

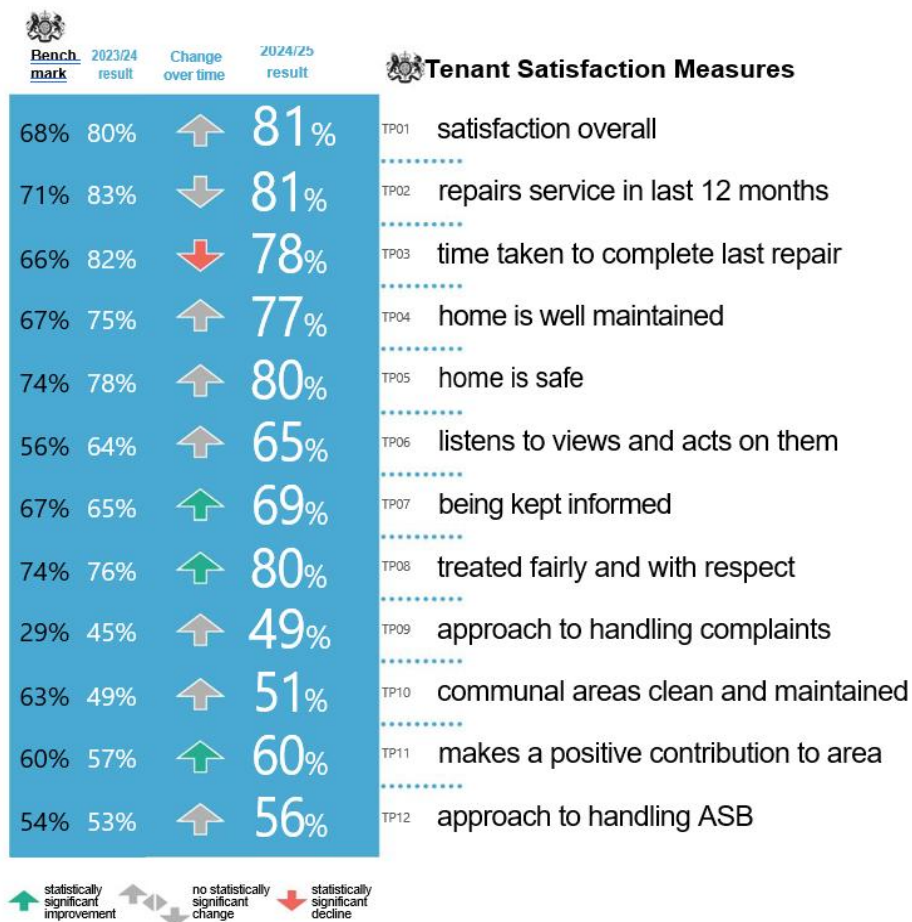
# TSM Survey Results 2024/25 – Action Plan



## Appendix 1: Updated 6 January 2026

This Action Plan has been developed following a review of the feedback provided by our tenants in the 2024/25 Tenant Satisfaction Survey.

We will share updates on progress with these actions on our website, with our Tenants Panel, with tenants via a range of communication methods and through governance arrangements within Tendring District Council (TDC).



Key:	
<b>Completed</b>	We will use this sign to show that this task has been completed and effective.
<b>Carried Forward to 25/26 Action Plan</b>	We will use this sign to show that the action will be taken over into the next year and continued to be worked on.
<b>Incomplete</b>	This sign will be used to show incomplete actions.

