

LSHA TENANT SATISFACTION ACTION PLAN FROM 2022

Scottish Housing Regulator indicators					
	2020/21	2021/22	Trend	Scottish National Average 2020/21	Department action plan
1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by LSHA as your landlord? (<i>% very/ fairly satisfied</i>)	97.83%	93.44%	-4% 	88.95%	All LSHA
2. How good or poor do you feel LSHA is at keeping you informed about their services and decisions? (<i>%very good/ fairly good</i>)	95.59%	98.44%	+3% 	91.71%	All LSHA
3. How satisfied or dissatisfied are you with the opportunities given to you to participate in LSHA's decision making process? (<i>% very/ fairly satisfied</i>)	87.07%	98.44%	+11% 	86.57%	Tenant engagement and support
4. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by LSHA? (<i>% very/ fairly satisfied</i>)	92.74%	87.30%	-5% 	90.05%	Property Services
5. Overall, how satisfied or dissatisfied are you with the quality of your home? (<i>% very/ fairly satisfied</i>)	93.48%	83.44%	-10% 	87.14%	Property Services / Energy Advice
6. Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? (<i>% very/ fairly satisfied</i>)	91.60%	92.50%	+1% 	86.08%	Housing Management
7. Taking into account the accommodation and services LSHA provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (<i>% very good value/ fairly good value</i>)	93.48%	89.33%	-4% 	82.77%	All LSHA

- Overall: where you expressed dissatisfaction, this was due to a range of issues but the key things we identified from your responses to work on are:
 - Improving repair response times and keeping you informed of any changes
 - Improving quality of repairs/maintenance and materials/components used
 - Giving you good customer service when you contact us with a query
 - Raising awareness of the support and services on offer through different communication channels and home visits
 - Continuing to address issues of damp and mould
- Keeping you informed: We aim to improve the quality and frequency of communication you get from us. We are doing this by using emails more, posting helpful information on our website/Facebook and also sending texts. Our Chief Executive has been on local radio talking about different issues and how we're trying to address these. We will continue to produce a tenant newsletter, and are looking at launching a tenant portal which allows you to find information/updates about your property and tenancy independently.
- Opportunities to participate: you were happy with the current activities offered. The most popular option is to complete short surveys so we will try to use these more to gather feedback and inform decision-making.

- Repairs service and Quality of your home: we identified the key themes from the survey and have created an action plan to address these with short/medium/longer term aims:

Repairs take too long

In the next 6 months: Our geography can contribute to how long it takes to do repairs, which unfortunately is difficult to change – long distances for travel and deliveries. Sourcing materials and specialist suppliers who may need to travel from the mainland can cause delays. Covid led to staff shortages and difficulty accessing properties which has impacted on our ability to fix things quickly. We are currently prioritising our backlog of repairs. We will better explain timescales of different types of repair to tenants at visits and on reporting an issue and ensure tenants know about the Right to Repair scheme.

Update July 2023: We have made significant progress to clear the backlog of repairs from Covid and have recently recruited new members of staff to increase the capacity of the Technical Services team to deliver repairs. We are informing all new tenants at visit about response times for emergency/non-emergency repairs and are looking at new ways to provide tenants with information about the status of repairs.

Within 1-2 years: The backlog of repairs will need to be worked through, and we will continue to prioritise them based on the severity of the issue; if it compromises health and safety or security of the property.

Longer term goals: Monitor our performance and explore new ways of being able to reduce waiting times for repairs to be completed.

Upgrades are overdue

In the next 6 months: We have created an information document to explain how the asset management programme gets decided and why we have had challenges in the last couple of years that delayed upgrades. This is now on our website in the 'repairs responsibilities' section and we will raise awareness of this in our newsletter too. We will equip staff with information and knowledge to share with tenants when queried about this; like the lifecycles of different components (windows/doors/heaters etc.) that we use to determine timely replacement.

Update July 2023: We have published articles in our tenant newsletters to help explain our approach, and offered tenants the opportunity through the rent consultation (November 2022) to decide on how investment in modernisation/upgrades is prioritised this year. Overwhelmingly, tenants voted to focus on heating and insulation upgrades over other things like kitchens and bathrooms. We will however look at ways of providing more modern components to properties, where for example we can reuse or recycle good quality kit and reduce waiting times.

In the next 6 months: Being better at 'right first time' will help to address this concern. See our actions outlined below.

Within 1-2 years: Taking the time to fully investigate a problem so that any follow-on works can be completed in a timely way or investing more in a proactive solution where a temporary fix is unlikely to be sufficient.

Update July 2023: We are ensuring that any repair which is attended to, but might require further works are not completed or closed until all issues have been addressed.

Poor communication - updates after reporting a repair

In the next 6 months: Explore automated updates as part of our digital strategy review. Ensure tenants are aware of our email address (homemaster@lsha.co.uk) to avoid lost messages and use your preferred communication method.

Update July 2023: we promoted this email address in newsletters and have now got the facility to change it to an LSHA-team inbox address. The digital strategy review is ongoing, including access to a tenant portal to request a repair or view the status of a repair.

Communication around planned maintenance

In the next 6 months: Property services will review how we can have increased communication on this to help manage expectations and allow tenants to plan. Tenant feedback welcome on this too.

