



Customer feedback report

Quarter 2 2025/26



Executive Summary

Background

The revised Consumer Standards (introduced 1 April 2024) set out a clear expectation that customers should have a range of ways to get involved, with their voices shaping service design and delivery. The Consumer Standards are broken down into 4 areas as follows:

- **Safety and Quality Home standard**
- **Transparency, Influence and Accountability standard**
- **Neighbourhood and Communities standard**
- **Tenancy standard**

The Transparency, Influence and Accountability standard sets out that landlords must be open with tenants and treat them with fairness and respect, so that tenants can access services, raise complaints, influence decision making and hold their landlord to account. This report aims to provide assurance that the New Housing Plus Group is meeting these requirements by detailing how our customers have been able to directly influence and shape our services. This report is a key part of the assurance to SPaCE Committee that this standard is being met and exceeded. Some of the involvement methods include:

- Policy reviews
- Document reviews
- Service reviews
- Engagement at Youth Groups
- Engagement at Community Events
- ShireLiving Forum
- Trialling new technology
- Working with Care Plus Schemes
- Completing surveys
- Focus groups
- Working with customers of lived experience of our services
- Staff Customer Group

Equality, Diversity and Inclusion

Throughout all our engagement opportunities we endeavour to be inclusive to all, this includes offering multiple formats for engagement (in-person, online, phone, written) to address accessibility needs. We will also be flexible with times and locations.

To ensure our findings are representational of our customers we will gather equality and diversity information, this will provide assurance that our findings are representational.

Ways to get involved

Work is underway to develop a new Customer Engagement Strategy for the whole group. This will build upon the ways for customers to get involved and be shaped by our customer data also. Broadening the ways for customers to get involved will ensure we reach a range of customers to shape our service design work through integration, for example.

Wrekin Voices

Wrekin Voices is our group of customers who are interested in getting involved, whether it's surveys or something more, they can get involved in a variety of ways that suits them. The group has grown to over 600 members.

They receive a fortnightly newsletter along with other customers who are interested in hearing what's going on with engagement, this currently goes to over 1,200 people.

Community events have also formed a key part of reaching a wider representation of customers.

Customer Involvement at HPG

We welcome feedback from our HPG customers in ways that are most constructive and effective for them.

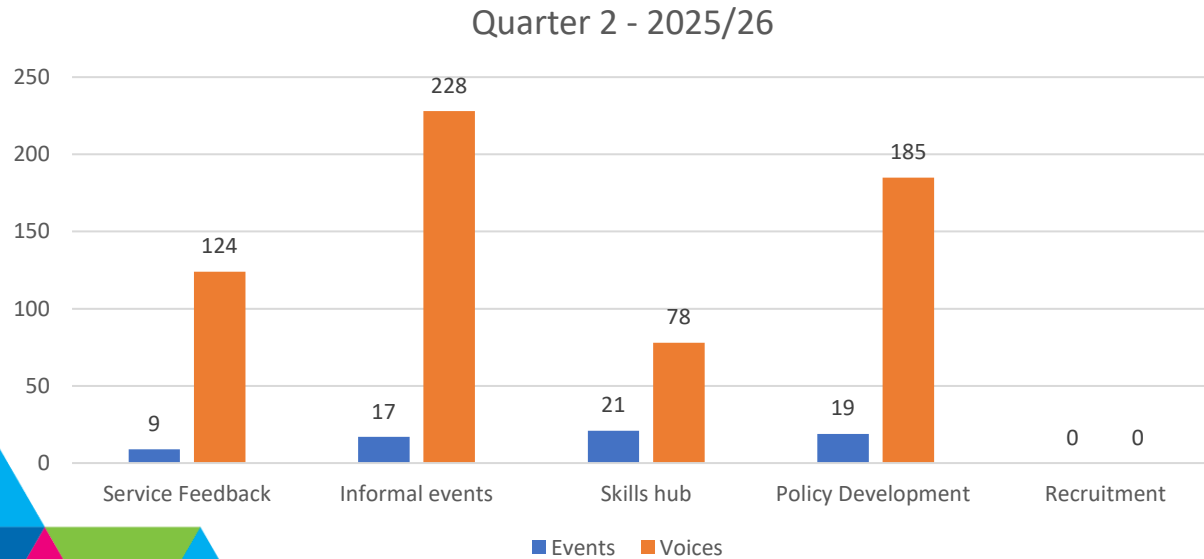
- Customer Partnership Panel (CPP) work collaboratively across the group to discuss, review, test and investigate various topics, documents and customer platforms.
- Virtual Customer Panel (VCP) provide feedback on a wide range of topics via surveys sent directly to them via email.
- Working with Customers with Lived Experience allows us to gain deeper insights and identify opportunities for improvement.



