

# Together with Tenants:2025-2026 Action Plan

*Strengthening relationships between housing associations and residents*



## Commitments:

*Housing associations that adopt the Together with Tenants charter are making seven commitments:*

1. **Relationships:** Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.
2. **Communication:** Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.
3. **Voice and influence:** Housing associations will seek and value the views of residents and will use this information to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.
4. **Accountability:** Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services.
5. **Quality:** Residents can expect their homes to be good quality, well maintained, safe and well managed.
6. **When things go wrong:** Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.
7. **Equality, Diversity and Inclusion:** Housing associations will be inclusive organisations which seek views from all groups. Approaches to resident involvement will be inclusive by engaging with residents from a range of backgrounds and experiences. Consultations with residents will include outreach to underrepresented communities, including through targeted communications

[National Housing Federation - Together with tenants](https://www.housing.org.uk/TogetherWithTenants)

## Action Plan:

<b>Relationships</b>			
<b>Ref</b>	<b>Commitments</b>	<b>Actions</b>	<b>Progress</b>
1.a	Customer involvement & communities' strategy, involvement offer, and service standard statement.	Use our customer involvement & communities' strategy, involvement offer and service standards to inform our work and publish an updated set of documents for 2025-2028	New 3-year strategy approved by Board in July and 3-year action plan created <a href="https://www.selwoodhousing.com/get-involved/">https://www.selwoodhousing.com/get-involved/</a>
1.b	Value, support and develop our volunteers.	Hold sessions/events to acknowledge the work of customers who volunteer for us and promote their contributions through our communications.	Planning another thank you event for June, during volunteers' week.
1.c	Value, support and develop our volunteers.	Provide support and training to the scrutiny team and other involved customers through access to TPAS and other training providers.	Intro / refresher for scrutiny held in December.
1.d	Ensure Scrutiny are informed of high-level business notices.	Provide updates from the executive committee meetings at Scrutiny quarterly business meetings.	PW will attend the next meeting.
1.e	Ensure all changes to customer-facing services and policy reviews include customer involvement.	Engage with teams across the business to develop involvement opportunities for each service/policy change.	Worked with Asset team (Asset Management Strategy) and neighbourhoods' team (Communal areas and Hoarding).
1.f	Selwood values - developed by staff - and accompanying behaviours guide to set out how we work.	We had 249 nominations made across the organisation for the awards, made by 86 staff members which we felt was a great number of nominations. There were also 135 votes cast for the team poll, so a good level of engagement from staff. The activity at staff event discussing a potential change to our values was also well received and	For this quarter we received 43 Living the Values award nominations, with the All Values and 'We are customer driven' categories being the most popular. We also ran a survey in November to understand staff's understanding of the new values and the first quarterly Awards process. 65% of staff could name 3 or 4 Values and 75% of staff

		attracted good participation from field and desk-based staff alike.	knew that the awards were now quarterly. We also saw a relationship between the order we list the awards in our communications and their corresponding awareness levels. We will run further surveys in the future to help us build awareness and understanding of the Values and the awards.
1.g	Keep customers updated in developments of Horizon, Dynamics and the customer portal.	Quarterly update on progress of Phase 1	The Customer support team now have the ability to manage contacts with customers within Dynamics (our new contact management system), with this phase of Dynamics going live in November. Work on rents is ongoing and we are now planning out the work on lettings, and any associated portal development.

## Communication

Ref	Commitments	Actions	Progress
2.a	Regular communication with all customers on key notices and features that customers have told us are priorities through Customer Conversation 2021.	For the customer update, this continues to be sent each month. Our July issue covered topics such as domestic abuse, highlighting as a HA our responsibilities on this matter, as well as feeding back on a number of involvement activities. In June we featured articles around water safety and cost of living advice to lower water bills. As you know, we'll support the next customer conversation update and will take forward any changes to customer's stated priority areas.	<p>Quarter 3 was a busy time for communications, with Barry announcing his resignation from Selwood Housing, Awaabs' Law coming into effect, the production and distribution of our customer annual report and importantly, responding to the fire at Edmund Park in Frome.</p> <p>We took a very proactive approach to our communications around Awaabs' Law, sharing info and advice through the customer update, on social media and our website. We were pleased to</p>

