



# Tenant Board

29th April 2026

# Agenda

- ▶ Declarations of interest (2 mins)
- ▶ Action(s) from last meeting (3 mins)
- ▶ Transactional survey yearly review (15 mins)
- ▶ HQN Mock inspection action plan (15 mins)
- ▶ Regulatory inspection update (5 mins)
- ▶ Overview and Scrutiny discussion and feedback (10 mins)
- ▶ Mutual Exchange update (10 mins)
- ▶ Scrutiny project updates (10 mins)
- ▶ Tenant Engagement incentive scheme (10 mins)
- ▶ Any other business (5 mins)
- ▶ Interviews
- ▶ Tenant Board Pre meets



# Actions from last meeting



- ▶ Invite Alicia Norman to a future meeting.
- ▶ Invite Richard Spencer to discuss contract management with the Board.

# Declaration of interest





# Transactional survey yearly review

Victoria Freer

# Transactional survey results 2025/26

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# New lettings survey

- 105 tenants interviewed
- Conducted via telephone, each month
- Interviewing tenants who moved in the previous calendar month

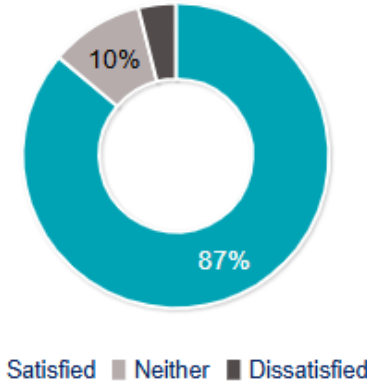
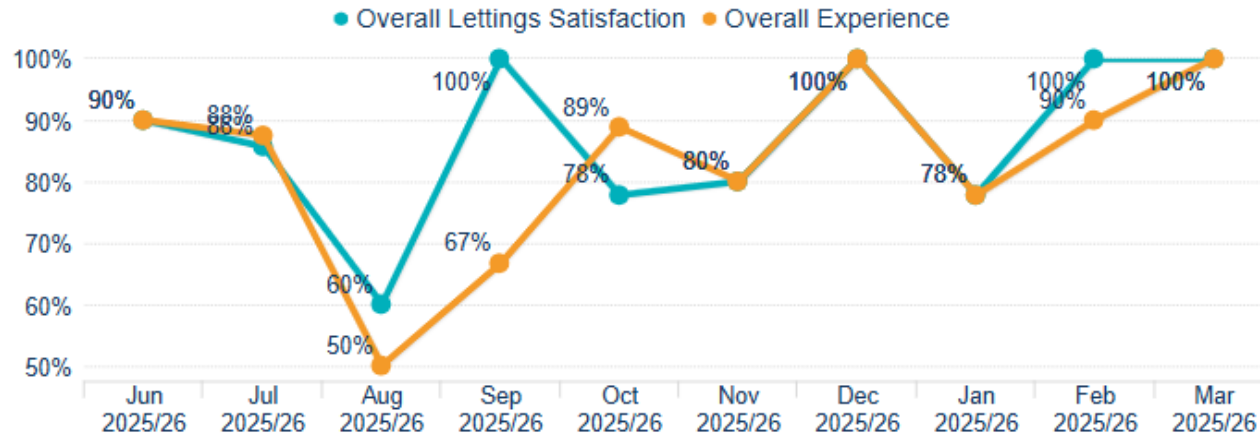
<u>Title</u>	<u>Question text</u>	<u>Rating scale</u>
Info and Advice Lettings	Thinking about your recent move, how satisfied or dissatisfied were you with the information and advice provided before moving in?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Explain Responsibilities Lettings	How satisfied or dissatisfied were you with the explanation around your responsibilities as a tenant?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Condition at Letting	How satisfied or dissatisfied were you with the overall condition of your home at the time of letting?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Any Outstanding Repairs Lettings	Were there any outstanding repairs when you moved in?	Yes, No
Outstanding Repairs Completed or Info Lettings	Have the outstanding repairs been completed or have you been made aware of when they will be completed?	Yes, No
Outstanding Work Info Lettings	Please can you explain the details of the outstanding repair work?	Open Ended
Kept Informed Lettings	How satisfied or dissatisfied were you with being kept informed throughout the process?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Helpfulness of Staff Lettings	How satisfied or dissatisfied were you with the helpfulness of staff dealing with your new tenancy?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Easy to Deal With Lettings	Thinking about the lettings service, how satisfied or dissatisfied were you that Babergh & Mid Suffolk Councils was easy to deal with?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Overall Lettings Satisfaction	Thinking about the lettings service, how satisfied or dissatisfied were you with the overall lettings process?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Overall Lettings Comments	Why did you give that rating about the overall lettings process?	Open Ended
Overall Experience	Overall, how satisfied or dissatisfied are you with your experience of moving into one of Babergh & Mid Suffolk Councils's homes?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
NPS Lettings	How likely would you be to recommend Babergh & Mid Suffolk Councils to other people on a scale of 10 to 0, where 10 is extremely likely and 0 is not at all likely?	10 - Extremely likely, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0 - Not at all likely
Lettings Improvement Comments	Is there anything Babergh & Mid Suffolk Councils could have improved or done differently with their lettings process? (which has not already been covered)	Open Ended

# Lettings Dashboard



Annual Target Residents Interviewed Alerts

**120**                      **105**                      **2**



**Explain Responsibilities Lettings** 81%

**Info and Advice Lettings** 76%

**Condition at Letting** 64%

**Any outstanding repairs when moved in?**

● Yes ● No

**Outstanding repairs completed?**

● Yes ● No

**Helpfulness of Staff Lettings** 85%

**Kept Informed Lettings** 76%

**Easy to Deal With Lettings** 82%

Click to view trend



	BDC	MSDC
Overall Lettings	78%	91%
Overall Experience Lettings	79%	85%
Explain Responsibilities Lettings	77%	84%
Info & Advice Lettings	77%	76%
Condition at Letting	67%	63%
Helpfulness of Staff Lettings	82%	87%
Kept Informed Lettings	79%	75%
Easy to Deal With Lettings	84%	81%
NPS Lettings (Promoters)	49%	72%

# Themes from comments made

## Property Services

Aids & Adaptations	1	0.2%	-5.00
Electrical Servicing	1	0.2%	-
Gas Servicing	2	0.5%	-0.71
Planned Maintenance	2	0.5%	-2.33
Responsive Repairs	33	8.2%	-0.79
Sustainability	4	1.0%	-0.75
Safety Inspections	1	0.2%	+1.67

## Housing Services

ASB			-
Complaints	3	0.7%	-3.57
Customer Service & Contact			-
Communal Maintenance	12	3.0%	-2.50
Grounds Maintenance	17	4.2%	-2.64
Neighbourhood Contribution			-
New Lettings	404	100.0%	+0.58
New Build			-
New Sales			-

## Estate Services

Pest/Vermin Issues	1	0.2%	-5.00
Rubbish, Bins & Recycling	3	0.7%	0.00

## Property Condition

Asbestos	3	0.7%	-3.33
Bathrooms	3	0.7%	-4.33
General Condition	13	3.2%	-1.57
Damp	1	0.2%	-5.00
Decoration	12	3.0%	-3.64
Energy Efficiency	1	0.2%	+5.00
Flooring	17	4.2%	-4.06
Heating	5	1.2%	-3.33
Internal layout/space			-
Kitchens			-
Lighting			-
Noise insulation			-
Roofs & Gutters	1	0.2%	-5.00
Window/doors	3	0.7%	-4.33

## Building Safety

Door/window/gate security	1	0.2%	-5.00
Fire safety	2	0.5%	-5.00
Intercoms			-
Lifts	1	0.2%	-5.00

## Neighbourhoods

Anti Social Behaviour	0	0.0%	-
Crime	0	0.0%	-
Dogs - noise/fouling	0	0.0%	-
Lighting / Visibility	0	0.0%	-
Parking & garages	0	0.0%	-
Parks, Play Areas & Local Facilities	0	0.0%	-
Security & Safety	0	0.0%	-
Transportation	0	0.0%	-

## Support Services

Care services	2	0.5%	+2.50
Catering Services			-
Employment & Education			-
Financial Support & Advice	5	1.2%	-0.40
Safety & Crisis Support	6	1.5%	-3.33

## Tenancy Management

Policies	1	0.2%	+1.00
Rent & Arrears	21	5.2%	-1.47
Service Charges			-
Tenancy Changes			-
Transfers & Moving	18	4.5%	-1.58

## Community & Engagement

Community Centres & Facilities	1	0.2%	-5.00
Community Spirit / Pride / Belonging	4	1.0%	+3.75
Resident Events / Activities			-

## Equality, Diversity & Inclusion

Discrimination			-
Vulnerabilities	11	2.7%	-3.33
Wellbeing, Independence & inclusion	3	0.7%	-2.33

## Overall Lettings

Please tell us about your specific experience that has shaped your view with the Lettings service on this occasion.