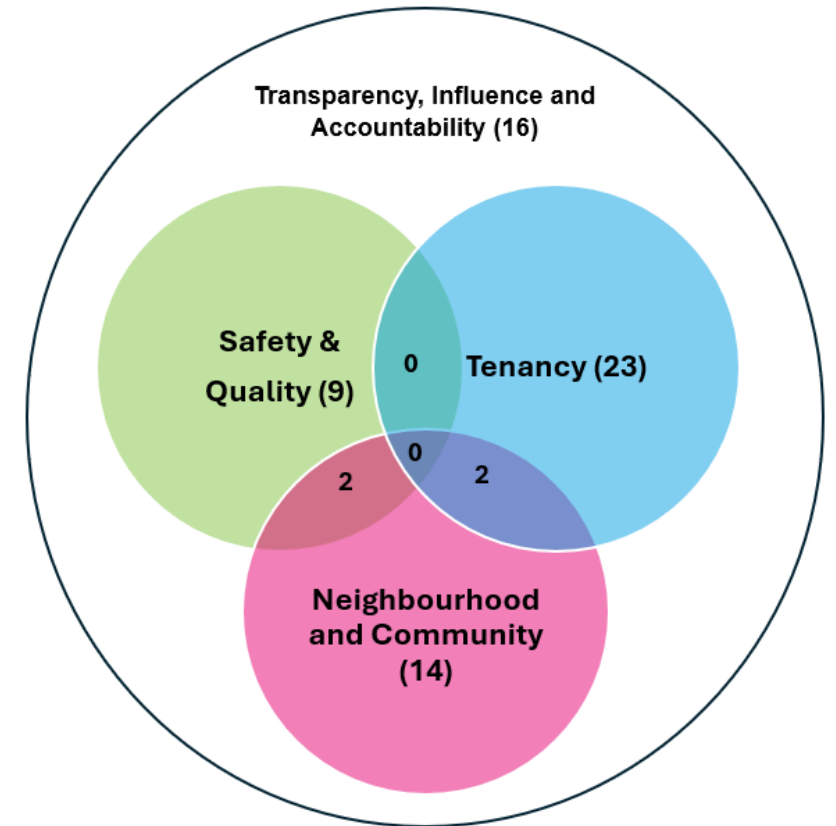
Summary – Involvement in Quarter 2

66 opportunities to get involved, with 615 voices heard, including:

- A review of the repairs service in HPG to add to the previous review presented to this Committee in May 2025. In total approx. 8000 voices heard in this consultation.
- A focus on Policies with 19 different opportunities to have a say
- Formal meetings and informal drop-ins across the geography of HPG
- Online and in-person to suit customer preference
- Events held in the local community
- Variety of Skills Hub activities



How the Involvement Opportunities fit the Consumer Standards



Repairs review



Background

In 2024, prior to the merger with Homes Plus Group, Wrekin Housing Group initiated a review of its Repairs service to identify areas for improvement. This review was reported to this Committee in May 2025. The second part of this review has been undertaken to work right across the organisation with customer and employee consultation.

By exploring with customers and employees their priorities for a new Repairs service we can ensure the service meets their needs. This is a central part of ensuring that the regulatory requirements set out within the **Transparency, Influence and Accountability standard**, **Neighbourhood and Communities standard** and **Safety and Quality Home standard** are met.

