

Have your say



Harrogate
BOROUGH COUNCIL

Tenant Satisfaction Measures Consultation

Partnership and Engagement Team

Total responses: 97

Background

In late 2020 the government issued the Social Housing White Paper. A full copy of the White Paper can be viewed at:

<https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper/the-charter-for-social-housing-residents-social-housing-white-paper>

The White Paper includes a charter which is made up of seven key commitments:

- To be safe in your home
- To know how your landlord is performing
- To have your complaints dealt with promptly and fairly
- To be treated with respect
- To have your voice heard by your landlord
- To have a good quality home and neighbourhood to live in
- To be supported to take your first step to ownership should your circumstances allow

A big part of the White Paper is the recognition that in order for tenants to be able to hold their landlord to account they need to know how it is performing and what decisions are being taken. To make this happen, the Regulator of Social Housing will be requiring landlords to give tenants access to a set of clear and comparable tenant satisfaction measures on the things tenants care about. By ensuring consistency of approach amongst landlords – both in terms of how data is collected and how it is presented - tenants will be able to make direct comparisons between the performance of their own landlord and that of other providers.

The White Paper includes an initial draft of the tenant satisfaction measures (TSMs):

Keeping properties in good repair:

- a) Decent Homes Standard compliance.
- b) Responsive repairs completed right first time.
- c) Tenant satisfaction with landlord's repairs and maintenance service.

Maintaining building safety:

- d) Compliance with health and safety obligations:-
 - Gas safety
 - Electrical safety
 - Fire safety
 - Asbestos
 - Water safety
 - Lift safety
- e) Tenant satisfaction with the health and safety of their home.

Effective handling of complaints:

- f) Number of complaints relative to the size of the landlord.
- g) Percentage of complaints resolved within agreed timescale.
- h) Tenant satisfaction with landlord's complaints handling.

Respectful and helpful engagement:

- i) Number of complaints relating to fairness and/or respect, relative to the size of the landlord.
- j) Tenant satisfaction that their landlord listens to their views and takes notice of them.
- k) Tenant satisfaction with landlord's engagement with tenants.

Responsible neighbourhood management:

- l) Percentage of communal areas meeting the required standard.
- m) Number of complaints relating to communal areas, relative to the size of the landlord.
- n) Tenant satisfaction with landlord actions to keep communal areas clean and safe.
- o) Tenant satisfaction with landlord contribution to the neighbourhood associated with their home.
- p) Number of complaints relating to anti-social behaviour, relative to the size of the landlord.
- q) Tenant satisfaction with landlord's handling of anti-social behaviour.

Overall:

- r) Tenant overall satisfaction with the service their landlord provides.

The Survey

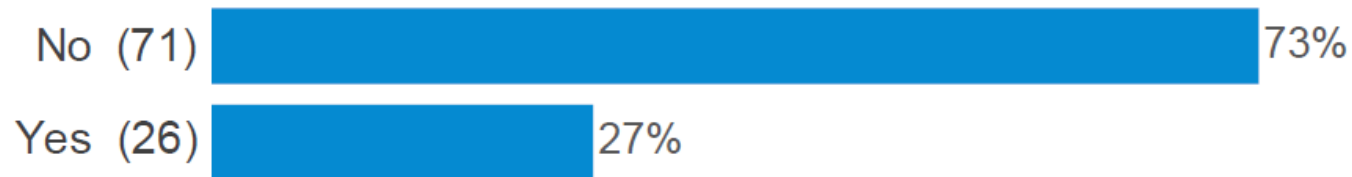
An insert was provided with the summer 2021 issue of 'Tenants News' asking HBC's council tenants to complete a survey on-line / by mail providing their initial views on the draft TSMs. Through the survey, the council was particularly keen to know whether tenants would welcome additional satisfaction measures not currently included in the draft, whether some of the measures in the draft were regarded as not necessary and, finally, to gain a sense of the relative importance tenants place on the different measures included. The survey consisted of three main questions:

1. Are there any tenant satisfaction measures you would like to see which are not included on the list?
2. Are there any tenant satisfaction measures on the list you don't feel are needed and want removed?
3. Pick out the top three tenant satisfaction measures you think are the most important in the first draft

Responses

Some 97 responses were received. These are summarised as follows:

Are there any tenant satisfaction measures you'd like to see but are not on the list above?



