities can work closely with us to drive improvements to their area.*

Our gardening teams are moving away from a planned maintenance schedule so they can focus on providing their services as and when they're needed, increasing flexibility to tackle any issues that arise.

We're making changes to remove the need for our gardening teams to collect their equipment from the depot every morning and evening, allowing them to travel straight to site and increase efficiency in looking after our neighbourhoods.

We've increased resources to our cleaning teams, ensuring that every window we are responsible for will now be cleaned. In 2025, we also plan to extend this offer to tenants living in our flats.

We're aiming to increase resources to provide an annual deep clean to all communal areas.

We're aiming to add the cleaning of biological substances to our scope of service, reducing the need to subcontract this to specialist companies.

A new neighbourhood standard sets out our commitment to our neighbourhoods.

We are looking to introduce a new planned programme for gutter clearing on sheltered and ex-sheltered sites and we are hoping to expand this to more properties.

Introduction of a programmed internal decoration schedule. This covers the painting of communal doors, doorways and walls.

Action status

Completed

In progress

TSM11

Positive contribution to neighbourhoods



We are looking into chemical-free solutions for weed control. This will have a positive impact on the wildlife and to those living in our neighbourhoods.

As part of Flagship's biodiversity plan, we're committed to using 30% of our land in a nature-friendly way by 2030.

A new tree policy will enable us to be clear with tenants on which trees we are responsible for maintaining.

We've brought tree inspections in house to more effectively manage our surveying schedule and we plan to improve this further in 2025.

A new water bowser to use waste water from window cleaning, water courses, our offices and drainage systems to water our newly planted trees. One bowser can provide enough water for 90 trees.

Each neighbourhood officer has been given bulbs to plant flowers at the base of our trees. We will aim to plant 12,000 a year and over 300 kilos of wildflower seed, improving every year.

We have made changes to how we manage the maintenance of some grassed areas to provide better value for money and improve natural fertilisation.