



Annual report for Tenants and Leaseholders 2024-2025



Melton
Borough
Council



Some of the fantastic entries we received to our Tenant Garden Competition back in June.

Introduction

An introduction from Chris Flannery, our Assistant Director for Housing Quality, Development and Landlord Services

It is a pleasure to introduce our annual report, which shows you how we are performing as your landlord. We have listened to feedback from tenants that attend our engagement meetings and updated the way this report is written and presented. Our aim is to provide clear information that is relevant to you.

One of the Council's priorities is to provide high quality council homes and landlord services. To help us to do this we listen to feedback from all tenants and compare this with the performance figures that you can see in this report. We then work to improve the services that we provide for you. A good example of this is our repairs service. Feedback from tenants told us that the current customer journey is not as good as it could be and this is the cause of a lot of the complaints we receive.

As a direct result of the feedback tenants gave us, we have made a decision to improve the repairs service. Tenants have been involved in the design of the new service, and they will also be involved in helping us to choose a new contractor that they feel can deliver a good level of service to you.

Your safety is another key focus for us. We are pleased to see that performance in this area remains strong, with many areas fully compliant with the standards and the other areas constantly improving. We recognise that damp and mould is a real safety concern for tenants, and we have recently made changes to make sure that we can respond quickly and keep you informed when you report it to us.

We look forward to continuing to work closely with our tenants to shape improvements to services that we provide for you, making sure that the tenant voice is heard and acted on.



Need to report something to us?



Report it on our website at:
www.melton.gov.uk/report



Call our Customer Service team on:
01664 502 502



Speak to a member of our team face-to-face at our Parkside offices:
Monday - Friday: 9.30am–12noon and 2pm–4.30pm (except Wednesdays, which operates 2pm–4pm)

One year on: Our journey to improve housing services



“A year ago, we were one of the first councils inspected under the Regulator of Social Housing’s new consumer standards. These standards ensure social landlords deliver safe, quality homes and services, with tenants at the heart of decision-making.

“In August 2024, we received a C2 grading, which is the second highest grade —recognising our strengths in safety and housing quality, while highlighting areas for improvement, particularly around tenant engagement and using feedback to shape services.

“Since then, we’ve focused on turning up the volume on tenant voice, improving how we collect and use feedback, sharing performance information more openly, and strengthening our complaints and anti-social behaviour systems. Being a good landlord really matters to us and working with our tenants and teams we are building better services, shaped by your experiences and insights.”

Michelle Howard, Director for Housing and Communities

How we are improving our services

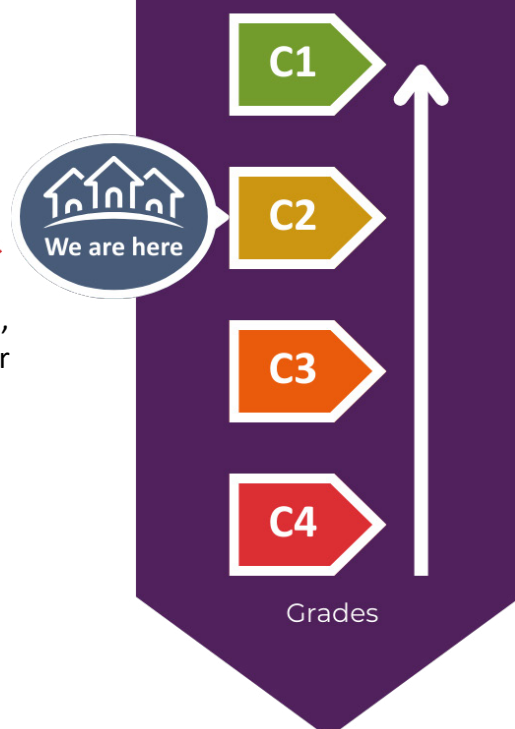
Over the past year, we’ve responded to feedback from both the Regulator and our tenants. Our focus has been on making meaningful improvements across key areas such as:



Strengthening tenants voice

- We have lots of ways for you to get involved; online feedback forms, Landlord Assurance Board, Check-It Champions and Your Voice, Your Choice.
- Estate walks are being carried out, putting us in the heart of your communities.
- We’re listening to your feedback; our services, such as repairs, are being shaped by you.
- The annual report allows you to see the progress we’re making and our growth.
- We are planning to bring even more ways for you to share your feedback with us.