## AI Summary

Responses about the lettings process show a broadly mixed but consistent pattern: many tenants experienced a straightforward, helpful and quick lettings process, while a substantial minority reported poor communication, lengthy delays and difficulties contacting staff—especially around repairs and move-in timing.

**Positive feedback:** numerous respondents praised individual staff (housing officers, income team, named staff like Tory or Chloe), describing them as professional, patient, informative and supportive. Several accounts point to rapid allocations once the process moved, easy use of the Home Choice gateway, clear explanations of tenancy steps, prompt key collection in some cases and effective follow-up when staff were engaged. A number of tenants contrasted their positive experience with previous councils, noting better information and faster outcomes.

**Negative feedback:** the most common issues relate to communication and timeliness. Tenants repeatedly mention long phone waiting times, unclear or inconsistent updates (especially during refurbishment or asbestos removal), and being asked to chase progress. Several described repeated delays to move-in dates with short notice to vacate previous accommodation, resulting in stress and additional costs (eg rent on two properties, hotel renewals). Repairs were another weak spot: slow or poor responsiveness, difficulty reporting issues, and feeling “forgotten” after moving in. Some tenants reported administrative problems (missing letters, tenancy omissions, duplication of form entry, confusion over bidding vs assignment) and inadequate support for vulnerable individuals (learning difficulties, disabled tenants awaiting adaptations).

Sentiment is overall cautiously positive where staff engagement was strong; systemic issues are centred on communication channels, consistency of updates, and coordination of repairs and property readiness. These recurring themes dominate the feedback and explain much of the dissatisfaction even where the property outcome was satisfactory.

## Lettings Improvement

Is there anything Babergh & Mid Suffolk Councils could have improved or done differently with their lettings process? (which has not already been covered)

## AI Summary

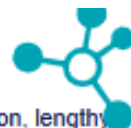
Responses show a consistent pattern of strengths around staff helpfulness in individual cases but widespread dissatisfaction with communication, property readiness and standards at handover. The single largest theme is poor communication: many tenants report long telephone wait times, reliance on online-only contact that disadvantages those without digital skills, inconsistent or contradictory information from different staff, lack of proactive updates on void/repair progress, changing/moving-in dates with little notice, and inadequate follow-up after issues were raised.

A second dominant theme is properties not being ready at letting. Frequent comments describe outstanding void repairs left for tenants to chase, homes handed over dirty or partially stripped (missing carpets, ripped flooring, removed window sills/blinds), uncompleted decorating, exposed electricals, garden neglect and missing keys. Multiple respondents said repairs promised at viewing were not completed before move-in, and many wanted a final check or staff presence on move-in day.


Heating and low familiarity with new systems (heat pumps, solar panels, air-source systems) appear repeatedly: tenants lacked guidance on operation, experienced delays to gas safety or heating repairs and sometimes had no hot water for extended periods. Contractor quality and timeliness also feature—tenants reported wrong or unprofessional contractors, poor-quality finishes and slow responses.

Accessibility and tailored support are recurring concerns: disabled or elderly tenants wanted more face-to-face contact, clearer information on mobility routes and adaptations, and help with practical needs (bins, ramps, carpets). Administrative issues include lost deposits, duplicated paperwork, confused billing/rent collection and limited assistance for vulnerable or homeless applicants.

Sentiment is mixed: some tenants were very satisfied, praising specific officers, while many expressed stress, anxiety and a feeling of being rushed or pressured to accept unsuitable or substandard properties. Overall, key pain points centre on communication, property condition at handover, repair completion and support for digitally excluded or vulnerable residents.




# 24/25 vs 25/26

Click to view trend 

	BDC	MSDC
Overall Lettings	96%	81%
Overall Experience Lettings	87%	83%
Explain Responsibilities Lettings	91%	83%
Info & Advice Lettings	93%	77%
Condition at Letting	67%	70%
Helpfulness of Staff Lettings	91%	86%
Kept Informed Lettings	87%	74%
Easy to Deal With Lettings	89%	74%
NPS Lettings (Promoters)	73%	63%

Babergh - Drop in satisfaction across all measures – condition remains the same

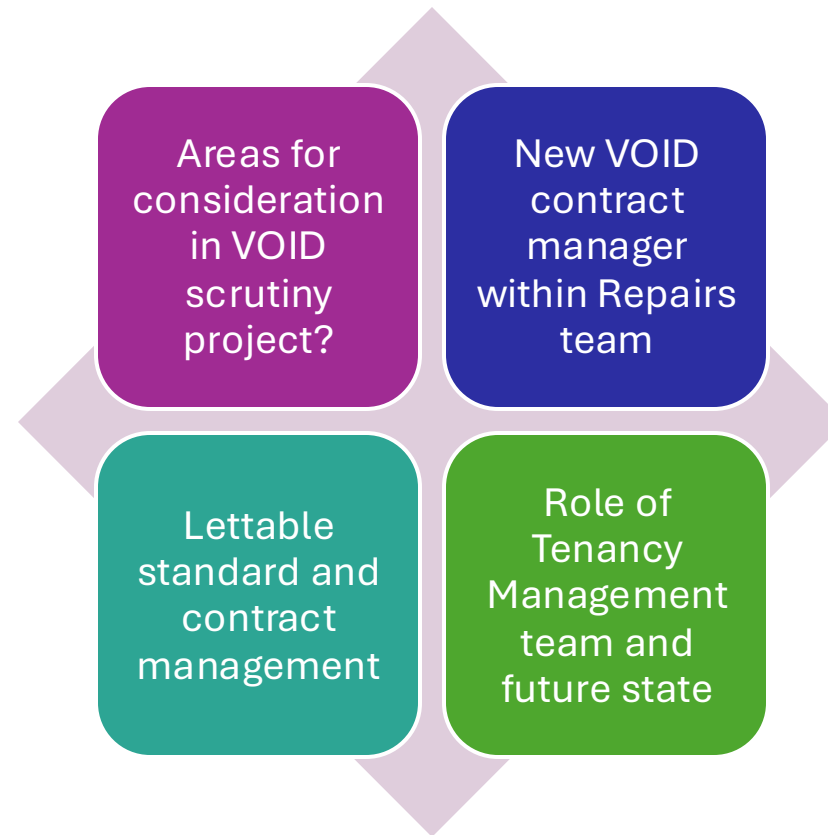
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	BDC	MSDC
Overall Lettings	78%	91%
Overall Experience Lettings	79%	85%
Explain Responsibilities Lettings	77%	84%
Info & Advice Lettings	77%	76%
Condition at Letting	67%	63%
Helpfulness of Staff Lettings	82%	87%
Kept Informed Lettings	79%	75%
Easy to Deal With Lettings	84%	81%
NPS Lettings (Promoters)	49%	72%

Mid Suffolk – increase in seven areas, with drop in satisfaction on information and advice, kept informed and condition at letting.

# Moving forward

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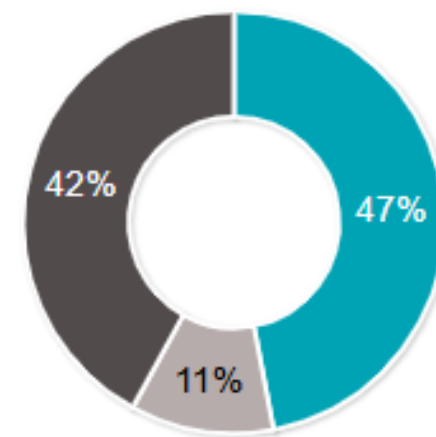
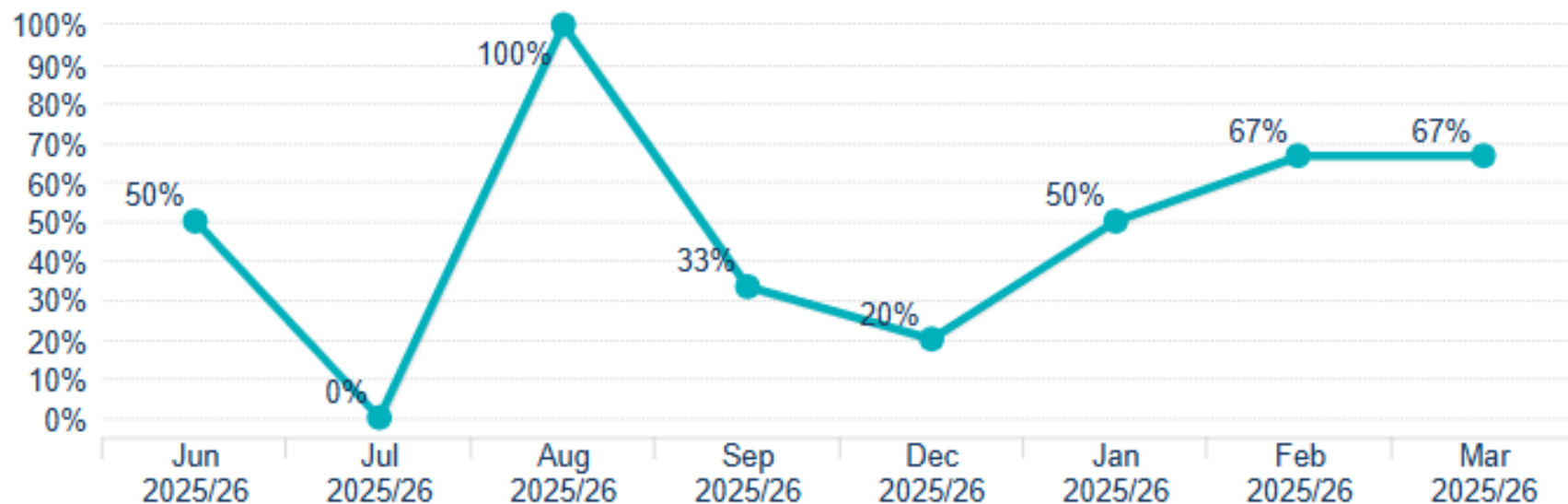
# ASB survey

