TENANT ENGAGEMENT IMPACT REPORT

INFORMATION FOR MEMBERS AND MANAGERS

APRIL 2025 TO SEPTEMBER 2025

CONTENTS

** Immediate Outcomes monitored through the Tenant Engagement groups and Medium Outcomes to be monitored by Senior Housing Management Team at Housing Landlord Board – with any issues with Immediate Outcomes raised there also. Quarterly Impact Reports to be provided to Cabinet.*

EXECUTIVE SUMMARY OF OUR ENGAGMENT ACTIVITY AND WHAT WE HAVE HEARD

Our Reach

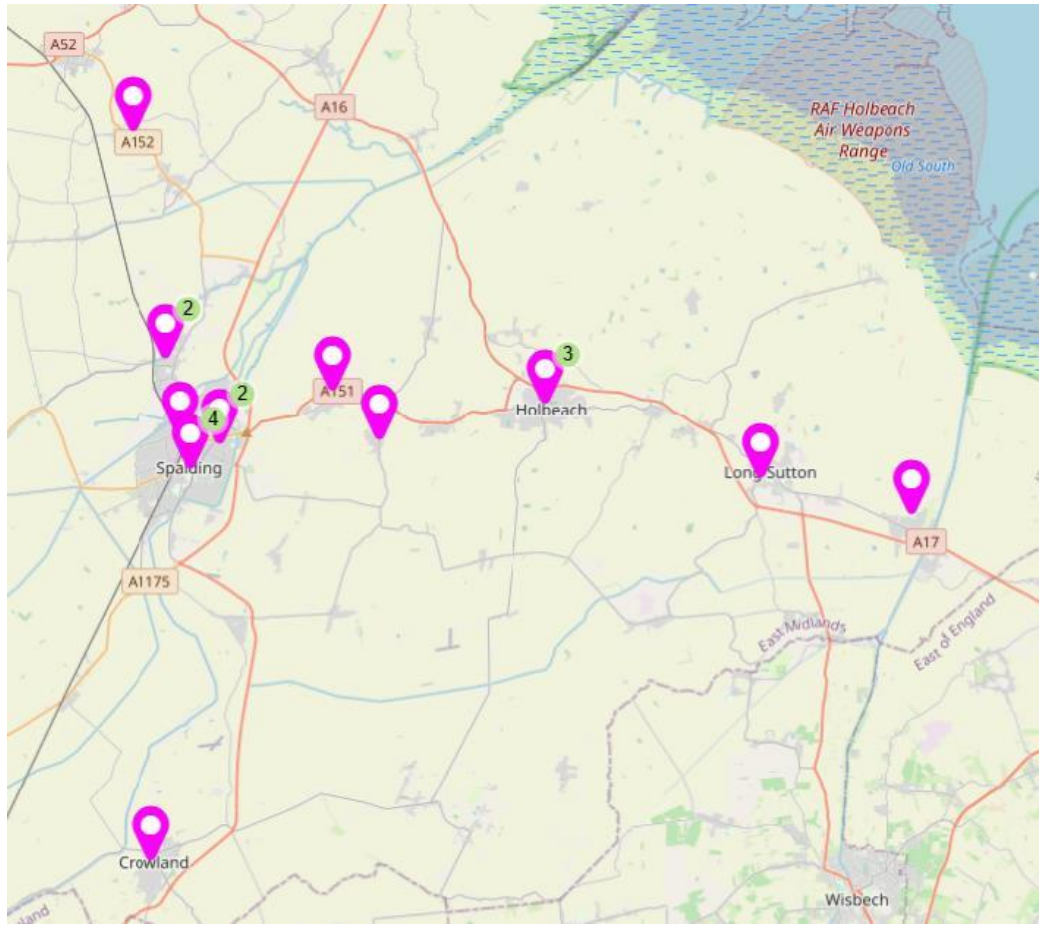
- 20 Engagement Events
- 17 Locations across the district
- 3 Reading Group activities
- 3 Surveys
- 272 returned surveys
- 65 Tenants and Residents engaged
- 22 Issues Raised