What are the consumer grades a social landlord can receive?





Knowing our tenants

- You are driving our progress. We are striving to Improve tenant satisfaction, especially in repairs, with new customer journey principles in the contract.
- We've introduced a new query tracking system with better oversight and response.
- Older Persons Housing Review completed; tenant input and expert analysis shaping future plans.
- We launched the Big Door Knock; a programme that support Awaab's Law and helps us reach you.
- Better data insights now helping identify and support households at risk of arrears.



Performance and transparency

- We share our performance with you; figures are published online in tenant-approved infographic format.
- The Landlord Assurance Board receives regular performance data aligned with reporting cycles.
- We are being transparent with data; tenant satisfaction measure results and audit outcomes are shared on our website in newsletters and annual reports.
- Your feedback directly shaping decisions, especially around repairs.



"I have been a member of the Landlords Assurance Board as a voice of the tenant for just under 12 months. It gives me great pride when having been asked by the council for opinions and help on matters concerning their tenants and see these come into place as and if possible. Most people have the opinion that councils do not listen, however that is not the case, they do listen and will give a reason behind decisions made. Each member of the council along with councillors and executives we have met appreciate the input from us as tenants."

Brian, Landlord Assurance Board Member



“Over the past year, I have seen a lot of changes; not just in staff, but in how the council is run. The biggest difference for tenants is the Your Voice, Your Choice group, which finally gives us a chance to speak up and be heard. Things are not perfect yet, but Melton Borough Council is starting to listen, act on feedback, and build more stable relationships with tenants.”

Carol, Landlord Assurance Board Member



Antisocial behaviour case management

- We've improved how we manage our anti-social behaviour (ASB) cases and work closer with our countywide partners.
- We collaborate with the community, especially in hotspot areas and school holidays.
- Our estate walks and hotspot data is allowing us to take targeted action; CCTV relocated, painted murals that have been co-designed by the community and ASB has been reduced.
- The Tenant Satisfaction Measures survey has shown you are more satisfied with how we deal with ASB, with satisfaction rates going from 15.2% last year to 57.5% this year.

What's Next

Improvement is an ongoing journey, not a one-off fix. Over the coming year, we will be launching a new tenant and leaseholder involvement strategy, procuring a new repairs contract, and expanding opportunities for tenants to share feedback and help shape future services.



“Thank you for your honesty, feedback, and commitment over the past year. Every single one of your voices matter and help us learn and improve.

“Your involvement has helped shape our services, and we're committed to continuing this partnership with you.

“I would like to say a particular thank you to Brian, Jenna, Carol and Haris who have joined and transformed our Landlord Assurance Board.

“We currently have a vacancy for the Landlord Assurance Board and will soon be recruiting, so please look out for details coming soon.”

Councillor Pip Allnatt, Leader of the Council

Getting Involved

Hi! We are the Tenancy Engagement Team – Kerry Roche and Ellie Jai.

Our job is all about making sure your voice is heard and that you feel involved in shaping where you live. Whether you have got ideas, concerns, or just want to get more involved in your community, we're here for it all.

These are some of the key ways to can get involved:

Your Voice, Your Choice

Join our relaxed sessions to chat about what matters to you. Share your ideas, ask questions, and help shape the services we provide. We'll bring along service teams to answer your questions, and anything you raise gets taken seriously—we'll feed it back and work to make real changes.

Landlord Assurance Board

Want to make a difference at the top level? This board checks how we're doing as your landlord—making sure we're safe, compliant, and delivering great service. Tenants are recruited for the role and as a member, you'll help hold us to account and make sure your voice is heard where it really counts.

Check-It Champions

Help us improve how we communicate! We'll send you things like newsletters to review from home—just give quick feedback via a short survey. All you need is a phone, tablet or laptop (or pop into Phoenix House to use our digital clinic).