Consumer Standard action relates to: Safety and Quality Standard			
What TDC wants for tenants:			
To improve tenant satisfaction with: <ul style="list-style-type: none"> <li>The overall repairs service (TP02).</li> <li>The time taken to complete their most recent repair (TP03).</li> <li>Their home being well maintained (TP04).</li> </ul> Their home being safe (TP05).			
What the TSM Survey 2024/25 has highlighted:	To improve our service TDC will:	Current progress	
81% of our residents are happy with the repairs service (down from 2023/24).	Repairs Tenants Panel subgroup has been created to share key information regarding the service and seek tenant views.	Quarterly Repairs Subgroup meetings commenced in November 2025.	
	Transactional survey of every repair completed by the main contractor (Rapid Response) and in house team (Engineering Services) to commence.	Transactional satisfaction survey to commence February 2026.	
	A dashboard to collate transactional survey data (QR Code / Online) to be created which will analyse survey responses.	QR code transactional survey to commence February 2026.	
78% of our residents are happy with the time taken to complete their last repair (down from 2023/24).	Robust monitoring of 10 KPI's for main contractor (Rapid Response).	Commenced KPI collection data August 2025.	
	Results from transactional survey forms to be assessed and learning outcomes implemented.	Review transactional survey results in April 2026.	
	Weekly/ monthly contract review meetings now in place with Rapid Response and performance plan agreed.	Contract extension decision due April 2026	
That satisfaction with the time taken to complete the last repair in the CO11 postcode was significantly below average at 69%, (16% lower than last year).	Building Surveyor areas changing to allow for two surveyors per area to provide cover and avoid any issues during officer sickness/annual leave.	Changes to be implemented from January 2026	
Only a third of respondents in CO11 area are satisfied with the cleaning and maintenance of communal areas.  TSM (TP10) 12% below benchmark	Communal Cleaning Contract expires 1 <sup>st</sup> January 2027, with the option to extend for another year.	Review September 2026 if to trigger contract extension.	
	Review and reconsult with all tenants and leaseholders of all blocks on whether they would like to pay for communal cleaning as a service charge or take on the responsibility of cleaning themselves. We last consulted with all tenants and leaseholders in 2023	Six months prior to contract expiry (June 2026).	
	Review the frequency of block inspections at monthly case review meetings.	Monthly reviews ongoing	
	Develop a transactional survey for all blocks that receive communal cleaning to gauge resident perception	All residents that receive communal cleaning service will be surveyed by end of January 2026	

	The Tenant Panel subgroup for Neighbourhoods will review the communal cleaning specification and data at the January 2026 meeting.	Completed January 2026	
	Tenant Involvement will conduct additional estate walkabouts in areas where 25/26 TSM Survey shows satisfaction to be low	TSM results for 2025-26 will be reviewed in March 2026.	

<b>Consumer Standard action relates to: Neighbourhood and Community Standard</b>			
What TDC wants for tenants:			
To improve tenant satisfaction:			
<ul style="list-style-type: none"> <li>With communal areas being clean and well maintained (TP10).</li> </ul> That their landlord makes a positive contribution to the neighbourhood (TP11).			
What the TSM Survey 2024/25 has highlighted:	To improve our service TDC will:	Current progress	
Respondents with a disability are significantly less satisfied than average with the council's contribution to where they live and how they handle ASB.	Future Tending Reports, (quarterly all-tenant newsletters) will focus on ASB, neighbourhood matters and encourage tenants to discuss their concerns with us	The March 2026 edition of Tending Reports will include a feature on ASB/Neighbourhood Management	
	Our rolling programme of visiting all tenants as part of a Tenancy Check includes ASB and Neighbourhood matters	Tenancy Checks began in April 2024, rolling programme	
Issues with drug use and dealing seem to be far more prevalent in the CO12 and CO16 postcode areas, with the latter also significantly more likely than average to suffer from vandalism, graffiti or property damage. Satisfaction with how the council deal with ASB is lowest in CO12 (51%).	Results revealed areas were too vast to implement effective changes. The 2025-26 TSM survey results will include narrower areas to help us identify ASB and neighbourhood hotspots.	2025-26 TSM Survey results, which we expect in March 2026, will be broken down by specific postcode	
	2025-26 Tenancy Management will discuss results at future Problem-Solving Group, and Community Safety Team meetings and work with Essex Police to raise awareness, working on joint solutions.	For partnership working discussions at April 2026 Problem Solving Group.	
	2026 Tenant Involvement drop ins will be in targeted areas highlighted in 2025/26 TSM results where vandalism, graffiti or property damage has been highlighted.	When 2025-26 TSM results are received, any highly populated areas that suffer from ASB we will invite partners along for a focused workshop morning.	
Most commonly cited neighbourhood problems are rubbish/litter, car parking and dog mess (all over 50%), with the top two seen to be significantly more of a problem compared to a year ago.	Consider 2025-26 TSM results and if any areas highlight dog fouling as an issue, we will work in partnership with the Council's dog wardens	We expect to receive results for the 2025-26 TSM survey in March 2026 and we will use these results to see what areas we should target	
	Reviewing bin collection arrangement at all blocks of flats, to ensure it is the most appropriate waste collection method.	Rolling programme, review to be completed by end of tenant led estate walkabouts which are due to end in November 2026	

	Future Tenant Newsletter will focus on rubbish/litter and dog fouling to educate residents.	March 2026 edition of Tending Reports will include a feature on rubbish/litter and dog fouling.	
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**Consumer Standard action relates to: Transparency, Influence and Accountability Standard**

What TDC wants for tenants:

To improve tenant satisfaction with:

- How TDC listen to their views and act on them (TP06).
- How TDC keep them informed about things that matter to them (TP07).
- That TDC treat them fairly and with respect (TP08).
- TDC's approach to complaint handling (TP09).