What we have heard – common themes

- Communication
- Parking
- Anti-Social Behaviour (ASB)
- Knowing who to contact
- Customer Contact Experience
- Promotion of events
- Repairs and Maintenance

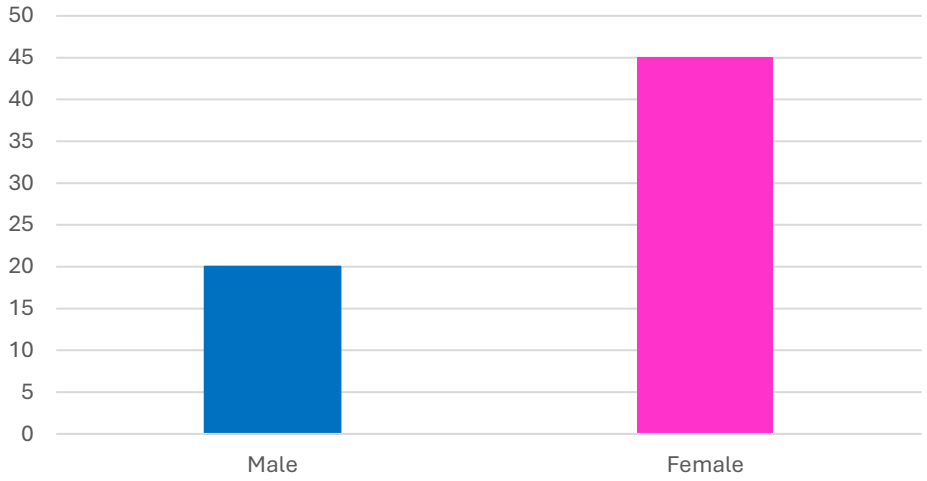
EXECUTIVE SUMMARY OF EVENTS AND LOCATIONS

MONTH	EVENT
June	Meet the Managers
June	Sheltered Housing Focus Group
July	Tenants Forum Launch
July	Tenants Forum Launch
July	Tenants Forum Launch
July	Tenants Forum Launch
August	Pop up event
August	Pop up event
August	Pop up event
August	Property Focus Group
September	Tenancy Focus Group
September	Pop up event
September	Complaints and Performance Focus Group
September	Sheltered Housing focus Group
September	Warm Homes Event
September	Meet the Managers