Housing Community Champions

Be the voice of your neighbourhood! Share what's happening locally, raise issues, and tell us what's working (or not). We'll check in every couple of months—or you can reach out anytime.

Check the website for more ways to get involved.



If you ever fancy a chat, want to get involved, or just want to know more, we would love to hear from you!



You can email
involvement@melton.gov.uk



or call our customer services team
on
01664 502502

Visit Tenants' Corner

melton.gov.uk/tenantscorner

Your go to place for all
things tenancy.



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Who's my Housing Officer?

Back in July 2025 we welcomed a new Housing Officer to our team. As part of this change, the areas that the Housing Officers cover have been reorganised. This means that some of you will now have a new Housing Officer, the new areas are shown below.

Nicola Ward

Melton Town - Wilton Court, Chapel Street, Rutland Street, Rutland House, Asfordby Road, West Avenue, East Avenue, Brookfield Court, Springfield Street and Welby Lane

Villages - Grimston, Nether Broughton, Ab Kettleby, Old Dalby and Asfordby

Tracie Waldron

Melton Town - St Johns Court, Drummond Walk, Blenheim Walk, Dieppe Way, Balmoral Road and Harlech Walk.

Villages - Harby, Stathern, Hose, Long Clawson, Holwell, Bottesford, Muston, Redmile, Barkestone, Plungar, Eastwell and Eaton.



Vanessa Leech

Melton Town - Victoria Street, Swallowdale Road, Sandy Lane, Robin Crescent, Scholars Walk, Cromwell Place, Dalby Road, Ewden Rise, Kirby Lane, Lake Terrace, Ambleside Way, Princess Drive, Queensway (including Queensway House), Tudor Hill, Ullswater Road, Linnet Close, Swan Close, Wren Close, Thrush Close, Edendale Road, Barker Crescent, Blakeney Crescent, Brownlow Crescent, Goldspink Close, Hartopp Road, Meynell Close, Gretton Court, New Street and Bentley Street.

Villages - Wymondham, Great Dalby, Twyford, Borrowgh, Burrough On The Hill, Somerby, Pickwell, Knossington, Barsby, Gaddesby, Kirby Bellars and Frisby On The Wreake.

Jodie Neville

Melton Town - Brook Street, Wyvern Terrace, Mill Street, Regent Street, Rosebery Avenue, Greenslade, Granby House, Beckmill Court, Salisbury Avenue, Copley Close, British School Gardens, Arden Drive, Brightside Avenue, Charnwood Drive, Greaves Avenue, Jarvis Drive, Morley Close, Rudbeck Avenue, Sherwood Drive, Staveley Road, Sysonby Street, Rockingham Drive, Douglas Jane Close, Brookfield Street, Nottingham Road, Mayfield Street, Petersfield Road, Stirling Road and Weaver Green.

Villages - Garthorpe, Waltham On The Wolds, Scalford, Saltby, Sproxton, Croxton Kerrial, Knipton and Sewstern

We appreciate your patience during this transition and encourage you to get in touch if you're unsure who your new point of contact is.

If you have any queries contact us by calling
01664 502502
or by emailing contactus@melton.gov.uk



Customer Service: There for you

Over the past year, our Customer Services team has been working hard to make it easier for you to get in touch with us and use our services.



Your feedback is really important to us, and we're making changes based on what you tell us, so we can keep improving the way we help you. We've improved the whole customer journey and introduced more digital options, so you can get things done quickly and easily online, if that works best for you.

We also know that online services aren't for everyone. That's why our phone lines are still open, our reception is ready to welcome you, and we're visiting rural areas for drop-in sessions – so no matter where you are or how you prefer to contact us, we can be there for you.

We're here to make sure you get the very best service possible.



Supporting you with your rent: A big success story

We know life can be unpredictable, and rent worries are real. That’s why we’ve made big changes to support you better.

Our specialist Income and Tenancy Sustainment Team have been working hard to support you with your rent. Their number one priority is to work with you to help find solutions, set up manageable payment plans and make sure you are getting all the benefits you are entitled to.

