

Together with tenants

2025-2026

Our action plan has been co-designed with our customer scrutiny team to show we are committed to doing what matters to you and providing the best possible services.



Our commitment to you



Relationships

To value, support and develop our volunteers

Several members of the customer scrutiny team attended Tpas England's training courses and national conferences.

To ensure all changes to customer-facing services include customer involvement

A total of **52** customer involvement activities were held to hear your say on strategies, policy reviews and services.

“ I received the email about Awaab's Law, I thought it was very good and well presented ”

To promote Stronger Communities Fund (SCF) to local communities

A total of **31** organisations, community groups and charities were funded through SCF during 2025 - 2026.

Communication



To provide regular communication on customers' top priorities

The communications team were proactive in sharing information and advice about Awaabs' Law through the customer update, on social media and on our website.

Our commitment to you



Voice and Influence

To have customer representation on the board of directors

Two vacancies became available in 2026 and we held taster sessions to promote the customer board positions. We had **18** applications from customers.

Did you know?

The customer scrutiny team monitor our progress on the Together with Tenants action plan every three months.

Accountability



To be transparent on decision-making, governance, finance and performance

All reports and board minutes continue to be published on the website annually.

To ensure customer feedback is monitored and shared about various services

Positive comments about colleagues and services are shared in monthly staff briefs and weekly updates.

Our commitment to you



Quality

To promote the work on neighbourhood management, specifically anti-social behaviour (ASB)

The anti-social behaviour procedure and the ASB webpage was reviewed thanks to the input from our customers.

To carry out a 5-year priority neighbourhoods' project across our communities

Activities such as estate clear-outs and family fun days were successfully carried out in areas within Trowbridge.



When things go wrong



Did you know?

The customer complaints forum provide insightful feedback on how we handle complaints.

Transparency of customer feedback on complaints

The 2024-2025 annual report for complaints was approved by the board of directors and shares the learning outcomes. It is published on the website.

To adopt the Housing Ombudsman Complaints Code

A self-assessment against the code was reviewed and published to the website.

Our commitment to you



Equality, diversity and inclusion (EDI)

To increase data accuracy of the customer EDI data in our housing management system

The cleansing of existing data was complete and the new housing management system, Dynamics, has the requirements to store and update necessary data.

To collect data through existing processes and customer interaction

The second phase of the equality, diversity and inclusion project began with recording how teams across the business adapt their services to meet the diverse needs of our customers.

Read the full action plan and find out more about our commitment to Together with Tenants on the Selwood Housing website