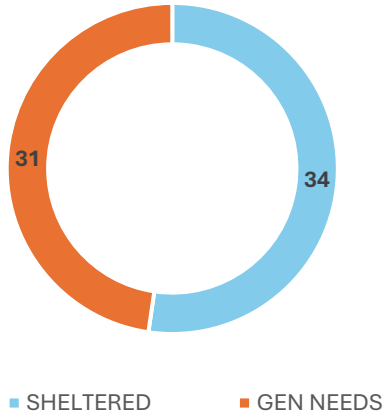


DEMOGRAPHICS OF TENANTS WHO HAVE ENGAGD WITH US OVER THE 2 QUARTERS

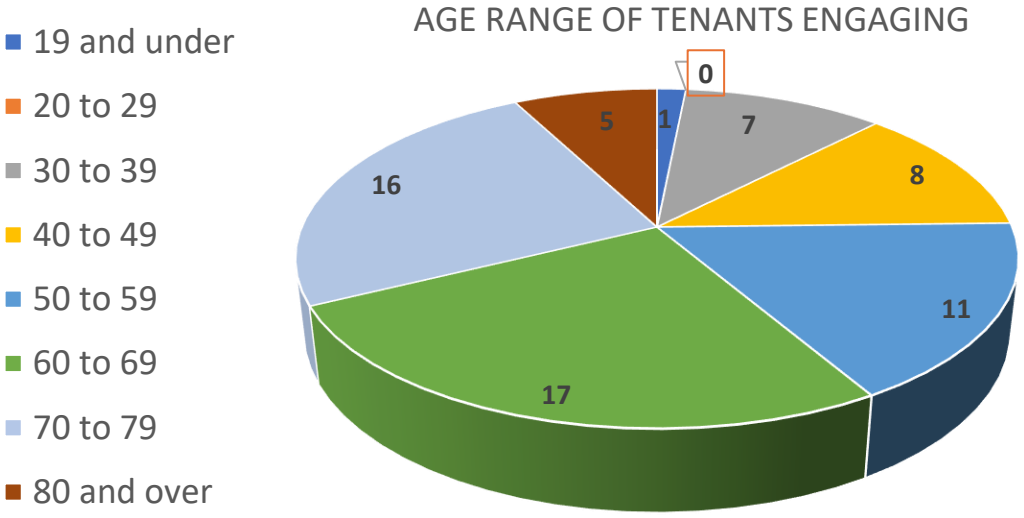
GENDER OF TENANTS ENGAGING



TENURE OF TENANTS ENGAGING



AGE RANGE OF TENANTS ENGAGING



POP UP EVENTS

Focus: To actively engage with tenants and residents on Estates.	**Number of contributors:** 14

Aims and objectives: To gather feedback from tenants / residents on issues on their Estates, improve communication and promote engagement opportunities.

Summary of feedback: Tenants attending were very interested in our presence on the Estates, some came just to find out why we were there, others to raise issues directly with us. Four attendees raised repair issues with their properties, six raised issues with ASB regarding unkept properties and estates, and eight raised issues with parking on the estates. Events were timed to meet tenants / residents arriving home from work – and some of these reported that we had no events in the evening for them to get involved. All tenants raised that they didn't feel like they received timely feedback or kept informed of what was happening when a concern had been raised.

Immediate outcomes:

- Three repair issues reported and investigated / put right
- Property issue regarding wet room - tenant visited and options to help discussed with tenant.
- All ASB concerns raised with Estate management.
- 12 engagement packs issued and followed up
- A "Who can Help" guide for tenants detailing who to contact for which service is being written to go into our Annual Report.
- Staff training being arranged to include the importance of communication and feedback.

Medium term outcomes:

- Working with Estate Management and Property Services to produce leaflet information to highlight what SHDC housing are able to do regarding parking
- ASB Information fed into Tenancy Focus Group to help with the scrutiny of our ASB Action Plan
- To set up a schedule of events in the evening, using digital and face to face methods.
- Develop "In your Area" events for hotspot areas reported to us with our Quality Checker Group.

Impact:

- SHDC and Tenant Engagement profile raised with tenants and residents on estates.
- More opportunities for tenants to engage with us.
- Tenants' views fed into policy and changes of processes.
- Tenants can see solutions to the issues they are raising.

RELATES TO TSM (TP10) SATISFACTION WITH THE MAINTENANCE OF COMMUNAL AREAS 81% FOR 2024/25

MEET THE MANAGERS

Focus: An opportunity for tenant to meet the managers behind the services that are provided to them.	**Number of contributors:** 10

Aims and objectives: Giving tenants direct access to senior managers, to learn about the services provided and also to raise issues and queries.

Summary of feedback: Two events held, both received with enthusiasm by the tenants. One location was chosen due to major works taking place which the tenants were glad of the opportunity to talk to managers and provide us with suggestions on how to improve this. The other location in an area where we don't often hold events. Tenants here welcomed the opportunity to talk about our services and again offer suggestions to improve. Conversations ranged from what services we provided to how we procured some of the works.

Immediate outcomes:	**Medium term outcomes:**
• Signage at Trinity Court to be moved due to delivery drivers not seeing it. • To put up posters in local community centres, shops and doctors for all events and make advertising for events more robust. • Details of what tenants are responsible for in their homes to be added on website and as a handout for those who ring to ask. • To give local contractors more weight on procurement exercises.	• A guide to be produced for all Major works on the process to follow to complete this – to include consultation from the beginning of works and continual check ins with known vulnerable tenants.

