

Scrutiny Project Report

Tenant Expectations and Low Satisfaction

Source of Scrutiny Project

TIG-Scrutiny looked at the reasons why tenants stated they were dissatisfied with ELHA's overall performance as a landlord in the 2015 Tenant Satisfaction Survey. The Group noted that many of the reasons for dissatisfaction were due to estate management factors outwith ELHA's control, e.g. local parking, dog fouling, bin collections, etc. The Group decided to scrutinise how ELHA deals with estate management complaints where ELHA does not have full control of the situation, and what information is given to tenants.

Stage 1: Fact Finding and Research

The Group looked at:

- Reasons given in the TSS for dissatisfaction with ELHA as a landlord
- Estate management complaints and how they were resolved
- Estate Management Policy
- Getting Along with Neighbours leaflet
- Complaint Procedure

Stage 2: ELHA Corporate Approach

- Met with Housing Manager, Karen Barry
- Discussed estate management procedures
- Discussed managing tenant expectations
- Heard about the introduction of the ASB category D, used where a tenant has complained to ELHA staff, and have been signposted to the correct agency.
- Visited the Kinwegar Recycling facility

Stage 3: What Actually Happens

- Discussed procedural changes put in place since the TSS to manage tenant expectations with Customer Information Officer, Mary Hargreaves

Findings:

The Group discovered that many of the issues surrounding the low satisfaction had been addressed through the TSS Action Plan. For example:

- Where a tenant makes a complaint to ELHA about an issue which is the responsibility of a third party, e.g. ELC, the staff member should signpost the tenant to that third party, instead of taking the complaint and passing it on. This avoids the perception of an ELHA service failure if the complaint is not dealt with by the third party, as the tenant will have made the complaint to them directly.

- In the case of bin collection and waste management, joint visits with ELHA and ELC waste management staff have been made to problem areas, this has reduced the number of complaints made, and tenants have a better understanding of waste management.
- In some areas, large binstores have been removed and individual bins provided – this appears to have resulted in less misuse of bins.

Recommendations:

Due to the fact that many of the issues highlighted in the TSS appear to have been resolved through the TSS Action Plan, the Group's recommendations are focused more on monitoring the impact of those changes.

1. Contacting tenants who have made an ASB category D complaint a month after they were signposted to see if they had contacted the third party and had the issue resolved, and if not, why not. Report to TIG on the outcome of these.
2. Report to TIG on any service complaints made to ELHA about not resolving an issue which is not ELHA's responsibility
3. Compare the reasons for overall dissatisfaction in the 2018 TSS with the results of the 2015 TSS.