Methodology

- Customer feedback has been gathered on the Homes Plus repairs service from multiple sources over the past year. This includes Complaints, Transactional Surveys and Tenant Satisfaction Measures (TSM). As well as more specific work looking into repairs including: The Merger Survey (Sept 24), Accessing our Customer's Homes Survey (Feb & May 25), Stigma Survey (June 25), Online focus groups and feedback from Care Plus Schemes. This totalled over 7,500 voices.
- Building on the above, the focus shifted to understanding what our customers think a 'great repairs service would look like'. We surveyed 500 customers and held 3 workshops (one online and two in person) as well as visiting our Community Hubs and the Stafford Family Hub. Adding 90 more voices.
- The final stage was to engage with our employees, here we spoke with 93 employees from repairs, contact centre and planning teams across 5 in-person workshops.

Findings

There were 6 key areas raised by customers and employees:

- Communication – needs to be clear and timely
- Multi-channel ways to report repairs – ability to send photos/videos
- Time and timing of appointments – turn up when expected
- Flexible appointment times – backed up by information such as the tradesperson's name
- Resources – greater access to materials to reduce delays
- Creating a truly customer focused experience – tailored to individual customers' needs

Outcomes

These findings will feed into the review and help design the new service offer. We will communicate these changes to all customers.



Case Study

Stafford Family Hub

As part of the Repairs Review consultation, we visited the Stafford Family Hub to ask people what they thought a great repairs service would look like. We spoke to 27 people in total. It was a great way to engage with a broader range of customers, such as young parents.

This brought in good lived experience to shape the service review but also further contacts for future events. Engaging with customers in a setting that they are visiting for different reasons, such as baby sensory sessions, means we can engage at a time and place that may be more convenient for customers.



Policy development

The HPG Policy Framework was introduced in March 2025. This ensures that the customer voice is heard in all policy reviews - through consultation on draft policies and through the Equality Impact Assessment's (EIA) that are completed on all policies at the start of the policy review process. Since March, 10 EIA meetings have taken place with over 70 members of staff. This includes 12 customers and the contributions received from our customers, with real lived experience in each area being discussed, have been excellent. The discussions and outcomes from the meetings are currently being fed into each policy review which includes the Allocations and Lettings Policy, ASB Policy and Damp and Mould Policy.

Shaping policies is one way for our customers to feedback and directly influence services to them. This links into **Transparency, Influence and Accountability standard**. The EIA's consider the needs of different groups of people and that no group of people are unfavourably affected.

The Tenant Satisfaction Measures '**Satisfaction that the landlord listens to tenant views and acts upon them**' and '**Agreement that the landlord treats tenants fairly and with respect**' will reflect how we are performing.

Policy area	Details	Outcomes
Hate Crime EIA	Customers from across HPG were invited to join the online EIA meeting, with 7 attending. They joined employees to consider and discuss the 9 protective characteristics, the discussions held were extremely valuable and their input will help to shape the policy.	This session has driven changes to our website to enhance the information relating to Domestic Abuse. This review give assurance relating to the Transparency, Influence and Accountability standard .
Lettings EIA	6 customers joined employees within this EIA to help shape the policy.	A change was made to the website to improve accessibility for customers who may want text read out loud, for example. This review give assurance relating to the Transparency, Influence and Accountability standard .
Building Safety Policy and EIA meeting	6 customers fed back about this policy via an online form and 7 customers joined an online discussion. This feedback was compiled and shared with the policy owner. A further 3 customers joined employees for an EIA.	Customers asked for a tenant friendly summary and to change the wording to make it more customer focussed. The impact of this work will be seen on our TSM relating to feeling safe in the home. This review give assurance relating to the Transparency, Influence and Accountability standard and Safety and Quality Home standard .
Water Safety Policy	7 customers fed back about this policy via an online form and 7 customers joined an online discussion. This feedback was compiled and shared with the policy owner.	Some suggestions made about removing some jargon whilst feeling the policy was comprehensive. This relates to the Transparency, Influence and Accountability standard and Safety and Quality Home standard .