			<p>see some positive customer feedback shared on social media regarding our response to damp and mould.</p> <p>In December, we provided regular updates on how our operational teams were supporting the customers that were most impacted by the fire at Edmund Park. We responded to a number of media requests including BBC Points West and BBC Radio Somerset and liaised closely with Frome Town Council and other partners. We will continue to share updates around key timings in 2026, always mindful of putting impacted customers first in this process.</p>
2.b	Promote involvement opportunities and outcomes to customers.	Monthly Involvement & Communities mailout sent to all customers who have requested further information on involvement opportunities.	Monthly newsletter sent electronically in Oct, Nov, Dec, current numbers are 1388 online. Quarterly postal newsletter postponed from December to January as there will be more information to send.
2.c	Promote involvement opportunities and outcomes to customers.	Results, feedback and outcomes - you said, we did - of all involvement opportunities published through mailout and I&C website pages.	<p>We continue to feedback to all customers via our "Created with Customers" webpage with regularly updated info on how involvement has influenced service changes:</p> <p><a href="https://www.selwoodhousing.com/get-involved/created-with-customers/">https://www.selwoodhousing.com/get-involved/created-with-customers/</a> We also link to these in the monthly mailout and some go in the customer newsletter which is electronic and postal.</p>

2.d	Promote Stronger Communities Fund to local communities and enable groups to apply for funding.	Promotion of Stronger Communities Funding through website, social media, customer newsletter and mailout and external channels.	Continued promotion of Stronger Communities Fund through our newsletters and socials, seeing more applications from new community groups and across different areas.
2.e	Promote Stronger Communities Fund to local communities and enable groups to apply for funding.	Support local communities to apply for grants through simple application system and good communication throughout process.	Met with contractors Travis Perkins to discuss what projects they would fund, awaiting decision. Received funds from contractors Huw Grays. These payments make the fund more sustainable for future.

### **Voice & Influence**

<b>Ref</b>	<b>Commitments</b>	<b>Actions</b>	<b>Progress</b>
3.a	Customer representation on Board - three of nine places reserved for customers.	Three customers currently on Board and vacancies advertised when they arise.	Voids review in progress.
3.b	Scrutiny team empowered to carry out their function and have a voice.	Scrutiny team of volunteer customers conduct reviews into services and performance.	Voids report listed on agenda for 18th March 2026 Board meeting.
3.c	Scrutiny team empowered to carry out their function and have a voice.	Scrutiny attend Board meetings on completion of reviews to present their reports.	Scrutiny reps to attend March board meeting to report on review.
3.d	Scrutiny team empowered to carry out their function and have a voice.	Monitor and complete all actions agreed from scrutiny review #15 into Operational Communications	Complete (monitoring one action re: EDI data)
3.e	Scrutiny team empowered to carry out their function and have a voice.	Monitor and complete all actions agreed from scrutiny review #16 into Damp & Mould	Complete (monitoring two actions re: EDI data and publication of service standards)
3.f	Scrutiny team empowered to carry out their function and have a voice.	Monitor and complete all actions agreed from scrutiny review #17 into Asset Management	Complete (monitoring one action re: printed brochures) Review #18 complete, all actions being monitored.

3.g	Together with Tenants charter and action plan.	Scrutiny team input into the annual revision of the commitments and actions of the TWT action plan.	Any changes/additions etc to format of TWT action plan to be suggested by scrutiny by middle of March 2026. I&C team to adapt plan to make it more user friendly and look at ways of making the reporting simple for scrutiny and for sharing with customers.
3.h	Customer conversation conducted every three years to inform service delivery.	Carry out customer conversation in October 2024 and publish all findings.	EDI data analysed and report scheduled for March Board, can be shared with scrutiny after.
3.i	Customer conversation conducted every three years to inform service delivery.	Use customer conversation outcomes to update and guide future decisions and service delivery - keep customers updated.	From the Customer Conversation survey we ran follow-on tenancy audits to customers affected by Damp & Mould who'd stated they were struggling to keep their home warm. These were carried out by some of the Priority Neighbourhoods' team: Focusing on the 2025-26 Priority Neighbourhood area. 43 customers effected by Damp & Mould (from QL report) that also stated in CC2024 survey that they struggled to keep home warm. Engaged with all 43 customers (some change of tenancies since CC2024 survey) some didn't want to take part and no longer had any issues. Carried out 24 full tenancy audits and surveys to gain understanding. Resulted in 9 Tenancy Sustainment Referrals. 2x customers highlighted to neighbourhoods' team as not being in suitable accommodation any longer. 7x properties revisited by

