



TENANT ENGAGEMENT IMPACT REPORT

INFORMATION FOR TENANTS, MEMBERS AND MANAGERS

QUARTER 4 25 TO 26

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



EXECUTIVE SUMMARY OF OUR ENGAGEMENT ACTIVITY AND WHAT WE HAVE HEARD



Our Reach

- 19 Engagement Events
- 14 Locations across the district
- 2 Reading Group activities
- 3 Surveys
- 318 returned surveys
- 318 Tenants and Residents engaged
- 6 Issues Raised – *note as tenants are becoming more familiar with the format of engagement less personnel issues are being raised.*



What we have heard



Communication



Anti-Social Behaviour (ASB)



Knowing who to contact



Customer Contact Experience



Promotion of events



Repairs and Maintenance

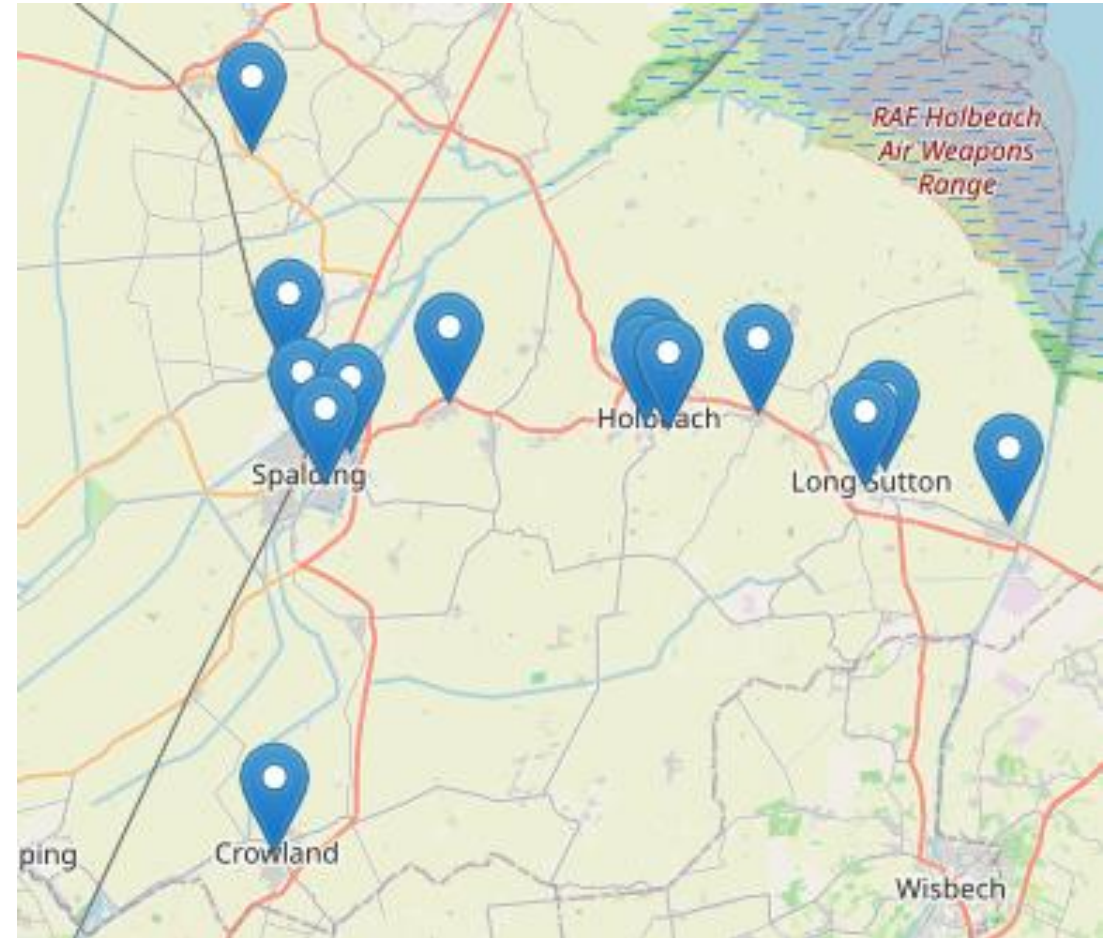


Waste Services



EXECUTIVE SUMMARY OF EVENTS AND LOCATIONS

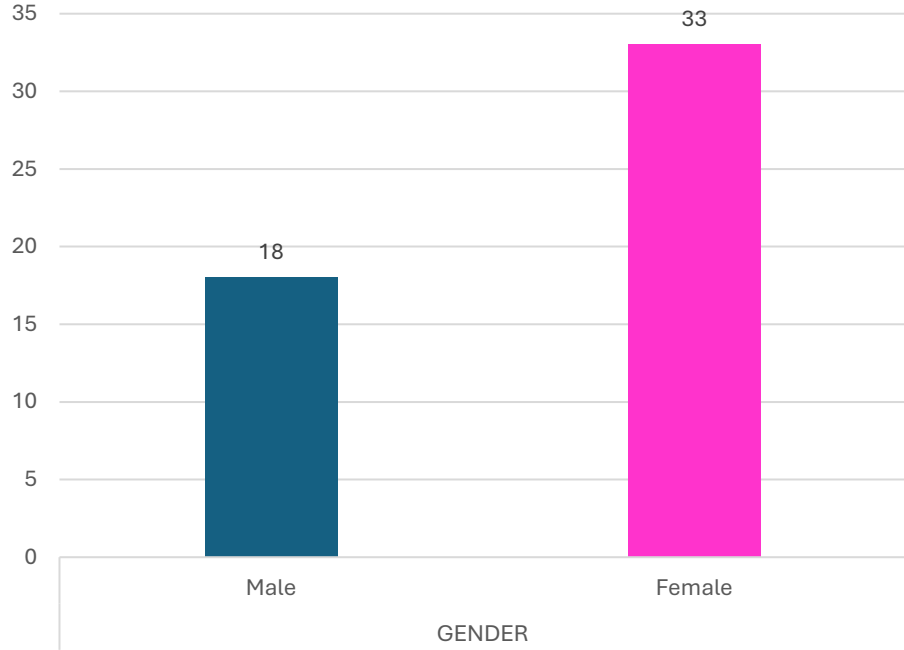
MONTH	EVENT
January	Complaints and Performance Focus Group
January	Tenancy Focus Group
January	Property Focus Group
January	Tenant Influence Panel Recruitment drive
February	Property Focus Group
February	Reading Group
March	Complaints and Performance Focus Group
March	Tenancy Focus Group
March	Property Focus Group
March	Tenants Forum
March	Meet the Managers
March	Sheltered Housing Focus Group
March	Sheltered Housing Focus Group
March	Sheltered Housing Focus Group
March	Repairs Roadshows x 6