Policy area	Details	Outcomes
Fire Safety Policy	6 customers fed back about this policy via an online form and 7 customers joined an online discussion. This feedback was compiled and shared with the policy owner.	Customers suggested adding a key fact sheet and checklists to make it clearer what would happen. They also felt the policy was well written and understood why it needed to be long. They also felt it was inclusive. This review gives assurance relating to the Transparency, Influence and Accountability standard and Safety and Quality Home standard .
Electrical Safety Policy and EIA meeting	4 customers fed back about this policy via an online form and 11 customers joined an online discussion. This feedback was compiled and shared with the policy owner. A further 5 customers joined employees for an EIA.	Customers felt that the policy was 'easy to understand and written in plain English'. The EIA also reflected this. This review gives assurance relating to the Transparency, Influence and Accountability standard and Safety and Quality Home standard .
Gas Safety, Heating and Hot Water Compliance Policy	8 customers fed back about this policy via an online form and 11 customers joined an online discussion. This feedback was compiled and shared with the policy owner.	The findings showed that 'The policy is well written, and you can understand it'. Customers felt some summary information would be helpful too. They also found the policy was inclusive. This review give assurance relating to the Transparency, Influence and Accountability standard and Safety and Quality Home standard .
Lift management Policy And EIA meeting	6 customers fed back about this policy via an online form and 7 customers joined an online discussion. This feedback was compiled and shared with the policy owner. A further 7 customers joined employees for an EIA.	The findings showed that customers felt the policy was 'to the point, well written and easy to understand', The EIA also reflected customer feedback that the policy was inclusive. This relates to the Transparency, Influence and Accountability standard and Safety and Quality Home standard .
Asbestos Management Policy	5 customers fed back about this policy via an online form and 11 customers joined an online discussion. This feedback was compiled and shared with the policy owner.	Customers suggested ways to communicate about asbestos, including visual information about where asbestos can be found and what to do. This relates to the Transparency, Influence and Accountability standard and Safety and Quality Home standard .
Damp and Mould Policy EIA meeting	9 customers joined employees within this EIA to help shape the policy.	Change suggested was to introduce an infographic card to support tenants about what they can do to maintain a healthy home. This relates to the Transparency, Influence and Accountability standard and Safety and Quality Home standard .

Service Development

We aim to offer a wide range of meaningful opportunities for our customers to shape and improve our strategies and services. This links into the **Transparency, Influence and Accountability standard**.

The Tenant Satisfaction Measures '**Satisfaction that the landlord listens to tenant views and acts upon them**', '**Agreement that the landlord treats tenants fairly and with respect**' and '**being kept informed about the things that matter to you**' will reflect how we are performing.



Engagement activities	Details	Outcomes
Repairs review	You will have seen in the case study earlier in this report that the Repairs review has been the main Service Development in Quarter 2. This involved listening to over 7,500 voices from various surveys, multiple drop-ins and workshop events and engaging with our employees.	6 key areas were raised by customers and staff which will feed into the review and help design the new service offer. We will communicate these changes to all customers once the recommendations and new service is agreed. Customers overwhelmingly through the merger feedback saw repairs as the top priority and clear customer engagement in this service design is an important part of delivering more for customers (one of four merger aims). This is a central part of ensuring that the regulatory requirements set out within the Transparency, Influence and Accountability standard , Neighbourhood and Communities standard and Safety and Quality Home standard are met.
Apley Court Building safety and grounds maintenance engagement	Regular engagement on building safety is essential as well as understanding the needs of our customers within these buildings. At Apley Court we covered three aspects; Building safety, the sprinkler installation and grounds maintenance.	An action plan was produced to investigate various aspects of the ground's maintenance around Apley Court. This project will develop with engagement with the customers. This work helped to shape and evolve our approach to building safety. This links into the Safety and Quality Home standard and Neighbourhood and Communities standard .



Informal events

The **Neighbourhood and Communities standard** outlines that landlords must engage with their customers about the communities they live in. At HPG we are regularly out and about in our communities.

