

# Tenant Action Plan



**Papworth Trust**

| You said...                                 | We will...  | What you'll see differently...  |
|---|---|---|
| <p>You want to be proud of your home.</p>   | <p>Publish an annual plan of the improvements we will be making to your homes.</p> <p>Agree standards for communal areas.</p> <p>Introduce new standards when we let homes to new tenants.</p>  | <p>You will understand what works will be happening and when.</p> <p>As part of the service charge payable by tenants, we will agree a standard that tenants that use that communal area want and we will maintain it to that standard.</p> <p>An improved standard of home for a new tenant to move into.</p>  |
| <p>Our service to you needs to improve.</p> | <p>Keep you updated on your tenancy, repairs, maintenance and improvements to your home.</p> <p>Publish customer service standards so you know what to expect from us.</p> <p>Publish how well we are doing against our service standards and our performance measures and what we are going to do if we are under-performing.</p> <p>Deliver customer service training to our staff team.</p> <p>We will share all of our complaints and compliments with the tenant Scrutiny Panel and agree what improvements we need to make.</p> | <p>You will understand any changes to your tenancy or your home and when they are happening.</p> <p>You will understand the service you can expect to receive from us as your landlord.</p> <p>You will understand what we are doing well and what we are going to do if things need to improve You will have a good experience when contacting us.</p> <p>Your Scrutiny Panel will see all of our complaints compliments and support us to improve our service to you.</p> |

|   |  |  |
|---|--|--|
| <p>You want to hear how well we are doing as a landlord and what we need to improve.</p>                                    | <p>Publish an annual report with information on our performance and how satisfied you are with our services, and what we are going to do to improve if we are under-performing.</p> <p>Send detailed quarterly information to our Scrutiny Panel who will tell us what needs to change/ improve.</p> <p>We'll keep you updated on your service through the quarterly newsletter.</p> | <p>You will receive information on how well we are doing every year and details of what we need to improve and how we are going to do this.</p> <p>Your tenant Scrutiny Panel will receive detailed information every 3 months and will guide us on where we can change and improve.</p> <p>You will receive a tenant newsletter every 3 months.</p> |
| <p>You want to be able to contact us easily and quickly.</p>  | <p>Improve the ways you can get in touch with us including face to face, by phone and email, or via our website.</p>   | <p>You will be able to contact us in a variety of ways and we will respond to you in the way you want.</p>   |
| <p>You want to understand the ways the way you can become involved - both formally and informally – to help us improve.</p> | <p>Give our tenant scrutiny panel more powers and increase the number of panel members.</p> <p>We'll ask you if and how you want to be involved in helping us to improve our services.</p> <p>We'll carry out short surveys to gather customer feedback.</p>   | <p>You will understand the different ways you can become involved and understand how you can get in touch with your Scrutiny Panel members if you need to.</p>   |

## Tenant Satisfaction Survey

In 2022/23 Papworth Trust carried out a survey to find out how satisfied our tenants are with their housing service.

The survey was sent to all Trust tenants between October 2022 and January 2023. Tenants were asked a variety of questions about the different areas of housing services that are provided by the Trust. We asked the 12 Tenant Satisfaction Measures which are required by the Regulator of Social Housing. In addition we also asked tenants a series of further questions to help us to know how you would like us to change how we deliver services to you.

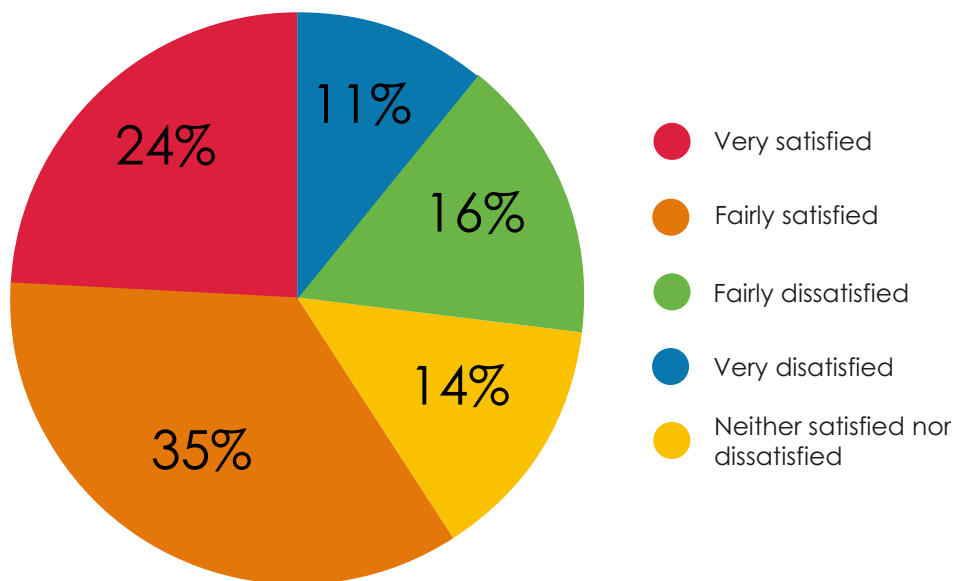
We surveyed tenants using by sending it in the post, online and through one-to-one telephone and face-to-face sessions for those that needed more help to complete it.