Impact: (from feedback forms)

- Tenants felt listened to and appreciated talking to managers from each department.
- Meeting other tenants with similar queries was reassuring
- Local contractors will have more chance of being awarded works and demonstrate how locality can contribute to value for money and public benefit.
- Tenants will be aware of what happens when major works are taking place and will feel supported.
- Tenants are more aware and better informed of their responsibilities and SHDC responsibilities.

PROPERTY FOCUS GROUP

Focus: Aids and Adaptations	**Number of contributors:** 4 + 109 survey returns & Reading Group contribution
Aims and objectives: To seek a steer on a draft aids and adaptations policy	
Summary of feedback: Tenants were very interested in the Aids and Adaptations policy and the changes we proposed to make. Conversations around how the tenant's money was spent towards the service was welcomed and helped them make decisions on the direction of the policy.	
Immediate outcomes: • New Aids and Adaptations Policy drafted and reviewed with tenants.	**Medium term outcomes:** • Means testing introduced • Rent reviewed on properties with extensions valued • Appeals panel established of which tenants will be part of • Service charging introduced, where applicable.
• **Impact:** New aids and adaptations service that delivers a faster, fairer service with tenant representation on appeals, and achieves greater value for money. • For further reading please see the Aids and Adaptations report and policy - Appendix C - Consultation Outcome and Detail of Proposed Changes.pdf	

TENANCY FOCUS GROUP

Focus: Anti-Social Behaviour, Tenancy Support on offer	**Number of contributors:** 4

Aims and objectives: To discuss the ASB Framework action plan and views on current approach to ASB case management. To also review the Tenancy support on offer.

Summary of feedback: Tenants were asked about what they thought was ASB, with varied results – there was a lot of conversations around those who want to report issues but were afraid to do so and how this should be handled. Parking was also raised as an issue. We also had brief conversations around budgets and why sometimes as a landlord we couldn't carry out some elements that tenants thought we should do – explaining that tenants can have a direct impact on this when our business plan was ready for consultation. Tenancy support was also discussed, especially over what our current support worker Team (COLRO) should be called.

Immediate outcomes:

- Tenancy Focus Group gave their thoughts on a name for the COLRO team.
- Communications campaign on COLROS to be devised

Medium term outcomes:

- New ASB Policy to include:
  - timescales for managing and responding to cases
  - nominated contact and how to contact them
  - approach to anonymity and how the Council will manage to this
  - developing an approach to proactively contact wider residents in response to cases
  - ensuring greater visibility on estates when investigating complaints.

Impact:

- Tenants feel that we take ASB seriously and have had their voice listened to prior to drafting an ASB policy, with further consultation to follow.
- Greater awareness for tenants on support available and how to access this.

RELATES TO TSM (TP12) COMPLAINTS OF ANTI SOCIAL BEHAVIOUR 69% FOR 2024/25

COMPLAINTS AND PERFORMANCE FOCUS GROUP

Focus: To focus on the Tenant Satisfaction Measures	**Number of contributors:** 3

Aims and objectives: Gather feedback on the TSMs, including analysis of dissatisfaction and the associated action plan, also to gather views how tenants want this information broken down.

Summary of feedback: Tenants were very interested in the TSM information and what it was telling us. They queried why our figures were benchmarked nationally making the observation that inner city authorities would have lower satisfaction especially with “feeling safe”. They also queried the low satisfaction with complaint handling – which was explained. Discussion around customer contact being tenants first point of contact. Tenants also wanted notifying about our Contractor for TSMs contacting them this year.

Immediate outcomes:

- Deliver a communications campaign to inform tenants that ARP will be contacting some tenants to participate in the TSM survey. Clearly communicate how tenants can provide feedback in other ways outside of the TSMs.
- **Voids standard** – Tenants asked for the void standard to be published – to go on website and invite feedback at Focus Groups.
- **Customer contact –** Tenants feel the experience with customer contact is part of the overall tenant satisfaction perception and would like customer contact to attend a future focus group – invited to the Tenant Forum in December 25.