This supportive approach is making a real difference.
In just two years, rent arrears have dropped:

9.14%  3.98%

Meaning more people are back on track and **£336,881** can be reinvested into the services we deliver to you.

While we must still take formal steps if rent arrears are not addressed, this is always the last resort. We would much rather work with you to find a solution.

What’s next

- Our work does not stop here. We want to be even more proactive in how we help. Soon we will be:
- Introducing more ways to pay by Direct Debit.
 - Analysing the data we hold on you to spot early signs of financial difficulty, so we can offer support sooner and help you stay on track with your rent.
- Our message is simple; if you’re finding things tough, we’re here for you. A confidential chat with our team could be the first step to getting the support you need.

| Tenancy and income | 2023-2024 | 2024-2025 |
|--------------------|-----------|-----------|
|--------------------|-----------|-----------|

| | | |
|---|-------|-------|
|  Properties let | 161 | 153 |
|  Rent collected from tenants | 97.4% | 99.9% |
|  Properties currently in arrears | 7.3% | 4.9% |

You spoke, we listened: A better approach to anti-social behaviour



122 anti-social behaviour cases were opened between April 2024 and March 2025.

We understand that reporting anti-social behaviour (ASB) can be difficult, and you've told us we needed to do better. We've listened and made real changes to give you a faster, more supportive service.

What is new when you report ASB to us?

When you report an issue, you need to know it is being handled properly. What's new:

- We now use the same secure case management system as local police and councils across the Leicester, Leicestershire and Rutland partnership, helping us work together more quickly and effectively.
- Your online report or call goes straight into our system, is triaged, and assigned to the right officer, cutting delays and starting investigations sooner.

A clear plan, agreed with you

You should never feel left in the dark. Our teams have had new training to make sure that from the very beginning, we will:

- Work with you to understand the risk and create a clear action plan.
- Be honest about what we can and can't do and what to expect.
- Agree on how often we will contact you with updates, so you are always kept in the loop.

Getting the right help

Sometimes, an issue needs the involvement of our Safer Communities team, who have additional legal powers. We now have an agreed referral pathway, so that we can bring them in at the right time to help resolve the problem.

Your voice will help us to keep improving

How do we know if we are getting it right? By asking you.

When your case closes, we'll invite you to share your experience through a satisfaction survey. Your feedback helps us keep improving and ensures our new approach works for everyone.



Our Safer Communities team that tackle anti-social behaviour throughout the borough.

Standing together against domestic abuse



We received **52** reports of domestic abuse between April 2024 and March 2025.

The council is committed to ensuring our front line officers are trained in identifying domestic abuse and being able to provide appropriate advice and assistance for victims. There is also assistance for perpetrators of domestic abuse who want to change their behaviours which can relieve pressure on issues of housing and safety for victims.

If you're experiencing abuse at home, or if you're concerned about a friend or family member who might be, we encourage you to visit our website at www.melton.gov.uk/domesticabuse or speak to your Housing Officer. You can also contact a member of the Housing Options team at housingoptions@melton.gov.uk.

FREEVA is a domestic abuse support charity for people who are currently or have previously experienced domestic violence, rape or sexual assault. There is an abundance of resources to support you. Call 0808 8020028 or visit freeva.org.uk

If you know you need help, take the next step and contact us to discuss programmes of support. No matter your age, gender, sexuality or relationship status, there are support options for you.

Is your partner, ex-partner or family member hurting you, physically or emotionally?

We can help

0808 802 0028

Support for anyone experiencing domestic or sexual abuse/violence in Leicestershire, Leicester and Rutland.

www.freeva.org.uk



Exciting new update on repairs

Looking ahead to the future of repairs

You said and we listened, we are bringing on board a new contractor to carry out our day-to-day repairs in your homes.

Earlier this year, we worked through a detailed process. Interested contractors had until 19 September to submit their bids. These bids were carefully reviewed by officers and tenants, and a decision was approved by Cabinet in November.

We will now be working closely with the new contractor to ensure the handover is smooth and everything runs well for you. Keep an eye on our website for updates and more information.

