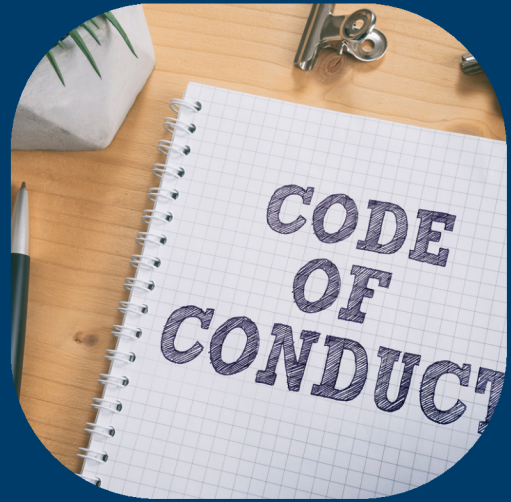




Customer focus group Staff code of conduct

March 2026



12 customers joined our focus group



13 Customer recommendations



Manager's summary

The customers response confirms that the policy is broadly considered fit for purpose, while recognising that some improvements should be made to strengthen wording, clarify links to other policies and reinforce expectations through training and operational briefings.

We also acknowledge the importance of raising contractor feedback with operational contracts managers and procurement, as contractors are expected to operate as an extension of Selwood Housing and adhere to relevant standards.

Continue reading to find out what our customers said,
and how we will action their recommendations.

If you would like further information on this focus group,
please email: makeadifference@selwoodhousing.com



You said...

- The policy was easy to understand, in-depth and aligned with upcoming legislative requirements.
- Direct staff experiences were excellent, with staff demonstrating politeness, respect, cleanliness and care when working in customers' homes.
- Some contractor behaviours did not always meet the same standards expected of Selwood Housing staff, particularly around communication, cleanliness and respect for the home.
- Clearer, warmer and more accurate communication, particularly in letters relating to anti-social behaviour, missed appointments, rent reminders and apologies when things go wrong.
- Provide opportunities for involved customers to contribute further, including reviewing the tone of letters and potentially attending staff training on the Code of Conduct.



We did...

- Correct minor amendments in the policy.
- Include reminders in operatives meetings, highlighting the importance of listening to customers and their comments.
- Raise contractor conduct concerns with the relevant teams.
- Reference the customer conduct policy within the Code of Conduct Policy to clarify the two-way nature of conduct expectations.
- Discuss options for involved customers to attend or observe staff Code of Conduct training, where appropriate.
- Roll out Rant and Rave feedback across contractor services to improve consistency of contractor feedback collection.
- Include in the policy that staff are unable to accept gifts and that customers can submit a compliment instead.
- Add reminders in the policy that staff are representing Selwood Housing at all times.
- Plan customer involvement sessions to review the tone of letters and inform Plain English and Maximise Your Message training.