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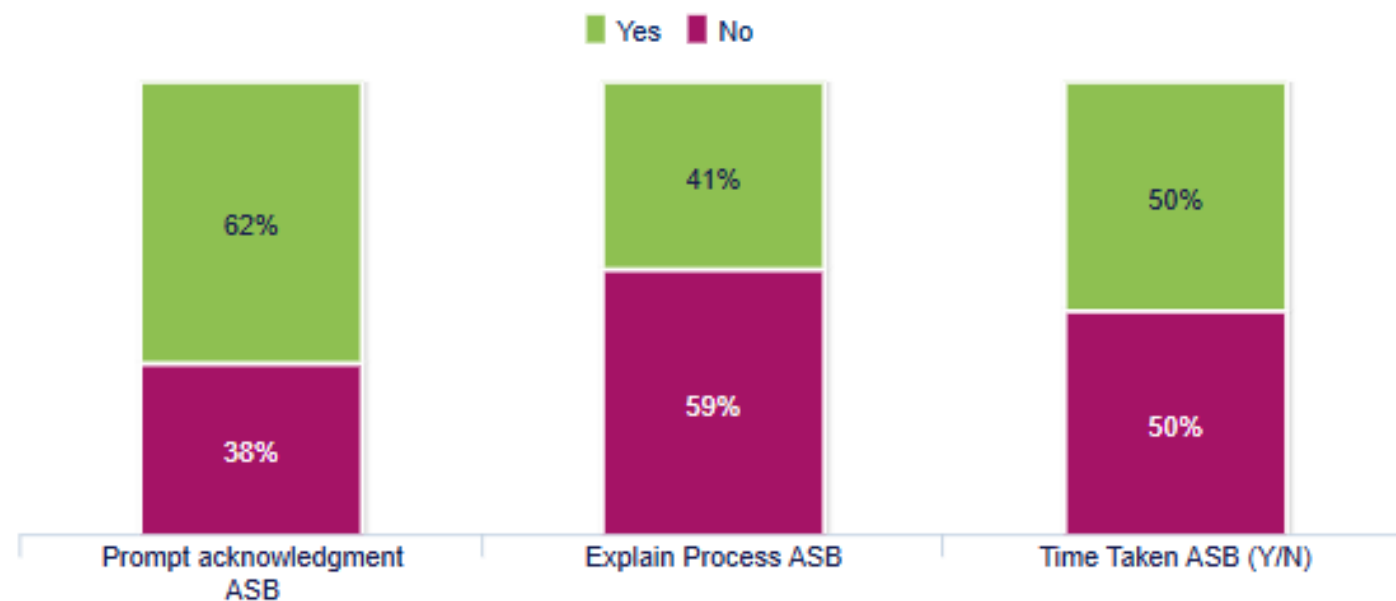
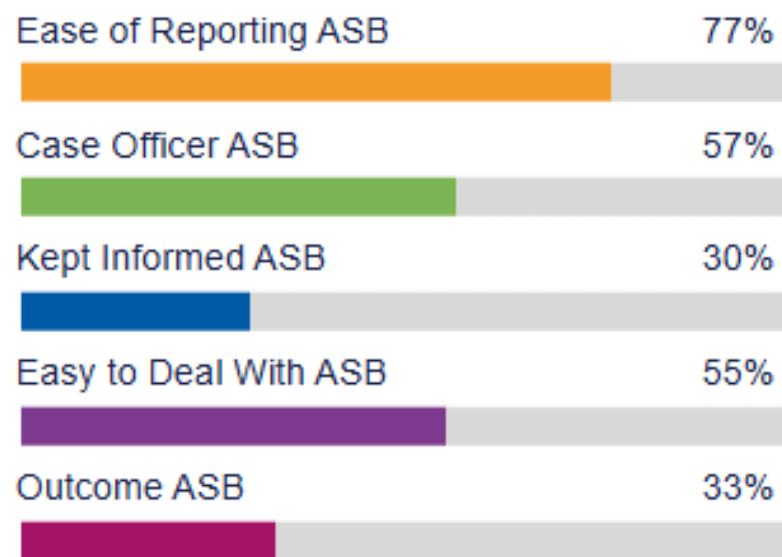
- 39 tenants interviewed
- Conducted via telephone, each month
- Interviewing tenants who had ASB cases closed in the previous calendar month

<u>Title</u>	<u>Question text</u>	<u>Rating scale</u>
Ease of Reporting ASB	How satisfied or dissatisfied were you with the ease of reporting your anti-social behaviour complaint?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Acknowledgment ASB	Once you reported your anti-social behaviour complaint, did Babergh & Mid Suffolk DC acknowledge your complaint promptly?	Yes, No, Can't remember
Explain Process ASB	And once you reported your anti-social complaint did the case officer explain the process clearly?	Yes, No, Can't remember
Case Officer ASB	How satisfied or dissatisfied were you with the help, advice, knowledge and professionalism of the ASB Officer who dealt with your complaint?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Kept Informed ASB	How satisfied or dissatisfied were you with how well you were kept up to date with what was happening throughout your anti-social behaviour case?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Time Taken ASB	Were you satisfied that your case was dealt with within a reasonable time?	Yes, No
Easy to Deal With ASB	Thinking about your recent anti-social behaviour complaint, how satisfied or dissatisfied were you that Babergh & Mid Suffolk DC was easy to deal with?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Overall ASB	Taking everything into account, how satisfied or dissatisfied were you with the way your anti-social behaviour complaint was dealt with?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Outcome ASB	How satisfied or dissatisfied were you with the final outcome of your anti-social behaviour complaint?	Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied, Very dissatisfied
Outcome ASB Comment	As you were not satisfied with the final outcome and/or the way your anti-social behaviour complaint was handled, please could you explain why?	Open Ended
ASB Improvement Comments	Is there anything Babergh & Mid Suffolk DC could do to improve the service?	Open Ended
Call Back ASB	You have indicated in the survey you are dissatisfied in one or more areas. Would you like a call back from Babergh & Mid Suffolk DC staff to discuss this?	Yes, No
Call Back ASB Notes	Please can you give me more information about what you want to discuss with Babergh & Mid Suffolk DC? This will be sent directly to Babergh & Mid Suffolk DC	Open Ended

## Overall Satisfaction



■ Satisfied ■ Neither ■ Dissatisfied



Click to view trend



	All Residents	BDC	MSDC
Overall ASB	47%	27%	56%
Ease of Reporting ASB	77%	67%	81%
Case Officer ASB	57%	36%	65%
Kept Informed ASB	30%	9%	38%
Final Outcome ASB	33%	20%	38%
Easy to Deal With ASB	55%	36%	63%

# Themes from comments made

Property Services				
Aids & Adaptations				-
Electrical Servicing				-
Gas Servicing				-
Planned Maintenance				-
Responsive Repairs				-
Sustainability				-
Safety Inspections				-

Housing Services				
ASB	37	100.0%		-2.56
Complaints	9	24.3%		-4.00
Customer Service & Contact				-
Communal Maintenance	1	2.7%		+3.33
Grounds Maintenance	4	10.8%		-5.00
Neighbourhood Contribution				-
New Lettings				-
New Build				-
New Sales				-

Estate Services				
Pest/Vermin Issues				-
Rubbish, Bins & Recycling				-

Property Condition				
Asbestos				-
Bathrooms				-
General Condition				-
Damp				-
Decoration				-
Energy Efficiency				-
Flooring				-
Heating				-
Internal layout/space				-
Kitchens				-
Lighting				-
Noise insulation				-
Roofs & Gutters				-
Window/doors				-

Building Safety				
Door/window/gate security				-
Fire safety				-
Intercoms				-
Lifts				-

Neighbourhoods				
Anti Social Behaviour				-
Crime	5	13.5%		-4.00
Dogs - noise/fouling				-
Lighting / Visibility				-
Parking & garages	1	2.7%		-5.00
Parks, Play Areas & Local Facilities				-
Security & Safety				-
Transportation				-

Support Services				
Care services				-
Catering Services				-
Employment & Education				-
Financial Support & Advice				-
Safety & Crisis Support	1	2.7%		-5.00

Tenancy Management				
Policies	2	5.4%		+2.50
Rent & Arrears				-
Service Charges				-
Tenancy Changes				-
Transfers & Moving				-

Community & Engagement				
Community Centres & Facilities				-
Community Spirit / Pride / Belonging	1	2.7%		-5.00
Resident Events / Activities				-

Equality, Diversity & Inclusion				
Discrimination	1	2.7%		-5.00
Vulnerabilities	1	2.7%		+5.00
Wellbeing, Independence & inclusion	1	2.7%		+5.00

## Outcome

As you were not satisfied with the final outcome and/or the way your anti-social behaviour complaint was handled, please could you explain why?