Other changes in the future include:

- The government is reviewing the Decent Homes Standard and minimum energy efficiency standard, to ensure your homes are made safe, warm, and free from disrepair.
- New legislation will be put in place that will require social landlords to carry out electrical safety checks at least every five years, as well as mandatory appliance inspections on all electrical appliances that are provided by the landlord.

| Repairs | 2023-2024 | 2024-2025 |
|---|-----------|-----------|
|  Repairs completed in first attendance | 90.6% | 90.5% |
|  Repairs completed by following appointment | 94.8% | 93.2% |
|  Tenants satisfied with their repair | 88.8% | 98.4% |
|  Average time to re-let properties (days) | 85.3 | 101.9 |
|  Proportion of non-emergency responsive repairs completed within timescale | 92.3% | 96.5% |
|  Proportion of emergency responsive repairs completed within timescale | 100% | 99.5% |
|  Number of responsive repairs raised during the reporting year | 6127 | 7551 |



Our first ever Big Door Knock

Thank you to everyone who spoke with us during our recent Big Door Knock — we were delighted to chat with 80 of our tenants over the course of the week.

Getting out into our communities gave us a valuable opportunity to hear what matters most to you, discuss any issues you're experiencing in your home, and offer support where needed. It was incredibly helpful to see some of these issues first-hand and understand how they're affecting you.

From these conversations, we've recorded over 150 matters raised, including reports of anti-social behaviour, repair needs, concerns about rent arrears, complaints, and housing allocation issues.

Thanks to the success of this first event, we're planning to hold more of these weeks of action across the borough in the future. This is part of our ongoing commitment to keep your homes safe, listen to your feedback and provide high-quality landlord services.

If you're experiencing any issues in your home, please don't wait — report them to us as soon as possible either online at www.melton.gov.uk/tenantscorner or by calling Customer Services on 01664 502 502.

Safety in our properties

Keeping you safe in your home is our top priority. We achieve this by carrying out regular servicing, testing, inspections and maintenance to homes and communal areas to ensure your home meets all legislation requirement and standards.

It is important that you allow us access into your home so we can carry out these checks. If you are unavailable for an appointment then please let us know on 01664 502502 so a new appointment can be made.

Safety in our properties



Homes have a valid gas safety check

100%



Homes have a current EICR certificate

99.04%



Flats have a current fire risk assessment

100%



Flats have a current water hygiene certificate

100%



Lift safety checks have been completed

100%



Asbestos checks have been completed

100%

Improving your homes

Everyone has the right to live in a property that is safe, secure and in a good state of repair. As your landlord, each year we carry out planned maintenance works to replace key elements within our properties based on what has been identified on the stock condition surveys, prioritising replacement based on age and condition. Examples of these key elements include kitchens, bathrooms, external windows, doors, heating systems and more. We also undertake regular service testing and inspections to our buildings.

We understand that some of these works can be disruptive to you, but they are imperative to undertake to ensure that your homes continue to meet the Government's Decent Homes Standard and remain enjoyable and safe places to live.

A recent example of how these works have improved the lives of one of our tenants can be seen through some bathroom upgrades we recently undertook.

This tenant had complex mental health needs and was struggling to engage with us at first, meaning that we were unable to access the property. Our Housing Officer worked with the tenant to explain the importance of the works and build trust between them and both our planned maintenance team and the contractors who needed to carry out the works. Throughout the process, our Housing Officer continued to reassure the tenant to help alleviate their concerns.

Thanks to the hard work involved the tenant now has a new bathroom installation, providing them with a safe and functional space to use.

If you have any concerns or questions about upcoming planned works, maintenance, inspections, or repairs, please don't hesitate to contact our Housing Repairs team. We're here to help and ensure the process is as smooth and supportive as possible.

New installs and replacements from April 2024 to March 2025



73

properties had windows replaced.



87

properties had full kitchen replacements.



34

properties had boiler replacements.



84

properties had external doors replaced.



62

properties had full bathroom replacements.



23

properties had first time gas installations.



93

properties had shed doors replaced.



2

properties had toilet room replacements.



39

properties had major aids and adaptations completed.



It took an average of **39.4 days** to complete minor disabled adaptations in Council properties following referral from social care

It took an average of **152 days** to complete major disabled adaptations in Council properties following referral from social care.

