

Summary of Housing Annual Review: Resident Voice (25/26)

Overview

This report highlights:

- Tenant perceptions of our services
- Resident Involvement
- What we are learning from customer feedback

Tenant Satisfaction

The main method of collection is through the Tenant Satisfaction Measures Survey.

- Overall satisfaction has increased from 65% to 67.1% (close to national average for local authorities of 68.5%).

Tenant Satisfaction with....	Performance for 2024/25	Performance for 2025/26	Change
Overall (housing) Service	65%	67%	↑2%
Repairs service in the last 12 months	69%	70%	↑1%
Time taken to complete the most recent repair	68%	67%	↓1%
Providing a home that is well maintained	68%	69%	↑1%
Providing a home that is safe	77%	80%	↑3%
Communal areas that are clean and well maintained	54%	57%	↑3%
Making a positive contribution to the neighbourhood	63%	67%	↑4%
Listening to views and acting on them	59%	60%	↑1%
Keeping tenants informed	74%	75%	↑1%
Approach to complaint handling	24%	24%	↔
Approach to handling antisocial behaviour	57%	60%	↑3%
Tenants treated fairly and with respect	75%	76%	↑1%

Feedback from individual services (repairs, ASB, adaptations) is generally positive:

- Repairs - 86% satisfaction
- ASB - 86% satisfaction
- Adaptations -100% satisfaction

Next Steps

A Housing Excellence Plan will bring all service improvements together in one place, allowing for greater inspection by residents and Cabinet Housing Panel.

Agree a standard method for collecting satisfaction data across all teams so it's more useful.

Resident Involvement

The council has a full engagement programme including:

- Residents Panel which meets monthly to review how services are performing, discuss key issues such as complaints and help shape housing policies and plans.
- Community catch-ups – a chance for residents to meet council teams (Neighbourhoods, ASB,) and their neighbours in their local area. Events were held at: Briars Wood, Heronswood Road, Rowans, Athelstan Walk South, Stockbreach Close and Ely Close. In addition, there were two meetings with specific contractors: MSPS Warmer Homes, and Equans.
- Nicer Neighbourhood projects at Briars Wood in Hatfield and Heronswood Road/Haynes Close in WGC, working with residents to continue to make our neighbourhoods, cleaner, greener and more inviting (e.g. benches, pathways, planting)
- Tenant training to build skills and confidence. A summary of activities offered and feedback is provided.

Activity	Council Objective	Residents	Feedback
Digital Photography	Together, create opportunities for our communities Enable an economy that delivers for everyone	9	“Help to restore my memory and social confidence – to meet individuals with similar interest” “Improving the standard of my online photos for my business.”
Easter Crafts at Wickfield Close	Together, create opportunities for our communities	13	
Level 1, Preparing to Work in Schools	Together, create opportunities for our communities Enable an economy that delivers for everyone	5	All attendees passed the qualification
Boost your confidence, 5-week course	Together, create opportunities for our communities Enable an economy that delivers for everyone	8	“This training has already helped me speak up more confidently in front of a group when giving presentations.”
City & Guilds Bitesize English course	Together, create opportunities for our communities Enable an economy that delivers for everyone	3	
Creative Writing	Together, create opportunities for our communities Enable an economy that delivers for everyone	5	“It will help with publishing and copyrighting work. It was informative and inclusive. “ “Reignite my imagination & get back into writing.”
Explore working in early years settings - 5 weeks	Together, create opportunities for our communities Enable an economy that delivers for everyone	6	“This had a lot more substance and content than what I was expecting. A lot of good information for an introductory course.”
Intro to working in Health & Social care - 5 weeks	Together, create opportunities for our communities Enable an economy that delivers for everyone	5	“It has given me information on the different jobs included in health and social care, information on what employers are looking for and given me food for thought about my own communication skills.”
Energy Awareness session	Homes to be proud of Action on climate change Enable an economy that delivers for everyone	8	
Manual Handling workshop	Together, create opportunities for our communities Enable an economy that delivers for everyone	8	
Wreath Making - Whitefield House	Together, create opportunities for our communities	5	
CV Writing & Interview Skills	Together, create opportunities for our communities Enable an economy that delivers for everyone	5	“I thought the training was very helpful and I can now confidently change my CV to make it better as well as help my family with theirs.”

			"I think it's brilliant that courses are being made available to local people and this one came at the perfect time for me so I really appreciate it."
Energy Awareness session	Homes to be proud of Action on climate change Enable an economy that delivers for everyone	9	"I found informative sharing information with other tenants very helpful." "It will help me to lower my energy bills and reduce stress because of high bills."
Motivation and Time Management workshop	Together, create opportunities for our communities Enable an economy that delivers for everyone	5	
Setting up your own business	Together, create opportunities for our communities Enable an economy that delivers for everyone	6	
CV Writing & Interview Skills	Together, create opportunities for our communities Enable an economy that delivers for everyone	7	"The worksheets have valuable info on CV writing and interview techniques, I will practice the techniques within the worksheets/slides."

Impact of Resident Involvement

- Changes to our complaints responses, making them clearer and more empathetic following feedback from a Residents Panel focus group.
- Updated Repairs information on our website
- A new process for handling of tenant belongings during temporary moves.

Social Value (contractors)

The council's housing contractors continue to deliver positive social value outcomes for Welwyn Hatfield Borough Council, with activity focused primarily on community engagement, employability, and skills development within local schools and colleges.

- 912 students supported
- 253 volunteer hours
- Nearly £9,500 donated
- 6 Community Catch-up events across the borough.
- Work experience and apprenticeships

Customer Insight

Improvements made to customer services:

- Customer service scripts have been updated with an emergency triage for repairs, which includes asking for information about the property issue, household members and any disabilities or vulnerabilities they might have.
- Restructured contact centre merging the contact centre and repairs centre for improved service

Next Steps

- Online repair and enquiry form
- Better reporting on demand and trends
- Preparation for Awaab's Law Phase 2 coming in October 2026

Complaints & Ombudsman Cases

Main complaint areas:

- Repairs and maintenance
- Housing management
- ASB case handling
- Lettings and voids

Main reasons for complaint:

- Delays in repairs
- Communication issues
- Staff turnover affecting case continuity
- Quality of works and follow-on appointments
- Disagreement over decisions (e.g., ASB actions)

30 active Housing Ombudsman cases, mostly repairs-related.

Learning from complaints

- Working with the Residents Panel to develop a new response template.
- Improvement plan will be reviewed as par to the Housing Excellence Plan
- Staff training and improved processes

The annual Complaint Handling Code self-assessment and Annual Complaints Report and Improvement plan is being drafted.