## AI Summary



Respondents overwhelmingly report dissatisfaction with how anti-social behaviour (ASB) complaints were handled by the council and partner agencies. The dominant themes are poor communication, long delays, and a perception of inaction or inconsistent enforcement. Many people felt bounced between police and council with unclear ownership of cases, leading to extended unresolved problems and repeated referrals without substantive progress. Several respondents report that cases were closed without tangible outcomes, often citing lack of evidence, while the underlying behaviour continued or worsened.

Poor staff response and customer experience recur: cases were not acknowledged or followed up; complainants received only acknowledgment emails with no further contact; specific officers were described as abrupt or disinterested, and one respondent reported being reported to social services improperly. Where frontline staff (Claire Gray, Georgina) engaged effectively, respondents noted marked improvement, indicating that positive individual interventions are possible but not consistently experienced.

There are serious reports of ongoing harm and stress: victims describe stalking, harassment, property damage, and threats, with significant mental-health impacts requiring counselling and, in one instance, a forced move to inferior accommodation. Several respondents perceive unfair housing decisions allowing repeat offenders to remain in or obtain council housing, exacerbating community harm. There is also a strong sentiment that enforcement thresholds are too high — people believe action will only occur after an assault — and that repeated complaints have been ineffectual.

Trust and fairness concerns appear, including allegations of racial harassment and differential treatment. Procedural opacity is highlighted: complainants do not know case outcomes and feel excluded from the process. Overall sentiment is negative, emphasising systemic delays, inconsistent accountability, and inadequate victim support.

## Improvements

Is there anything Babergh / Mid Suffolk could do to improve the service?

Responses indicate a clear pattern of strengths and recurring weaknesses in the Babergh/Mid Suffolk anti-social behaviour (ASB) service. Several respondents expressed satisfaction or that no improvements were needed, but the majority reported problems focused on communication, timeliness and perceived lack of effective action.

The dominant theme is poor communication: many respondents want to be kept informed during investigations (updates by email or text), confirmation that complaints have been received, and clearer points of contact. Multiple comments describe long waits for call-backs or no response for months, a “black hole” experience with the call centre, and difficulty discovering the name or availability of a housing officer. Staff absence without clear cover arrangements was highlighted as causing cases to stagnate.

Effectiveness and follow-through are the second major concern. Respondents feel the council often fails to act decisively — letters are perceived as insufficient, and there are calls for stronger measures (move tenants, ASB orders, re-housing problem tenants, or prosecution). Several contributors say behaviours persist despite reporting, specifically mentioning drugs, threats and CCTV/privacy concerns. There is a perception of inconsistent enforcement and unequal treatment between tenants.

Other issues raised include case handling and form usability: reporting processes can be confusing or require repetition, and there is a desire for more proactive case management, accountability and visible action to protect long-standing residents. A few respondents suggested practical interventions such as addressing local parking and cleanliness. A small number praised the service and its handling of their case.

Overall sentiment is mixed but leans negative on responsiveness and enforcement. Key concerns centre on communication, timely case progression, consistent application of policy, and stronger, visible interventions to protect victims and deter repeat offenders.



# 24/25 vs 25/26



\*less tenants interviewed in 25/26

	BDC	MSDC
Overall ASB	58%	46%
Ease of Reporting ASB	75%	70%
Case Officer ASB	58%	57%
Kept Informed ASB	58%	53%
Final Outcome ASB	36%	33%
Easy to Deal With ASB	58%	54%

	BDC	MSDC
Overall ASB	27%	56%
Ease of Reporting ASB	67%	81%
Case Officer ASB	36%	65%
Kept Informed ASB	9%	38%
Final Outcome ASB	20%	38%
Easy to Deal With ASB	36%	63%

Babergh - Drop in satisfaction across all measures

Mid Suffolk – increase in satisfaction apart from kept informed

# Moving forward

- ASB scrutiny action plan – 88% complete
- New ASB policy
- New Hate Crime policy
- Good Neighbourhood policy
- Good Neighbour advice leaflet
- Changes to OH to re-categorise and ensure better management
- Full team of CHOs and one ASB officer who oversees higher risk cases
- Reviewing all KPIs – evidence using interventions and tools
- New ASB webpage
- New tenancy fraud partnership with Hertfordshire CC – shared anti-fraud service.
- Case audits by Team Leaders – action plans and vulnerability matrix – five open/closed cases each month

# Gas survey

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- 196 tenants interviewed
- Conducted via telephone, each month
- Interviewing tenants who have had a gas service in the previous calendar month

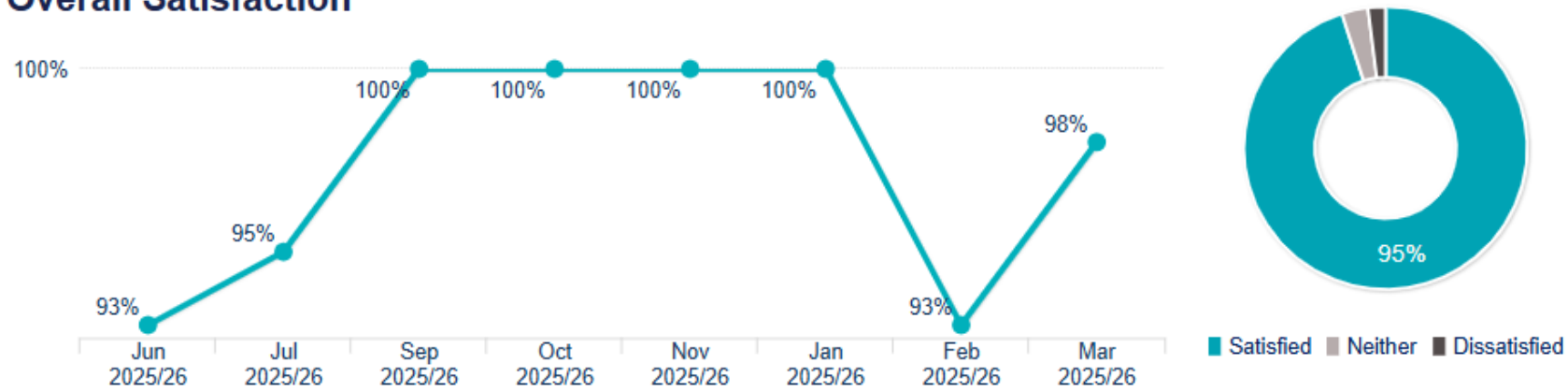
<u>Title</u>	<u>Question text</u>	<u>Rating scale</u>
Arrangements & Appointment Gas	Thinking about your recent gas service, how satisfied or dissatisfied were you with appointment time provided?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Contact Staff Gas	How satisfied or dissatisfied are you that the advisor delivered good customer service?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable/ Don't know
Arrive at Agreed Time Gas	Did the gas engineer arrive on time?	Yes / No
Attitude of Workers	How satisfied or dissatisfied were you with the behaviour and attitude of the gas engineer?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Easy to Deal With Gas	How satisfied or dissatisfied are you that on this occasion Babergh & Mid Suffolk Councils was easy to deal with?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Leave Property Tidy Gas	Did the engineer leave your property tidy?	Yes / No
Gas Engineer show ID on Arrival	Did the engineer show their ID badge upon arrival?	Yes / No
Overall Gas Satisfaction	Overall, how satisfied were you with the gas servicing you received on this occasion?	Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied
Overall Gas Comments	Please tell us about your specific experience that has shaped your view with the gas service on this occasion.	Open ended
Permission 2 - Follow up	Would you be happy for Babergh & Mid Suffolk Councils to contact you to follow up any of the comments or issues you have raised?	Yes / No

