

# Together with Tenants: 2026-2027 Action Plan

*Strengthening relationships between housing associations and residents*

In line with the [National Housing Federation's Together with Tenants' charter](#) Selwood Housing has made commitments against the following seven themes and the independent scrutiny team monitors and challenges the progress each quarter:



**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.

| Ref  | Commitments                                                                                                                   | Progress                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| Rel1 | Value, support and develop our volunteers, acknowledge their work and promote their contributions through our communications. | <p>We made the difficult decision to postpone the thank you event due to the Red Weather Warnings of the heatwave. We have rearranged this for 17th September.</p> <p>Five customers (members of scrutiny and focus group attendees) were delegates at the TPAs regional conference in June.</p>                                                                                                                                                                        |
| Rel2 | Ensure all changes to customer-facing strategies, processes and policy reviews include customer involvement.                  | <p>Held focus groups on Complaints policy and Decent Homes &amp; Stock Condition Standard.</p> <p>Customers sat on the interview panels for the 2 new director posts.</p>                                                                                                                                                                                                                                                                                               |
| Rel3 | Promote and reward behaviours demonstrating the selwood values through LTVA awards.                                           | <p>For this quarter we received 39 Living the Values Awards nominations. We still need to encourage operatives and supervisors to engage more in the process, and to distinguish the LTVA's from the Shines process.</p> <p>At our staff event on 18 June, we held our LTVA team awards, with staff voting for teams live at the event. The format worked well but we'll continue to review this process. Each team submitted a 60 second video for the event which</p> |

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|      |                                                                                                               | were all played at staff event. We're now looking at how else we can share these internally.                                                                                                                                                                                                  |
| Rel4 | Keep customers updated in developments of the computer system Dynamics and the digital customer portal.       | Work on rents and lettings, and the associated portal work for lettings, continues although we are still not in a position to confirm a go-live date. We have also started planning for the next phase of work, which will incorporate the management of fire risk assessments into Dynamics. |
| Rel5 | Continue resident engagement throughout de-carbon project to support customers through upgraded energy works. | No further change to update on. (There is a dedicated customer liaison post that works with customers due energy upgrades).                                                                                                                                                                   |

**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.

| Ref  | Commitments                                                                                                      | Progress                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| Com1 | Regular communication with all customers on key notices and features that customers have told us are priorities. | <p>We've continued to share updates with customers throughout this quarter via our monthly customer update (printed and via email) through social media and through our website.</p> <p>Following fires at Marigold Road and in Melksham, we have been sharing regular messaging on contents insurance and encouraging customers to look at this. Customers also received an annual letter about this directly from the finance team.</p> <p>We've also shared updates on our priority neighbourhoods project, seasonal safety messages, changes to phone lines and explanation as to why we've needed to move appointments in the face of the heatwave we experienced at the end of June.</p> |
| Com2 | Promote involvement opportunities and outcomes to customers.                                                     | Monthly newsletter sent electronically in Apr, May, June current numbers are 1371 online. Postal newsletter sent to                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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|      |                                                                                                | 224 in April. These numbers are those customers that have signed up to receive involvement news. All opportunities advertised on the website. |
| Com3 | Promote Stronger Communities Fund to local communities and enable groups to apply for funding. | In Q1 we received 54 applications, a huge increase in previous quarters. We managed to part/fully-fund 14 projects to a total of £15000.      |

**Voice & 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.

| Ref  | Commitments                                                                                                                          | Progress                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| V&I1 | Ensure customer representation at Board level.                                                                                       | 2 customers have been appointed to the board and will officially start in October. The positions were open to all customers, we had 29 attendees at the taster sessions, 18 applications and 5 interviewed.                                                                                                                                                                                                                                                                      |
| V&I2 | Empower the scrutiny team to carry out their function and have a voice.                                                              | Scrutiny currently working on a review of contractors and are being supported to review documents, meet with heads of service and observe contractors' meetings.                                                                                                                                                                                                                                                                                                                 |
| V&I3 | Conduct Customer Conversation survey every three years to inform service delivery.                                                   | EDI report from Customer Conversation 2024 was shared with scrutiny. The next survey is due in 2027.                                                                                                                                                                                                                                                                                                                                                                             |
| V&I4 | Customers provided with range of opportunities to get involved. Feedback used to influence decision making and improve our services. | 6 customers attended the in-person complaints experience focus group and 1 gave a written response. 7 attended the Decent Homes and Stock Condition Standard focus group but no one attended either of the online sessions although we initially had some sign up. We held 2x drop-in sessions for customers who may be interested in getting involved but we are reviewing these as no attendees. We had 9 customers involved in 2 customer panels for the director interviews. |
| V&I5 | Involve customers in the development of the digital customer portal.                                                                 | Work on the lettings' portal continues and customer involvement requirements will be considered during the upcoming phases of work.                                                                                                                                                                                                                                                                                                                                              |

