

Tenant Panel Subgroups – Complaints & TSM's

2nd June 2026

Whitelaw Room, Town Hall, Station Road, Clacton on Sea 2pm – 3pm

In Attendance
Panel Members
Helen Dodridge and Madeline Pound
TDC Staff
Tim R Clarke (Assistant Director Housing & Environment), Cllr Andy Baker (Portfolio Holder), Lorraine Pruden (Tenant Involvement Officer) & Poppi Hulstrom (Tenant Involvement Officer)

1. Welcome and Introductions

Tim welcomed everyone and introductions were made

2. Apologies for Absence

Apologies for absence were received from subgroup members Christian and Chris

3. TSM's and explore points for feedback to main Tenant Panel

Tim explained that we were having this shorter meeting to look at the TSM report in order to be able to provide feedback on it to the main Tenant Panel on 16th June. The main Tenant Panel would then provide comments to be passed on to the council's Cabinet.

Tim explained that we use ARP Research to conduct our annual tenant perception Survey. We currently have a 3-year contract (currently in 2nd year) with them. The survey was sent out by post and email with reminders if they are not received back. There is a Prize draw to encourage participation.

Tim talked the group through the report and provided explanations of the various measures and the results. Compared to last year's result it looks like a lot of the scores have decreased but are not statistically significant and therefore not too problematic. Red arrows are statistically significant and are more concerning.

Tim reiterated that we cannot change the wording of the questions much as they prescribed in the technical guidance.

Madeline asked if we have an in-house team in regards to TP01 and TP02 (repairs) as the percentage is lower than last year and RP02 which has consistently got better and is the reason? Tim confirmed we do have an in house team that undertake some repairs. Discussion about this and sub group members requested that this be explored further.

Recommendation to TP – compare in house performance with external contractors.

Regarding TP02 & TP03 Tim asked what TP members would like us to be doing to improve staisfaction? Helen said that when they come to do a repair sometimes the communication between reporting and the person who does the job is sometimes different.

Recommendation to TP – ask repairs subgroup why are these things happening. When are response cards (surveys) being sent out again? Can we submit repairs on the website without photos?

TP04 is still above benchmark. It was noted that under 50's more dissatisfied with repairs and the group discussed possible reasons for this with older age groups more likely to remedy themselves or less likely to report a repair.

TP05 this is above the benchmark. Madeline asked what the question means? What is unsafe? ASB/neighbourhood? Alleyways? Andy replied we think it would be the area around i.e. estate – ultimately the tenant decides when they complete the survey.

Tenants with disabilities are more dissatisfied with repairs. Tim said that Tenancy Checks are picking up a lot of tenants who would benefit from an adaptation. Also, these visits will help to identify those who are living with a disability so we can target support towards them. Hopefully in future surveys we will see a rise in the percentage who are satisfied with repairs.

Helen asked if TDC send out their own survey where we can separate repairs and complaints.

Tim/Andy both responded that perhaps we could put something in Tendring Reports? We do not want survey fatigue however.

Recommendation to TP – include an article about the difference between Repairs and Complaints in Tendring Reports

TP06 has consistently gone up and the number of people who responded to the Survey this time is roughly the same as last year

TP07 has also gone up, Tim explained that we think this is because of Tenancy Checks and the Tenant Involvement Team

TP08 has also gone up slightly. Tenants who are disabled felt significantly less than average, however ethnic backgrounds felt they were treated fairly. We need to find out why – is it one specific thing? We should explore this in the action plan

ACTION – EXPLORE IN TSM ACTION PLAN

TP09, CH01 and CH02 has gone down. The number of complaints received has gone up by at least 10. 102 complaints over 3000 households is not too bad. We think this will increase.

TP10 is consistently going up, TP11 is pretty much consistent and TP12 hasn't changed much. NM01 a reduction in ASB reported

RP01 - a stock condition survey has been completed on 3022 properties. These surveys have identified more properties that are not meeting the Decent Homes Standard. Tim explained that Rod is putting together a capital program of works to pick these properties out to get them up to decent homes standard.

RP02 – both gone up and consistently going up and BS01 has dipped slightly, we need to understand why

All others 100%

A report will go to cabinet in June which will present the data and explain the ups and downs. By 30th June it needs to be uploaded to the regulator's NROSH website.

Recommendation to TP – generally the TSM results are satisfactory. Express some concern about the complaints and reiterate what the definition is of a complaint?

Lorraine to draft recommendations based on the discussions and e-mail to Helen, Madeline and Andy for approval

4. Any other business

There was no other business to be discussed.

5. Date of next full Complaints & TSM's subgroup meeting

Tuesday 25th August