# Gas Dashboard



Annual Target		Fully Interviewed		Partially Interviewed		New Alerts	
552		196		1		7	

## Overall Satisfaction



Easy to Deal With	94%
Contact Staff	94%
Arrangements & Appointment	86%

### Arrive On Time? (Y/N)

Yes	92%
No	8%

Attitude of Workers	99%
Leave Property Tidy (Y/N)	99%
Gas Engineer show ID on Arrival (Y/N)	79%

Click to view Trend



Export to Excel

	All Residents	BDC	MSDC
Overall Gas Satisfaction	95%	98%	94%
Arrangements & Appointment	86%	87%	85%
Contact Staff	94%	99%	91%
Arrive at Agreed Time (Y/N)	92%	92%	93%
Attitude of Workers	99%	100%	99%
Easy to Deal With	94%	93%	94%
Leave Property Tidy (Y/N)	99%	99%	99%
Gas Engineer show ID on Arrival (Y/N)	79%	77%	81%

# Themes from comments made

## Property Services

Aids & Adaptations				-
Electrical Servicing				-
Gas Servicing	194	90.1%	+2.76	
Planned Maintenance				-
Responsive Repairs				-
Sustainability				-
Safety Inspections	1	0.4%	-5.00	

## Housing Services

ASB				-
Complaints	2	1.0%	0.00	
Customer Service & Contact				-
Communal Maintenance	7	3.4%	+5.00	
Grounds Maintenance	3	1.7%	+0.33	
Neighbourhood Contribution				-
New Lettings				-
New Build	1	0.4%	-5.00	
New Sales				-

## Estate Services

Pest/Vermin Issues				-
Rubbish, Bins & Recycling				-

## Property Condition

Asbestos				-
Bathrooms				-
General Condition				-
Damp	1	0.2%	-5.00	
Decoration				-
Energy Efficiency				-
Flooring				-
Heating	6	1.1%	-0.50	
Internal layout/space				-
Kitchens	1	0.2%	-5.00	
Lighting / Ventilation				-
Noise insulation				-
Roofs & Gutters	1	0.2%	-5.00	
Window/doors				-

## Building Safety

Door/window/gate security				-
Fire safety	6	1.1%	0.00	
Intercoms				-
Lifts				-

## Neighbourhoods

Anti Social Behaviour				-
Crime				-
Dogs - noise/fouling				-
Lighting / Visibility				-
Parking & garages				-
Parks, Play Areas & Local Facilities				-
Security & Safety				-
Transportation				-

## Support Services

Care services				-
Catering Services				-
Employment & Education				-
Financial Support & Advice				-
Safety & Crisis Support				-

## Tenancy Management

Policies				-
Rent & Arrears				-
Service Charges				-
Tenancy Changes				-
Transfers & Moving				-

## Community & Engagement

Community Centres & Facilities				-
Community Spirit / Pride / Belonging				-
Resident Events / Activities				-

## Equality, Diversity & Inclusion

Discrimination				-
Vulnerabilities	1	0.2%	-5.00	
Wellbeing, Independence & inclusion				-

## Overall Gas

Please tell us about your specific experience that has shaped your view with the gas service on this occasion.

### AI Summary

Overall satisfaction with gas servicing is high: most respondents described engineers as polite, friendly, punctual and efficient, with many noting tidy behaviour (shoe covers, cleaning up) and clear explanations of work carried out. Several customers praised individual engineers for knowledge, helpfulness (demonstrating heating use, bleeding radiators, testing alarms) and repeat visits from trusted staff.

Recurring positives:

- Professionalism and courtesy were consistently highlighted.
- Fast, straightforward visits that caused minimal disruption.
- Clear communication about the work during the visit and generally satisfactory outcomes where repairs were completed.

Key issues and sources of dissatisfaction:

- Appointment communication and scheduling is the most frequent concern. Many customers reported engineers arriving without prior notification, vague time windows (morning/afternoon), appointments cancelled or missed, and lack of SMS/courtesy calls. This caused inconvenience, missed work, and repeated rebookings.
- Variability in service thoroughness: some respondents felt visits were too brief or incomplete (components not checked, radiators not inspected, external fan/heater/cleaning omitted). A few reported follow-up appointments were needed for issues not resolved at first visit.
- Inconsistent standards between contractors: several comments note different contractors vary in thoroughness (e.g. cleaning external units) and difficulty contacting the correct contractor via customer service.
- Specific technical concerns: recurring heating breakdowns, boiler/cylinder failures, low pressure gauge readings, and slow parts ordering or long waits for repairs were flagged.
- Access and notification problems: engineers sometimes entered without ringing; tenants want more reliable notifications to ensure someone is home. A small number raised anxieties about frequent fire alarm testing or excessive alarms in small flats.

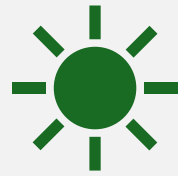
Sentiment balance: overwhelmingly positive about individual engineers' behaviour and competence, tempered by process and communication weaknesses (appointments, contractor consistency, and occasional incomplete fixes).



# Moving forward



Contractor performance meetings – regular review



Summer servicing programme



Learning from complaints

# BDC & MSDC - Tenant Satisfaction July 2025 (Go Live) - March 2026

Comments received in response to automatic SMS generated from Total Mobile Connect

## Rating by question

Question 1 2 3 4 5

July 2025 - Go Live

March 2026

1) 90.6% - Communication Satisfaction

▼ 89.9%

2) 90.8% - Quality of Repair Satisfaction

▲ 94.1%

3) 95.3% - Operative Conduct Satisfaction

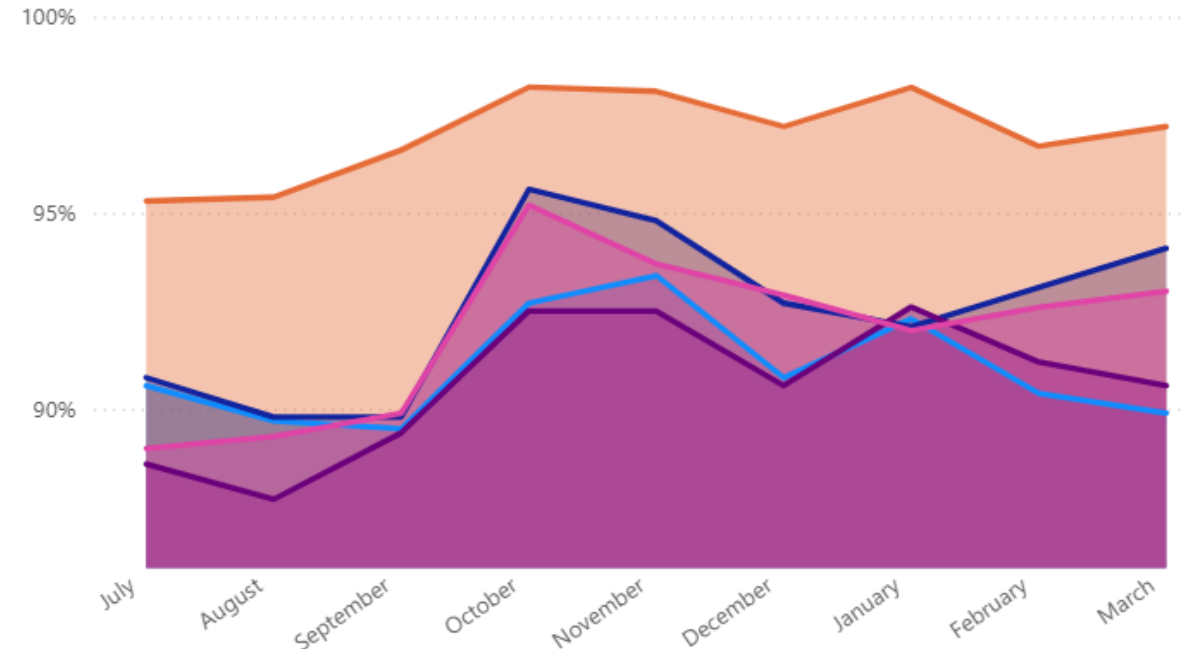
▲ 97.2%

4) 88.6% - Easy To Deal With Satisfaction

▲ 90.6%

5) 89% - Overall Satisfaction

▲ 93%



"Fitted in with the times that I gave them x very tidy and clean x done within the time said "

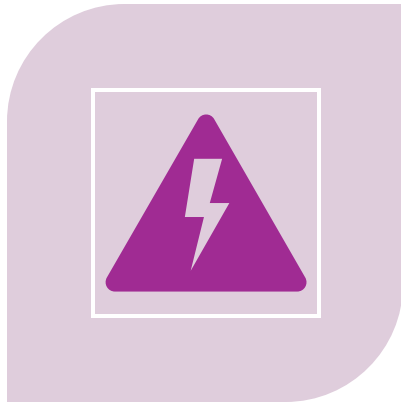
"Very polite he told me exactly what he was going to do and advised me to be careful about being careful about different things he had done no fault with him at all"

"Good overall service from time of reporting through to completion of both repairs, workers were curtious at all times and no mess was left, really satisfying many thanks."