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| V&I6 | Rant & Rave customer feedback platform used to measure and monitor transactional customer satisfaction. Respond to specific, individual issues promptly. | <p>Real-time monitoring of low scores and keyword-based alerts continues daily, with feedback requiring action routed directly to the appropriate teams for timely investigation and follow-up.</p> <p>Service teams track the actions taken in response, providing assurance that individual issues raised through Rant &amp; Rave are addressed promptly and consistently.</p>                                                                                                                                                                                                      |
| V&I7 | Share Rant & Rave aggregate data with relevant service heads so that it can be used to inform decisions on service improvements.                         | <p>Customer feedback is shared monthly through a Power BI subscription, providing service areas with a clear breakdown of scores and access to more detailed analysis where required. A quarterly infographic has also been produced to give an accessible overview of performance across services.</p> <p>Further targeted engagement with service heads will help embed more consistent use of customer feedback in decision-making. This will include clearer signposting, improved guidance, and stronger links between feedback insight and service improvement discussions.</p> |
| V&I8 | Use Customer Conversation 2024 and customer consultation to inform the plans for future Priority Neighbourhoods' projects.                               | Awaiting update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

**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.

| Ref  | Commitments                                                                               | Progress                                                                                                                                                           |
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| Acc1 | Ensure transparency by publishing Board AGM minutes on website annually.                  | <a href="#">Board AGM minutes published on website published annually in November Our board of directors - Selwood Housing - Affordable Homes</a>                  |
| Acc2 | Transparency of decision making, governance, finance and performance with annual customer | <a href="https://www.selwoodhousing.com/about-us/how-were-doing/">All current reports can be found on: https://www.selwoodhousing.com/about-us/how-were-doing/</a> |

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|      | report, financial statement, performance data and ESG reports published.                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Acc3 | Involvement & Communities' team reporting and stats shared with scrutiny and other customers through newsletter, online and socials.                                              | <a href="#">Customer involvement summary 2025-2026 (1).pdf</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Acc4 | Transparency of Stronger Communities Funding with publication of policy and all funding received and granted.                                                                     | <a href="https://www.selwoodhousing.com/get-involved/stronger-communities-fund/">https://www.selwoodhousing.com/get-involved/stronger-communities-fund/</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Acc5 | Publish the Scrutiny team's findings and recommendations to all customers.                                                                                                        | <a href="#">Scrutiny service reviews - Selwood Housing - Affordable Homes</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Acc6 | Scrutiny Chair's annual report published on website and promoted.                                                                                                                 | <a href="#">Microsoft Word - Customer Scrutiny Annual Report 2025-2026</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Acc7 | Independent Tenant Satisfaction perception surveys conducted quarterly, in line with regulatory TSM requirements. Results monitored and published.                                | <p>Quarterly TSM survey results are produced by Acuity, the independent organisation commissioned to carry out the surveys and are subject to validation to provide assurance that reporting requirements are being met.</p> <p>The findings are shared with the Executive Team, Scrutiny Team and wider colleagues through the relevant Teams channel, ensuring visibility of performance across the organisation.</p> <p>Any areas showing a decline in satisfaction are monitored closely, with actions and recommendations shared with service heads to support targeted improvement.</p> <p>From Q1, additional quality assurance has been introduced, including listening to a sample of conversations carried out by Acuity, to confirm that survey responses are captured and reported accurately.</p> |
| Acc8 | Rant & Rave customer feedback platform used to measure and monitor transactional customer satisfaction with various services, via SMS and email. Results monitored and published. | Rant & Rave feedback is used to identify customer experiences that demonstrate strong service delivery, highlight positive behaviours, and ensure any negative feedback is followed up appropriately.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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|      |                                                                                        | <p>The Communications team regularly reviews the platform to identify case studies and customer stories that can be shared more widely across the organisation and externally.</p> <p>These stories are shared through internal weekly updates, staff briefs, and social media, helping to strengthen transparency, recognise good service, and show how customer feedback informs learning and improvement.</p> |
| Acc9 | Transparency of spend of the Development Homes England grant funded schemes over £500. | <p>Q4 has been published. Q1 for 2026/27 April to June 2026 will be published by the end of July 2026. The link is here:</p> <p><a href="https://www.selwoodhousing.com/find-a-home/building-new-homes/homes-england-expenditure/">https://www.selwoodhousing.com/find-a-home/building-new-homes/homes-england-expenditure/</a></p>                                                                              |