Medium term outcomes:

- Consider introducing local benchmarking alongside national data in future TSM reporting. Explore partnerships with neighbouring councils for shared metrics.
- **Repairs sign-off** – Tenants want a way to confirm repairs are completed to their satisfaction to be explored via tenant forums.
- **TSM breakdown -** Tenants expressed a desire for TSM results to be broken down by general needs vs sheltered housing, and further by geographical area and household type. This is to be explored with the 2025/26 report.

Impact:

- Tenants understand the importance of the TSMs, have inputted into the design and how we can use the data to shape services.
- Preparation of tenants to join a Tenants Panel by getting them to scrutinise data.
- Wider understanding to all tenants on the importance of the TSMs and who is conducting these.
- Better understanding of the work of the customer contact team and also the ability to adapt scripts after listening to tenant feedback.

For further reading see report for PMP when published

SHELTERED HOUSING FOCUS GROUP

Focus: To focus on the sheltered housing service	**Number of contributors:** 28
Aims and objectives: To inform about the RSH inspection, explore dementia friendly communities, discuss the events required for the quarter, promoting the Tenants forum activities, raising awareness of DCM, discuss the Aids and Adaptations Service, consultation on TV aerials and equipment, booking system for community centres	
Summary of feedback: Activities for the quarter were discussed and agreed, the quarterly newsletter was examined and feedback for new articles gained, tenants views on designs of posters explored and posters changed. Working with tenants to devise a plan for the change of their communal TV aerials, discussion around making the best use of our properties, and also about making our communal spaces more accessible.	
Immediate outcomes: • A series of activities for the following quarter arranged with the tenants. • Newsletter for the quarter included tenants' suggestions. • New booking system for community centres demonstrated and explained • Dates for refurbishment of TV aerials communicated. • Changes to Tenant Forum posters regarding the colours. • Suggestions for changes on the Aids and Adaptations policy, which have been collated and added to views from the Property Focus Group.	**Medium term outcomes:** • Working with tenants to explore how accessible our community centres and guest rooms are. • Plan for communicating how we allocate our properties to be developed.
Impact: (from feedback forms) • Activities promote independence and prevent social isolation • Feedback into the changed Aids and Adaptations policy • Working with tenants to give them skills and tools to scrutinise their own community centres.	

SURVEYS AND CONSULTATIONS

Focus: 3 surveys and 1 consultation event.	**Number of contributors:** 272 returned surveys, 4 consultation
Aims and objectives: Aids and Adaptations survey to gain views on proposed changes to service – 104 responses, Sight and hearing survey to gather information on additional tenants needs – 135 responses and ASB survey to gain tenants views who had noted dissatisfaction on ASB in TSMs or had raised complaint regarding ASB – 33 responses. Warm Homes Consultation event to raise awareness to tenants undergoing major works for the Green Homes work.	
Summary of feedback: All survey responses helped shape the policies and have been fed into the services to influence the work. Consultation event was appreciated by tenants who came with a lot of questions about the works and the impact it will have on them.	
Immediate outcomes: • Consider using incentives to boost completed returns for future surveys. • Continue to use consultations with contractors before major works commence to gather tenants' views and queries. • Feedback into the changed Aids and Adaptations Policy • Feedback into our ASB Policy draft and action plan. • Those with hearing difficulties have had equipment installed.	**Medium term outcomes:** • To produce a FAQ guide for the Warm Homes work using questions tenants raised at the meeting.
Impact: • Tenants will receive the information on works that is important to them • Aids and Adaptations Policy and ASB Policy has tenants input into the design. • Tenants for sight and hearing will now be better equipped to react in instances of fire. • Officers and departments have better understanding of how to communicate with those who are profoundly deaf. Further Reading: Appendix 4 for ASB Framework.pdf Tenant_Engagement_and_Influence_consultation_outcome_report_.pdf	

