



Tenant Satisfaction Measures

Our actions

Low Cost Home Ownership



Action status

Completed

In progress

TSM01

Overall satisfaction



As part of The Essentials digital transformation programme, we are now working with a partner to transform our customer services with a brand new omni-channel solution.

TSM03

Time taken to complete repairs



We are evaluating emergency and urgent repairs completed by developers within the defects period to ensure timely completion.

TSM04

Home is well maintained



We now work more closely with employers' agents to ensure long-term repair jobs raised at the end of defects periods are completed promptly.

TSM06

Tenants' views are listened to and acted upon



We are reviewing changes to rent letters and service charges following feedback to provide better quality information for customers. *

We have refreshed our engagement framework, opening more opportunities to get involved and launched a customer committee to influence decision making.

A learning & improvement digital log now captures and demonstrates where we have listened to and acted on tenant feedback.

We've launched our digital engagement hub, giving customers the ability to share their feedback and shape services.

Action status

Completed

In progress

TSM07

Tenants are not informed on what matters to them



A new contact and communication plan informed by customers has been created, outlining what they'd like to be informed about and when. Introduce a digital newsletter and updates to the website.

We're restructuring the aftercare team to increase capacity and ensure that we can increase communications with customers more regularly.

We are enhancing training relating to service charge enquiries for call handlers and providing more detailed information so customer know what their service charges are for.

New digital noticeboards in communal hallways in larger blocks of flats will be used to send updates to tenants to keep them informed.

TSM08

Tenants' are treated with fairness and respect

A customer-focused working group continues to embed outstanding customer service values.

We have created a vulnerability strategy to help us understand our tenants and address their needs appropriately.

A new reasonable adjustment policy has been agreed upon to ensure we respond to the needs of our customers appropriately.

We're creating an accessibility standard, which outlines our commitment to providing accessible communication to our tenants and our processes as standard.

TSM09

Tenants' are unhappy with our approach to complaints handling



In preparation for the New Homes Quality Board, we are employing a Development Complaints Manager to help manage complaints and drive improvements within new homes.

Action status

Completed

In progress

TSM10

Tenants are unhappy with the maintenance of communal areas



We merged the neighbourhoods, gardening, cleaning and tree teams to provide a more joined-up approach and reduce any duplicate work while maintaining communal areas.

We created a neighbourhood champion role where customers in their localities can work closely with us to drive improvements to their area.

Our gardening teams are moving away from a planned maintenance schedule so they can focus on providing their services as and when they're needed, increasing flexibility to tackle any issues that arise.

We're making changes to remove the need for our gardening teams to collect their equipment from the depot every morning and evening, allowing them to travel straight to site and increase efficiency in looking after our neighbourhoods.

We've increased resources to our cleaning teams, ensuring that every window we are responsible for will now be cleaned. In 2025, we also plan to extend this offer to tenants living in our flats.

We're aiming to increase resources to provide an annual deep clean to all communal areas.

We're aiming to add the cleaning of biological substances to our scope of service, reducing the need to subcontract this to specialist companies.

A new neighbourhood standard sets out our commitment to our neighbourhoods.

We are looking to introduce a new planned programme for gutter clearing on sheltered and ex-sheltered sites and we are hoping to expand this to more properties.

Introduction of a programmed internal decoration schedule. This covers the painting of communal doors, doorways and walls.

Action status

Completed

In progress

TSM11

Positive contribution to neighbourhoods



We are looking into chemical-free solutions for weed control. This will have a positive impact on the wildlife and to those living in our neighbourhoods.

As part of Flagship's biodiversity plan, we're committed to using 30% of our land in a nature-friendly way by 2030.

A new tree policy will enable us to be clear with tenants on which trees we are responsible for maintaining.

We've brought tree inspections in house to more effectively manage our surveying schedule and we plan to improve this further in 2025.

A new water bowser to use waste water from window cleaning, water courses, our offices and drainage systems to water our newly planted trees. One bowser can provide enough water for 90 trees.

Each neighbourhood officer has been given bulbs to plant flowers at the base of our trees. We will aim to plant 12,000 a year and over 300 kilos of wildflower seed, improving every year.

We have made changes to how we manage the maintenance of some grassed areas to provide better value for money and improve natural fertilisation.

TSM12

Tenants are not satisfied with how anti-social behaviour is being resolved

As part of the new neighbourhood standard, we have created a reporting tool to measure areas at a higher risk of ASB based on historical data.

In line with the Housing Ombudsman spotlight on noise, a new noise transference procedure has been launched and we have adopted several other recommendations.

Alongside delivering training on how to handle reports of hate crimes, we also made amendments to our websites and processes to ensure that reports of hate crimes are prioritised.