230 tenants responded to the survey, which means that 37% of tenants that live in our homes told us how they feel about their housing service.

Here is what you have told us...

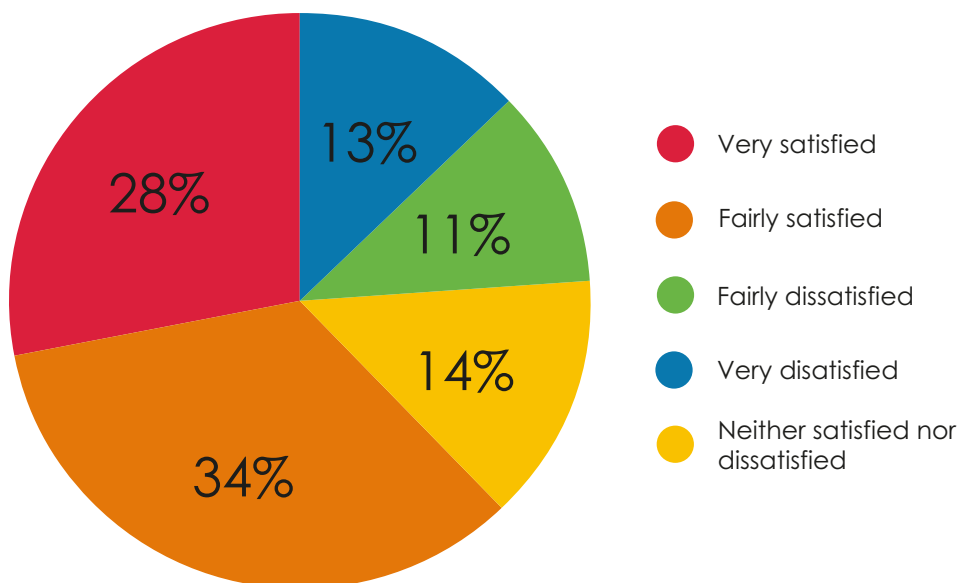
### Overall satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Papworth Trust?

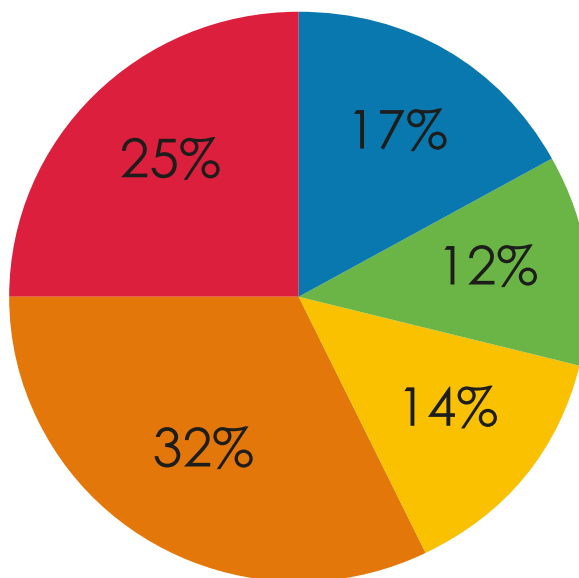


### Keeping homes in good repair

How satisfied or dissatisfied are you with the overall repairs service from Papworth Trust over the last 12 months?