			<p>the damp &amp; mould specialist surveyors: 3x properties had additional works raised, 4x no further action required. Cih list surveyors: 3x properties had additional works raised, 4x no further action required.</p>
3.j	Involve customers in the development of the customer portal.	Involve customers in playback session of lettings part of portal, forecast for Autumn 2024	Now that the new contact management system has gone live, we have started planning the work on lettings, and any associated portal development work.
3.k	Rant & Rave customer feedback platform used to measure and monitor transactional customer satisfaction with various services, via SMS and email	Use Rant & Rave real time data to respond to specific, individual issues promptly	<p>Real-time Rant &amp; Rave feedback continues to be monitored daily, with low-score alerts reviewed and assigned to service teams for prompt follow-up.</p> <p>Keyword-based alerts—agreed with the Awaab’s Law project team—are now in place within Rant &amp; Rave. When an alert is triggered, it is forwarded directly to the Customer Support Team for review and action.</p>
3.l	Rant & Rave customer feedback platform used to measure and monitor transactional customer satisfaction with various services, via SMS and email	Share Rant & Rave aggregate data with relevant service heads so that it can be used to inform decisions on service improvements	The Rant & Rave dashboard remains available in Power BI, although current usage levels are lower than expected. The dashboard will be promoted again to increase visibility. A survey has been issued to managers and heads of service to understand how colleagues’ access and use the platform and its data. Early responses suggest that many colleagues log directly into the Rant & Rave portal, indicating that some may be accessing their results outside of Power BI. Findings from the

			survey will inform how we communicate insights going forward.
3.m	Customers provided with range of opportunities to get involved and feedback used to influence decision making and improve our services.	Involve customers in all customer-facing policy creations and renewals throughout the year including Tree Policy; Unacceptable Behaviour Policy; Mobility Scooter Policy; Tenancy Fraud Policy; Domestic Abuse Policy; Empty Homes Policy; Fencing & Boundaries Policy	6 customers attended in person focus group on Asset Management Strategy. 5 customers attended in person focus group on Communal areas. 7 customers attended in person focus group on Hoarding, with another 2 attending an online version.

### Accountability

Ref	Commitments	Actions	Progress
4.a	Transparency of decision-making, governance, finance and performance.	Board AGM minutes published on website published annually in November	Board AGM minutes published on website published annually in November <a href="#">Our board of directors - Selwood Housing - Affordable Homes</a>
4.b	Transparency of decision-making, governance, finance and performance.	Annual financial report published online annually in July.	Annual financial report published online annually in July. <a href="#">Financial statements and statutory accounts - Selwood Housing - Affordable Homes</a>
4.c	Transparency of decision-making, governance, finance and performance.	Environmental, Social and Governance report published on website annually in June	Environmental, Social and Governance report published on website annually in June <a href="#">ESG report - Selwood Housing - Affordable Homes</a>
4.d	Transparency of decision-making, governance, finance and performance.	Annual performance report for customers published on website and shared in customer newsletter in September	Annual performance report for customers published on website and shared in customer newsletter in September <a href="#">Customer annual report - Selwood Housing - Affordable Homes</a>
4.e	Transparency of customer involvement.	Involvement & Communities' team annual report published on website and shared through Involvement & Communities mailout.	To be published at end of financial year.

