



The Board: 22 April 2024

1. Corporate Plan 2023/24

The corporate plan 2023/24 was approved by the Board in March 2023, with year one targets largely met, including:

- good overall customer satisfaction
- improvements to the energy efficiency of homes, including the number of homes below SAP C falling to 1,258 in 2023/24 from around 3,000 in 2017/18. This is helping to:
 - o reduce tenancy turnover with avoidable turnover less than 1%.
 - o increase tenancy length
 - o lower turnover in the first five years of a tenancy because of the impact of changing the lettable standard
- 1 in 8 homes are heated by air-source heat pumps, with only 221 homes heated by expensive oil, solid fuel or LPG
- the lowest level of rent arrears ever
- increased complaints at Broadacres, but lower than the housing sector as a whole.

2. Annual Customer Voice report

The Annual Customer Voice report 2023/24 was presented to the Board and gave an overview of how we listened to customer feedback and used it to improve how we work to support customers and improve their experience of Broadacres. A summary of this will appear in the bi-annual customer magazine.

3. Tenant Satisfaction Measures (TSM)

A summary of the TSM results were given to the Board, after 672 customers responded to the survey.

There were two areas where customers had lower levels of satisfaction. Firstly the time taken to complete repairs and secondly, the maintenance of communal areas, specifically grounds maintenance – grass cutting.

In response, actions are being taken and we will monitor the impact of these using the UKCSI results, Rant and Rave surveys and complaints received. The impact will also be tracked using the TSM survey in Autumn 2024.

The lowest levels of customer satisfaction was with how complaints are handled. We now take a case management approach and are confident this will give customers a better experience. We will monitor this using Rant and Rave feedback and the next TSM survey.

The results will be included in the Spring 2025 customer magazine and published on our website.

The Board asked the Executive Team to investigate the survey result that tells us that 1 in 10 customers do not feel safe in their homes.

4. Grounds maintenance and communal service review

This review was led by the Customer Scrutiny Panel (CSP) and identified many areas of excellent performance, but also showed us where we can improve. A customer survey with 639 responses told us that only 25% of customers were satisfied with the ground's maintenance service, compared to 82% of customers satisfied with the communal cleaning service. Only 47% of customers understood the grounds maintenance charge compared to 89% of customers who understood the communal cleaning service charge.

The Board approved all the CSPs recommendations, including:

- improved monitoring of contractor performance
- a local monitor panel
- signposting of Neighbourhood Officer visits to communal areas
- making sure contractors understand customer expectations
- contractor staff to feature in the Broadacres Magazine
- replanting of older shrubbery with easier to manage plants