The Tenant Satisfaction Measures ‘**Satisfaction that the landlord keeps communal areas clean and well maintained**’, ‘**Satisfaction that the landlord makes a positive contribution to your neighbourhood?**’ and ‘**Satisfaction with the landlord’s approach to handling anti-social behaviour?**’ will reflect how we are performing.

Engagement activities	Details	Outcomes
Drop-ins within our local communities – Parklane centre, Turruff Hall and Interfaith centre all within Telford.	Being out in our communities enables customers to speak directly with employees. In this quarter we had 4 events with 33 customer taking the opportunity to attend.	These drop-ins enable any issues to be raised; the majority are about tenancy issues and ASB. These individual queries have been resolved and the chance taken to promote involvement chances too. The impact will be seen through the neighbourhood and ASB TSM’s. This links to the Neighbourhood and Communities standard .
MP coffee morning, Shaun Davies, Telford	Shaun Davies MP hosted a drop-in session with key stakeholders. These events bring customers and stakeholders together. 20 members of the public attended, questions related mostly about support for Armed Forces personnel and veterans in gaining a property with HPG.	At this event we were visible and available should anyone have a question; we were able to provide information for those who spoke to us. Another example of Neighbourhood and Communities standard .
Ward walks/walkabouts – Brookside, Wellington and Stirchley Telford	13 customers took the opportunity to speak with employees out and about in our local communities. The Customer Voice team and Housing teams were joined with stakeholders from Parish Councillors, SNT Police, Safer Neighbourhood team from Telford & Wrekin Council.	Concerns regarding parking and ASB were raised, and issues identified were taken away by Telford & Wrekin Council for action. The joint working with the collective agencies worked particularly well and will continue in the future. – this is the Neighbourhood and Communities standard .
Healthwatch survey for social housing residents on 'Good and fair employment'	Working with our partners at Healthwatch we promoted a survey across the summer about 'Good and fair employment' which was targeted to social housing tenants.	Although we were unable to see specific results from our customers over 20 responded to the surveys. Partnership working is essential to helping our customer maintain their tenancy's. This links into the Tenancy standard .

Engagement activities	Details	Outcomes
Malinslee Big Picnic (Telford)	Members of the Customer Voice team joined the Dawley Housing team at this busy family event with over 1,000 people attending. Lots of opportunities to chat with customers and local stakeholders including the MP and Councilors to discuss local issues and services.	Customers were able to raise any issues and talk to their housing team in a relaxed informal way. Being really visible and part of these community events, helps break down barriers. The impact will be seen through the neighbourhood and ASB TSM's. This links to the Neighbourhood and Communities standard .
PODS Picnic in the Park (Parents Opening Doors) Telford	This event offers various family-friendly activities, workshops, and opportunities to connect with local organisations, support services and our customers. Members of the Customer Voice and Value team had a stall in this well attended event, again over 1000 people attended.	As well as being there to support our customers this also promoted Wrekin/HPG and provided lots of networking and partnership work. Another example of Neighbourhood and Communities standard .
Stafford and Shrewsbury Pride	Our employees took the opportunity to attend the both Pride events in Stafford and Shrewsbury. These well attended events showed that HPG is an inclusive organisation and supports all of our customers.	We hope this promotes HPG in a positive light, we were also able to have discussions held about inclusivity – this is the Neighbourhood and Communities standard .
Challenging perceptions fun day, held at the Park Lane Centre (Telford)	Event which we funded to bring local residents and partners together for a family fun day. This was an Autism inclusive event. We attended as a table host along with other partner agencies. This was very well attended with at least 1,000 people visiting.	Several residents wanted information regarding lettings, with a current customer enquiring about downsizing. We also had enquiries about work experience placements and a partner agency making enquiries about our 'Get that job' offer. All of this links nicely to the Neighbourhood and Communities standard .
Pop Up Event - Broomfield's Estate, Hednesford	Estate pop up event where the Customer Voice team joined the Stafford Housing team. The housing team knocked doors to chat with residents whilst we provided children's activities and gave advice on bike safety. The environmental services team collected bulky items from the estate. 18 customers were engaged with.	Customers had an opportunity to chat to the housing team about local issues, where they raised problems with damage being caused by overgrown ivy. ASB issues relating to 2 properties causing issues for several residents and 1 recent complaint. The Housing team were able to directly deal with all of these issues. A great example of work on the Neighbourhood and Communities standard .