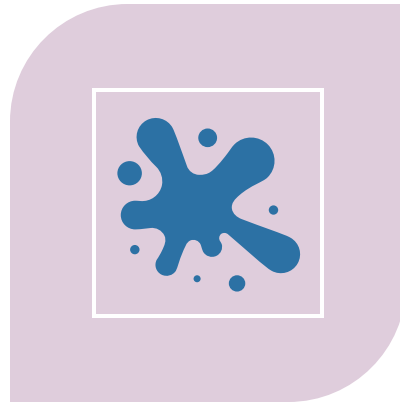
"The repair was done extremely well, and your Opretive was very pleasant, thanks"

# Future surveys

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ELECTRICAL SERVICING



DAMP AND MOULD



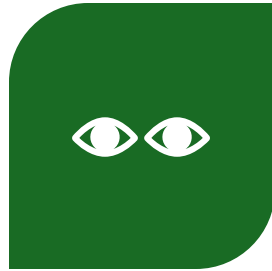
PLANNED  
MAINTENANCE

# Closing the loop

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ENGAGEMENT  
QUARTERLY  
NEWSLETTER



YOU SAID / WE  
LISTENED –  
STRONGER FOCUS



MY HOME BULLETIN



PRINTED QUARTERLY  
NEWSLETTER



# HQN Mock inspection Action plan

Lindsey Redgwell

# HQN Mock Inspection Feedback

February 2026

# A recap – what did HQN do?



**Desktop review  
of key  
documentation**



**Briefing  
sessions – to  
raise awareness**



**Observation of  
key meetings**



**Interviews with  
key councilors  
and colleagues**



**Focus group  
with engaged  
tenants**



**Reviewed  
systems for  
managing ASB  
and complaints**



**Visited estates  
and vacant  
properties**

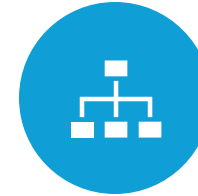
# During the inspection..



Positive engagement with everyone involved. Many people interviewed, some of whom may not meet the RSH. You have some influence over who meets the RSH



On-site arrangements very well managed. You went over and above – we felt very well looked after, responsive to enquiries and requests



Documentation was well-organised and relevant. Key area to consider is the relevant documentation that goes into the governance structure



Interviews were insightful – interviewees were knowledgeable and confident in their answers



Generally good triangulation – tenants, managers, senior management, councillors – from different perspectives



Desire to improve and learn is evident



There's a palpable team ethic, which has driven (and continues to drive) consistent improvement in services

# Safety and Quality Standard

*Your current position may not provide the level of assurance the Regulator (RSH) will be seeking to confirm compliance with this standard.*

## Key Observations

- Significant progress collating stock condition information at an individual property level has been made and a plan is in place to achieve 100% by end June 2026
- Decency in both Councils is currently approximately 88% and plans are in place to achieve 100% and maintain decency thereafter
- Current compliance performance for the 'big six' is impressive but there is a potential risk in relation to compliance for lifts and hoists within individual properties
- A member approved asset management strategy, individual property EPC data, a stock SAP profile and a fully funded plan to achieve EPC C by 2030 are required
- Significant progress addressing outstanding overdue repairs has been made

## Recommendations Include...

- An update report to members is recommended setting out the current position in relation to the development of the AMS and EPC's on individual properties
- Member oversight of performance introduced for Lifts & Hoists
- Compliance performance data for oil fired boilers and solid fuel installations are monitored on a regular basis
- A&A - The current guidance and access to information for tenants is reviewed, target timescale set for minor adaptations and OT assessments and consideration is given to reviewing and updating the existing policy
- Contractor repairs - systems are further developed to improve call centre visibility of live repairs

# Transparency, influence and accountability

*In HQN's opinion, your current position is such that you may be able to provide the level of assurance we expect the Regulator (RSH) will be seeking to confirm compliance with this standard. It may be that there is further evidence that can be provided to demonstrate compliance.*

## Key Observations

- Staff have access to translation and interpretation services
- Mandatory training in place
- Getting to know you' project has led to a significant percentage of household information being collected
- IT visibility is decent – including, for example, visibility of outstanding gas safety check
- Annual reports to tenants produced as well as a regular e-newsletter
- Quarterly housing assurance report goes to members, senior leadership and tenants
- Monthly transactional surveys for new lettings, ASB, gas servicing, and repairs
- Extensive examples of 'you said, we did' provided and a range of 'informal' engagement opportunities in place
- Recognition that engagement isn't as diverse as would like – looking at possible tenant incentives to attract more people and 'capture silent voices'
- Massive reduction in complaints about repairs (bucking the national trend) and complaints about compliance has levelled off

## Recommendations include...

- Review what reports go to the 'governing body', ie, some part of the governance structure around (at least) the key elements of this standard – engagement, complaints, household data and flexing services
- Review provision of performance information to tenants – ensure sufficiency of information that enables tenants to judge how well you are performing, eg, by providing targets and comparative data
- Where appropriate, consider reporting performance/satisfaction cumulatively rather than discrete periods, especially where returns (eg, transactional ASB surveys) are low
- Ensure that you can and do analyse survey feedback by relevant protected characteristics and produce an action plan arising from the findings
- Develop a household data collection strategy
- Develop an EDI policy and/or strategy

# Neighbourhood and community

*In HQN's opinion, your current position is such that you may be able to provide the level of assurance we expect the Regulator (RSH) will be seeking to confirm compliance with this standard.*

## Key Observations

- Positive evidence around promoting social and environmental well being
- Estates visited appear well-maintained and contractual relationship with Council department responsible for grounds maintenance reported to be strong
- ASB is seen as a priority area for review and improvement – but resources are in place and partnership working appears strong
- Approach to managing domestic abuse cases appears sound

## Recommendations include...

- Carry out further analysis to understand causes of greater levels of dissatisfaction with communal areas in Babergh and take action as a result
- Review recording and reporting on service standards and performance to understand where more visibility is possible and improvements can be made

# Tenancy

*In HQN's opinion, your current position is such that you may be able to provide the level of assurance we expect the Regulator (RSH) will be seeking to confirm compliance.*

## Key observations

- Allocations policy in place and you can demonstrate that lettings are 'fair and transparent'
- Average re-let times have increased significantly, partly due to contractor performance, but there are opportunities to streamline the lettings process too
- Positive framework in place to support tenants to sustain tenancies, but assessment of success could be improved
- No "rightsizing" arrangements in place – are you missing an opportunity to assist more people into appropriately sized accommodation?

## Recommendations include...

- Review end-to-end lettings process to identify all (potential) causes of delay and identify opportunities to improve
- Consider areas such as use of notice period, any day lets, inter-team communications
- Analyse the household data collected to assess level of under-occupation and overcrowding and target communications around mutual exchange opportunities
- Consider the development of a rightsizing initiative to offer opportunities for under-occupying households to downsize



# Regulatory Inspection

Lindsey Redgwell



# Overview and Scrutiny discussion and feedback

Victoria Freer

# Recommendations

- ▶ That the Committee endorses the activities and hard work carried out by the Tenant Board, as well as the recommendations and actions taken as a result.
- ▶ That the Cabinet Members for Housing request that the housing department collect further tenant demographic data, incorporating the option for self-identification.
- ▶ That the Committee requests that an internal audit be undertaken on the systematic relationship between Housing and the Customer Services team, and that the results be reported back to members.
- ▶ That the Cabinet Members for Housing ensure that tenants receive written notice regarding visits to their home as standard practice.
- ▶ That the Committee receives further information on the percentage of call backs logged on the CRM achieved within our timescales, how many complaints cited “no response” or “no callback” as a cause for raising the complaint, and the average number of calls or emails required before resolution.





