



Introducing Tenant Satisfaction Measures

Since the council took over direct management of housing services in April, we have been evaluating the services we provide to you.

One of the ways we've been doing this is through the new Tenant Satisfaction Measures (TSMs) regime. What you are telling us at the moment is that some of our services are not delivering what they should. Going forward, we want you to [talk and work with us](#) as we seek to improve services at all levels.

A new approach

To help us improve and to provide the best services to you, it is important that we know how you feel about how we are performing, so we can learn from your experiences.

We have always surveyed our tenants regularly, but these new Tenant Satisfaction Measures surveys are different to what has been done before.

In the past, we surveyed a small sample of individuals. However, from this year, all social landlords (councils and housing associations) now record something called Tenant Satisfaction Measures. As part of this, all landlords ask a significant number of tenants (at least two thousand a year) about how satisfied they are with the same 22 areas of activity. In this way, all landlords are being consistent and we can compare how we're performing against others.

In April, we started working with a specialist social housing company called Acuity to carry out telephone surveys to get your views on how we are performing, and where we need to do better. They are doing this four times over a year, calling 550 tenants each time.

That means that by the end of next March, we will have surveyed about **2,200** of you. We're making sure that the people we survey are a representative sample of all our tenants in terms of the type of home you live in, where you live, how long you've been a tenant, and your age, ethnicity and gender.

The surveys are designed to let us know how you feel about things like repairs, safety and complaints, your neighbourhood, getting in touch with us, and ways you can get involved.

When we've completed all four of the surveys, we'll publish a full year of results, and along with all other social housing landlords, will send them to the Regulator for Social Housing. The Regulator oversees the performance of all social landlords and your satisfaction results will provide them with valuable information about our performance.


In the meantime, we wanted to tell you about the results from the first two surveys that we have carried out this year. This isn't something that we have to do, but we want to be open and honest, to show that what you tell us matters and is making a difference.

This report outlines what you've told us about how satisfied you are with our services, where you're least satisfied and what we're doing to improve.

"Thank you to everybody who has taken the time to give us your views so far. Everything you're telling us is helping us to improve."












"We know that there's a lot to do to get our housing services where we want them to be, and we're working hard to make improvements to the way we deliver them."

Councillor Jay Hayes, Portfolio Holder for Housing

66% of you are satisfied overall with the services we provide. This isn't the level of satisfaction that we want to see. There are areas where satisfaction is high, but there are also areas where we have work to do to improve.

The results of the surveys we've done so far show that:

-  **75%** of you feel safe in your home.
-  **73%** of you are satisfied that we treat you fairly and with respect.
-  **71%** of you are satisfied that we keep you informed.
-  **66%** of you are satisfied with repairs you've had done in the last 12 months.
-  **66%** of you feel that we make a positive contribution to your neighbourhood.
-  **65%** of you feel that you have a well-maintained home.
-  **65%** of you are satisfied with the way we deal with anti-social behaviour.
-  **61%** of you say that communal areas in your block are kept clean and well-maintained.
-  **59%** of you are satisfied with the time we took to carry out your last repair.
-  **54%** of you are satisfied that we listen to you and act upon what you say.
-  **29%** of you are satisfied with the way we handle complaints.

Where we're doing better

75% of you feel safe in your home.

Your safety is our number one priority, and we work hard to make sure you feel safe in your home. We have a **100% gas safety record** for testing all homes every year, and we carry out electrical testing every five years.



We've enhanced safety measures in high-rise blocks by installing new sprinkler systems and upgrading intercoms and door entry systems.

We also have a Building Safety Residents' Forum, made up of around 35 tenants who live in high-rises across the city. They're working with us to make sure any issues or concerns in high-rise blocks are dealt with straight away.

73% of you are satisfied that we treat you fairly and with respect.

We believe that treating you fairly and with respect helps us develop positive relationships with you. Three out of four people think we achieve that – although there is still room for improvement.

71% of you are satisfied that we keep you informed.

We think it's important to keep you up to date with information that's relevant and that matters to you. We keep you informed through this newsletter, that we send out four times a year, as well as on our website and Facebook page. You can like us on Facebook at www.facebook.com/NCCHousing.

Where we need to improve

29% of you are satisfied with the way we handle complaints.

When we don't get things right, we want to be able to fix them for you so you don't need to go down the formal complaints route. This result shows that when you raise an issue with us, you feel that we're not dealing with it the way you'd like us to.

What we're doing to improve

As an immediate response to what you've told us in the survey, we're looking into and following up on what you've told us (where you've given us permission to do so).

When you make a complaint to us, we'll keep you regularly informed about the status of your complaint and the actions being taken to resolve it. And we're making sure that when we say that we're doing something in relation to your complaint, that we do it – and in the time we said we would.

