

## **Tenant Action Plan: Our Commitment to Improvement**

At Berneslai Homes, we are committed to delivering excellent services and being transparent about our performance. Where our performance has not met the high standards we set, we are taking clear and targeted action. Below is a summary of the areas rated as behind target at year-end 2024/25 and what we are doing to improve.

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### **1. Complaints Handling (Stage 1 Response Time – CH02 1)**

**Performance:** 93.0% (Target: 100%)

**What we're doing:**

- Introducing additional training for staff on complaint handling and response.
  - Continued focus on learning from complaints and adapting service delivery to best meet customer need.
  - Reviewing resource requirements.
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### **2. Decent Homes Standard Compliance (RP01)**

**Performance:** 0.2% of homes non-decent (Target: 0%)

**What we're doing:**

- Prioritising non-decent homes for improvement works.
  - Using our asset data and a continuation of our stock condition survey programme on a risk-based approach to identify and address issues earlier.
  - Working with contractors to ensure timely delivery of upgrades.
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### **3. Non-Emergency Repairs Completed on Time (RP02 1)**

**Performance:** 85.7% (Target: 96%)

**What we're doing:**

- Procedure refinements continue to improve responsive repairs scheduling and efficiency.
  - Increasing communication with tenants to manage repairs expectations and reduce missed appointments.
  - Working with both contractor partners to monitor performance against set targets
  - When repairs are not completed in time, we identify the root cause of the issue to prevent it happening again.
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### **4. Emergency Repairs Completed on Time (RP02 2)**

**Performance:** 89.1% (Target: 99%)

**What we're doing:**

- Reviewing emergency repair categorisation to ensure accurate prioritisation.
  - Working with both contractor partners to monitor performance against set targets
  - When repairs are not completed in time, we identify the root cause of the issue to prevent it happening again.
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### **5. Satisfaction with Time Taken for Repairs (TP03)**

**Performance:** 67.5% (Target: 76%)

**What we're doing:**

- Monthly review of the tenant feedback survey to better understand any concerns at the point a repair is completed and to inform service improvements and staff training.
- Continuing to improve our use of IT systems so we can schedule repairs more effectively and keep tenants informed with text/phone updates to tenants know when we're coming to them and where there are delays.

- Proactively reviewing our performance with our repair contractors and put actions in place to improve satisfaction with repairs.
  - Horizon scanning: engage with other social housing providers and learn from best practice.
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## **6. Satisfaction that the Home is Well Maintained (TP04)**

**Performance:** 70.7% (Target: 74%)

### **What we're doing:**

- Improving communication with tenants to promote our robust safety compliance and how we keep tenants safe.
  - Continue with our rolling programme of planned repairs and replacements.
  - Making sure tenants can access clear information on how to report a repair.
  - Using tenants feed-back on repairs to help us drive continuous service improvement.
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## **7. Satisfaction that the Home is Safe (TP05)**

**Performance:** 71.5% (Target: 77%)

### **What we're doing:**

- Continuing to prioritise compliance, 100% targets for compliance on gas, fire, asbestos, water, and lift safety.
  - Addressing tenant concerns through targeted safety campaigns.
  - Continue to address challenges around no access and prioritise safety of all our tenants.
  - Continue sending reminders to our tenants through social media that our dedicated front-line teams are constantly working to carry out annual safety checks.
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## **8. Keeping Tenants Informed (TP07)**

**Performance:** 62.5% (Target: 68%)

### **What we're doing:**

- Launch of a revised Insight and Engagement Strategy, progressing a range of actions to ensure we hear and respond to a wide tenant voice.
  - Regular updates on the action plan with regular updates published online.
  - Regular review of website content and tenant communication via e-bulletin, Berneslai Beacon. Annual report and other publicity.
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## **9. Treating Tenants Fairly and with Respect (TP08)**

**Performance:** 77.9% (Target: 81%)

### **What we're doing:**

- Customer service training delivered across all teams.
  - Launch of a revised Insight and Engagement Strategy to better reflect tenant voices.
  - Continuing with our Knowing Our Customer project to understand more about customers and how they use the service.
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## **10. Satisfaction with Communal Areas (TP10)**

**Performance:** 61.7% (Target: 66%)

### **What we're doing:**

- A tenant led scrutiny project focussing on communal areas commenced in April 2025 to understand customer expectations and develop improvement plans.
  - Continuation of spot checks to assess standards in communal areas.
  - Complete the review of our service offer in Independent Living Schemes
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## **11. Positive Contribution to Neighbourhoods (TP11)**

**Performance:** 55.0% (Target: 64%)

### **What we're doing:**

- Continued development of the Neighbourhood Service.
  - Provision of a range of local engagement opportunities such as estate walkabouts and Your Community Your Say Meetings.
  - Improved range of performance and outcome monitoring.
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## **12. Handling Anti-Social Behaviour (TP12)**

**Performance:** 47.6% (Target: 55%)

### **What we're doing:**

- Reviewing impact of revised Anti-Social Behaviour (ASB) policy and procedures.
  - Seeking extended feedback from ASB service users.
  - Improved the customer journey in relation to handling of ASB reports.
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## **13. Void Rent Loss (BH1) Income lost due to empty properties**

**Performance:** 1.86% (Target: 1.05%)

### **What we're doing:**

- Implemented an action plan on void performance with the aim of reducing the number of void properties by 50% for 2025/26-year end.
  - End to end void processes reviewed and key lines of accountability agreed.
  - Monitoring voids performance weekly to drive down rent loss.
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**14. Staff Attendance (KPI 2)** Average number of days absent due to sickness per full time equivalent employee

**Performance:** 14.8 days (Target: 9 days or less)

**What we're doing:**

- Reviewing our sickness absence management policy.
  - Providing wellbeing support and occupational health referrals.
  - Weekly review meetings for those teams with the highest level of sickness.
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**15. Contact Centre (KPI 6)** proportion of priority calls answered in less than three minutes

**Performance:** 58.1% (Target: 80%)

**What we're doing:**

- Implemented a performance improvement action plan with the aim of improving service for tenants.
- Reviewing scripts for Contact Centre to improve right first-time advice.
- Reviewing IT processes to support right first-time advice and reduce call back and chase up enquiries.