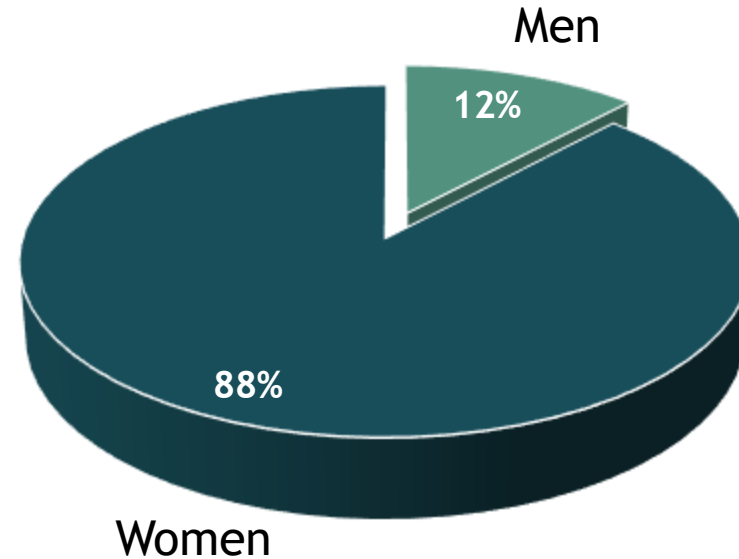
# Mutual Exchange

- ▶ Kerry Lecomber – Tenant Engagement Co-ordinator

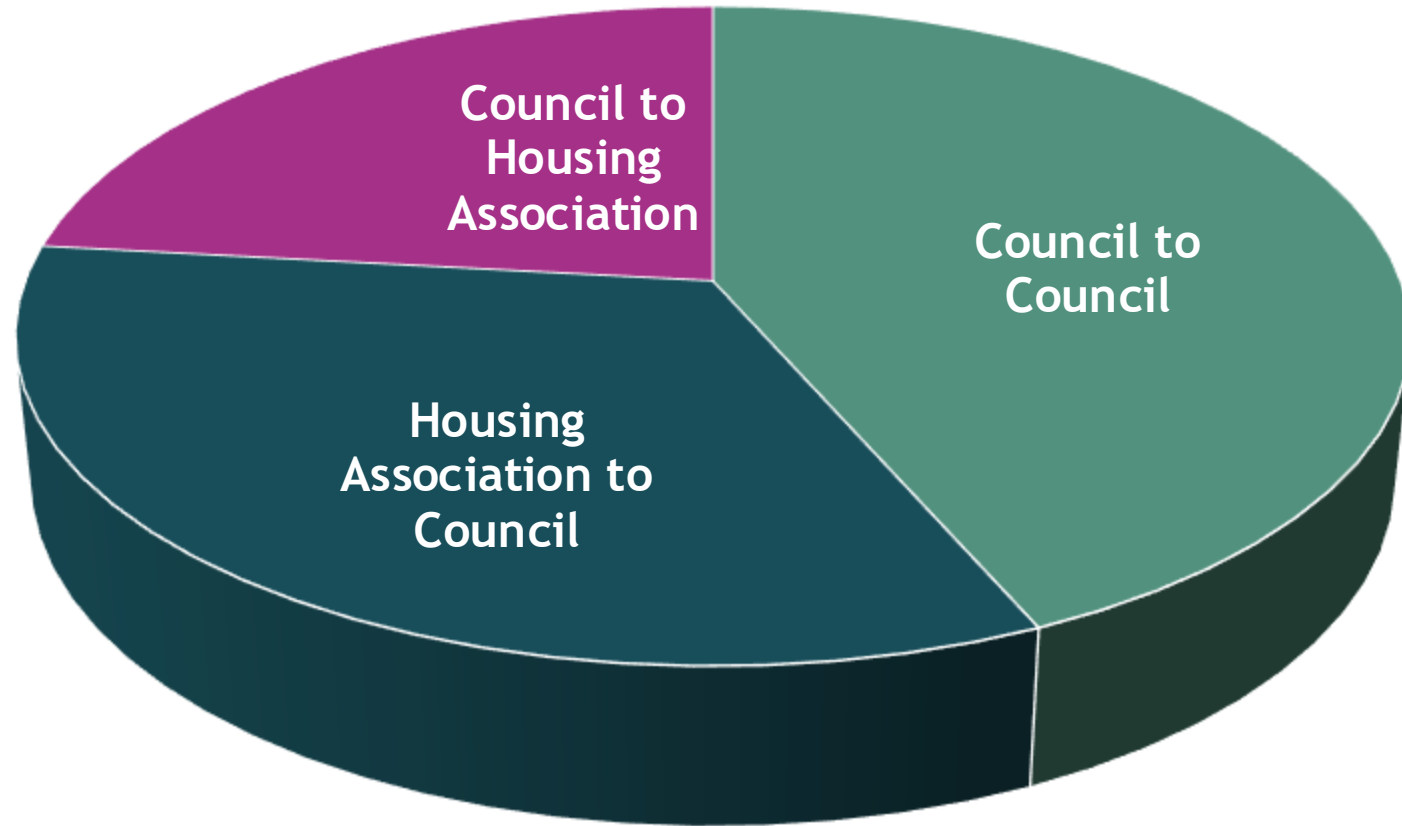
# Survey

- ▶ Questions agreed with Head of Housing Management.
- ▶ Spreadsheet of tenants from last 12 months sent survey asking:
  - ▶ Type of exchange
  - ▶ Level of viewing
  - ▶ Level of communication with other tenant
  - ▶ Overall opinion of experience
  - ▶ What could improve it
  - ▶ Experience of sign-up
  - ▶ Amount of information provided by us
- ▶ We had 29 responses - 14 BDC and 15 MSDC

