

Resident Voice Update - Summary of Quarter 1

Overview

This report highlights:

- Tenant opinions 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](#). Between April and June, 154 tenants were contacted.
- Q1 results show improvement across most measures compared with Q1 2025/26 and the 2025/26 annual position.
- Overall satisfaction with housing services rose to **73%**, while satisfaction that the council provides a safe home remained strong at **80%**.

	Tenant Satisfaction with	Quarter 1 (26-27)	Quarter 1 (25-26)	Annual (25-26)	*National Average 2025/26
Overall Satisfaction	Overall Housing Service	73%	62%	67%	71.8%
Keeping properties in good repair	Repairs Service in the last 12 months	72%	64%	70%	73.6%
	Time Taken to complete the most recent repair	73%	63%	67%	69.5%
	Providing a home that is well-maintained	77%	62%	69%	71.9%
Maintaining Building Safety	Providing a home that is safe	80%	77%	80%	77.6%

Respectful and helpful engagement	Listening to views and acting on them	63%	54%	60%	61.6%
	Keeping tenants informed	73%	74%	75%	72%
	Tenants treated fairly and with respect	81%	74%	76%	77.9%
Effective handling of complaints	Approach to complaint handling	28%	25%	24%	35.5%
Responsible neighbourhood management	Communal areas that are clean and well maintained	67%	45%	57%	66.7%
	Making a positive contribution to the neighbourhood	70%	64%	67%	64.6%
	Approach to handling antisocial behaviour	67%	51%	60%	59.5%

* [Tenant Satisfaction Measures 2024/25: Headline Report - GOV.UK](#)

- **Repairs and communication remain the main reasons for dissatisfaction.**

The most common reasons tenants gave for their dissatisfaction were repairs (67%), communication (29%) and damp and mould (24%). Satisfaction with complaint handling is **28%**, although this is an improvement on previous figures.

- **Further focus on Awaab's Law.**

Only **15%** of surveyed tenants had heard of [Awaab's Law](#), so the council plans further communications. The Residents' Panel has selected Awaab's Law as a key review topic for the year.

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

- Repairs – 86.92% satisfaction
- Planned works – 98.9% satisfaction
- ASB - 100% satisfaction
- Adaptations -100% satisfaction

Resident Involvement

The council has a full engagement programme:

- The [Residents Panel](#) has helped shape new complaint response templates, the new online general enquiry form, and the refreshed approach to performance reporting. Two new members joined in Q1, taking membership to **13**.
- The [2026/27 Community Catch-Up programme](#) has started, with events in Welwyn Garden City and Welham Green. These are a chance for a chance for residents to meet council teams (Neighbourhoods, ASB,) as well as access advice from partners including Citizens Advice, Communities 1st, Police & Fire, Mind Herts, Credit Union and Hertfordshire Health Improvement Service.
- [Nicer Neighbourhood](#) projects, working with residents to continue to make our neighbourhoods, cleaner, greener and more inviting (e.g. benches, pathways, planting) are being assessed.
- Tenant and leaseholder training to build skills and confidence. A summary of Q1 activities and feedback is provided.

Activity	Council Objective	Residents	Feedback
Social media for Business	Together, create opportunities for our communities Enable an economy that delivers for everyone	8	
Paediatric First Aid	Together, create opportunities for our communities	10	<i>"This course will help give me the confidence to support and potentially save lives of young people and infants in the workplace, home setting or out in the community."</i> <i>"An amazing opportunity provided by the local council."</i>
Energy Awareness session	Homes to be proud of Action on climate change Enable an economy that delivers for everyone	5	

Impact of Resident Involvement

- Social media campaign highlighting the additional questions asked by our Customer Service team to comply with Awaab's Law, developed in partnership with the Residents Panel.
- Improved access to the [Tenant Hub](#) section on the website
- Publishing more, easy-to-read performance information: [How our housing services are performing – Welwyn Hatfield Borough Council](#)

Customer service

- Contact centre teams have been merged to improve resilience. Over **7,350 repairs calls** were answered in Q1, with improved wait times and fewer abandoned calls. General Enquiry and Report a Repair online projects are due to go live in **Autumn 2026**.
- To help explain call waiting times and the additional questions being asked when tenants are reporting a repair, the council has refreshed call queue messaging and worked with the Residents Panel to promote information on social media.
- The council has improved access to the [Tenant Hub](#), published easier-to-read performance data, and updated “You Said, We Did” information to show how resident feedback is influencing services.
- Work is progressing on the General Enquiry and Report a Repair online projects. Both are due to go live in the autumn and will give customers more options to contact the council online at a time that suits them.
- Our top viewed pages of the website include:

Webpage	Active Users (similar to unique visitors)
Apply for a council home	9,343
Bid on a council home	7,094
Pay your council rent	6,695
Tenant account	4,738
Council housing allocations policy	2,909
Report a repair	2,135
Tenant Hub homepage	1,835
Making alterations to your home	874
Independent Living	605
Repairs and maintenance policy	630

Complaints & Ombudsman Cases

- The council received **218 Stage 1 complaints** in Q1, with **46 escalated to Stage 2**. Repairs and housing tenancy were the main areas complained about.
- Three determinations from the Housing Ombudsman were received in Q1, involving maladministration, service failure and reasonable redress findings. Apologies, compensation and service actions were ordered.

Learning from complaints

- Reviews of the Housing Ombudsman cases are underway to share lessons learned.
- New complaint response templates, co-created with the Residents Panel, have been rolled out along with staff training.
- Any actions arising from housing repairs complaints are reviewed weekly.

Housing Excellence Plan

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

During Q1 the following has been done:

- Making the [Tenant Hub](#) webpages easier to access.
- Publishing more detailed and 'easy-to-read' [performance information](#) on the website.
- Finalising the new complaint response templates with Residents' Panel.
- Rolling these templates out to staff and providing staff training.
- Progressed General Enquiry and Report-A-Repair online projects to make it easier for residents to use these services.
- Updating the phone queues for repairs to improve the customer experience.
- Worked with the Residents' Panel on an online campaign to explain why customer services staff were extra questions when assessing repairs requests under Awaab's Law.