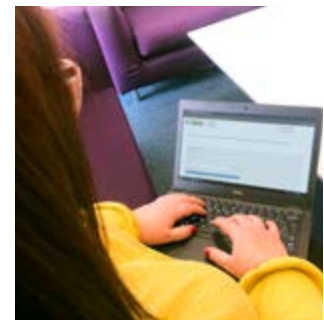
We believe that complaints are something we're all responsible for. We're empowering colleagues to take ownership of any complaints they receive so they can be sorted as quickly as possible and at the first point of contact.

Our formal complaints procedure is outlined in full on our website, www.ncchousing.org.uk/complaints, and we'll support and help you through the process – including your right to take your complaint to The Housing Ombudsman if at the end of the complaints process, you don't feel your complaint has been resolved.

54% of you are satisfied that we listen to you and act upon what you say.

We want to make sure that you're at the heart of everything we do, and we aim to shape our services around your priorities. You've told us that you think we could show more care, empathy and support, and listen to your concerns more carefully.

When you talk to us, we want you to feel that you have been heard, even if the outcome may not always be what you'd hoped.



What we're doing to improve

We're making sure we have the most up-to-date information about you when you contact us. That way, we can make sure we're responding to you in the most suitable way and are fully aware of your circumstances and any specific needs or requirements you have when you get in touch.

You can help us by letting us know of any changes in your circumstances as soon as you can. The best way to do that is by using Housing Online. Just go to our website and click on the Housing Online button to create an account.

66% of you are satisfied with repairs you've had done in the last 12 months.

and

59% of you are satisfied with the time we took to carry out your last repair.

Our repairs team aims to understand what your issue is and fix it as quickly as possible. We know that you're waiting too long for non-urgent repairs, and that having to chase up outstanding repairs is frustrating.

In particular, you'd like us to look at:

- Being able offer an appointment when you first contact us.
- Being able to resolve an issue in a single visit without needing to come back.
- Not having to change appointments dates and times.
- How we keep you informed about how long you can expect to wait for works to be done.



We know we need to do more to make sure that when we come to your home we have the right tools, materials, skills and time to do the repair.

What we're doing to improve

We're introducing a new repairs management system to help us improve processes and speed up appointments. It should solve the issue of missed appointments, and it should help us bring the right tools for the job when we come to do your repair.

When extra work is needed for a repair that can't be done on the first visit, the new system has an auto rescheduling facility so that an appointment can be generated more quickly so you are not having to wait as long for the next appointment.

As part of the new system you'll also soon be able to access an online portal that will let you view the progress of a repair, report a new repair, and make and change repairs appointments without having to call us.



We're working closely with tenants to understand what it is that you want from our repairs service. The focus is on making sure all of our homes meet the Government's Decent Homes Standard and that you can live healthily and safely in your home. What you tell us will form part of a new set of repairs service standards that will clearly outline what you can expect from us and that you can hold us to account on. If you'd also like to be involved in this, please let us know by emailing involved@nottinghamcity.gov.uk.

One of the other ways that's helping us with this is by making better use of what we already know about the type and condition of your home and what we know about you as a tenant to tailor our service based on this information. For example, we know that in many cases where homes are experiencing issues of damp and mould that this is often caused by high humidity levels in the home. By knowing the type of home you live in and who lives there, we can provide advice and support that is specific to you and your home.

When we do get things wrong, we want to put them right as quickly as possible and make sure it doesn't happen again. We hold a weekly complaints clinic with senior managers looking at all the repairs complaints we've had during that week to understand what is going wrong, how the complaint is being dealt with and what we can do to prevent it happening again.

And we're also training more of our tradespeople to become multi-skilled, and employing more of them, so we can offer more appointments and speed things up for everyone.

Help us to improve

Thank you to everybody who's taken part in the surveys so far. What you're telling us is really helping us to understand where we need to get better. We know that there's work to do to bring satisfaction with our services to the levels that you would expect and deserve, and we're committed to doing that.

To help us, it's so important that we build more opportunities for you to have a genuine and meaningful say in what we do, how we do it and how we measure if it's helping us to improve.

Since the council began direct management of housing services in April, one of the things that we're passionate about is actively encouraging you to talk directly to us about the issues that matter to you. You are, and always will be, at the heart of everything we do.

As part of that commitment, we want you to be involved in developing our services to meet your needs. We have ambitions to be the landlord you want us to be, which is why working with us now to help design new services with improved standards and great results for you and your neighbourhoods is a great opportunity.

We're currently reviewing and expanding all the ways you can get involved – if you'd like to contribute to this, or you have some ideas to share, or you'd just like to be more involved in future, please email involved@nottinghamcity.gov.uk or call **0115 746 9100**.

Find out more about TSMs on our website at www.ncchousing.org.uk/tsm.

