



Customer focus group Decent homes standard

June 2026



7 customers joined our focus group



8 Customer recommendations



Manager's summary

Customers shared practical feedback on how we can improve communications, encourage customers to allow access for surveys and better support customers with different needs.

Several of the recommendations made are already being considered, such as more flexibility in appointments and scheduling.

Some suggestions would require system changes or increased resources so need to be longer-term plans, such as the introduction of text messages that customers can respond to.

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...

- Make key customer communications more accessible by providing translated versions where there is identified need.
- Continue developing a joined-up approach to no-access cases across relevant teams and compliance activities.
- Explore more flexible appointment options, including evenings, weekends and shorter appointment slots.
- Consider longer-term digital improvements, such as text reminders that customers can reply to, as part of wider operational system reviews.
- Create clearer pre-visit information so customers know what a survey involves and what to expect.
- Involve customers in reviewing standard letters to make sure wording is clear, helpful and easy to understand.
- Update the decent homes standard so it clearly explains where Selwood's approach goes beyond minimum requirements and why.



We did...

- We are in the process of translating standard survey letters into Polish.
- Work with other teams on the planned organisation-wide, no-access project.
- We will work with other teams and link in with existing booked appointments to complete surveys when access has previously not been gained.
- Explore how a short video, case study or "social story" could explain what a survey involves.
- Share current letters with the involved customers for review and comments.
- Review and update wording to detail how our standard is higher than the minimum requirements.
- Update the Selwood homes standard to reflect the government's target for all homes to achieve EPC band C by 2030.
- Changes to appointment option times is currently under review with the relevant asset management teams.