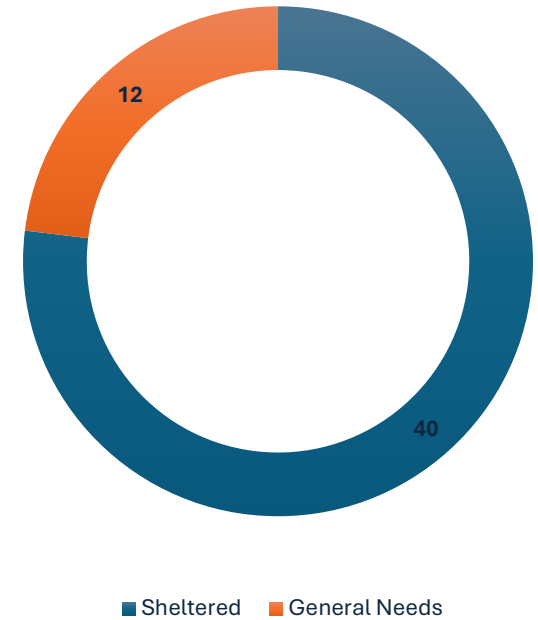


DEMOGRAPHICS OF TENANTS WHO HAVE ATTENDED EVENTS DURING QUARTER 4

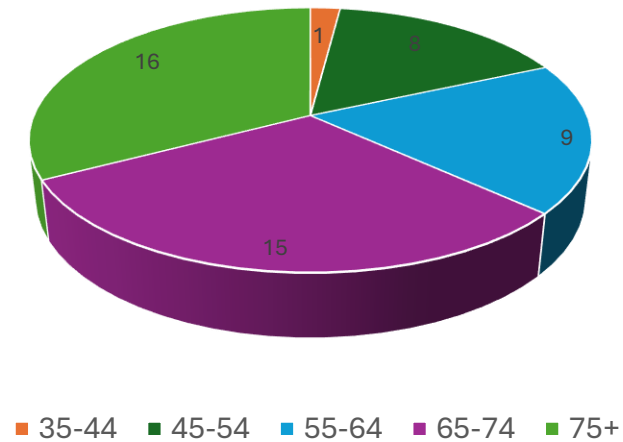
GENDER OF TENANTS ATTENDING EVENTS



TENURE OF THOSE ATTENDING EVENTS



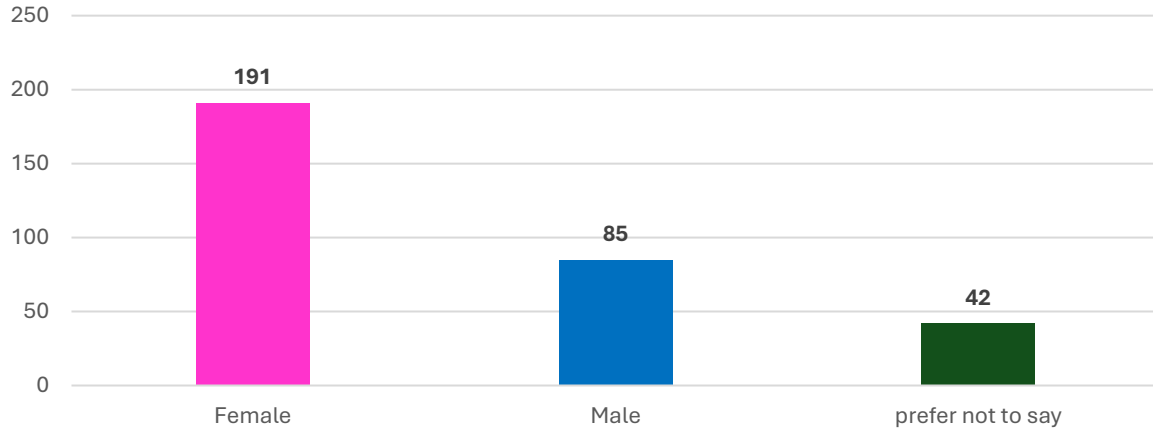
AGE RANGE OF THOSE ATTENDING EVENTS



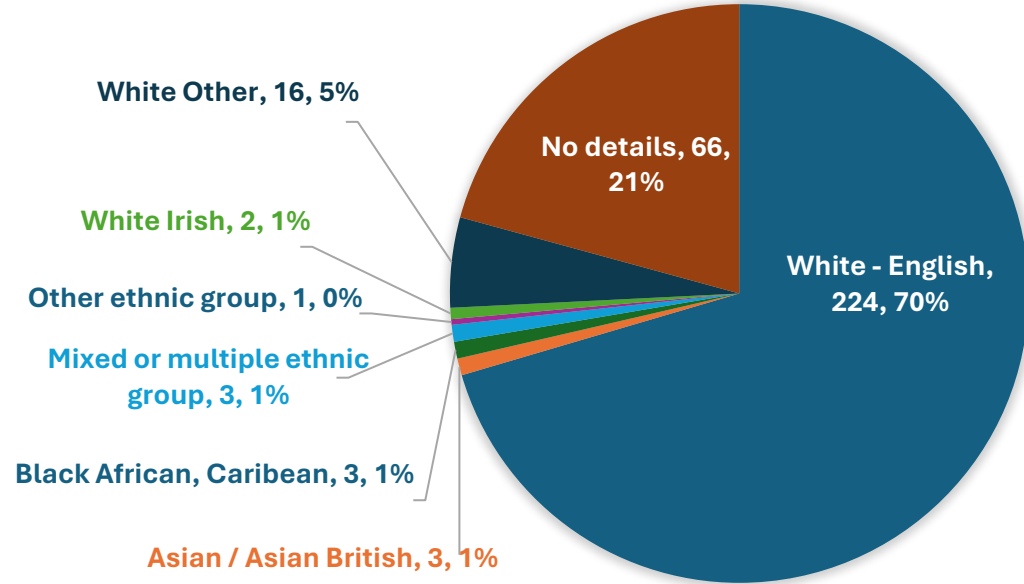


DEMOGRAPHICS OF ALL TENANTS WHO HAVE ENGAGED DURING QUARTER 4

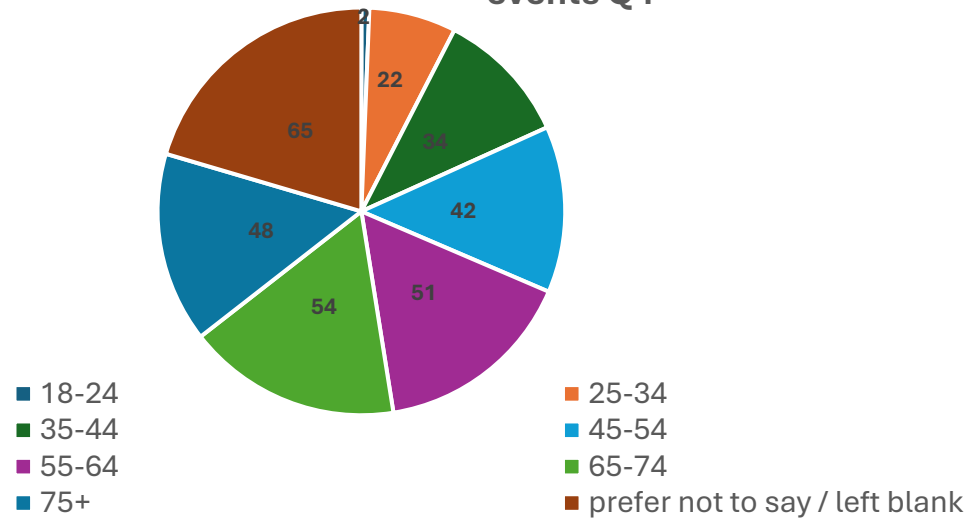
Gender of all who have taken part in surveys or events Q4



ETHNICITY ALL WHO HAVE ATTENDED EVENTS OR SURVEYS IN Q4



Age Range of all who have taken part in surveys or events Q4





MEET THE MANAGERS

Focus: An opportunity for tenants to meet the managers behind the services that are provided to them.

Number of contributors: 5

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: One event held at Long Sutton with 5 in attendance. All tenants came as they were interested in meeting the Managers, but none of the tenants had any major concerns or service issues they wanted to discuss. Managers took the opportunity after introductions to talk to tenants about the upcoming Repairs Roadshows and helped shape the format for those.

Immediate outcomes:

- Repairs Roadshows formats discussed and agreed
- Surveys looked at for clarification.

Medium term outcomes:

- Annual Report / publications discussed, and Tenants wanted the opportunity to be part of the design for the Annual Report for the coming year.