Making the most of our assets – Investing in Your Future



4 Council properties
were sold through
Right to Buy








2 Homes were
purchased by us

We look after a wide range of homes and land across Melton. From time to time, the way services are delivered changes in response to individual needs, and this can mean that some land or buildings are no longer being used to their full potential.

When this happens, we look carefully at how we can make the best use of what we have. If a piece of land or property isn't needed anymore, selling it can bring in money that we can reinvest straight back into council housing and services for you.

In September 2024, we introduced a new Housing Revenue Account (HRA) Asset Disposal Policy, which sets out how we manage and sell unneeded land in a fair and efficient way. At the same time, we received approval to transfer a property worth £900,000 to another housing provider, giving us funds to put back into our current housing stock.

The money from sales like this will go towards improving existing council homes and buying or building new ones – making sure our housing is cost-effective, high quality, and meets your needs.

| Property | 2023-2024 | 2024-2025 |
|--|-----------|-----------|
|  Properties owned | 1,784 | 1,785 |
|  Number of new council homes | 6 | 2 |
|  Right To Buy properties sold | 7 | 4 |
|  Evictions carried out | 1 | 5 |
|  Proportion of homes which meet the decent homes standard | 95.7% | 96.3% |

Housing awards and conference 2025

Reflection from Jenna Evans, member of the Tenant Landlord Assurance Board

On 23 and 24 June, a group of officers and tenants attended the Housing Heroes Awards and the annual Housing Conference in Manchester. Among them was Jenna, a Tenant Board Member of our Landlord Assurance Board, who shared her reflections on the experience.



“When my name was drawn, I was so excited, followed by extremely nervous. Overall thoughts at the event were nerves, excitement followed by wow these things are so fast paced, it’s no holiday from work! The awards, well, WOW! To see all the passion, innovation and pure desire to improve and reshape ALL aspects of social housing throughout the whole country was astounding. You could feel it through the whole room. I was disappointed for the team that they didn’t win either of the awards they were shortlisted for. However, this had no negativity on the team and the next morning we went to the conference and my gosh...

“The whole team split up to go to different talks and get the most information they could during the day so they could come back at the end and collaborate all the tips and ideas to improve what they can offer at Melton Borough Council (MBC). There were so many companies there with amazing updated products, and services. Carol and I have even got some bits to bring to the Landlord Assurance Board that we think are going to help the tenants of MBC hugely. It was a privilege to be able to see how much hard work goes on behind the scenes from the management team who are working tirelessly to improve MBC from top to bottom for the tenants.





“The biggest take away from the experience was the shift in my thinking - from my initial thought of “how much of the housing budget has been spent on this event?” to, after attending some of the presentations and having time to think about the products and services on offer by the 300+ companies, realising that it was negligible and ultimately didn’t matter. As MBC is a small rural borough in the grand scheme of the country, staff wouldn’t necessarily have the training, knowledge and education of the improved services and advancements in products available within the sector to keep us safer in our homes. These services cover the dangerous things like mould and damp, and we wouldn’t know about the longer lasting, more energy efficient windows and doors - let alone the advancements in technology for websites, apps and portals to navigate as either a staff member, contractor or tenant. The conclusion was that it is imperative the management of our council attends these events to spend the small amount (in grand scheme of things) of money on training and educational events such as these because without them they wouldn’t be able to improve their service, our homes and the town as a collective.

“I think more tenants should get involved and help by being part of the community together with the council to improve our borough. Thank you so much for the opportunity to learn about the behind the scenes work that goes on. It has given me a huge insight into how much has to go into every aspect of housing.”



Customer feedback

We are committed to providing you with the best possible living experience. Your feedback is invaluable to us, as it helps us understand what we are doing well and where we need to improve.

Complaints

If something isn't right, we want to know about it. Your complaints help us identify areas where we can improve our services. We take every complaint seriously and aim to resolve issues promptly and effectively.

Compliments

If you've had a positive experience, we'd love to hear about it! Compliments not only boost morale but also highlight the areas where our team excels. Recognising good service helps us maintain high standards across all our communities.

