

Customer involvement summary

2025 - 2026

52
customer involvement
activities



+200
suggestions &
recommendations



20
Customer focus group
(11 in-person & 6 online)



2
Scrutiny team service
reviews



14
customer
surveys



1
customer
interview panel



2
Board
taster sessions



4
business
meetings



2
estate
pop-ups



1
Thank you
event



3
Tpas
conferences



3
coffee
mornings

Customer recommendations

Customer involvement & communities strategy

52

Response repairs - asset management strategy

10

Neighbourhood management strategy

26

Stronger communities fund policy

19

Damp & mould service review (Awaabs Law)

12

Complaints, claims & goodwill policy

6

Asset management strategy

23

Clear communal areas policy

16

Hoarding policy

9

Response repairs policy

30

Staff code of conduct policy

13

Thank you lunch customer review

9

Cobbett House customer consultation

9



Thank you for making a difference!

Created with customers highlights

You looked at:

Response repairs
(Asset management strategy)

Keep materials stocked up on vans to avoid follow-up visits.

New materials contracts; vans are now refreshed to reduce follow-up visits.

Damp and mould service
(Awaabs Law)

Provide clear, accessible guidance on early reporting.

We will include this in our customer communication.

Energy efficiency
(Asset management strategy)

Share information and tips and raise the profile of available support.

Include this in the new strategy, raising the profile of tenancy sustainment.

You said:

We did:

What you said...



**Really enjoy coming along
and finding out new
information.**

**Friendly
environment.**

**Great to see our voice
carries real change.**

**Fantastic to have a say on
things that matter to all
tenants.**



Thank you for making a difference!

Customer scrutiny team

You chose:

Review the general needs caretaking service



You said:

- Develop a service standard for general needs and sheltered housing caretaking
- Review cleaning plans to ensure adequate time for all tasks
- Improve accessibility for caretakers to report repairs
- Upgrade cleaning equipment

We did:

- Reviewed cleaning schedules, including the addition of tumble dryer maintenance.
- Clarified repair reporting processes and carried out training in February
- Agreed on a system to monitor communal area repairs requests submitted by the team

*6-month progress

What you said...



**Selwood
Housing are very
good at listening
to the customer
voice**



**I've got a
contribution to
make which will
help other people**



**I feel very
listened to,
very
welcomed**



Thank you for making a difference!

Customer scrutiny team

You chose:

Review the empty homes (voids) service



You said:

- Provide clearer information about the condition of customers' new homes.
- Improve the inspection process with clearer timelines and checklists
- Be more transparent about inspection records and any outstanding works

We will be:

- Ensuring customers understand the condition of their home and any planned or outstanding works.
- Ensuring quality, cleanliness and standards are consistently met.
- Updating the standard to ensure it is clear and easy to understand.

Approved by Board in
March 2026