4.f	Transparency of Stronger Communities Funding.	Policy and published on website with all criteria clearly detailed.	Policy approved by Exec in July <a href="https://www.selwoodhousing.com/get-involved/stronger-communities-fund/">https://www.selwoodhousing.com/get-involved/stronger-communities-fund/</a>
4.g	Transparency of Stronger Communities Funding.	Quarterly publication of projects funded and promotion of project outcomes.	<a href="#">Stronger Communities Fund - Selwood Housing - Affordable Homes</a>
4.h	Transparency of Stronger Communities Funding.	Publication of annual Stronger Communities Fund spend.	To be published at end of financial year.
4.i	Transparency of spend of Development Homes England grant funded schemes over £500.	Development Homes England grant funded schemes published online for spend over £500.	N Homes England spend in Q2. This is stated on the web site. There will be no spend in Q3. But there will be from Q4.
4.j	Publish the Scrutiny team's findings to all customers.	Scrutiny team's review reports published on website and promoted through mailout.	New infographic published as a more customer-friendly version of the board report <a href="https://www.selwoodhousing.com/get-involved/our-scrutiny-team/scrutiny-service-reviews/">https://www.selwoodhousing.com/get-involved/our-scrutiny-team/scrutiny-service-reviews/</a>
4.k	Publish the Scrutiny team's findings to all customers.	Scrutiny Chair's annual report published on website and promoted through mailout.	<a href="#">Our scrutiny team - Selwood Housing - Affordable Homes</a>
4.l	Together with Tenants charter and action plan.	Scrutiny team monitor and challenge the commitments and actions of the TWT action plan at their quarterly business meetings.	Monitoring to take place at all quarterly meetings
4.n	Independent Tenant Satisfaction perception surveys conducted quarterly, in line with regulatory TSM requirements.	Monitor and publish quarterly results from Tenant Satisfaction Measure surveys	There was an error in the previous quarterly update—apologies. TSM data is provided through a quarterly report produced by Acuity, the third-party organisation that conducts the survey.
4.o	Rant & Rave customer feedback platform used to measure and monitor transactional customer satisfaction with various services, via SMS and email	Monitor and publish high-level results and stories from Rant & Rave customer surveys	The BPI team has shared headline metrics including overall satisfaction, highest-scoring month, and total feedback volumes. The Communications Team now has access to the Rant & Rave platform and regularly uses it to identify positive

			comments about colleagues and services. These are shared through staff updates, staff briefs, and externally on our social media channels.
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<b>Quality</b>			
<b>Ref</b>	<b>Commitments</b>	<b>Actions</b>	<b>Progress</b>
5.a	Plans to deliver 1,700 new, affordable local homes by 2033.	Number of locally affordable homes built against target of 150 during 2024/25	We are forecasting between 150 and 170 homes by March 2026. And up to 200 homes in 2026/27.
5.b	Plans to deliver 1,700 new, affordable local homes by 2033.	Number of locally affordable new homes started	We continue to have a strong development pipeline. There are 667 homes in the pipeline as of Nov 25 (committed, in negotiation, reserve). In 2025/26 we have signed contracts on seven schemes for 240 new homes. We are on track to deliver 1700 new homes by 2033.
5.c	Selwood Housing Decent Homes Standard monitored.	Annual report	We continue to provide regular updates to the Customer and homes committee. At the November meeting we reported 175 elements in 147 homes projected to fail the Decent Homes standard at year end. Most of these failures are due to defective cavity wall insulation (CWI) that we've identified via a survey programme in 25/26. We're currently procuring a contractor to extract and refill CWI and will make these homes decent during 26/27
5.d	Asset management strategy published 2022 included target of	Annual report	No change from Q1 update See "Assets" tab for update on

	EPC C+ rating for all homes by 2030.		progress of the Warm Homes: Social Housing Fund
5.e	Publish quarterly details of performance against targets on all planned improvement programmes	Report to GDAC quarterly on work completed against targets and updates to forecasted works.	Planned programmes delivered against full year target (in brackets) 1st of January 2026: <ul style="list-style-type: none"> <li>• Windows 132 (150)</li> <li>• External Doors 165 (200)</li> <li>• Domestic roofs 167 (183)</li> <li>• Fascias &amp; soffits 13 (15)</li> <li>• Kitchens 295 (400)</li> <li>• Bathrooms 124(160)</li> </ul>
5.f	Publish details of the progress of the Social Housing de Carbon Fund project	Number of properties to have undergone completed works and raised EPC level to C+	Work is complete at 50 of the 68 properties.
5.g	Continue resident engagement throughout decarbon project to support customers through the works	Update on resident engagement methods from customer liaison officer and I&C team	No further change to update on
5.h	Promote work on neighbourhood management, specifically tackling ASB, with regular news features in the customer newsletter and on website	Update quarterly	Over the period the ASB procedure has been reviewed with minor amendments and the ASB page on the website has also been reviewed. The number of ASB cases open as of Mon19/01/26 is 81, which reflects a slight drop, consistent with seasonal variations in demand. The ASB Tenant Satisfaction Measure (TSM) for the end of Q3 is 65%. While this has seen a reduction it remains in the upper quartile range compared with our peers.
5.i	Create more efficient housing management system by moving over to Dynamics from QL.	Update quarterly on progress of Phase 1 which includes Tenancy Sustainment case management; Domestic Abuse	During the quarter we've launched Phase 1c in Dynamics (new contact management system) from start of