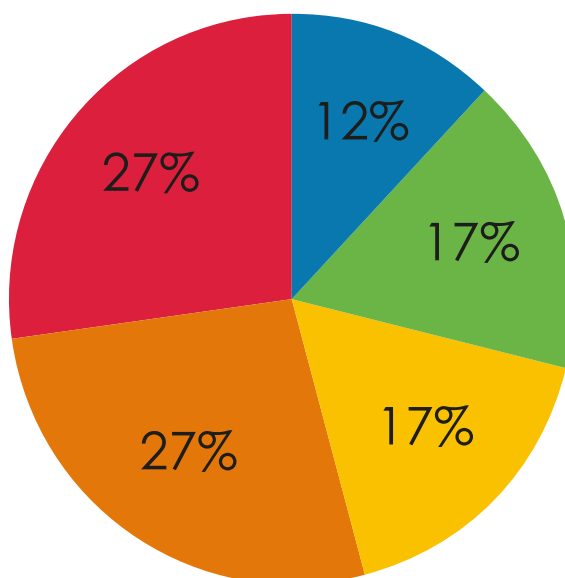


How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied
- Neither satisfied nor dissatisfied

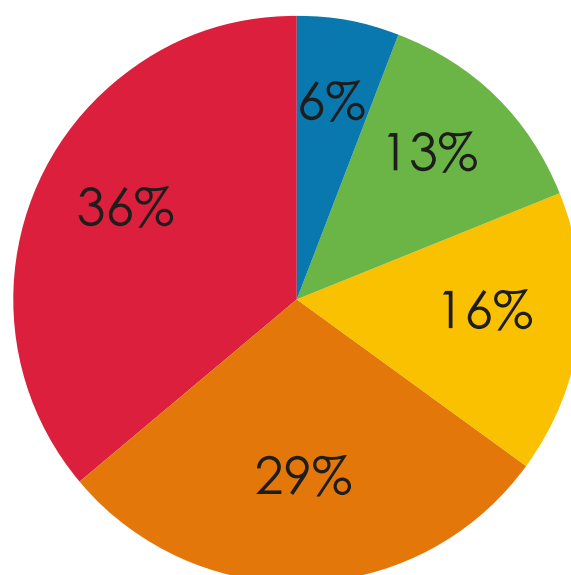
How satisfied or dissatisfied are you that Papworth Trust provides a home that is well maintained?



- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied
- Neither satisfied nor dissatisfied

### Maintaining building safety

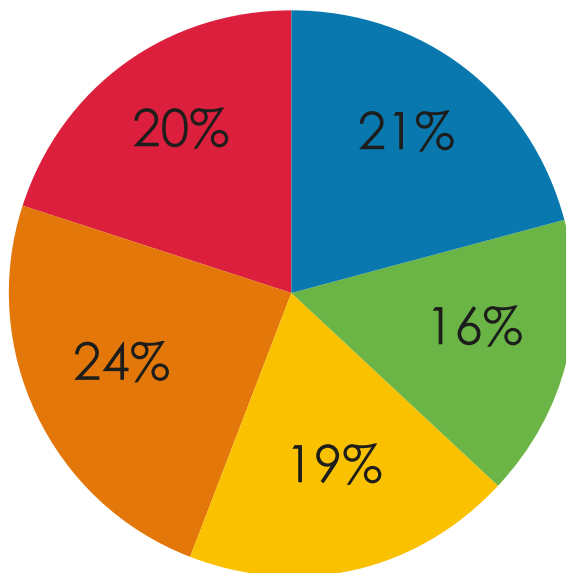
Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Papworth Trust provides a home that is safe?



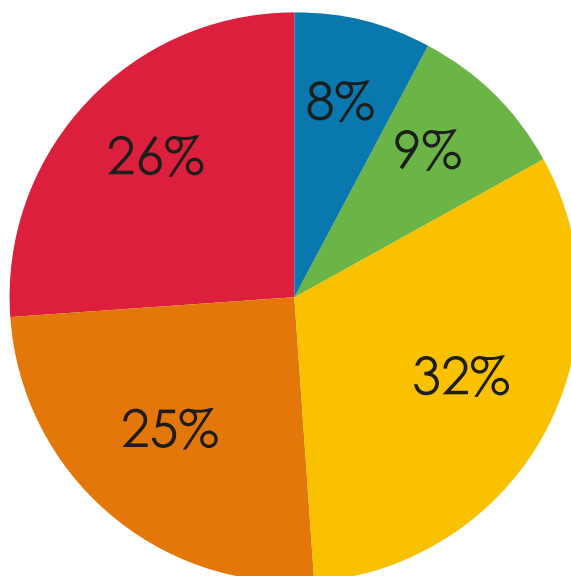
- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied
- Neither satisfied nor dissatisfied