Impact: (from feedback forms)

- Tenants felt listened to and appreciated talking to managers from each department.
- Meeting other tenants to discuss repairs service and any questions from this was reassuring
- Repairs Roadshows advertised and format understood by tenants.
- Tenants Group to be set up to help shape the 25/26 Annual Report.



TENANTS FORUM

Focus: All Tenants signed up to the Forum are invited and the event advertised widely for others to attend

Number of contributors: 8

Aims and objectives: Giving tenants direct access presentations on topics of their choice – this quarter the focus was on Ageing Better, Staff Competency and Conduct and Waste

Summary of feedback: All tenants enjoyed the talk from Ageing Better and found it interesting – especially around talks of uneven paths, obstacles in the way. Code of Conduct was discussed and tenants' views taken on board. Waste Services could not attend, however discussion over collections and any questions were collated and sent to Waste for answers.

Immediate outcomes:

- Waste questions sent to Waste, replies received and forwarded to those present.
- Questions on how to report raised covers on works done by drainage and BT raised and feedback given
- Tenant having issues with pigeons and solar panels resolved with wiring around panels.

Medium term outcomes:

- Waste to be invited to more tenant events to provide information.
- Forum to be asked about what else they want to see at the Forums going forward.

Impact:

- Tenants felt listened to and appreciated the variety of information.
- To help with the understanding of the new Waste Services
- Wiring to be added to all solar panels going forward as standard



PROPERTY FOCUS GROUP

Focus: A look at Repairs, Voids, Transactional Surveys, Code of Conduct and specification for Stock Condition Survey

Number of contributors: 12 in attendance + Reading Group contribution of 6

Aims and objectives: To seek a steer on what was important to tenants regarding transactional surveys, what should be added to a specification for stock condition surveys and what tenants thought of the tenant's version of the Contractor code of conduct. For repairs and voids it was an introduction to each service to clarify what the services covered and how, including performance.

Summary of feedback: Tenants had very clear views on what should be included in any specification for the stock condition survey, including keeping tenants informed and the outcomes of the survey. They agreed that transactional surveys should take place with tenants being given the option to complete and post back or on-line. Performance and repairs and voids tenants found interesting and would like to have further exploration of the void's standard. The tenant's version of the code of conduct was approved with minor changes and contact details to be added – which is now with the Reading Group for approval.

Immediate outcomes:

- Code of Conduct for contractors – tenant version approved – now with Reading Group
- Transactional survey process agreed for Property Services
- Specification for Stock Condition Surveys agreed
- Tenants informed of performance on repairs

Medium term outcomes:

- Reading Group Seal to be added to Tenants Version of Contractors Code of Conduct
- Transactional surveys to be produced and wider team process formulised and agreed.
- Stock Condition Specification to be amended

- **Impact:** Tenant approved: Contractors Code of Conduct for distribution, stock condition survey specification, transactional surveys for Property services.
- Centralised way to monitor satisfaction with services – another tool for contract management
- Code of Conduct for Contractors Tenant version agreed and now with the Reading Group



TENANCY FOCUS GROUP

Focus: Anti-Social Behaviour Policy, Estate Inspections

Number of contributors: 7

Aims and objectives: To discuss and gather tenants' views on our drafted ASB Policy and deliver training on Estate Inspections and how tenants thought these should be shaped.

Summary of feedback: Tenants were asked about what they thought about various elements within the ASB policy including what should be considered ASB, timescales to respond, triaging ASB, what was high, medium and low risk ASB. Training on what Estate Inspections delivered and how tenants could take part took place with lots of varied views being collated.

Immediate outcomes:

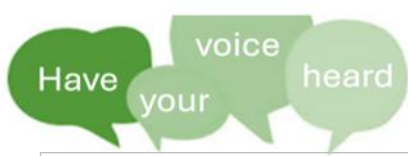
- Tenancy Focus Group gave their thoughts what should go into the draft ASB Policy
- Training on Estate Inspections, the importance and what could and couldn't be done was delivered.

