







## WHC Tenant Satisfaction Survey Action Plan 2021-22

Key Indicator	You said:	We will:
<p><b>Communication</b></p> 	<ul style="list-style-type: none"> <li>• Inconsistent response to phone messages and emails</li> <li>• Hard to follow changes to Tenancy Manager</li> <li>• Rent reviews and statements can be difficult to understand</li> </ul>	<ul style="list-style-type: none"> <li>• Undertake customer service training</li> <li>• Notify you of a new Tenancy Manager within 14 days</li> <li>• Review the rent review procedure and rent statements</li> </ul>
<p><b>Complaints</b></p> 	<ul style="list-style-type: none"> <li>• Service complaints process could be improved</li> </ul>	<ul style="list-style-type: none"> <li>• Review Complaints and Appeals Policy</li> <li>• Implement regular complaints and appeals training</li> <li>• Discuss complaint outcome with you before sending letter</li> </ul>
<p><b>Repairs and maintenance</b></p> 	<ul style="list-style-type: none"> <li>• Inconsistent repairs and maintenance quality</li> </ul>	<ul style="list-style-type: none"> <li>• Embed the new repairs contract with improved monitoring</li> <li>• Improve contract management and feedback</li> </ul>
<p><b>Condition of home</b></p>	<ul style="list-style-type: none"> <li>• Unsure when upgrades will take place or how to manage household issues such as mould</li> </ul>	<ul style="list-style-type: none"> <li>• Include more newsletter articles explaining carpet renewal and other planned maintenance lifecycles</li> <li>• More tips on mould control and who's responsible for what</li> </ul>

		
<p><b>Neighbourhood</b></p> 	<ul style="list-style-type: none"> <li>• Unclear how neighbour disputes and nuisance is handled</li> </ul>	<ul style="list-style-type: none"> <li>• Review neighbour dispute and nuisance policy and procedure</li> </ul>
<p><b>Tenant engagement</b></p> 	<ul style="list-style-type: none"> <li>• Feeling more isolated due to COVID-19</li> <li>• Want more influence on decision making and more opportunities to provide views and feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Resume face-to-face activities, including social events, as soon as it is possible to do so</li> <li>• Increase digital capability so more tenants can participate online</li> <li>• Complete two local area meetings this year, with senior managers available for questions</li> </ul>