Update July 2023: Tenants receiving upgrades this year received written information from LSHA, property inspections before works commenced and phone calls from the contractor to give notice of works starting. Following upgrades, there was also home visits from property services and tenant support services to ensure work completed was satisfactory.

Completing things right first time

In the next 6 months: We aim to get better at diagnosing repairs right first time to know what materials or tools are needed to fix the job and have the right tradespersons attend. This could include using more video calls or photos to see what the issue is. If we need to order extra parts which we don't have in stock then we may do a quick fix to make something safe, and return at a later date to complete the repair properly.

Update July 2023: Property Services Officers will trial making whatsapp video calls to tenants who have this app, if there is a need to better understand what is required before instructing a tradesperson to do a repair. This will be a more efficient way of working, save time and also help the tradesperson to fix things right first time.

Overall quality of the work

In the next 6 months: We will re-start satisfaction surveys on completion of planned maintenance and plan follow up visits on jobs completed to check quality/gather feedback.

Update July 2023: This has commenced, starting with a review of repairs completed from April – June 2023.

Issues with damp and mould

In the next 6 months: Continue with intervention of Energy Advice Team for humidity management assessments and follow up work by property services and promote self-management of ventilating and heating homes. Design homes that prevent this risk and continuously improve outcomes. Set aside a fund in our budget to deal with any emergencies.

Within 1-2 years: Find new and different approaches to maximise better outcomes for tenant and landlord. Prioritising heating upgrades in asset management programme. Design houses that prevent this risk and continuously improve outcomes. Continue to lobby and influence for more affordable energy costs and funding to support highland homes.

Longer term goals Continue to explore new ways to heat homes better/provide more affordable warmth.

Update July 2023: We continue to follow up promptly on damp and mould concerns, and have an active working group in place to review and improve our procedures for these issues. We are investing in new ventilation/extraction components like fans in kitchens and bathrooms and checking insulation, guttering, sarking and heating systems to ensure no damage. We are offering awareness-raising through energy advice services, new tenancy follow-up visits and property service officer inspections.

Poor heating systems and difficulties heating homes

In the next 6 months: Same as actions above, but in addition, we should offer more crisis support from Energy Advice Team and income maximisation assistance from our Tenant Advisor. Ensure there is a co-ordinated response to any Energy Advice assessments that have actions for the landlord to follow-up with works orders or servicing.

Within 1-2 years: Asset Management plan prioritising heating upgrades over bathrooms in financial year 22/23 as we recognise the urgency and priority for people with needing affordable warmth. Research different ways of providing and storing energy. Assess fabric first solutions as well as heating system upgrades – consult with tenants.

Longer term goals: respond to upgrading heat systems and reactive replacement when these fail. Exploring ways to resolve the challenges around heating homes (cost of supply) as well as the functionality of the heating systems.

Update July 2023: We have prioritised heating and insulation improvements this financial year, and are working with Power Circle consultants to find long-term sustainable solutions to the supply of energy and affordable warmth through fabric first improvements thanks to a grant from the Scottish Government and Isle of Skye Renewables Cooperative. We have been granted funding to sustain the provision of energy advice, and were awarded funding from SFHA/Scottish Government to support priority households with the worst heating and comfort outcomes during Winter/Spring 2023.

Consultations for new developments

In the next 6 months: Review the ways in which we consult with people on new developments to ensure this is easy, accessible and allows for representation of different local people/groups.

Update July 2023: This is a key part of our new Tenant Participation Strategy where you can find out more.

➤ Management of your Neighbourhood: here are key actions we will take

We will put up notices in common closes to encourage reporting of any harassment or hate crime – we have a zero tolerance approach.

We will remind tenants about the process for arranging bulky rubbish collection/pick up. Property services will also explore ways to proactively avoid bulky items or rubbish in neighbourhoods and/or ways to improve neighbourhoods with tenants.

Dog fouling – LSHA will commit to speaking with the Highland Council environmental health team and work together on any projects or improvements that could be made.

We will create and promote opportunities to join in estate walkabouts where neighbourhoods would like to discuss issues and improvements with LSHA staff and potentially key services like Council members, Police, Fire Service and Environmental health – contact WeHearYou@lsha.co.uk or 07825410116

We will follow up negative responses with a detailed questionnaire to pinpoint particular neighbourhood issues.

Update July 2023: We have completed all of these actions and continue to offer estate walkabouts and raise awareness of hate crime. We have a good working relationship with the Highland Council Dog Warden now and are actively working together on resolving concerns of fouling/challenging behaviour in communities. The neighbourhood survey issued in autumn 2022 helped us to address specific issues and better understand concerns.

➤ Value for money: respondents were mainly unhappy with the rent being too expensive or that it keeps increasing (65%), that the rent was expensive for the size of the property (14%) or was poor value considering the quality of the home (10%). We will promote our Tenant Advice service to ensure anyone who needs help to maximise their income can access this help and offer tenancy sustainment advice if anyone is finding their home unaffordable. We can work with partner agencies and explore the options to help you manage. We'll also work hard to improve the condition of your home where it is our responsibility to do so through repairs, maintenance and upgrades.