From those indicating additional tenant satisfaction measures would be welcome a number of specific subject areas were suggested:

- Follow up phone call
- How satisfied a new tenant is with the look of the property and garden they are given
- Home security; energy efficiency; connectivity
- Repairs of all walls around my Close
- Modernisation of bathrooms and kitchens
- More assistance for vulnerable tenants. Dispute resolution for tenants organised through council.
- Garden and waste collection
- Tenants to have a bit of garden for themselves and not be communal
- New bathrooms
- Removal of gas boilers as they are being phased out / replacement of old kitchens / bathrooms
- Gas safety checks
- Removal of lead water pipes in all dwellings
- Carbon dioxide tests
- A green bin per block of flats so grass cuttings and other mess can be picked up and collected
- More accurate communication between landlord and contractors
- Standards of repairs (so does not look like I did it as they are professionals)
- Adequate parking bays and electric car charging access to home
- Anti-social behaviour – personal abuse against a person

- Audit of property standards; unfinished work
- Dining kitchens
- Trees, obstruction / light. Shedding foliage year long
- Housing officer to visit OAPs each month to check their needs
- Clean gutters on a regular basis
- Selection of tenants is poor / not cutting hedge or grass enough for safety in communal areas
- Doing a follow up on new tenants
- I would like to see regular inspection of dog mess in open plan gardens surrounding homes
- At all times and especially important. In the matter of repairs – respect accorded in telephone conversations, from council employees to the tenant, in particular during out of hours service

Are there any tenant satisfaction measures on the list which you don't feel are needed and want removed?



From those respondents indicating specific tenant satisfaction measures which they felt were unnecessary the following three measures were identified:

- Tenant satisfaction with landlord's engagement with tenants
- Percentage of complaints resolved within agreed timescales
- Tenant satisfaction with landlord contribution to the neighbourhood associated with their home

Pick out the top 3 tenant satisfaction measures you think are most important in the first draft

When respondents were asked which tenant satisfaction measures they considered most important by far the most popular were those relating to the repair and maintenance of the tenant's home and the safety standards applied.

A - Decent homes standard	44
B - Responsive repairs right first time	44
C - Tenant satisfaction with landlord's repairs and maintenance service	38
D - Compliance with health and safety obligations	34
E - Tenant satisfaction with health and safety in their home	22
F - Number of complaints relative to the size of the landlord	1
G - Percentage of complaints resolved within agreed timescales	2
H - Tenant satisfaction with landlord's complaints handling	5
I - Number of complaints relating to fairness and / or respect, relatively to the size of the landlord	2
J - Tenant satisfaction that their landlord listens to their views and takes notice of them	9
K - Tenant satisfaction with landlord's engagement with tenants	4
L - Percentage of communal areas meeting the required standard	3
M - Number of complaints relating to communal areas, relative to the size of the landlord	4
N - Tenant satisfaction with landlord actions to keep communal areas clean and safe	6
O - Tenant satisfaction with landlord contribution to the neighbourhood associated with their home	3
P - Number of complaints relating to anti-social behaviour, relative to the size of the landlord	2
Q - Tenant satisfaction with landlord's handling of anti-social behaviour	8
R - Tenant overall satisfaction with the service their landlord provides	12

Other general comments

Respondents were encouraged to submit additional comments relating to the survey. The following were received:

- On the whole Harrogate council meet the standards very well.
- Surprised to see nothing re: energy efficiency. No actually not surprised. Disappointed.

- I have had almost 14 years at my present address and have been totally satisfied with all aspects.
- More general property inspections to properly identify needs and upkeep of good standards
- Get guttering sorted full of grass
- Keeping in good repair and communal areas clean, safe make the living standards higher.
- A more hands on approach - ability to talk directly to housing manager if needed.
- Have problems with repairs I have been waiting about a month for my driveway to be repaired
- More feed-back on complaints
- Do more about council tenants letting their dogs foul and not cleaning up and anti-social behaviour
- Very slow internet connection
- The hedges around the properties are very overgrown through lack of regular trimming
- I would like complaints against other tenants not living in their council homes permanently to be taken more seriously
- Pleased with updates on property ie new kitchen, solar panels, heating
- I appreciate we are still in the midst of Corona pandemic, but I don't find it easy to go on-line. I prefer to speak to someone on the phone if I have a problem
- Black bin bags do not work, they are left out for a week sometimes and not taken at all for weeks sometimes and smell
- What neighbourhood are doing in ex council house gardens
- Very grateful with the council and their staff
- Far too many tenants are given flats who have drug or drink issues who upset decent people, police time and money etc
- None thank you
- Made a number of complaints about anti-social behaviour.
- Not happy with landlord's handling of ASB I had to wait 7 years for my problem to be sorted
- I am very pleased in general.
- Harrogate Housing show their priority is putting their tenants first.
- Thank you and for listening to any problems tenants have.
- First class, thanks.
- Very satisfied with all we get done by the council
- Very good maintenance. Quick to see to problems.
- All round satisfaction.

- Very happy with everything since 2002
- Please define 'decent homes standard' and 'size of landlord'
- I think the list to be comprehensive as much as it can be for a first draft

Next steps

The Regulator of Social Housing has indicated that a further formal consultation on the draft tenant satisfaction measures will be undertaken later in 2021 / early 2022. The council will be using the results of this current exercise to inform our response to that consultation and, in particular, the importance respondents have attached to measures which focus on property maintenance, repair and safety. A summary report of the survey results will appear in the Autumn 2021 issue of 'Tenants' News'.