







WHC Tenant Satisfaction Survey Action Plan 2021-22

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

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