

Housing Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Tuesday, 31 March 2026 at 2.00 pm
Council Chamber, South Kesteven House, St Peter's Hill,
Grantham NG31 6PY

Supplement

11. **Tenant Satisfaction Measures Survey** (Pages 3 - 5)
Appendix 2 to the report – Feedback Action Plan.

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TSM Survey 2025/26 Feedback Action Plan

The annual report recommended three main areas to improve:

1. Complaint Handling
2. Repairs Service
3. Well Maintained Home

Additional areas:

4. ASB
5. Improved satisfaction by different groups, e.g age

Recommendation	Action	Progress
1. Complaint Handling	1. Meetings with service managers and Cllr Moran change to quarterly. Overarching trends and outcomes meeting.	Meeting frequency to be adjusted. TOR to be created
	2. Monthly operational meetings with service managers to include lessons learnt.	Meetings to be planned in the calendars.
	3. Share overarching trends and outcomes with tenants for scrutiny	
	4. Dashboard (Power BI) showing complaints	Systems officer creating a dashboard
	5. Make 'how to make a complaint' more prominent inc. on our website	
	6. Revise complaint online form	Report to be taken to CMT to seek approval to review the online form



	7. TSM survey question to distinguish between service request and complaints	
	8. Reports showing which complaints are instead service requests and why	
	9. Increase feedback to complainant	
	10. Training for team members review and continue	
2. Repairs	1. Ensure appointments are made by contractors carrying out reactive repairs.	Already in place
	2. Reduce waiting times for repairs by reviewing repairs diaries to ensure correct split of jobs between in-house team and contractors.	Already in place
	3. Review repairs diaries and move jobs to optimize productively of inhouse team.	Already in place
	4. Identify residents who reported damp and mould in TSM survey and contact them to assess risk and arrange inspection if required	
	5. Ensure 10% of reactive repairs are post checked and 80% of planned works are post checked to monitor quality of works.	Already in place
3. Well Maintained Home	1. Produce annual planned works programme informed by stock condition surveys.	Already in place
	2. Deliver annual planned works programme in line with investment plan and budget constraints.	Already in Place
	3. Regular property inspections	Already in place



	4. Ensure that more than 90% of all homes have a stock condition survey completed within the last 5 years.	Already in place
	5. Ensure that all residents on planned works programs are informed of improvement works in their homes and the contractor follows up with an appointment for works and detail of any disruption caused.	Already in place
	6. Carry out tenant satisfaction surveys for all completed reactive repairs and planned works to monitor the quality of works.	Now in place for all planned works
ASB (extra)	1. TSM survey question on reporting ASB in the last 12 months	
	2. Review feedback to tenant frequency	
	3. Manage expectations – be clear from outset - put in place review of current practice and how to change this.	
	4. Training for team members review and continue	
	5. ASB Officer in Neighbourhoods	Officer in post
Improve satisfaction by different groups eg. age	1. Increase communication via social media	
	2. Estate walks - undertake at times to include young parents and children e.g. after school pick up time	
	3. Contact those who have given consent to contact, to discuss their responses in more detail	

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