Summary of Transactional Surveys



As well as the Tenant Satisfaction Measures (TSM's) both legacy organisations conduct a range of surveys after a customer has interacted with the organisation, this could be following a repair or if you have requested a service from our Housing teams for example. This shows how we are performing but also enables us to continually improve and identify what's most important to our customers. This links into the **Transparency, Influence and Accountability standard** and the **Safety and Quality Home standard**. Surveys were the main way customers wanted to get involved (merger feedback) and this will be built into our Customer Engagement Strategy further (due for development by Quarter 3).

2357 surveys were completed overall – 912 for HPG and 1445 for Wrekin.

These are some key transactional survey findings for Quarter 2:

HPG – Summary of Overall Satisfaction

90% satisfied	Customer Services 350 surveys completed
98% satisfied	Gas Repairs * 51 surveys completed
79% satisfied	Complaints * 29 surveys completed
90% satisfied	Repairs 350 surveys completed
83% satisfied	Out of Hours 100 surveys completed
94% satisfied	Lettings 32 surveys

Please note: HPG survey numbers are based on July and August because Acuity provide the results 1 month behind. * Challenges with data sets have meant these are slightly behind planned timescales.

Wrekin – Summary of Overall Satisfaction



Satisfaction with your recent contact with your Housing team
154 responses which was a 6% return.



Satisfaction with Heating Safety check
161 responses which was a 10% return.



Satisfaction following your recent repair
353 responses which was a 10% return.



Satisfaction following your recent Damp and Mould treatment
29 responses which was a 14% return.



Satisfaction with Planned works
152 responses which was a 23% return.

Please note: each survey is sent out following an interaction with Wrekin at the start of the month, except for repairs which is weekly.

Comments from Tenant Satisfaction Measures

Within our TSM responses, customers are able to provide their thoughts, feelings and feedback which is gathered as comments. This is a randomly chosen selection of comments and the outcomes.

Satisfied

Money Matters have been very supportive and pleasant to me.

I had a call today regarding changing my direct debit date and the lady dealt with my request very professionally and with a really good level of friendliness and respect

Jobs are done quicker now

They are very quick with emergency repairs, they are good with that. They are good when I need to ring them for something, They are very helpful and kind.

Neither

Outcome

I have today applied for the right to buy the property, hoping that I will hear soon about my application

Comment

I would like to see hedges cut more especially for the very elderly that are unable to do it themselves

Comment

Their general repairs could be a little bit quicker but that doesn't bother me and other than that all good.

Comment

I have had no issues at all

Comment

Dissatisfied

Outcome

I am dissatisfied that a resident has a dog running around in a communal grounds with balls everywhere and dog mess on the lawns where I have to walk by and when it is sunny it smells. There is dog mess on the lawn been there for the last 3 days. My grandchildren come to my place and I have to tell them to watch were there walking as kids go.on the grass. It's disgusting. Also the smell of smoking in which a drug is in they call it wacky backy my goodness I can't even have the windows open as it comes in, well unfortunately I don't want to smell it. So I don't want to moan but come on who wants to smell that round where I live.

Escalated to the Housing Executive to investigate and see what action could be taken to prevent this in the future, Then called the customer back and provide an update.

Nobody has cleaned our communal indoors area since before Xmas, I will unfortunately need to make a complaint/ report next week.

Escalated to manager responsible to investigate why this has not happened and provide the tenant with an update.

When she makes reports regarding the neighbours ASB Homes Plus do not handle it effectively. There is dog mess in the communal gardens. Nothing is being done. The music and shouting is loud and intrusive.