READING GROUP

Focus: Aids and Adaptations Policy, Vulnerable Tenants Policy, DCM (Awaabs Law) letters	**Number of contributors:** 11
Aims and objectives: To critique and evaluate our literature and polices through a tenant's lens and provide feedback on changes required.	
Summary of feedback: Tenants fed back their views on the Aids and adaptations policy agreeing with the new principles set out, DCM letters queried terminology and requested some sections of the Vulnerable tenants Policy were updated to make it easier to understand.	
Immediate outcomes: • Tenants seal of approval to use on all tenant approved literature chosen by tenants. • Changes made to draft policies and letters as a result of feedback.	**Medium term outcomes:** No medium-term outcomes were identified in this quarter

Impact:

- Tenants will recognise and trust literature that has been approved for plain English and clarity.
- Feedback into a faster, fairer aids and adaptations service.
- Feedback into an improved and fair access to services for tenants with additional needs.
- Letters are clearer and easier for tenants to understand.

For Further Reading please see the Awaabs law letters, Aids and Adaptations policy and Vulnerable Tenants policy and reports that accompany them.

YOUR VOICE, WE HEARD

ACTIONS TO BE MONITORED BY MANAGEMENT TEAM AT HOUSING LANDLORD BOARD

Your Voice	We heard (action) Medium term outcomes	Timescale	Assigned to	Update
Tenants report issues with parking on many estates and frustration on what can be done.	Working with Estate Management and Property Services to produce leaflet to highlight what SHDC housing are able to do regarding parking.	Feb 26	VD	
Tenants reported dissatisfaction with estates and ASB.	ASB information fed into Tenancy Focus Group to help with the scrutiny of ASB Action Policy – to include: • timescales for managing and responding to cases • nominated contact and how to contact them • approach to anonymity and how the Council will manage to this • developing an approach to proactively contact wider residents in response to cases • ensuring greater visibility on estates when investigating complaints. Pilot “In your Area” events for hotspot areas reported to us with Quality Checker Group and arrange pilot.	May 26 Jan 26	NS TN	

YOUR VOICE, WE HEARD

Your Voice	We heard (action) Medium term outcomes	Timescale	Assigned to	Update
To make the Aids and Adaptations service clearer and fairer for all tenants and more efficient for SHDC.	• Means testing to be introduced • Rent to be reviewed on properties with extensions valued • Appeals panel to be established of which tenants will be part of • Service charging to be introduced, where applicable.	April / June 2026	LH / CH	
Working tenants have commented that they can't attend daytime meetings.	To set up a schedule of events in the evening, using both digital and face to face methods.	Jan 26	BC	
Query on why local contractors aren't used by SHDC.	To give local contractors more weight on procurement exercises – to implement on next procurement exercise.	Immediate meet managers	CH	Quality question everything above £40,000
Dissatisfaction on how tenants were informed about major works and kept informed and checked on during this work occurring.	A comprehensive guide to be developed for all Major works, working with tenants and contractors to ensure meets all needs. Process to be updated to include consultation from the beginning of works and continual check ins with known vulnerable tenants throughout the works	Sept 26 April 26	CH / Cmy CH / CMy	

YOUR VOICE, WE HEARD

Your Voice	We heard (action) Medium term outcomes	Timescale	Assigned to	Update
Tenants raised the issue of the accessibility of community centres	Work with tenants to explore how accessible community centres and guest rooms are, through our Quality Checkers Group and devise a plan to evaluate accessibility.	To begin Nov 25	PC	
Tenants have asked about how we allocate our properties and why we don't manage them to house the right people in the right homes.	Tenant forum event agenda item to be organised for December	December 25	TM	
Breakdown of TSMs not clear to tenants – need more information to help them evaluate	To consider using local benchmarking alongside national and breakdown results further.	Feb 26	JW	
Warm Homes works have raised a lot of questions with tenants.	Produce a FAQ to issue to tenants based on the feedback given	Dec 25	SP	

TENANT FEEDBACK

It was nice to be listened to and to talk to members from each department.

I found the session very interesting and learnt a lot.

Invite County and District Councillors to events to listen to tenants.

Well presented topic on Aids and Adaptations, looking forward to the next one.

Keep trying to get input from all tenants and residents

What happens next?

This was very good and really inclusive

This was extremely enlightening – excellent discussion