

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:

Relationships			
Ref	Commitments	Actions	Progress
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 and on track https://www.selwoodhousing.com/get-involved/
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.	Thursday 4th June 2026 event at St John's Parish Church, in volunteer 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.	TPAS training completed in Q2 for all members active at that time. (There is a budget for TPAS training so please request any team training that you feel would be useful).
1.d	Ensure Scrutiny are informed of high-level business notices.	Provide updates from the executive committee meetings at Scrutiny quarterly business meetings.	Director will provide a written update ahead of the April 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 on Repairs Policy and Code of Conduct & Competency Policy renewals. Worked with assets' team on a planned programmes survey. Work with Exec on Board recruitment.
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	For this quarter we received 33 Living the Values Awards nominations, with 'All values' and 'We take accountability' categories being the most popular. There were several more than usual for operatives, following promotion with the supervisors.

		discussing a potential change to our values was also well received and attracted good participation from field and desk-based staff alike.	We have also put together a proposal for refreshing the teams awards, which are given at staff event in June. It would mean that all teams have their contribution recognised, all staff have a say, there is a more even playing field and more teams win overall, particularly smaller ones.
1.g	Keep customers updated in developments of Horizon, Dynamics and the customer portal.	Quarterly update on progress of Phase 1	Work on rents continues and we have also now started work on lettings and the associated portal development. No go-live date has been set as yet as we need to progress the projects a little further before we confirm a date.

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>In quarter 4 we communicated the upcoming changes to rent charges to customers, via individual letters, the customer update, our website and social media.</p> <p>We shared the news that Mark Mayler had been appointed as our new Chief executive, supported a campaign to recruit new customer board members and various other vacancies.</p> <p>We promoted our home contents insurance offer following the fire at Edmund Park in Frome.</p>

			As always, we shared various opportunities for customers to get involved and our latest customer satisfaction scores.
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 Jan, Feb & Mar, current numbers are 1406 online. Postal newsletter sent to 220 in January.
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.	Continue to feedback to all customers via our "Created with Customers" webpage with regularly updated info on how involvement has influenced service changes: https://www.selwoodhousing.com/get-involved/created-with-customers/ We also link to these in the monthly mailout and some go in the customer newsletter which is electronic and postal.
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. https://www.selwoodhousing.com/get-involved/stronger-communities-fund/
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.	In Q4 we received 27 applications. Over 25-26 we funded 29 projects at over £43,000 and received over £29,000 into the fund from contractors

Voice & Influence

Ref	Commitments	Actions	Progress
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3.a	Customer representation on Board - three of nine places reserved for customers.	Three customers currently on Board and vacancies advertised when they arise.	Currently in recruitment process for 2 new customer board members, taster sessions have been held, applications closed 8 th April, interviews scheduled for 24 th April with places to be appointed to in October at the AGM.
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 review and report completed, management response completed and action plan agreed between scrutiny and management.
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.	Report and plan approved at Board
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 one action re: EDI data)
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
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.	No changes requested
3.h	Customer conversation conducted every three years to inform service delivery.	Carry out customer conversation in October 2024 and publish all findings.	EDI report from CC2024 shared at Board, this will be shared with scrutiny ahead of business meeting.
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.	CC2024 action plan complete. Next Customer Conversation due in 2027.
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	Work has now started on lettings and any associated portal development work. Customer involvement

			requirements are being considered as part of this 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 monitoring of Rant & Rave feedback is now embedded within business-as-usual processes. Low-score and keyword-based alerts continue to be reviewed daily and routed directly to the Customer Support Team for timely investigation and follow-up.</p> <p>Actions taken in response to alerts are tracked by service teams, providing assurance that individual issues raised through Rant & Rave are being addressed promptly and consistently.</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	<p>Findings from the manager survey have been reviewed and confirm that colleagues access Rant & Rave insights through a mix of Power BI dashboards and direct use of the Rant & Rave portal.</p> <p>Based on this feedback, the focus has shifted from duplicate reporting to improving signposting, shared understanding of available insight, and clearer guidance on how aggregate feedback should be used to inform service improvement discussions. Targeted engagement with service heads will continue to support more consistent use of customer feedback in decision-making.</p>
3.m	Customers provided with range of opportunities to get involved and	Involve customers in all customer-facing policy creations and renewals	11 customers attended the in-person repairs policy focus group and 12