Medium term outcomes:

- New ASB Policy to include:
 - timescales for managing and responding to cases including how to triage according to risk
 - nominated contact and how to contact them
 - approach to anonymity and how the Council will manage to this
- Estate Inspections:
 - New forms and process to be devised
- **Competency and Conduct Policy** – tenants fed into what was important to them.

Impact:

- Tenants feel that we take ASB seriously and have had their voice listened to prior to drafting an ASB policy.
- Tenants to be involved in shaping how Estate Inspections are delivered and tenants notified on this and how they can take part
- Shaping the Competency and Conduct of Housing Staff



COMPLAINTS AND PERFORMANCE FOCUS GROUP

Focus: To focus on the analysis of complaints and how performance is measured

Number of contributors: 8

Aims and objectives: Gather feedback on how we record and deliver our complaints service, including how we provide performance information on this for tenants.

Summary of feedback: Tenants were very interested in the approach to delivering the complaints service, especially getting to understand the difference between complaints and service requests. They thought that in future meetings it would be good to see some samples of the types of complaints to be able to get views on these.

Immediate outcomes:

- Tenants wanted the complaints process to be shared with tenants and communicated again – awaiting adoption of amended policy and then to draft comms to undertake this.
- **Transactional surveys on complaints** – tenants wanted to know the views from tenants going through the complaint process – all complainants for the year have been sent a follow up survey.

Medium term outcomes:

- Complaint Roadshows to be held with staff and Tenants over Spring/Summer to promote the service and ensure all are following the process.
- **Consider Incentives** for completing satisfaction surveys to encourage tenants to take part.
- **Competency and Conduct Policy** – tenants fed into what was important to them.

Impact:

- Tenants understand the importance of complaints and how we use the data to shape services.
- Preparation of tenants to scrutinise data.
- Wider understanding to all tenants on the importance of how to make a complaint.
- Better understanding on services and internal departments on how we deal with complaints.
- Shaping the Competency and Conduct of Housing Staff



SHELTERED HOUSING FOCUS GROUP

Focus: To focus on the sheltered housing and Independent Living Service

Number of contributors: 13

Aims and objectives: To revisit Aids and Adaptations new Policy and role of Trusted Assessors, consult on the proposed change of name for Cost-Of-Living Response Officers (COLRO), introduce new member of the team and discuss best ways of getting in touch, consult on the quarterly newsletter produced and introduce and Q&A session on Waste for new wheelie bin service.

Summary of feedback: Aids and Adaptations Policy – a lot of questions over the means testing and financial questions for clarity. Agreed title of COLRO needed changing to be more reflective of service, reminder to all present that Independent Living Officers (ILO) had direct phone line to use, Tenants wanted Quarterly newsletter to reflect more about Sheltered and Independent Living Service and less corporate news, discussion held about Waste and Q&A session on the new service.

Immediate outcomes:

- Tenants better informed about new bin collections, what to expect and Q&A factsheet devised to be able to distribute.
- Newsletter for the quarter included tenants' suggestions.
- How to contact the service stressed.
- New name for COLRO suggested.
- Suggestions and views on Aids and Adaptations Policy – but mainly for how it is promoted
- Understanding on how the Trusted Assessor format works.

Medium term outcomes:

- New names for COLRO Officers collated and sent to HR for changes
- Promotion on Aids and Adaptations and means testing to be done including video to go on website and to be used at events to be produced.
- Explore if it will be possible to give tenants information when they move into their properties of when their Kitchen and bathrooms to be surveyed to assess when they would be put onto the programme for an upgrade.

