

























## **% of tenants satisfied with the improvements made to their home**

### **Current Performance**

Results at the end of quarter 2 have increased when compared to the previous quarter (94.59%) but are below target for the year.

### **Supplementary Information**

54 satisfaction surveys were collected up to the end of quarter 2. During quarter 1, 2 tenants expressed dissatisfaction with the overall improvements. One tenant was unhappy that no redecoration was offered following improvement works and the other that the kitchen units fitted were shallower than the previous units. The 2 expressions of dissatisfaction in quarter 1 have had significant impact on the overall year to date performance result due to the low number of improvements and follow up surveys conducted in quarter 2. For quarter 2 out of the 16 surveys conducted there were no instances of dissatisfaction. Meetings are held monthly with Construction Services to discuss progress with the Maintaining Decency Programme and any areas of dissatisfaction.

## **We will advise you within two weeks if you require any building regulation or planning permissions**

### **Current Performance**

In quarter 2, two alterations required building or planning permission and received a response within the two week service standard response time.

### **Supplementary Information**

## **We will monitor the length of time taken to acknowledge improvement requests (one working week)**

### **Current Performance**

214 applications were received requesting permission to carry out a home improvement and 206 were acknowledged on time in quarter 2.

### **Supplementary Information**

Of the requests to carry out home improvements that did not achieve the target set the majority were located in the West Area. This will be raised with the Housing Office Manager to remind employees of timescales to acknowledge requests.