	feedback used to influence decision making and improve our services.	throughout the year including Tree Policy; Unacceptable Behaviour Policy; Mobility Scooter Policy; Tenancy Fraud Policy; Domestic Abuse Policy; Empty Homes Policy; Fencing & Boundaries Policy	attended the in-person code of conduct & competency focus group. We had 96 respondents to the planned programmes survey. We cancelled the online competency focus group as no one could attend, we initially had 4 signed up, 2 sent apologies. We are planning to further promote online sessions and engage customers in this. Recruited for customer board members, with 49 customers showing initial interest, 30 attending in-person or online taster sessions and 18 applications.
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Accountability			
Ref	Commitments	Actions	Progress
4.a	Transparency of decision-making, governance, finance and performance.	Board annual general meeting (AGM) minutes published on website published annually in November	Board AGM minutes published on website published annually in November Our board of directors - Selwood Housing - Affordable Homes
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 Financial statements and statutory accounts - Selwood Housing - Affordable Homes
4.c	Transparency of decision-making, governance, finance and performance.	Environmental, Social and Governance (ESG) report published on website annually in June	Environmental, Social and Governance report published on website annually in June ESG report - Selwood Housing - Affordable Homes
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 Customer annual report - Selwood Housing - Affordable Homes
4.e	Transparency of customer involvement.	Involvement & Communities' team annual report published on website and shared through Involvement & Communities mailout.	To be published as an infographic on the website this month
4.f	Transparency of Stronger Communities Funding.	Policy and published on website with all criteria clearly detailed.	https://www.selwoodhousing.com/get-involved/stronger-communities-fund/
4.g	Transparency of Stronger Communities Funding.	Quarterly publication of projects funded and promotion of project outcomes.	Stronger Communities Fund - Selwood Housing - Affordable Homes
4.h	Transparency of Stronger Communities Funding.	Publication of annual Stronger Communities Fund spend.	To be published as an infographic on the website this month
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.	Q3 has been published. Q4 will follow. See the link: https://www.selwoodhousing.com/find-a-home/building-new-homes/homes-england-expenditure/
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 https://www.selwoodhousing.com/get-involved/our-scrutiny-team/scrutiny-service-reviews/
4.k	Publish the Scrutiny team's findings to all customers.	Scrutiny Chair's annual report published on website and promoted through mailout.	Annual report due
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 (TSM) surveys	Quarterly TSM results continue to be produced and validated by Acuity, the independent organisation commissioned to carry out the surveys.

			Survey findings are shared with the Executive Team, Scrutiny Team and wider colleagues through formal reporting arrangements, providing independent assurance on tenant satisfaction and compliance with regulatory requirements.
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	<p>Headline Rant & Rave feedback continues to be shared internally, with particular emphasis on positive customer comments and service recognition.</p> <p>The Communications Team routinely uses the platform to identify case studies and customer stories, which are shared through internal staff communications and external channels, including social media. This supports transparency, reinforces positive behaviours, and demonstrates how customer feedback is used to recognise good service.</p>

Quality

Ref	Commitments	Actions	Progress
5.a	Plans to deliver 1,700 new, affordable local homes by 2033.	Number of locally affordable homes built against target of 150 during 2025/26	We delivered 144 new homes in 2025/26. This is disappointing despite a huge effort by the development team and our site teams. Reasons for delay are interruptions to the supply chain (kitchen suppliers) slowed us down. And we have six homes built at Little Keyford but they weren't certified as

			complete due to a administrative mistake by NHBC and Wain Homes which we have never come across before. We expect 14 of the delayed homes to complete in April. 2 already have (3rd April).
5.b	Plans to deliver 1,700 new, affordable local homes by 2033.	Number of locally affordable new homes started	We are confident of meeting the 200 homes pa target in 2026/27 because the forecast is loaded to the first three quarters. This gives more scope to withstand delays. There are 18 projects live so with more sites open there is more chance to bring delivery forward if one site delays. Most sites in 2026/27 have overcome the earlier delays from infrastructure and utilities eg moving cables. And in the last two years as housing has re-bounded we have signed contracts for 554 new homes (294 in 2025/26 alone).
5.c	Selwood Housing Decent Homes Standard monitored.	Annual report	No change from Q1 update. We will provide end of year statistics at the next update
5.d	Asset management strategy published 2022 included target of EPC C+ rating for all homes by 2030.	Annual report	New Asset Management Strategy approved by Board Mar 26. This includes the same target of EPC C+ rating for all homes by 2030.
5.e	Publish quarterly details of performance against targets on all planned improvement programmes	Report to Customer & Homes Committee quarterly on work completed against targets and updates to forecasted works.	Planned programmes delivered against full year target (in brackets) 31st of March 2026: <ul style="list-style-type: none"> • Windows 150 (150) • External Doors 200 (200) • Domestic roofs 225 (183) • Fascias & soffits 15 (15) • Kitchens 404 (400)