## Respectful and helpful engagement

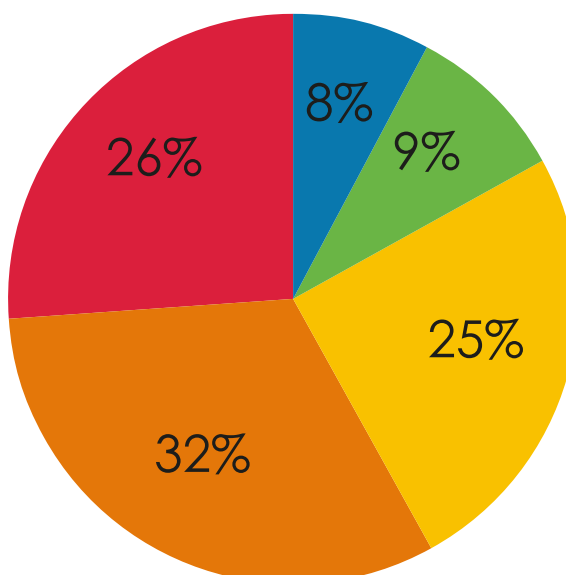
How satisfied or dissatisfied are you that Papworth Trust listens to your views and acts upon them?



How satisfied or dissatisfied are you that Papworth Trust keeps you informed about things that matter to you?

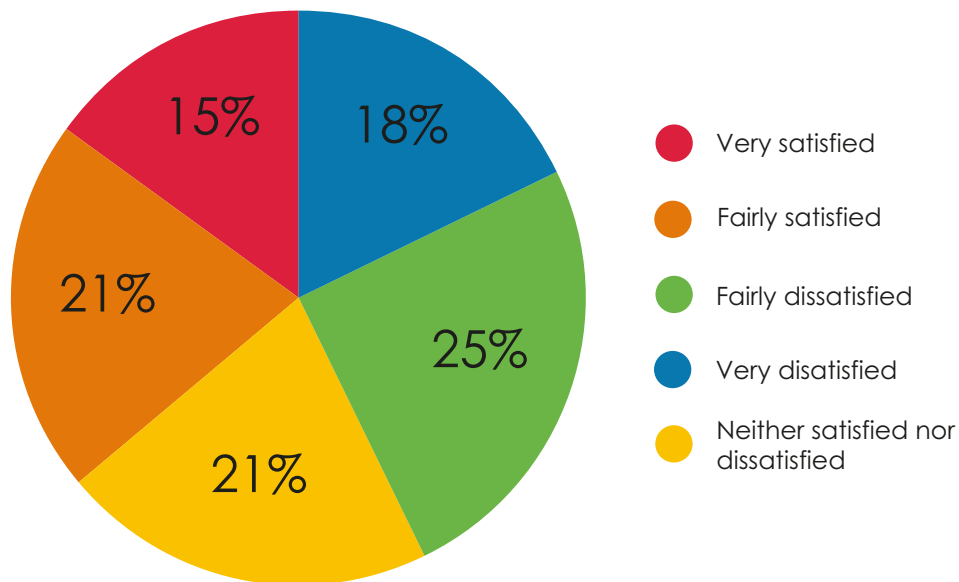


To what extent do you agree or disagree with the following "My landlord treats me fairly and with respect"?



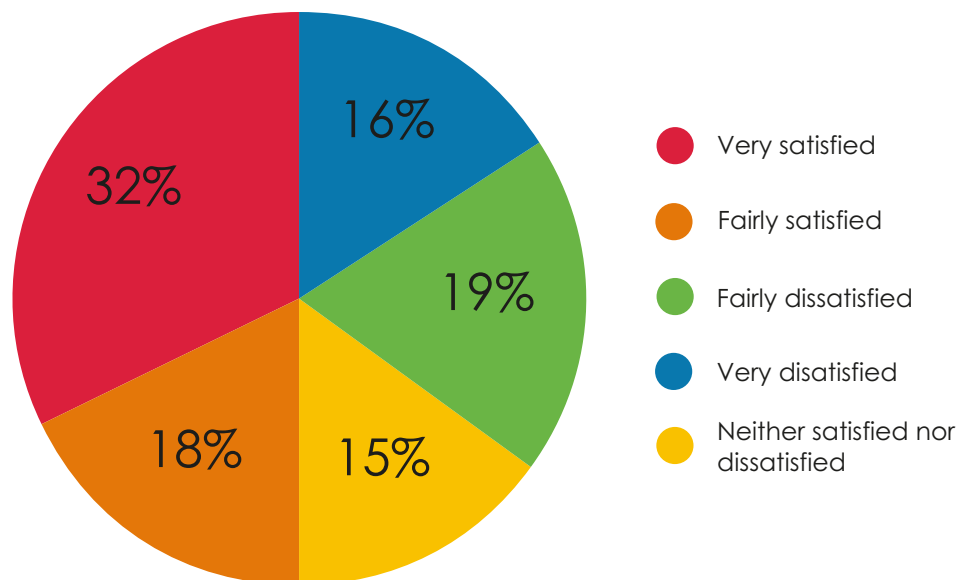
## Effective handling of complaints

How satisfied or dissatisfied are you with Papworth Trust's approach to complaints handling?