Impact: (from feedback forms)

- Quarterly newsletter to focus on the Independent Living Service and promote tenants' wellbeing
- Feedback into the Aids and Adaptations policy and how to promote the Means testing element
- Updated names for COLRO Officers – will make the service more relevant to tenants



REPAIRS ROADSHOW

Focus: The Housing Repairs Transformation Project

Number of contributors: 51

Aims and objectives: To offer tenants the opportunity to attend in-person events at various locations across the district, where they can participate in interactive sessions about the future of the Housing Repairs Service and contribute to the repair's consultation survey.

Immediate outcomes:

- Tenants better informed about the project and the current service.
- Tenants given digital and non digital opportunities to engage, including telephone calls.

Medium term outcomes:

- New repairs service offering based on tenant feedback
- A broad representation of tenants engaged in the project and views gathered to shape the future of the repairs service provision.

Next steps:

- Second round of tenant engagement being carried out in Q1 26/27
- Presenting findings to the Tenant Influence Panel in June 2026
- Modelling to understand any operational changes
- New policy to be drafted and presented to the Tenant Influence Panel in the Summer 2026.



SURVEYS AND CONSULTATIONS

Focus: 3 surveys and 5 consultation events.

Number of contributors: 318 returned surveys, 51 attended consultation events (and completed the survey)

Aims and objectives: Repairs survey and consultation events to gain tenants views on our current repairs service, timescales and priorities. ASB survey to review with tenants what they think is and isn't ASB, timescales for response to cases and support we should offer. Damp Condensation and Mould Survey to check on those who had received the service if the policy was being followed.

Summary of feedback: All survey responses and those who attended the events have helped shape the Repairs policy and ASB Policy and for DCM 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 repairs and the impact it will have on them.

Immediate outcomes:

- Feedback into our ASB Policy
- Assurance that DCM repairs are being carried out within timescales set and all processes being followed.

Medium term outcomes:

- Drafting of a new Repairs Policy that gives guidance on what tenant's think is important.
- Input into the new ASB Policy around timescales, what is ASB and how we support tenants.
- Revisit tenants to test the timescales and priorities drafted into the new repairs policy.

Impact:

- Tenants have had input into the design and re-draft of the ASB and Repairs Policies and services going forward.
- Assurance DCM service delivering services to tenants in-line with Policy and process

Further Reading:

Will be published once adopted by Cabinet



READING GROUP

Focus: Rent letter, Aids and Adaptations information pack

Number of contributors: 6

Aims and objectives: To provide feedback on tenants understanding of the Rent Letter which was due to go out in February 2026 and review the information and layout of the Aids and Adaptations information pack.

Summary of feedback: Tenants fed back their views on the annual rent letter suggesting that a softer tone to encourage those in financial difficulties to come forward, and an easier way to display service charges. For the Aids and Adaptations, a few words and the colours used on the forms was brought up for change.

Immediate outcomes:

- Lists of support and how to get help added to the rent letter.
- Servicing charging order changed

Medium term outcomes:

Currently feeding back the results of the Aids and Adaptations pack – changes will be updated
Further recruitment to the Reading Group to be undertaken.

Impact:

- Rent letters will be easier to understand – note less enquiries re service charges this year compared to last.
- Aids and Adaptations information clearer for tenants.



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 are unsure what the Voids Standard meant	We have delivered a session on this to tenants and will be expanding this over the year	Oct 26	CMy	Property FG in March delivered session on voids – voids to be explored further in year – on-going
Tenants report dissatisfaction with estates and ASB.	ASB information fed into Tenancy Focus Group to help with the scrutiny of ASB : <ul style="list-style-type: none"> • 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. 	May 26	AG	Drafting of Policy has involved tenants' views and has changed prior to going to PDP – results to be fed back to Tenants at the Tenancy Focus Group – on-going
	Pilot “In your Area” events for hotspot areas reported to us with Quality Checker Group and arrange pilot.	Jan 26	TN	Pilot took place and tenants appreciated this – more events to be planned – on-going