			<ul style="list-style-type: none"> • Bathrooms 161(160)
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 68 of 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 anti-social behaviour (ASB), with regular news features in the customer newsletter and on website	Update quarterly	The ASB website has been subject to periodic review. The number of ASB cases over the period remained in line with seasonal trends. As of the end of Q4 there have been 324 ASB cases during the 12 month period (Approximately, 45 per 1,000 homes). At year end there were 103 open ASB cases. The ASB Tenant Satisfaction Measure (TSM) for the end of Q4 is 72% (for the full year). This represents a slight improvement from 2024/25 and remains in the upper quartile range compared with peer organisations.
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 recording; Safeguarding recording, reporting and monitoring; ASB case management and recording of tenancy breaches	Over the quarter we're working on the review of the launch of Phase 1c and how the system is working for colleagues. Planning and preparation for Phase 1F on Tenancy Management will be progressed, which will include the development of the following areas in Dynamics; 1) Mutual Exchange, 2) Tenancy Audits, 3) New Tenancy process, 4) Succession, 5) Tenancy changes (joint to sole & sole to joint)

			and 6) Adding/removing household members.
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	During the quarter we will review the 12 month Priority Neighbourhoods project in the Trowbridge area and update the Selwood website to reflect on the initiative and community engagement. This will incorporate a 'You Said We Did' overview.
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	Over the first quarter of 2025/26 we're starting to identify the next round of Priority Neighbourhoods, which will commence during September 2026. During this phase we will 1) Confirm the neighbourhoods areas aligned to the Priority Neighbourhoods Strategy 2) Confirm the Priority Neighbourhood Delivery team 3) Co-ordinate an ideas workshop so we can start to consider possible projects including engagement with customer and locality stakeholders

When things go wrong

Ref	Commitments	Actions	Progress
6.a	Adopted the Housing Ombudsman Complaints Code.	Complete Housing Ombudsman code self-assessment annually and publish results on website.	The 2026 self-assessment is due on 26 September; however, it will first be reviewed at the July board meeting.
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.	We currently have five forum members who continue to provide fantastic and insightful feedback. Board member Hannah Jones recently attended a session to learn more about the forum.

6.e	Complaints Forum created from customer volunteers to review staff management of complaints.	Customer complaint forum reports to be published quarterly on website	Customer complaints forum - Selwood Housing - Affordable Homes
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 following information was supplied within the March 26 customer newsletter - Our complaints process follows the Housing Ombudsman's Complaint Handling Code, and we regularly review our performance to ensure we continue meeting its requirements. One customer who has recently been through our complaints process said, "This is now resolved. My neighbourhood manager was very helpful and proactive." Another customer said, "I'm happy with the outcome overall and appreciate the time and effort taken to address my complaint."
6.g	Transparency of customer feedback on complaints	Learning outcomes of complaints to be shared 6-monthly in customer newsletter	my.newzapp.co.uk/t/share/2782084/95afb551-1337-433c-b6fe-c9aa655cf00c
6.h	Transparency of customer feedback on complaints	Annual reports on complaints to be published including Board report and Customer Annual report.	Complaints and compliments 24-25

Equality, Diversity & Inclusion (EDI)

Ref	Commitments	Actions	Progress
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.	Project plan has been approved by Portfolio Board and steering group meeting fortnightly. Plan in place for next phase starting this month, with initial work on clarifying what will be collected and IT processes, then to look at governance & policies, followed by plans of how to collect data and how we will use it. Customer consultation on use of data during summer 2026. Then project will focus on customer comms and then practical collection. This whole phase is scheduled over this financial year.
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.	The comms team will start working on this from later this quarter. There will also be customer consultation on use of data, but it is a regulatory requirement to collect and use it to deliver/target services.
7.e	Awaab's Law	Action requested by scrutiny in Q2 for a shared update on the new process	From 09/01/26 to 27/03/26 there were 760 Awaab's Law cases raised, with 713 closed within this period.

Scrutiny monitoring quarter 4		
Ref	Questions/Comments from scrutiny team	Response from Selwood
3.a	RD asked about interest in Board roles	47 showed initial interest in the position, 29 then attended one of the two taster sessions, 18 applied and 5 have been

		shortlisted for interview. This interest level far exceeded previous years. 2 who attended the taster session have since expressed an interest in scrutiny.
4 & 5	RD & HB asked that we ensure no acronyms or jargon in the updates	Noted
	RD asked if staff get rewards for good R&R feedback	Managers are provided with R&R feedback (and other compliments etc) and are encouraged to raise these with the team or any named individual, either personally or in a team huddle/meeting. Some managers will then give a 'shine' or an award nomination based on this. Shines are ways any member of staff can acknowledge a colleague's help/performance, it's logged on staff intranet and some are highlighted by comms, a monthly draw takes place and winners receive a voucher. Living the Values awards are similar but a step up for staff who've demonstrated one or more of the values through a piece of work or ongoing performance. These are shared by comms and each quarter the Exec team choose winners who receive a day's leave and a voucher. Jasmine won one this quarter.
5	HB noted the detail in Paul Walsh's briefing notes and how it explained delays in development and costs due to war.	Noted
5.e.	HB asked why only 183 of the 225 roofs had been completed, far less than the other planned works.	<p>Nathan has explained that the target is the brackets so they actually exceeded the target in roofs this year by 38. This was managed because we had identified a group of properties we expected to be very complex and thankfully they passed by without an issue. This meant we could release the contingency funds and finance extra roofs. The extra ones we did were all simple to ensure we got them done quickly and so we achieved a lot for that money.</p> <p>Planned programmes delivered against full year target (in brackets) 31st of March 2026:</p>