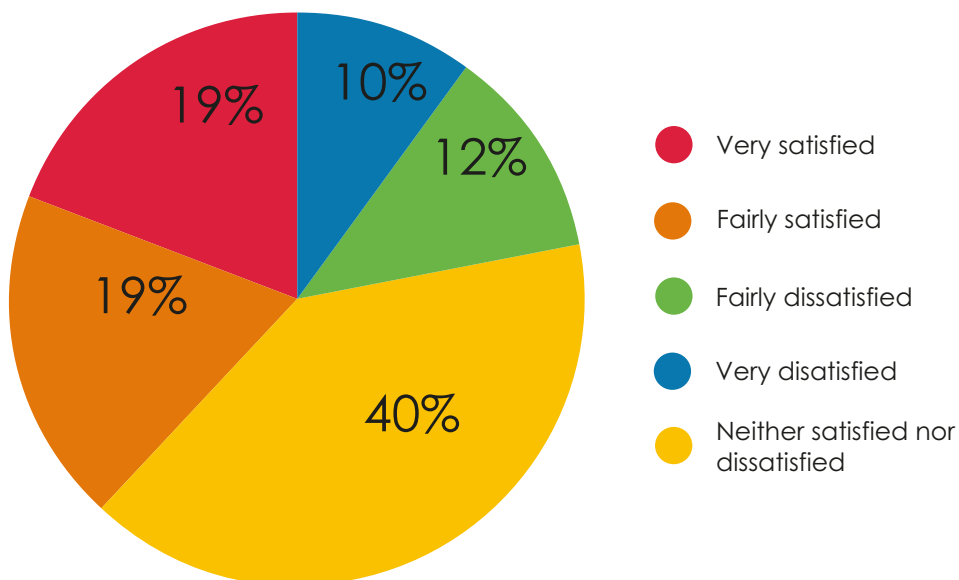


## Responsible Neighbourhood Management

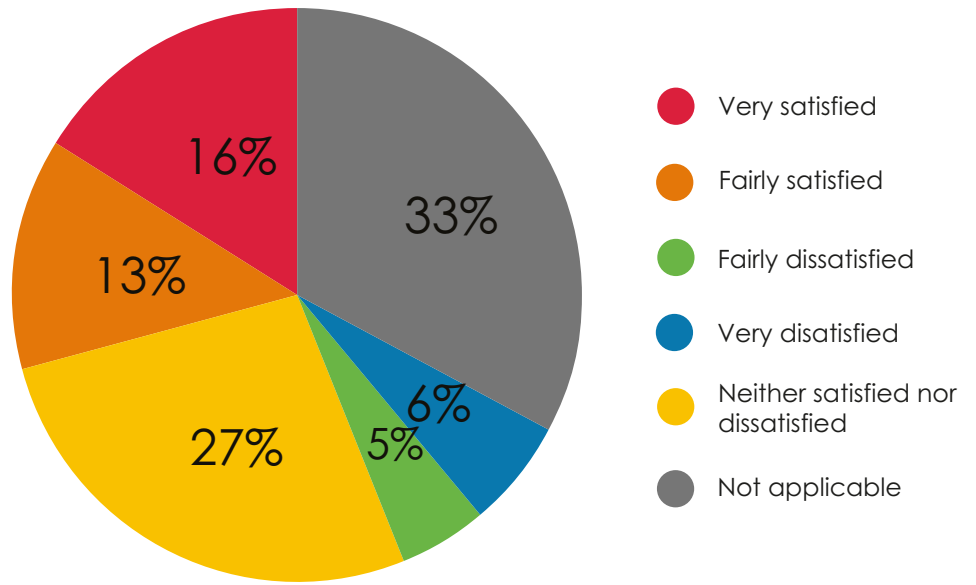
How satisfied or dissatisfied are you that Papworth Trust keeps these communal areas clean, safe and well maintained?



How satisfied or dissatisfied are you that Papworth Trust makes a positive contribution to your neighbourhood?



How satisfied or dissatisfied are you with Papworth Trust's approach to handling anti-social behaviour?



Do you agree that living in a Papworth Trust home represents value for money?