YOUR VOICE, WE HEARD

Your Voice	We heard (action) Medium term outcomes	Timescale	Assigned to	Update
You reported low attendance at Pop Up events	Work with Estates and TSM data to map out best locations to hold Pop Up events and provide list of events	July 26	BC	2 new Engagement Officers have begun leaflet dropping before events and this has already shown an increase in attendance - closed
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	This is still in progress with tenants being asked but limited response – new ways of approaching are being developed – on-going
Tenants asked to get regular updates especially by non digital means.	<ul style="list-style-type: none"> To develop an annual newsletter in addition to the annual report and to include in this information about the new wheelie bins implementation. To work with Estate Management to raise awareness of assisted wheelie bin collections. 	June 26 July 26	BC BC	Tenant Influence Panel are keen to work on Newsletter – new Team working to set up and Editorial Group by June 26 to help with this. Sending information from Waste to Groups to keep them informed – on-going



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	This is still on-going
Tenants have told us how they think our money should be spent through our Business Plan consultation	Summary of the 30-year Business Plan for tenants to be developed Event for feedback on business plan to be delivered	April 26	VC/BC	Summary document produced and checked with tenants - closed
Tenants have raised a lot of questions regarding the works through Warm Homes.	Produce a FAQ to issue to tenants based on the feedback given	Dec 25	SP	Now in place - closed
Tenants didn't think that the job title COLRO was suitable for Officers	We consulted with tenants at our Focus Groups to find out what name they thought would be appropriate for the Officers	May 26	PC	Tenants have chosen the job title Tenancy Support Officers – which has been adopted- closed



YOUR VOICE, WE HEARD

Your Voice	We heard (action) Medium term outcomes	Timescale	Assigned to	Update
Tenants would like to be more involved in developing the Annual Report	We will be recruiting for an Editorial Panel to help develop	June 26	BC	New Team tasked with setting up – on-going
Tenants want to make sure all documents are reviewed by tenants.	Reading Group Seal of Approval to be used on Contractor Code of Conduct	July 26	BC	Currently with Reading Group – on-going
How do we check on performance of contractors	Transactional Surveys introduced for Property Services. To implement an increase in the volume of works being inspected by SHDC surveyors following completion.	May 26	CH	Surveys developed with tenants – process began – on-going
Give us assurance over contractors coming into survey homes.	Stock Condition specification to be amended with Tenant views	April 26	CH	On-going
Tenants still not aware of the complaints process and are afraid to complain.	Complaint Roadshows to be held with staff and Tenants over Spring/Summer to promote the service and ensure all are following the process.	July 26	BC	On-going



YOUR VOICE, WE HEARD

Your Voice	We heard (action) Medium term outcomes	Timescale	Assigned to	Update
We think that there is a low return on some surveys and not everyone's voice is being heard.	Consider Incentives for completing satisfaction surveys to encourage tenants to take part.	Jan 26	BC	We have introduced incentives on surveys and added into the Engagement budget - closed
Tenants raised questions and needed clarity over Means Testing within the A&A policy.	Video for Aids and Adaptations to be developed and promote why we means test.	July 26	DC	Video developed and taken to Focus Group for comment – amendments made - closed
New tenants not sure when their kitchen and bathrooms will be due for survey for upgrade when move in.	Property to devise leaflet that will give information on this that can be stored against property and given out at void or when tenant enquires	Sept 26	CH	On-going
Tenants often reported lack of communication from services and Officers	We have engaged and consulted with tenants on what was important to them for staff behaviours to go into the Competency and Conduct Policy – tenants fed into what was important to them.	June 26	AG	Competency and Conduct policy drafted, staff code of conduct drafted – on-going

TENANT FEEDBACK



Thank you for listening and helping me – this has been so interesting.

I am learning a lot coming to these meetings.

We need to have more tenants coming to these meetings.

You need to promote more about all the good work you are doing.

Really enjoyed the repairs roadshows – informative and made us think about things.

What happens next?

I never knew you did so much behind the scenes

We need not to let Waste Services overtake our Engagement meetings.