

# Housing improvement plan

We have plans in place to make sure we're listening to our tenants and improving the services we provide, whether that's about repairs, your neighbourhood or the information we share. Here's a summary of some of the key improvements underway in 2026:

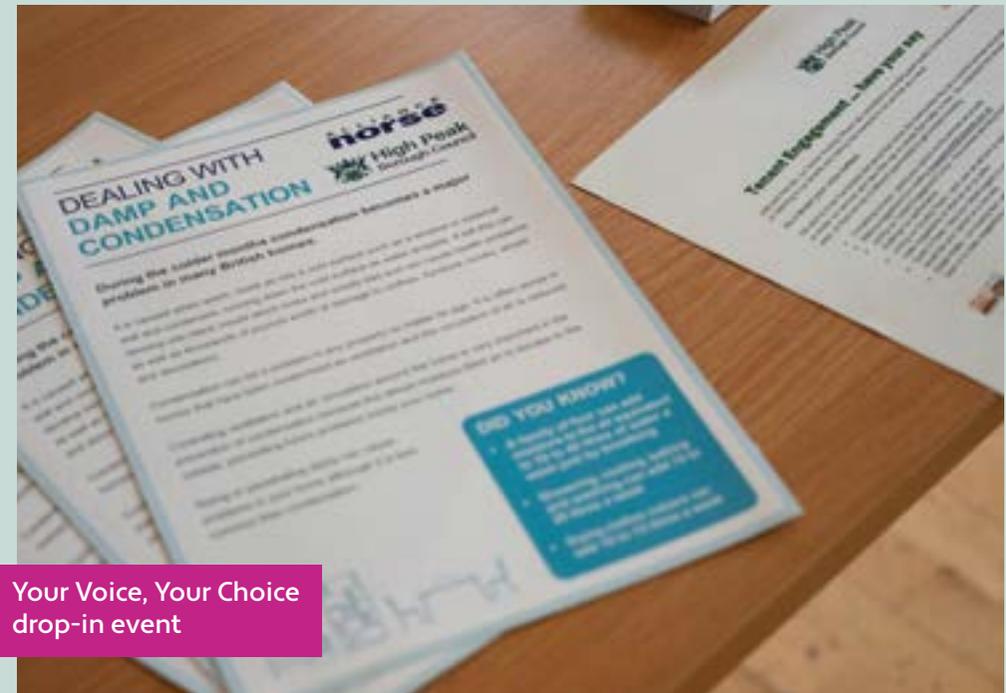
## More ways to get involved and have your say. We are putting our customers at the heart of everything we do

We're keen to hear about your experiences and thoughts to help us improve services and bring about positive change, so we're increasing the opportunities for you to get involved and have your say on what matters to you. We've launched our "Your Voice, Your Choice" events, where our housing teams are hosting drop-in events in your community to find out what matters to you.

We also have a programme of Estate walks planned; Estate walks give you the opportunity to join your housing officer in surveying your local area and to raise concerns you may have. These walks will help us agree, with you, improvements we can make to enhance your neighbourhood.

We are looking for new tenants to join our Tenant Engagement Group, which provides a regular forum for tenants to share their views, raise concerns, and review and scrutinise our performance, policies and service delivery.

You can find more ways to get involved by looking at our [Tenant Engagement page](#)



## Fair and inclusive services for all

We want to make sure that we treat all our tenants and their families with fairness and respect and that our services are inclusive to all. To do this we want to find out how we can deliver our services in a different way, that is better for you.

We want to make sure that when we are making decisions, we consider the needs of all our customers. To do this we will gather information on any support needs you or your family may have and tailor the delivery of our services to meet your needs.

We are keen to make sure that tenants from all backgrounds feel welcome joining all our engagement groups and we will be working hard to achieve this.



## Clearer performance information

So you can see how we are doing, we will be publishing performance information on repairs, complaints, safety checks and how your rent is spent on our [performance page](#) and in our Peak Performance newsletters.

Each year we undertake a survey to gather [Tenant Satisfaction Measures \(TSMs\)](#), which gives you the opportunity to tell us how you feel about the services we provide, so we can understand what we need to do better. Following the completion of these surveys we will agree with tenants' areas for improvement and develop and share an action plan on our website.



Clearer performance information on:

## Better complaints handling

We use complaints as valuable feedback on how we can improve.

We are looking at ways to make it easier for you to make a complaint, and we are making changes to the way we deliver services based on the lessons we have learnt.

We have appointed a dedicated Customer Feedback Officer, and we are providing front line colleagues with training on how to deal with your complaints, so your complaint is resolved to a satisfactory outcome.

To seek your views on our current ways of working we will be introducing satisfaction surveys.



## Improving homes

By the end of this year, we will have re-inspected all our homes to assess their condition. This will help us plan repairs and improvements now and for the coming years.

## Safety first

We continue to strengthen safety checks, including gas, electrical, fire risk and damp & mould compliance. Performance updates are shared with tenant groups and published on our performance page.

