Sandwell
Metropolitan Borough Council

Draft – November 2026

Tenancy Insight Service Standards
About the Service
The Tenancy Insight Team helps make sure Housing services deliver the standards we have promised to tenants. We use tenant feedback, complaints, surveys, Tenant Satisfaction Measures and service information to understand what is working well and what needs to improve. We also work with tenants to independently check and challenge our services. When we find that a service is not meeting its standards, we will make sure improvements are agreed, monitored and followed up. Most importantly, we will tell tenants what we have found, what is changing and whether it has made a difference.
We are committed to:
Putting tenants at the heart of how Housing services are monitored and improved.
Listening to tenant feedback and using it to improve services.
Checking whether Housing services are meeting their published service standards.
Using our Quality Assurance Framework to identify where services are working well and where they need to improve.
Looking at whether services provide fair outcomes for different groups of tenants.
Supporting independent tenant scrutiny through groups such as the Tenant Auditors Group.
Involving tenants when we review service standards, policies and improvements.
Holding Housing services to account when improvements are needed.
Sharing our findings in a clear and accessible way.
To meet our commitments, we will:
Use complaints, surveys, Tenant Satisfaction Measures, tenant feedback and service information to identify areas that may need improving.
Carry out quality assurance checks and audits to see whether services are delivering what they have promised.
Work with the Tenant Auditors Group, while protecting the group's independence to challenge services and reach its own conclusions.
Share relevant findings with tenant auditors and seek tenants' views on improvements where appropriate.
Agree clear improvement actions with services when things need to change.
Monitor those actions and challenge services when progress is not being made.

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Check whether improvements have actually made a difference to tenants.
Publish key findings from audits and tenant scrutiny in a timely and easy-to-understand way.
Publish important information such as the Annual Tenant Report, complaints information and relevant Tenant Auditors Group findings.
We ask you to:
Give us honest feedback about the services you receive.
Take part in surveys and consultations where you can.
Get involved in tenant groups, audits, focus groups or policy reviews if you would like to.
Tell us what is working well as well as what needs to improve.
Challenge us if you think we are not delivering the standards we have promised.
To measure and improve our service we will:
Monitor whether Housing services are meeting their published service standards.
Track improvements agreed following audits and tenant scrutiny.
Check whether improvements are completed within agreed timescales.
Check whether those improvements have made a difference to tenants.
Monitor Tenant Satisfaction Measures, complaints and other tenant feedback to identify where further improvement is needed.
Monitor how tenant feedback has influenced service standards, policies and decisions.
Publish our key findings and improvements so tenants can see how Housing services are performing.

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