		recording; Safeguarding recording, reporting and monitoring; ASB case management and recording of tenancy breaches	November 2025. This has resulted in Customer Support coming online with Dynamics. Colleagues were supported through this transition with training through our learning and development team. We're currently supporting user acceptance testing (UAT) for the QL upgrade.
5.l	Carry out 5-year Priority Neighbourhoods' Project across our communities.	Carry out review and provide feedback to customers on the 2023 project on Westbury & Warminster	The Q3 update has been completed to capture the Xmas activities within the Priority Neighbourhoods areas. Information has been shared on the Selwood website Priority Neighbourhoods page. The Priority Neighbourhoods Project Team met in January 2026 to consider projects and initiatives during the final qtr. through until the end of March 2026.
5.m	Carry out 5-year Priority Neighbourhoods' Project across our communities.	Use Customer Conversation 2024 to inform the plans for 2025 Priority Neighbourhoods' project	The following activities were delivered over the period in terms of our Priority Neighbourhoods approach. A Xmas event at Homestead including a festive quiz and refreshments. A similar event was also held at the Giffords, Hilperton. The customer engagement following the Customer Conversation 24 was also completed around damp & mould, heating and affordability. This resulted in targeted surveys being completed and the data reviewed. Customers who required additional support were referred to our Tenancy Sustainment Team

<b>When things go wrong</b>			
<b>Ref</b>	<b>Commitments</b>	<b>Actions</b>	<b>Progress</b>
6.a	Adopted the Housing Ombudsman Complaints Code.	Complete Housing Ombudsman code self-assessment annually and publish results on website.	Self-assessment reviewed and added to Selwood Website
6.d	Complaints Forum created from customer volunteers to review staff management of complaints.	Customer complaint forum will be informed and supported to meet quarterly and to review anonymised complaints and their outcomes.	A new forum member attended the induction meeting and will join the forum at the next meeting on February 26. A budget has been agreed to enable the forum to access further training.
6.e	Complaints Forum created from customer volunteers to review staff management of complaints.	Customer complaint forum reports to be published quarterly on website	<a href="#">Customer complaints forum - Selwood Housing - Affordable Homes</a>
6.f	Complaints system is straight-forward and promoted to customers.	Complaints process to be regularly promoted in customer newsletter and process detailed clearly on website	The October customer newsletter includes a section about learning from complaints and included the following links Find out more about the complaints process on our website or email <a href="mailto:complaints@selwoodhousing.com">complaints@selwoodhousing.com</a> .
6.g	Transparency of customer feedback on complaints	Learning outcomes of complaints to be shared 6-monthly in customer newsletter	<a href="#">Complaints and compliments 24-25</a>
6.h	Transparency of customer feedback on complaints	Annual reports on complaints to be published including Board report and Customer Annual report.	<a href="#">Complaints and compliments 24-25</a>

<b>Equality, Diversity &amp; Inclusion TBC NEW SECTION</b>			
<b>Ref</b>	<b>Commitments</b>	<b>Actions</b>	<b>Progress</b>

7.a	Increased data accuracy of the customer EDI data in our housing management systems	Cleanse of existing EDI data.	Completed
7.b	Increased data accuracy of the customer EDI data in our housing management systems	Ensure new housing management system Dynamics has the requirements to store & update necessary data	Completed
7.c	Increased data accuracy of the customer EDI data in our housing management systems	Collection of EDI data – this will be collected through existing processes and customer interaction.	EDI project second phase has started, the project group is Barry Hughes (CEO) Verena Buchanan (Director) Emma Trapmore (Business Insight) Hannah Enderby (Income & Lettings) Laura Pictor (Customer Involvement). The project team is currently working with all customer-facing teams to collate a record of all adaptations we make as teams for customers who need extra support due to equality protected characteristics, or due to socio-economic issues. We will then look at what gaps there are and also what EDI information collection is required. The Customer Conversation survey of 2024 increased our customer equality data by 5%.
7.d	Communications plan to ensure customers are aware of why EDI data is collected and what is it used for.	Communications plan to ensure customers are aware of why EDI data is collected and what is it used for.	This will follow on from the action above.
7.e	Awaab's Law	Action requested by scrutiny in Q2 for a shared update on the new process	The new process for Awaab's Law was introduced in October 27 <sup>th</sup> 2025, and 978 cases have been recorded up until 09/01/2026 (the majority being heating

