

Tenant Satisfaction Measures (Ref 24\_25.08)

1. Executive Summary

**Directorate:** Housing, Environment & Communities  
**Audit Owner:** Housing Strategy, Enabling & Development Officer  
**Distribution List:** Tenant Engagement & Social Value Manager; Repairs & Planned Works Manager; Policy & Research Officer; Housing Strategy & Operations Manager (Acting Up); Interim Director of Property; Strategic Director of Housing, Environment & Communities; Chief Executive (final report only)  
**Auditor:** Wendy Lancaster  
**Audit Manager:** Philip Honeybone  
**Final Report Date:** 28 July 2025  
**Latest Implementation Date:** 30 September 2025

Overall Opinion	Number of issues relating to Control Design	Number of issues relating to Controls Operating in Practice
<b>MODERATE</b>	<div><div></div><div>0 Critical</div><div>1 High</div><div>0 Medium</div><div>1 Low</div></div>	<div><div>0 Critical</div><div>0 High</div><div>3 Medium</div><div>1 Low</div></div>

**Overview:**  
Each year the Regulator of Social Housing requires Uttlesford District Council (UDC) to run a tenant perception survey to collect data for twelve tenant satisfaction measures, and to report on ten technical requirements. The Council engaged an external contractor to conduct a survey of its tenants to assess their satisfaction with the Council's performance. In addition, the Council has a process for generating the required technical measures.  
During the Audit it was noted that a limited number of Officers input into the Tenant Satisfaction Measures (TSM) process, required to comply with the Housing Regulator's requirements, alongside their other roles and responsibilities. One Officer has the main lead and represents the Council in arrangements with the organisation commissioned to prepare and undertake the independent tenant perception survey, on behalf of UDC.  
Following the review, one high priority finding was identified relating to the recording, tracking and monitoring of feedback from Tenant's. It was found that whilst the initial feedback from Tenant's was recorded on the commissioned organisation's system, no process had been agreed or implemented as to how the actions undertaken by UDC were to be recorded or what tracking and monitoring was to be carried out.  
In addition, 3 medium findings were identified relating to the design, implementation and calculation of the Tenant Perception Survey and the Technical Requirements of TSM, as well as the completeness of data types included within the Data Protection Impact Assessment (DPIA).

**Scope of the Review/ Limitations:**  
This audit will review procedures and work undertaken for the collection, analysis and reporting of Tenant Satisfaction Measures as well as the subsequent submission of information to the Regulator and requirement for the Council to publish performance against the tenant satisfaction measures.  
In addition, the audit will also include review of how feedback is captured, and any follow up actions are tracked and recorded.

