

We have been working on our corporate plan which sets out our priorities for the next three years. In March, we asked you to give your opinion on what matters most and where we should focus improvement. Here's what you told us.

Who replied?

An incredible 1375 customers gave us their views. This is a much bigger response than we normally receive, so thank you for taking the time to make your voice heard.

I didn't get asked; why not?

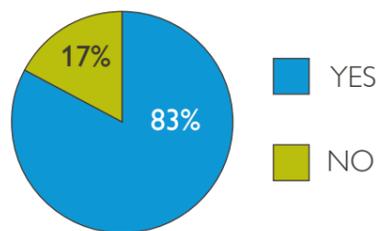
The survey was sent out via email and text message, so we needed to have either a mobile number or email address for you. Please let us know if your contact details change so we can keep you involved. We do carry out surveys by other methods such as telephone call, so you won't be excluded if you are not online.

Headline results

Many of you told us we are doing well, but there is room for improvement.

- You'd like us to do more property improvement works, especially in relation to heating and windows.
- You think we should take more care over the look of our neighbourhoods, with grounds maintenance a main area of concern.
- You have told us we need to improve our day-to-day communication and get better at listening to customers.

Does your home meet your needs?



We asked whether you felt your home met your needs. Reassuringly, 83% of you agreed that your

home is suitable. However, this figure did drop for households with young children. It was therefore not a surprise that having more space, or an extra bedroom, was the top response in terms of what would make people's homes more suitable. After space issues, you wanted us to sort out your kitchen/bathroom and deal with heating problems.

Health and safety

We asked if you were satisfied with the health and safety of your home. 76% were satisfied while a further 12% were indifferent. Your biggest concerns related to heating or damp issues, and problems with windows. Reassuringly, very few people reported any worries in relation to fire safety or security.

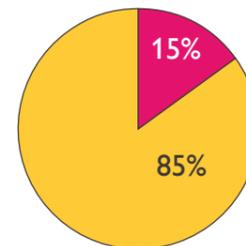
Neighbourhoods

We asked if you felt we contributed enough to your neighbourhood. 71% of respondents agreed that we did. Of those who disagreed, grounds maintenance was a major concern. However, we also received a large number of comments about our visibility within neighbourhoods and that we should be seen out and about more. There were also lots of comments here about improving our communication, for example, letting you know what is happening about repairs or improvement works.

However, when we asked if you felt we should spend more money on neighbourhoods, most of you disagreed, saying that homes should be the priority.

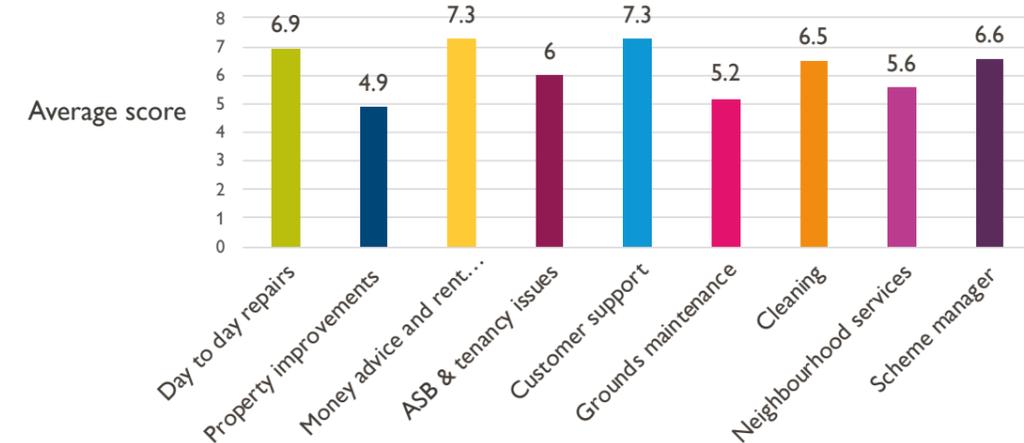
Should we spend more on neighbourhoods, even if it means spending less on homes?

■ YES ■ NO



Our services

We asked you to score a number of our service areas out of 10. We scored well in relation to money advice/rent queries and customer support. However, we scored disappointingly in relation to property improvements and grounds maintenance. We know both of these services were impacted by the Coronavirus pandemic, but will still be looking at how we can improve.



On the bright side

Thank you to everyone who took the time to express their appreciation for our services. It really means a lot to us to know that we are making a positive difference to people's lives.

"First class service from a first-class company."

"There is nothing to add, the service has been superb."

What now?

Your feedback has given us really useful information to work on. Some things we are acting on immediately, while other views will be considered by our Board in agreeing our three-year plan.

Immediate action:

- We are contacting around 350 customers who left comments that we thought needed following up. We will work with them to resolve their individual issues or concerns wherever possible.
- We have given detailed information on the scores and customer comments to idverde, our grounds maintenance contractor. They are auditing all the areas where we scored most poorly to find out what action is needed to put the situation right. We will be monitoring their performance extremely closely over the coming months.
- We are trialling a new service which enables us to repair blown double-glazed windows rather than replacing them. Because this costs much less we will be able to help more people.

For consideration

Our senior management team and Board are considering all of the feedback and how this should be reflected in our three-year plan. This will include looking at spending priorities and how your feedback fits in with Government requirements, such as meeting certain environmental targets.

We know that one of our priorities is to increase our customer feedback and involvement activity and we've already signed up to the National Housing Federation's Together with Tenants charter.

