

2026/27 Action Plan to Support ASB, Hate Incidents and Neighbourhood Management Issues Performance

No.	Key Area	Consideration	Action	Baseline	Target - TSM 2026/27 Survey	Target Number	Timeline	Status
1	TP12 Satisfaction	Increase satisfaction level	Publish ASB vs NM tenant feature guidance in newsletter	57%	60%	n/a	July 26	
2	TP12 Satisfaction	Increase satisfaction level	Produce explainer video on ASB vs NM	57%	60%	n/a	Dec 26	
3	TP12 Satisfaction	Increase satisfaction level	Publish ASB vs NM tenant guidance on webpage	57%	60%	n/a	Sept 26	
4	TP12 Satisfaction	Increase satisfaction level	Use Tenancy Checks to discuss ASB/NM issues	57%	60%	n/a	From July 26	
5	TP12 Satisfaction	Increase satisfaction level	Add ASB, hate incident & NM related actions from 2025/26 TSM Survey report	57%	60%	n/a	Aug 26	
6	TP12 Satisfaction	Increase satisfaction level	Bi-annual Sub-Group performance updates	57%	60%	n/a	From Sept 26	
7	TP01 Satisfaction	Increase satisfaction level	Mobile response crew for waste to speed up response	79%	82%	n/a	From May 26	
8	Tenant Influence, transparency & feedback loops	Increase tenant influence	Sub-Group involvement in ASB survey redesign	Developing	1	n/a	Sept 26	
9	Tenant Influence, transparency & feedback loops	Increase tenant influence	Annual "You Said, We Listened" report	Developing	100% show tenant input	n/a	April 27	
10	ASB Survey Response Rates	Increase response rate	Enable multi-channel access options (email, SMS, phone, paper)	Very low	20%	n/a	Sept 26	
11	ASB Survey Response Rates	Increase response rate	Follow-up calls for non-responders	Very low	20%	n/a	Sept 26	
12	ASB Survey Response Rates	Increase response rate	Promotion of survey and importance of completing	Very low	20%	n/a	Sept 26	
13	Drug Misuse	Reduce number of cases	Joint operations with Essex Police	47 cases	-10%	42	From Aug 26	
14	Drug Misuse	Reduce number of cases	Targeted hotspot interventions (by postcode)	47 cases	-10%	42	From Sept 26	
15	Drug Misuse	Reduce number of cases	Early-intervention visits & tenancy warnings	47 cases	-10%	42	From July 26	
16	Drug Misuse	Reduce number of cases	Awareness campaign on reporting thresholds - newsletter & webpage	47 cases	-10%	42	Oct 26	
17	Verbal Abuse	Reduce number of cases	Clearer communication on acceptable behaviour	24 cases	-10%	22	Aug 26	
18	Verbal Abuse	Reduce number of cases	Awareness campaign on reporting thresholds - newsletter & webpage	24 cases	-10%	22	Aug 26	

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19	Verbal Abuse	Reduce number of cases	Staff training on de-escalation & evidence gathering	24 cases	-10%	22	Sept 26	
20	Noise (ASB)	Reduce number of cases	Promote NMNOIS vs ASB distinction	47 cases	-10%	42	From Aug 2026	
21	Communal Areas	Reduce number of cases	Review of communal cleaning contract	198 cases	-15%	168	July 26	
22	Communal Areas	Reduce number of cases	Review block inspection schedule - consider with tenant participation	198 cases	-15%	168	From Aug 2026	
23	Communal Areas	Reduce number of cases	Introduce transactional surveys	198 cases	-15%	168	Nov 26	
24	NEGL	Reduce number of cases	Early-intervention visits	139 cases	-10%	125	From July 26	
25	NEGL	Reduce number of cases	Joint estate walkabouts with Grounds Maintenance	139 cases	-10%	125	From Aug 26	
26	NEGL	Reduce number of cases	Clearer tenant guidance on responsibilities	139 cases	-10%	125	Sept 26	
27	Garden Nuisance	Reduce number of cases	Seasonal garden maintenance campaigns	128 cases	-10%	115	Summer 2026	
28	Garden Nuisance	Reduce number of cases	Support referrals for vulnerable tenants	128 cases	-10%	115	From July 26	
29	Garden Nuisance	Reduce number of cases	Review grounds maintenance support options	128 cases	-10%	115	Oct 26	
30	Hate Incidents	Data validation	Benchmark hate incidents with peers/other source to verify accurate reported numbers	2 cases	Verify	n/a	Sept 26	
31	NM01	Keep stable/maintain	Review of hate incident reporting pathways	1 case per 1,000 homes	Maintain $\pm 1\%$	1	Aug 26	
32	NM01	Maintain improved performance (adjusted for reclassification effects)	Bi-annual NM01 monitoring with commentary on recategorisation impacts	58.3%	Maintain $\pm 1\%$	58.3% $\pm 1\%$	Bi-annual From Sept 26	
33	New Categories	Training	Staff training on NEGL, NMNOIS, Cuckooing to assist with tenant engagement and understanding	New category	Embed by Jan 2027	All staff	From July 26	
34	New Categories	Project delivery	Deliver cuckooing project with Police	New category	Deliver by March 2027	n/a	March 2027	
35	Corporate NM	Focused work	Quarterly hotspot mapping	Developing	Embed	n/a	From Sept 26	
36	Corporate NM	Joint work	Joint Walkabouts (Housing, Grounds Maintenance, Community Safety, Waste Contractors)	Developing	Embed	Quarterly	From July 26	