

12th April 2024

Email contact:

democracy@melton.gov.uk

Telephone: 01662 502502

(ask for the Democratic Services Team)

Invitation: Scrutiny Committee Workshop on Tenant Satisfaction Measures

To request to attend and contribute to the workshop session, please contact us by Monday 22nd April so that we can arrange the room and workshop session appropriately.

Dear Melton Borough Council Tenants,

As you may be aware, April 2024 marks a significant change for the housing sector with the introduction of a new social housing regulatory regime, including proactive consumer regulation and an inspection programme for all landlords with over 1,000 properties (including Melton Borough Council).

As part of new regulatory requirements for the housing sector, landlords must collect and report on a range of Tenant Satisfaction Measures (TSMs) each year, and they should publish their findings in a way that tenants can easily access and understand. It is also important that the findings and insights from TSMs lead to change and continuous improvement where required.

The Council has a Scrutiny Committee, which consists of 10 councillors, whose role is to review the performance of all council services, and to hold the Council's Cabinet to account. The Council's Housing Management service is one of the most important areas of Council business, and the Scrutiny Committee has focussed on supporting continuous improvement in this key area.

In the last two years, the Committee has considered reports and held workshops on damp and mould, rent arrears, housing support, complaints, and on regulatory change in the housing sector. When the Committee considered a report on housing regulatory change in September 2023, Councillors decided that they would like to receive a progress update in April 2024, particularly to understand the outcome of the tenant satisfaction survey that was underway at the time, and that they would like to meet directly with tenants as part of that follow up session.



As Chair of the Scrutiny Committee, I am now in a position to confirm those arrangements and would like to invite you to join the committee at a workshop session to discuss the outcome of the Council's Tenant Satisfaction Survey and your suggestions for how the council can further strengthen its role as landlord. The meeting will take place on **Thursday, 25th April 2024, 6:30pm at Phoenix House, Melton Mowbray.**

If you would like to attend, please contact the Democracy Team at democracy@melton.gov.uk or by calling 01664 502502, so that appropriate arrangements can be made to facilitate your attendance and input. **To request to attend and contribute to the workshop session, please contact us by Monday 22nd April so that we can arrange the room and workshop session appropriately.**

Workshop Overview

In 2023, the Council worked with a company called Housemark who undertook a tenant satisfaction survey on behalf of the Council. 495 tenants completed surveys collected during November and December 2023 and the information from the survey is currently being analysed, and some further work is being done to understand the scores the council received from its tenants, and importantly, how the council can continue to improve its housing services.

The following key points can be noted:

Overall satisfaction (TP01): This measure is often used as the main headline measure of service performance. In the survey, Melton Borough Council achieved a score of 63.4%.

The highest scoring TSMs: The top-scoring Tenant Satisfaction Measures were identified as:

TP05: 78.7% - Proportion of respondents who report that they are satisfied that their home is safe.

TP10: 73.8% - Proportion of respondents who report that they are satisfied that communal areas are clean and well maintained.

TP08: 72.7% - Proportion of respondents who report that they are satisfied about being kept informed about things that matter to them.

The lowest scoring TSMs / high dissatisfaction was:

TP09: 27.7% - Proportion of residents who report they are satisfied with the approach to complaint handling.

As a committee, we'd like to better understand the findings and views of tenants on how the council can continue to improve its role as a landlord, and how tenant satisfaction could be improved in the future.

At the workshop session, our housing team will provide a short introductory presentation and information on the survey results. They will also provide some further information on follow up work that has been done so far, including arranging for the Tenant Advisory Participation Service (TPAS) to provide feedback and suggestions on how the Council listens to and involves its tenants.

The Committee would like to hear from you directly as tenants of Melton Borough Council on your ideas and suggestions and our proposal is to have small focus groups which will have members of the committee, tenants, and council officers on each table.

My commitment to you is that your views will form part of the committee's feedback to the Cabinet, to support them in their future decision making about services that affect you.

If you would like any further information, or, to confirm your attendance as an observer or to take part in the workshop please email democracy@melton.gov.uk or call 01664 502502 and ask for the Democratic Services Team.

Your Sincerely,



CLlr Mike Brown

Chairman of the Scrutiny Committee