**Quality:** Residents can expect their homes to be good quality, well maintained, safe and well managed.

| Ref  | Commitments                                                                                                                                                                       | Progress                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| Qua1 | Deliver 1,700 new, affordable local homes by 2033. Report quarterly on number of locally affordable homes started and completed against target of 200 for financial year 2026/27. | <p>We have completed 60 homes so far in 2026/27. We are behind the quarterly forecast for a range of site-specific reasons which are all being managed. We continue to be confident forecasting delivering 200 plus homes in this coming financial year. The pipeline is strong with 542 homes contracted in pipeline and a further six schemes for 139 more homes at heads of terms (in negotiations). We have already to June 2026 delivered 654 homes of the 1,700 homes target.</p> |
| Qua2 | Update on monitoring of Selwood Housing Decent Homes Standard.                                                                                                                    | <p>At the 31 March 2026 145 properties were still failing DH. Of these:</p> <ul style="list-style-type: none"> <li>• 124 properties have no Cavity wall insulation (CWI) or CWI in poor condition that needs renewal (the majority of these are in the 26/27 CWI programme)</li> <li>• 3 properties need new air source heat pumps which were</li> </ul>                                                                                                                                |

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|      |                                                                                                                                                                       | <p>in a programme but weren't complete due to access problems</p> <ul style="list-style-type: none"> <li>• 14 properties are due for major refurb in 26/27</li> <li>• 4 properties are due for disposal</li> </ul>                                                                                |
| Qua3 | Publish quarterly details of performance against targets on all planned improvement programmes.                                                                       | <p>Planned programmes delivered against full year target (in brackets) 30th of May 2026:</p> <ul style="list-style-type: none"> <li>• Windows 71 (250)</li> <li>• External Doors 70 (200)</li> <li>• Domestic roofs 29 (150)</li> <li>• Kitchens 64 (400)</li> <li>• Bathrooms 34(250)</li> </ul> |
| Qua4 | Publish details of the progress of the Social Housing de-carbon project, including number of properties to have undergone completed works and raised EPC level to C+. | 0 completions by the end of May. However, the forecast was for 0 so all on target. Work has started at various schemes.                                                                                                                                                                           |
| Qua5 | Update on number of Awaab's Law cases reported and works in-progress/completed.                                                                                       | From 30/03/26 to 30/06/26 there were 724 Awaab's Law cases raised, 668 of which were closed within this period.                                                                                                                                                                                   |
| Qua6 | Promote work on neighbourhood management, specifically tackling ASB, with regular news features in the customer update and on website.                                | Awaiting update                                                                                                                                                                                                                                                                                   |
| Qua7 | Create more efficient housing management system by moving over to Dynamics from QL.                                                                                   | Awaiting update                                                                                                                                                                                                                                                                                   |
| Qua8 | Carry out 5-year Priority Neighbourhoods' Project across our communities from 2022-2027.                                                                              | Awaiting update                                                                                                                                                                                                                                                                                   |

**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.

| Ref   | Commitments                                                                                                           | Progress                                                                                                            |
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| WTGW1 | Inform and support customer complaint forum to meet quarterly and to review anonymised complaints and their outcomes. | The annual self -assessment has been completed, reviewed, and noted by the Board. It will be published on Selwood's |

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|       |                                                                                                                    | website once uploaded, after which the report will be submitted to the Housing Ombudsman                                                                                                                                                                                |
| WTGW2 | Publish customer complaint forum reports quarterly on website.                                                     | The Customer Complaints Forum was held in April, a panel of members reviewed and scored 5 anonymised complaints, providing feedback on complaints scored. Members have also chosen their next batch of anonymised complaints for Q2.                                    |
| WTGW3 | Regularly promote complaints process in customer update and ensure complaints process detailed clearly on website. | <a href="https://www.selwoodhousing.com/wp-content/uploads/2026/07/Customer-complaint-forum-April-26.pdf">https://www.selwoodhousing.com/wp-content/uploads/2026/07/Customer-complaint-forum-April-26.pdf</a>                                                           |
| WTGW4 | Learning outcomes of complaints to be shared 6-monthly in customer update.                                         | Updates within the customer newsletter are scheduled regularly to promote the complaints process. The complaints process is also available on the website, and a frequently asked questions section has been added, including guidance on "How do I raise a complaint?" |
| WTGW5 | Publish annual reports on complaints.                                                                              | <a href="https://my.newzapp.co.uk/t/share/2782084/95afb551-1337-433c-b6fe-c9aa655cf00c">https://my.newzapp.co.uk/t/share/2782084/95afb551-1337-433c-b6fe-c9aa655cf00c</a>                                                                                               |

**Equality, Diversity & 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

| Ref  | Commitments                                                                                                               | Progress                                                                                                                                                                                                                                                                                                                    |
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| EDI1 | Increase the customer EDI data in our housing management systems so that we understand better the needs of our customers. | Project team meeting fortnightly. Current focus is on Reasonable Adjustment. A new policy is being written, and customers will be consulted on this. Staff will also have training (starting in August for frontline teams). Customer EDI policy will also be renewed, with customer involvement, over the next few months. |
| EDI2 | Ensure communications plan to make customers aware of why EDI data is being collected and what is it used for.            | It has been decided at this stage we will not have a bulk collection of data but continue updating it through our usual methods (customers contacting us with updates, letting stage, tenancy sustainment cases etc).                                                                                                       |

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| EDI3 | Ensure customer involvement in the EDI project. | Customers will be involved in the 2 policy updates that are imminent. |
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