



# Tenant Board

26<sup>th</sup> February 2025

# Agenda

1. Declarations of interest (2 mins)
2. Action(s) from last meeting (3 mins)
3. Recharge Policy (15 mins)
4. Tenant Handbook recommendations (15 mins)
5. ASB scrutiny project recommendations (20 mins)
6. Tenant dashboards (20 mins)
7. Any other business (5 mins)



# Actions from last meeting



- ▶ Follow up on PW's Stigma awareness work with Customer Services

# Recharge Policy



- ▶ Policy previously approved by Board
- ▶ December 2024- Tenant Board agreed on adding compliance recharges to the repairs and maintenance recharge policy.
- ▶ Added information on health and safety recharges and how to appeal
- ▶ Any questions/ happy to approve?



# Tenant Handbook scrutiny recommendations



# ASB scrutiny recommendations

# ASB scrutiny



- ▶ Held 2 focus groups
- ▶ 13 tenants overall in attendance across both focus groups
- ▶ 13 recommendations from the online group
- ▶ 34 recommendations from the in-person group
- ▶ After removing the duplicates and combined the recommendations with similar themes/ messages there is 32 original recommendations remaining.
- ▶ These have been ranked on High- Low Effort & High - Low impact
- ▶ Tenant Board to review these and tell us if they are happy to approve the recommendations.
- ▶ Need a volunteer to attend Overview and Scrutiny Committee- 17<sup>th</sup> March



# Tenant Dashboards



# Changes



- ▶ Last meeting it was raised that the “outstanding repairs” section did not accurately reflect the repairs statistics.
- ▶ We have changed this so now the outstanding repairs only looks at the repairs outstanding for that month (e.g All outstanding jobs from those which were reported in October)
- ▶ Updated the Complaints data from June- December

## Babergh October

WHAT YOU'D LIKE TO KNOW	OCTOBER 2024	SEPTEMBER 2024
Number of (total) repairs logged	579	546
Number of repairs completed	718	690
Jobs outstanding in October (Jobs logged in October that are still outstanding)	60	-
Tenant satisfaction with repairs %	88%	90%
Repairs completed on first visit %	46.26%	83%
Average time to complete & close repair (days)	52.61	72.94
Number of housing complaints received	27	28
Complaints resolved within timescale	48.14%	75%
Number of Anti-Social Behaviour (ASB) cases raised	9	11
Tenant satisfaction with ASB handling	No Survey Completed	No Survey completed
Gas safety compliance %	99.69%	99.52%
Fire safety compliance %	100%	100%
Rent Collected %	99.82%	99.78%

## Mid Suffolk October

WHAT YOU'D LIKE TO KNOW	OCTOBER 2024	SEPTEMBER 2024
Number of (total) repairs logged	499	514
Number of repairs completed	628	644
Jobs outstanding in October (Jobs logged in October that are still outstanding)	21	-
Tenant satisfaction with repairs %	88%	90%
Repairs completed on first visit %	45.95%	77.8%
Average time to complete & close repair (days)	55.38	61.03
Number of housing complaints received	22	24
Complaints resolved within timescale	68.18%	54.16%
Number of Anti-Social Behaviour (ASB) cases raised	10	7
Tenant satisfaction with ASB handling	No Survey Completed	38%
Gas safety compliance %	99.66%	99.21
Fire safety compliance %	100%	100%
Rent collected %	99.87%	99.90%

## Babergh November

WHAT YOU'D LIKE TO KNOW	NOVEMBER 2024	OCTOBER 2024
Number of (total) repairs logged	520	579
Number of repairs completed	557	718
Jobs outstanding in November (Jobs logged in November that are still outstanding)	58	60
Tenant satisfaction with repairs %	94%	88%
Repairs completed on first visit %	91.94%	46.26%
Average time to complete & close repair (days)	34.55	52.61
Number of housing complaints received	34	27
Complaints resolved within timescale	77.22%	48.14%
Number of Anti-Social Behaviour (ASB) cases raised	9	9
Tenant satisfaction with ASB handling	No Survey Completed	No Survey Completed
Gas safety compliance %	99.48%	99.69%
Fire safety compliance %	100%	100%
Rent Collected %	99.74%	99.82%

## Mid Suffolk November

WHAT YOU'D LIKE TO KNOW	NOVEMBER 2024	OCTOBER 2024
Number of (total) repairs logged	442	499
Number of repairs completed	527	628
Jobs outstanding in November (Jobs logged in November that are still outstanding)	34	21
Tenant satisfaction with repairs %	94%	88%
Repairs completed on first visit %	84.18%	45.95%
Average time to complete & close repair (days)	34.09	55.38
Number of housing complaints received	18	22
Complaints resolved within timescale	77.77%	68.18%
Number of Anti-Social Behaviour (ASB) cases raised	12	10
Tenant satisfaction with ASB handling	50%	No Survey Completed
Gas safety compliance %	99.55%	99.66%
Fire safety compliance %	100%	100%
Rent collected %	99.86%	99.87%

## Babergh December

WHAT YOU'D LIKE TO KNOW	DECEMBER 2024	NOVEMBER 2024
Number of (total) repairs logged	503	520
Number of repairs completed	520	557
Jobs outstanding in December (Jobs logged in December that are still outstanding)	77	58
Tenant satisfaction with repairs %	93%	94%
Repairs completed on first visit %	85.57%	91.94%
Average time to complete & close repair (days)	38.56	34.55
Number of housing complaints received	18	34
Complaints resolved within timescale	88.88%	77.22%
Number of Anti-Social Behaviour (ASB) cases raised	10	9
Tenant satisfaction with ASB handling	100%	No Survey Completed
Gas safety compliance %	99.78	99.48%
Fire safety compliance %	100%	100%
Rent Collected %	99.75%	99.74%

## Mid Suffolk December

WHAT YOU'D LIKE TO KNOW	DECEMBER 2024	NOVEMBER 2024
Number of (total) repairs logged	465	442
Number of repairs completed	502	527
Jobs outstanding in December (Jobs logged in December that are still outstanding)	59	34
Tenant satisfaction with repairs %	85%	94%
Repairs completed on first visit %	83.13%	84.18%
Average time to complete & close repair (days)	35.60	34.09
Number of housing complaints received	29	18
Complaints resolved within timescale	86.20%	77.77%
Number of Anti-Social Behaviour (ASB) cases raised	9	12
Tenant satisfaction with ASB handling	100%	50%
Gas safety compliance %	99.52%	99.55%
Fire safety compliance %	100%	100%
Rent collected %	99.90%	99.86%

# Any Other Business

- ▶ Stop the Stigma- Customer Services workshop
- ▶ TPAS training timetable