How we did from April 2024 to March 2025



Biggest areas for complaints



Repairs (including day to day repairs, planned maintenance and compliance) with 69 complaints



Tenancy services (ASB, tenancy matters, rents and supported housing) with 55 complaints

Complaints on repairs were 39% of the total number of complaints we received

Of the 124 formal complaints received in Housing this year from tenants



85 of these have been upheld or partially upheld by the service. That's 69% upheld.



Complaints received has gone down by 9% for the area and 8% overall.

Listening, Learning, Improving: Responding to a Tenant's Chimney Repair Complaint

In May 2025, a tenant made a complaint after part of their chimney came loose and partially collapsed shortly after a pest control visit to deal with bees. The tenant told us that the council already knew the chimney was in poor condition, but the necessary repairs hadn't been carried out. The tenant was understandably upset and wanted to know why nothing had been done at the time of reporting.

What we found

We investigated the complaint by checking our records and speaking to the contractor who was involved. Here is what we found:

- The council and our contractor were aware of the chimney's condition as far back as late 2024.
- The officer who was managing the issue at the time was off on long-term leave, so we couldn't speak to them directly.
- The contractor confirmed that conversations had taken place about the repairs that were needed.
- However, the repairs weren't carried out before the pest control visit.

We agreed that our repairs service should have done better in this case. The follow-up work was not tracked properly and communication between the council and the contractor was not clear enough.

What we did for the tenant

The chimney was repaired and as a result of the investigation we found that we did not meet the standard we aim to achieve and upheld the complaint.

As a result:

- We gave the tenant a full apology.
- We paid £75 compensation.
- We also sent a bouquet of flowers to say sorry for the worry and inconvenience caused.

What we are doing differently as a result of the complaint

- We have improved how we communicate with contractors so that everyone's clear on what needs to happen and when.
- We have improved the way we track repairs to make sure they are followed up properly

Thank you to our tenant who brought this matter to our attention and allowed us an opportunity to put things right.

You can view the Council's Complaints Performance and Service Improvement report at:
www.melton.gov.uk/complaintshandlingcode



You can share your experience by completing a feedback, complaint or compliment form online at:
www.melton.gov.uk/feedback

Or by contacting us in the following ways:

Calling:
01664 502502

Emailing:
contactus@melton.gov.uk

Writing to us at:
**Parkside, Station Approach,
Burton Street, Melton Mowbray,
Leicestershire, LE13 1GH**

Tenant Satisfaction Measures perception survey results

2024/25

Satisfaction with the services we provide

The Regulator of Social Housing introduced Tenant Satisfaction Measures (TSM) for all social housing landlords in England. Housing associations must publish the results of their TSM surveys, and you can use these results to see how Melton Borough Council is performing. Upward arrows indicate an increase in score compared to last year, while downward arrows indicate a decrease. The percentage shown within the arrow represents the change in score from the previous year.

Overall satisfaction



63.5%



Satisfaction that we keep tenants informed about things that matter to them



58.3%



Satisfaction with repairs



72.1%



Agreement that we treat tenants fairly and with respect



66.8%



Satisfaction with time taken to complete most recent repair



64.1%



Satisfaction with our approach to handling complaints



38.6%



Satisfaction that home is well maintained



62.4%



Satisfaction that we keep communal areas clean and well maintained



68.2%



Satisfaction that home is safe



73.1%



Satisfaction that we make a positive contribution to neighbourhoods



55.9%



Satisfaction that we listen to tenant views and act upon them



50.7%



Satisfaction with our approach to handling anti-social behaviour



42.3%



Tenant Satisfaction Measures performance management measures



2024/25

Service delivery and regulatory compliance

As well as the perception survey results the TSM also include a series of performance management measures that assess service delivery and compliance with regulatory requirements. These measures cover complaints handling, safety checks, repairs and anti-social behaviour. Upward arrows indicate an increase in score compared to last year, while downward arrows indicate a decrease. The percentage shown within the arrow represents the change in score from the previous year. A dash (-) has been used to indicate no change from last year. A * indicates this is a new measure for 2024/2025.