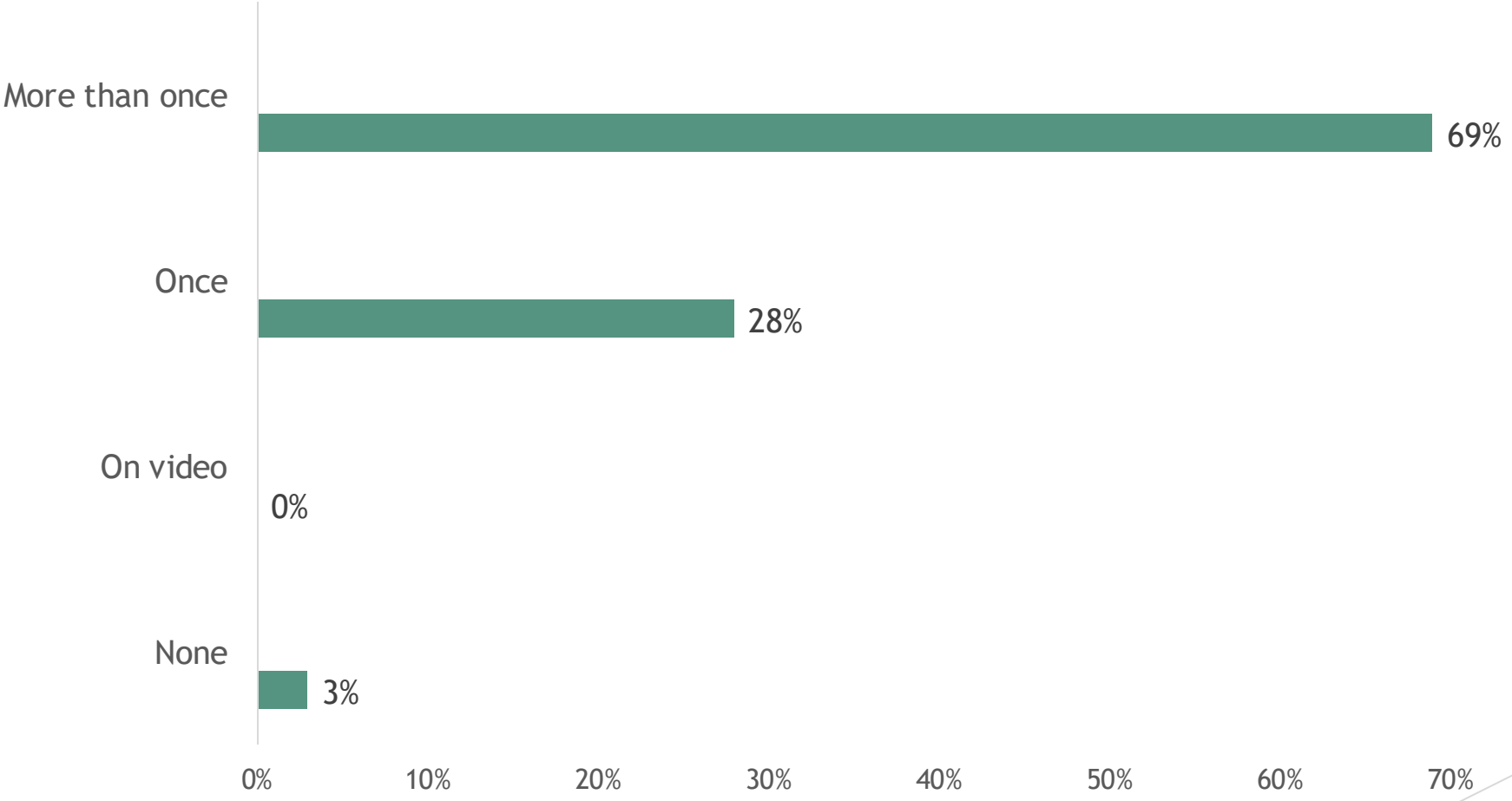
Respondents



# Type of Exchange



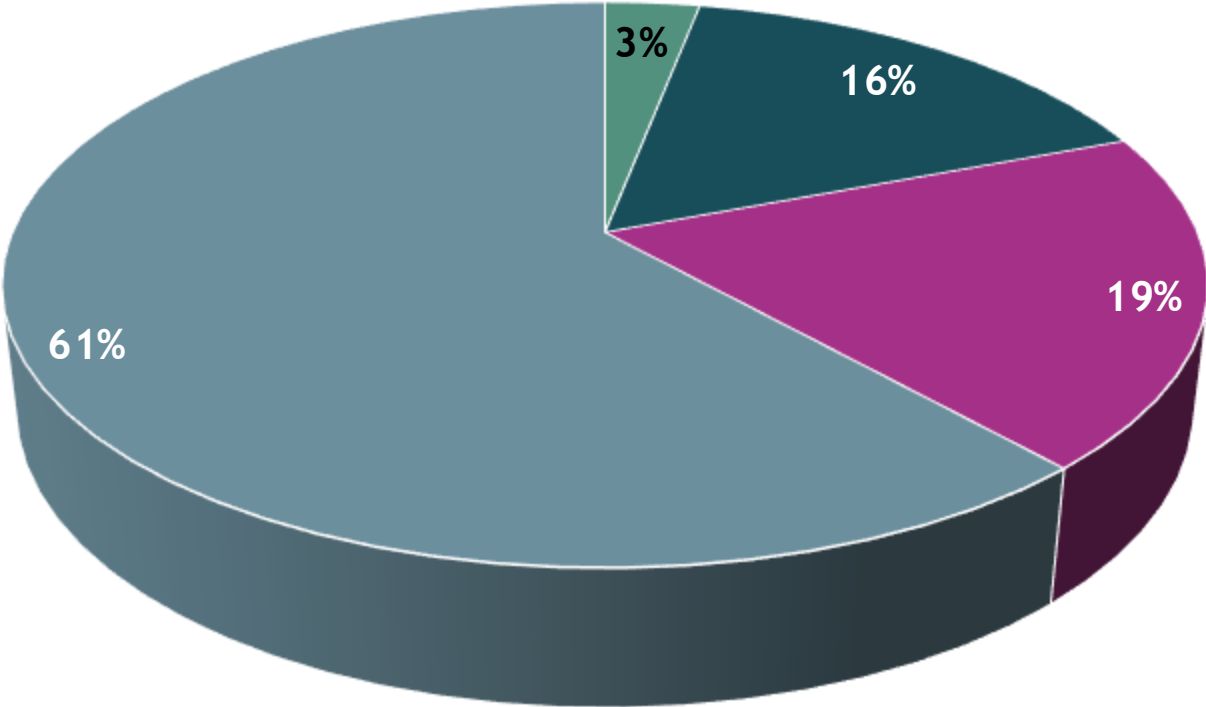
# Did you view the property?



# How much did you communicate?



Communication



- Very little
- Some
- Quite a lot
- A great deal

# Possible improvements



- ▶ More thorough inspections
- ▶ All work completed at exchange wherever possible
- ▶ Quicker process
- ▶ Consistency across Councils
- ▶ Direct communication with MX team
- ▶ Handout to be developed for Tenants advising:
  - ▶ Visit numerous times and at different times of day / weekends
  - ▶ Communicate as much as possible



# Scrutiny Update

Georgia Mecoy

# Voids scrutiny



- ▶ Getting the information, you need to know what we need to improve!
- ▶ A survey of tenants who moved into their properties in the past year. This will include a voluntary section on the tenant's customer journey which will enable us to map a selection of these.
- ▶ A short survey of tenants who have moved out of one of our properties about the process.
- ▶ Site visits both to recently handed back properties and those we are about to let.
- ▶ Customer Journey Maps to outline the experience from the Tenancy Management side.
- ▶ Voids lettable standard to be reviewed and understood.
- ▶ In person discussions with tenants can take place on either an ad hoc or surgery-based basis.
- ▶ This will run during May and June 2026.

# June 2026



- ▶ Tenant Board will relay what they found from site visits and reviewing the voids lettable standard.
- ▶ Georgia and Kerry to share results from surveys and drop-in sessions before the June meeting
- ▶ In the June meeting we will use this evidence to understand what scrutiny works needs to take place to improve the service.
- ▶ *E.g if the site visits are not reflective of the lettable standard, we could look to scrutinise the management of voids works.*

# July- September

- ▶ Scrutiny project is underway (e.g workshops, further surveys)
- ▶ Recommendations on improvements are decided on
- ▶ Recommendations reviewed by managers and added to an action plan



# October onwards

- ▶ Scrutiny is reviewed by Overview and Scrutiny Committee
- ▶ Recommendations start to be accomplished
- ▶ Tenant Board continues to review action plan



# Scrutiny action plans update



## ASB

- ▶ 93% Complete
- ▶ 2 overdue, Service Lead Nathan Suley is aware
- ▶ 8/33 outstanding with recommendations between 30%-95% complete

## Complaints

- ▶ 88% Complete
- ▶ 0 overdue, all dates set for December 2026
- ▶ 5/10 outstanding with outstanding action between 50%-90% complete

## Communication

- ▶ Awaiting action plan from customer services lead with timescales
- ▶ 4/16 recommendations completed



# Tenant Engagement Incentive Scheme

Georgia Mecoy

# Aims



- ▶ To understand how Babergh and Mid Suffolk District councils can improve the participation and outcomes of Tenant Engagement activities by adapting the way they incentivise this service area.
- ▶ To understand how Babergh and Mid Suffolk District councils can incentive engagement to improve our representation in our tenant voice and ultimately helping us ensure we are meeting the requirements from the Transparency, Influence and Accountability Consumer Standard and delivering fair and equitable outcomes.

# Participants



- ▶ 105 Participants (55 Babergh, 50 Mid Suffolk)
- ▶ 39 Male, 66 Female
- ▶ Age: 2 18-24; 17 25-35; 16 36-45; 15 46-55; 18 56-65; 37 66+
- ▶ Ethnicity: 97 White British (92.28%); 4 White Other; 1 White Irish; 1 White Roma; 1 Any Other Asian Background; 1 other mixed or multiple ethnic groups.
- ▶ 32 reported having a vulnerability.

# Results



**We asked tenants to select all incentives that would encourage them to take part in engagement activities**

- ▶ **47%** of all participants told us that shopping vouchers would encourage them to take part in engagement activities.
- ▶ **38%** were in favour of prizes of give aways
- ▶ **30%** were in favour of training and development opportunities
- ▶ **28%** were in favour of a monetary incentive

Tenant Engagement Activity	Cost per person	Max involved per activity	Max Involvement per year	Total cost
Tenant Board	£100 per quarter	12	11 meetings	£4800
Scrutiny projects online and in person	£15 for both online and in person	20 tenants	Max 4 meetings	£1,200
Resident Readers , Neighbourhood Expert and survey groups	N/A Prize draw x2 £100 quarterly	unlimited	N/A	£800
Complaint Experts	£15	25 tenants	quarterly	£1,500
Recruitment	£15 per day plus lunch £10 half day	3	5 full days	£225 (based on 3 tenants attending 5 times a year all day)
Ad-hoc engagement groups	£10 half day £15 full day plus lunch	15	3	£675

# Minimum requirement



Engagement Group	Minimum requirement
Tenant Board	Attend all meetings that quarter, complete required training and be active in meetings.
Scrutiny projects	Complete any activities assigned through the duration of the project.
Resident Readers and surveys	Complete all questions in full and submit the survey
Complaint Experts	Read complaint responses and complete survey in full.
Recruitment	Turn up on time and be present for the duration of interviews and complete any pre work required
Ad- Hoc engagement groups	Complete any activities assigned through the duration of the project.

# Incentive promise



- ▶ Investigate how we can make engagement practices child friendly (family friendly)
- ▶ All full day engagement will include lunch
- ▶ All travel expenses to be paid
- ▶ Free digital skills training
- ▶ We will let you know how your engagement has made a difference to services.

# What does success look like



- ▶ A skilled and representative tenant board
- ▶ Increase in involvement in all engagement groups
- ▶ More involved tenants from our known unheard groups (Under 45; English not as a first language; Tenants from ethnic backgrounds other than White British)
- ▶ Increase on “Listen and Acts” TSM
- ▶ Increase on “Treated fairly and with respect” TSM

# Any Other Business



- ▶ Interviews:
  - ▶ Income and Sustainment Lead- 30<sup>th</sup> April
  - ▶ Director of Housing- 1<sup>st</sup> May
- ▶ Tenant Board pre meet
- ▶ 24<sup>th</sup> June 10am- Regulator focus group