

You said, we did (and we're doing) - Listening to your feedback from our latest Tenant Satisfaction Survey

Thank you to everyone who completed last year's Tenant Satisfaction Measures (TSM) survey.

Your feedback helps us understand what matters most to you and where we need to improve. We've listened carefully to what you've told us and have already started making changes to improve your experience.

You said: "Repairs need to be completed more reliably."



We've:

- ✓ reviewed our responsive repairs service to improve the way repairs are managed from the point they are reported through to completion.
- ✓ consistently achieved a 97% on-time completion rate over the last three quarters.
- ✓ maintained a 91% first-time fix rate, meaning most repairs are completed during the first visit, reducing the need for repeat appointments and inconvenience to tenants.

We continue to monitor our performance closely and work with our maintenance team and contractors to maintain and improve these standards. We will soon be introducing a satisfaction survey that will be sent to you after you have had a repair completed so we can better understand what further improvements are needed.

You said: "We need quicker responses and better communication about repairs."



We've:

- ✓ restructured our Housing Team and created a dedicated Customer Services Team. This gives us more colleagues focused specifically on responsive repairs, raising repair requests, keeping tenants updated and working with our maintenance team and contractors to resolve issues more quickly.
- ✓ We have created a new position in our maintenance team that carries out work on empty homes freeing up our existing team to focus on completing your repairs quickly.

You said: "Keep us better informed."

We're:



- ✓ introducing clearer letters, emails and text messages so you know what's happening with your repair or planned work.
- ✓ automatically sending updates following key appointments, inspections and surveys.
- ✓ making sure customer communications are stored in one place so everyone gives you consistent and accurate information.
- ✓ reviewing our standard letters to make them clearer, easier to understand and more informative.

You said: "Communication during planned works could be better."

We've:



- ✓ renegotiated our largest major repairs and planned works contracts to include stronger customer service and communication standards. We will continue to work with our smaller contractors to implement these improvements through the rest of this year.

In future, contractors will be expected to keep tenants informed throughout their work, including confirming appointments, explaining the work being carried out, providing updates if plans change and making it clear who to contact with any questions. These new expectations will become part of how we procure, manage and monitor contracts in the future.

You said: "Sometimes it's difficult to know what's happening with my repair."

We're:



- ✓ improving the information our operatives record when they visit your home.
- ✓ making sure completed work is properly recorded, including taking photos and signed off where appropriate by the tenant.
- ✓ providing better follow-up where additional issues are identified during a visit.
- ✓ training colleagues so they provide consistent advice and help manage expectations from the start.

You said: "Anti-social behaviour cases need clearer communication."



We're:

- ✓ introducing a new approach to managing anti-social behaviour cases.
- ✓ making sure every case has a clear action plan and risk assessment.
- ✓ providing better updates throughout the life of the case.
- ✓ closing cases properly so you understand the outcome and any next steps.

You said: "Help us understand what we pay for."



We're:

- ✓ consulting with tenants about communal service charges. We've met a number of tenants in 2026 to review the services they receive within their estate and communal areas which are funded through service charges. We'll be speaking with all tenants who have a service charge covering communal areas.
- ✓ providing clearer information about the communal services we deliver.
looking at better ways to keep you informed about cleaning, grounds maintenance and other communal services through noticeboards and digital updates.
- ✓ introducing local estate inspections so that tenants can monitor the quality of their communal areas, identify what works well and any improvements needed and hold us to account to those standards.
- ✓ We will continue to monitor contractor performance and use tenant feedback to ensure our contractors deliver the high standard of service you expect.

You said: "Recognise our individual needs."



We're:

- ✓ improving how we record communication preferences, disabilities and support needs.
- ✓ making this information available to colleagues so we can provide a more personalised service.



helping ensure you don't have to repeat the same information every time you contact us.

You said: "Listen to us and tell us what has changed."



We're:

- ✓ monitoring our progress every month through our Leadership Team.
- ✓ reporting progress regularly to our Housing and Property Committee.
- ✓ meeting with the scrutiny panel to review our progress and gather further feedback.
- ✓ publishing quarterly newsletters and regular 'You Said, We Did' updates so you can see how your feedback is shaping our services.

What success looks like:



We'll know we're making progress when:

- you receive timely updates about your repairs and other services.
- communication is clear, consistent and easy to understand.
- you know who is dealing with your enquiry and what will happen next.
- repairs continue to be completed on time and, wherever possible, fixed on the first visit.
- we understand your individual needs and tailor our services accordingly.
- you feel listened to and can see how your feedback is helping us improve.
- our Tenant Satisfaction Measures continue to improve year on year.

Thank you

Your feedback is helping us shape better housing services. These improvements are part of our ongoing commitment to provide safe, high-quality homes and excellent customer service. We'll continue to listen, learn and keep you updated on the progress we're making.