What the TSM Survey 2024/25 has highlighted:	To improve our service TDC will:	Current progress	
Only 44% of email correspondents had a satisfactory outcome compared to 70% via telephone.	All shared mailboxes will have an automated response that tells resident that their email has been received, and we will respond within the standard response time.	All mailboxes will have an automatic response set up by the end of Dec 2025.	
Respondents in CO16 are significantly the least satisfied that they are kept informed about things that matter to them (61%).	Enhanced Tenant Involvement Action Plan has expanded to now detail over 40 different ways we are currently or going to engage or communicate with our tenants and leaseholders	In December 2025 we filled two vacant positions in the Tenant Involvement team and are developing and expanding tenant engagement in 2026	
	Results revealed areas were too vast to implement effective changes. The 2025-26 TSM survey will include narrower areas to help us keep tenants informed about things that matter to them.	2025-26 TSM Survey results will be broken down into smaller defined areas.	
49% of respondents are satisfied with how complaints or escalated service requests are handled.	Corporate and Housing Complaints policy is compliant with the Housing Ombudsman complaint handling code	Complaints handling policy adopted in September 2025 will be reviewed in September 2027	
	An article will be added to the Staff Newsletter to educate staff on the updated complaints policy and how to escalate complaints	December 2025 Staff Newsletter explained the Complaints Policy and how to escalate service requests and complaints	
Contact with the sheltered housing officer is lower than average in the CO12 postcode area (58%),	Two Dovercourt sheltered housing schemes were identified. Changes implemented: <ol style="list-style-type: none"> <li>1. One to one work with residents via Support Plan</li> <li>2. Giving residents a choice of frequency and method of communication.</li> </ol>	Contact with all residents to discuss preferences to be completed by end of February 2026 to discuss their preferences.	

	Meet with other sheltered housing providers to discuss ways that they work and develop to see if we can adapt any of their ideas to improve further communications with residents	Met with Colchester Brough Homes Sheltered Housing lead to discuss best practice ideas in December 2025	
		By April 2026 to have met with at least one other sheltered housing provider to increase ideas and improve services with residents	

<b>Overall Service</b>			
What TDC wants for tenants:			
Proportion of respondents who report that they are satisfied with the overall service from their landlord (TP01)			
What the TSM Survey 2024/25 has highlighted:	To improve our service TDC will:	Current progress	
Satisfaction significantly below average in CO16 (77%).	CO16 area is too vast to implement effective changes.	The 2025/26 TSM survey will include narrower areas to help us improve overall satisfaction in this area.	
Respondents with a disability are significantly less satisfied with the maintenance of their homes (74%), compared to 81% of respondents with no disability.	We are consistency getting to know our tenants better by the rolling 3-year tenancy check regime.	Ongoing rolling 3-year programme  As of December 2025, we had visited 35% of our stock.	
	We will encourage residents to report any maintenance issues with their home.	March 2026 edition of Tendring Reports to include a focus on encouraging residents to report maintenance within their homes.	
• Staff being friendly and approachable. 87%.	121's, Identify training needs, CIH Self-Assessment. Staff newsletter	Complete an analysis of 2025/26 results compared to 2024/25, by March 2026	
• Ability of staff to deal with query quickly and efficiently 77%.	121's, Identify training needs, CIH Self-Assessment. Staff newsletter	Complete an analysis of 2025/26 results compared to 2024/25, by March 2026	
• Quality of the information/ advice staff provided 67%.	121's, Identify training needs, CIH Self-Assessment. Staff newsletter	Complete an analysis of 2025/26 results compared to 2024/25, by March 2026	
• The final outcome of query 64%.	121's, Identify training needs, CIH Self-Assessment. Staff newsletter	Complete an analysis of 2025/26 results compared to 2024/25, by March 2026	
• Being kept informed about the query 60%.	121's, Identify training needs, CIH Self-Assessment. Staff newsletter	Complete an analysis of 2025/26 results compared to 2024/25, by March 2026	