Escalated to relevant member of staff.

They never repair anything and when they do the work it is of poor quality.

Discussion with customer about ways to improve.

Compliments

I would like to take this opportunity to say a big thank you to Ms Meredith, my Housing Officer, for supporting me in looking to find suitable accommodation to meet my needs. She is a very understanding and professional member of your staff, who understands my current circumstances. She was sensitive, treated me with dignity and respect, when I informed her of my situation, she made me feel at ease, and she was very supportive in her manner.
Mr Y

I would like to compliment the roofers who attended the property last week. There was an issue with some of the roof tiles, and they were able to complete the works there and then. They were efficient and really friendly. Miss W

We have just had some work done in the bathroom of the above address, (finishing on 29/9/25), to cure a damp and mould problem, which turned out to be a much larger job than was first thought. The main person who carried out this work was called Gaz or Garry, and I would just like to say on record that he has done a tremendous job, we are very pleased with, not only the finished work but also the tidy and professional way that he carried out these tasks. You have a valued member of staff in Gaz and should be congratulated! Well Done.
Mr C.

Many thanks to Mike the Gardening Manager for authorising and organising the pruning of the overgrown tree alongside my bungalow. Gavin from the tree pruning service did an excellent job! He was very polite and went above and beyond his call of duty. I cannot thank or praise him enough. Thank you all for an outstanding service. Much appreciated. Mrs M.

Customer called to thank us so much for the works carried out this morning at her property, she said it was Brett and Jason , she said "they were both lovely and did a fantastic job"
Mrs D

The repair engineer who came out and completed my repair was absolutely fantastic, friendly, respectful and very polite. Also, a very talented engineer.
Thank you
Mr C

Would like to say thank you & show appreciation for service received from customer service team. Appreciates help given and really makes a difference at 90 & with ill health
Ms H

Tom & Rich attended to fit the bathroom extractor fan today and customer said they were brilliant, did a great job and cleaned up well. She is very happy with their work.
Miss G

Skills Academy



Through the Skills Academy we are developing a suite of learning and development opportunities for customers. These may be face to face opportunities, online sessions or signposting to local training partners programmes. This links into the **Tenancy standard**, which details how landlords must provide services that support tenants to maintain their tenancy.

The Tenant Satisfaction Measures relating to overall satisfaction will be the areas this work is most likely to be visible.

Activity	Details	Outcomes
Employment, Money Advice (EMA) Team at HPG	<p>The EMA team work across the whole group to support our customers with advice on a variety of things including money, benefits and employment.</p> <p>Further details are included in the cost-of-Living update across both organisations.</p>	<p>In Q2, we received 122 referrals, and we dealt with 1,004 cases. All this support links to the Tenancy standard.</p>
First Aid training	<p>1 customer took up the opportunity to undertake the Emergency First Aid at Work training; this is accredited training alongside HPG employees.</p>	<p>This qualification lasts 3 years, which the customer can use in their personal lives and support any job applications. This links to the Tenancy standard.</p>
Digital Support delivered by: <ul style="list-style-type: none"> • Train IT Midlands • Tech with no limits • Learn Telford 	<p>19 sessions held across Q2, covering Shropshire and Staffordshire which 71 customers took the opportunity to attend. Train IT Midlands and Tech with no limits are Digital drop-ins – where customers can pop along with their mobile, laptop or tablet to ask any questions. Learn Telford is another drop-in session where customer can get advice and sign up to various courses.</p>	<p>Customers can ask questions and learn new skills, all in a relaxed environment. This helps individuals with mental health and social isolation. A good example of the Tenancy standard.</p>
Get that job	<p>Delivery of 3 employability workshops within a week. Sessions run 10am - 12 noon, covering CVs, application tips, interview skills and job search support. employees helped deliver the sessions, sharing tips, offering advice, support and building confidence</p>	<p>6 customers attended, all leaving with an updated CV and offer of work experience. 1 customer was gifted a laptop and 1 was referred to Money Matters for support. This links to the Tenancy standard.</p>