

Crawley Borough Council

Report to Overview and Scrutiny Commission

2 September 2024

Crawley Homes' Tenant Satisfaction Measures Report

Report of the Head of Crawley Homes, CH/207

1. Purpose

- 1.1 The purpose of the report is to provide members of the Commission with an overview of the results of Crawley Homes' Tenant Satisfaction Measures survey.

2. Recommendations

- 2.1 To the Overview and Scrutiny Commission:

That the Commission is requested to receive this report and associated Appendix A, consider progress to date and acknowledge any future service actions.

3. Reasons for the Recommendations

- 3.1 The [Constitution](#) states that the role and scope of the Commission is to monitor and review the internal and external delivery and performance of services. This includes ensuring that the Council services are achieving both customer satisfaction and value for money. Scrutiny can therefore be used to review these functions, monitor Council performance and ensure customer standards are being met. It is important that the Commission scrutinise the Tenant Satisfaction Measures Results, which was also a recommendation arising from the Housing Associations Scrutiny Panel.

4. Background

- 4.1 All registered housing providers are required to generate and report Tenant Satisfaction Measures (TSM) as specified by the Regulator. Tenant Satisfaction Measures TP01-TP12 must be generated using data from a tenant perception survey with pre-set questions to enable comparison between landlords. Additional measures, drawn from management information, must also be provided and have been compiled for consideration at portfolio briefing separately.
- 4.2 This overview sets out the responses from tenants of Crawley Borough Council from the perception survey undertaken in February-March 2024 included in Appendix A.

5. Information and Analysis Supporting Recommendation

- 5.1 Following the Housing Associations Scrutiny Panel, it was recommended that the Commission receive an (annual) report or presentation following the publication of the tenant satisfaction measure surveys, to specifically include comparison with Crawley Homes. Consequently the document is to be reviewed and scrutinised by the Commission, prior to the results being published online. This document has also been scrutinised by our Tenant and Leaseholder Action Panel TLAP and will be unveiled to residents more widely at our resident engagement conference in the Autumn.

6. Implications

- 6.1 Tenant Satisfaction Measures are reported to the Regulator as required as part of the Transparency, Influence and Accountability Standard. They provide a basis for comparison between providers.

7. Background Papers

None

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