			failures, which makes sense given the time of year) covering the relevant hazards. Within Damp and Mould, there have been 39 significant cases and 1 emergency case during this period. There triage system is continually being review and updates applied to processes and scripting to further refine the process.
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<b>Scrutiny monitoring quarter 3</b>		
<b>Ref</b>	<b>Questions/Comments from scrutiny team</b>	<b>Response from Selwood</b>
2	SBR praised the effective handling of communicating to customers about Awaab's Law and the resignation of Selwood Housing's CEO, alongside keeping up strong routine comms.	Comment passed on, no response required.
4	RD raised concerns about the accessibility of informative documents such as financial reports for customers on Selwood Housing's website. The team discussed possible solutions, including adding a dedicated tab or page for reports and statistics, to make such information more accessible without cluttering the homepage.	Response from Fran Ginn, Group marketing and communications manager: Our 'how we're doing' page - <a href="#">How we're doing - Selwood Housing - Affordable Homes</a> provides links to all of our main reports including TSMs. This sits within the 'about us' section at the top of the site. Our customer annual report, which should pull out key highlights from across our reporting, is also printed in hard copy and sent to each customer. We can add a direct link to the TSMs to this homepage module. Our approach is definitely to be as transparent as possible.

		(I have asked if this page can be in a more prominent place on the website)
4	RD asked whether there were statistics available on numbers of calls, emails into Customer Support and the footfall in reception and if this was changing.	<p>Response from Jo Morrison, Customer Support Manager: We have no figures for reception as it's not something easy to monitor but when we re-opened after Covid it was definitely quieter than it used to be for quite a while. It is busier now but still not quite as busy as before Covid as there are various meetings, such as sign-up's for new tenancies, etc that no longer happen in the office.</p> <p>Call volumes have changed since Covid a bit. In financial year 2019-2020 the team answered just over 60k calls but in the first year of Covid, 2020-2021 they answered just over 50k but this has stayed pretty consistent since as 2024-2025 was 49642.</p> <p>Again email is tricky to monitor as due to the volumes we receive, you can't easily go in and see how many emails were dealt with in the last 3 months. But anecdotally, I would definitely say the volume of emails and queries via the website is much higher than it used to be.</p>
4	ABL commented that there used to be a screen in reception showing news and information, could this be brought back?	<p>Response from Amy Roberts, Marketing and communications specialist: We used to regularly produce content for the screen in reception but it tailed off after covid, partly due to the drop in footfall, and partly because the screens often wouldn't work! We had a subscription to an online system that worked via an Amazon firestick as I recall, and IT were often having to step in. I'll take a look at the one in reception and see if there's an easier way we could do it e.g. plugging in a USB stick. I agree that it's a communication channel that we might as well use, as we have it.</p>

5	General comment for this section – please would you provide links to any documents that are on the website. Just makes it a bit easier to review if we can go straight to the documents referred to.	Agreed, will ensure links on all references in future.
5c	Has a contractor to extract and refill CWI been confirmed and a start date decided in order to make the failed homes decent during 26/27?	<p>Response from Nick White, Contracts Manager: The CWI Contract has been awarded to Sureserve (Previously known as LCX). We are now in a 10 day “cool off period” and when we reach the end of this period (18<sup>th</sup> Feb) the Contract will formally be awarded.</p> <p>The programme will then commence with Sureserve on 1<sup>st</sup> April 2026. The Contract is a 3 year offer with the options of extending by a further 2 1 year periods if we are happy.</p> <p>In terms of properties being done we have a programme that is still being finalised right now, however all residents will be contacted in due course.</p>
5f	Quote: “Publish details of the progress of the Social Housing de Carbon Fund project”. Please advise how or where this is published?	Response from Nathan Anscombe, Head of Programme Delivery: Progress on the work funded (ie 50 of 68 completed), in part by the government grant is reported to the Customer and Homes committee quarterly. In terms of how many properties reach a EPC of C in total in the year I don’t think it is regularly reported at present, although the Board have recently asked for an update. I think as we move closer to the target of 2030, they will ask for it to be a regular metric.
7	ABL asked for an update on the second phase of the equality, diversity and inclusion (EDI) project.	LP explained the nature of the project and the plans for the second phase which aims to collate data on how customer-facing teams adapt services to meet the needs of customers with protected characteristics. This should be complete by mid-Feb. She explained the difficulties we face



