



Customer feedback report

Quarter 3 2025/26



**Housing
Plus Group**

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.

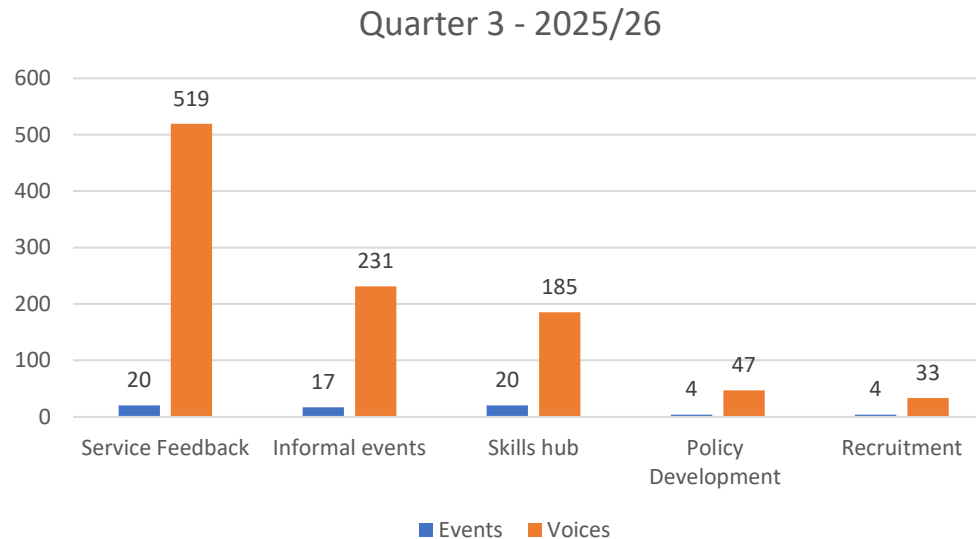
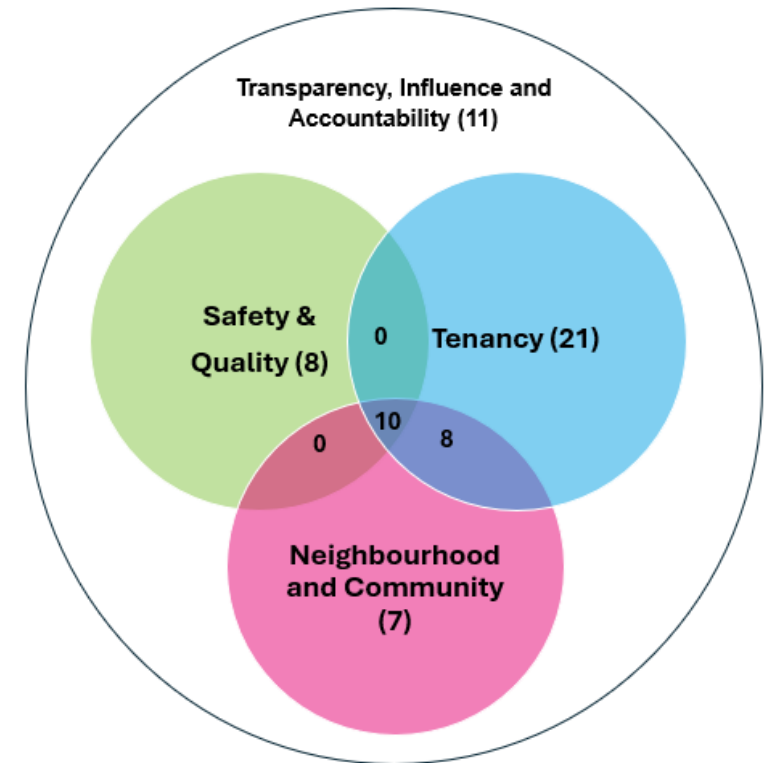
Summary – Involvement in Quarter 3



65 opportunities to get involved, with 1,015 voices heard, including:

- All customer consultation for the Asset Management strategy - 2164 voices
- A further 298 voices to add to the Development strategy consultation making 1687 voices in total, (survey figures not included in the above figure or graphics)
- 2 opportunities for customers to take part in recruitment for Regional Director roles and Group Chair
- Customers engaging with the review of Complaints
- Policy engagement
- We continue to have a range of meetings - both formal/informal drop-ins across the geography and in the communities of HPG, as well as online and in-person to suit customer preference
- Variety of Skills Hub activities

How the Involvement Opportunities fit the Consumer Standards



Future home engagement



Background

In the new HPG we want an Asset Management strategy that is fit for the future for our customers, whilst meeting tougher regulations (Building Safety Act, Awaab's Law, Decent Homes Standard v2) and tackling energy affordability/fuel poverty. We wanted the strategy to maintain long-term financial resilience, while growing supply and building trust with customers through transparency, engagement and clear delivery commitments.

From this case study you will see we had extensive engagement with our customers which directly links to the **Transparency, Influence and Accountability standard**, **Neighbourhood and Communities standard** and **Safety and Quality Home standard**.

Methodology

Customer feedback was gathered via multiple sources. This includes looking at complaints, transactional surveys and TSM's. We also completed an all-customer survey which 2,119 customers responded. Finally, we also hosted community drop-ins and in-person/online customer meetings, where a prioritisation game was used to spark discussion about preferred home upgrades. Customers spent a limited number of bronze, silver, and gold tokens representing basic to premium options on different parts of their home. 45 customers took part in the prioritisation game.

Findings

There were 4 key areas raised by customers:

- Support for condition-based replacements, not fixed lifecycle programmes.
- High priority for kitchens, bathrooms, heating, windows and doors.
- Strong demand for adaptations, accessibility, and feeling safe in neighbourhoods.
- Expectation that new homes reflect local need and tenure mix.

Outcomes

The new Group Asset management Strategy is built around three clear objectives:

- Safe, sustainable and affordable homes – 100% safety compliance, all homes EPC C or above by 2028, and a clear pathway to Net Zero by 2050.
- Smarter asset decisions – investing in homes that perform well and meet local need, while disposing of those that are no longer fit for purpose.
- Empowered residents and workforce – residents shaping investment decisions and a capable, skilled workforce delivering the homes of the future.

HPG currently owns around 34,000 homes, with an average age of 47 years. Over the next five years:

- Nearly £240m will be invested in improving existing homes, with a further allowance for legislative change, adding another 5% in budgets to deal with new legislation.
- Up to 290 underperforming homes per year will be sold, with all proceeds reinvested locally.
- Up to 3,500 new homes will be built, delivering a net gain of around 2,050 homes by 2031.



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. 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
Allocation and Lettings policy	Customers from across HPG were invited to an online meeting of which 10 attended, here they discussed the policy with employees. A further 29 customers completed a survey feeding back their thoughts. This input really helped shape the policy.	The policy feedback showed the policy made sense and was inclusive, there was some valuable discussions around the support offered to potential customers and making the process as transparent as possible, which fed into the policy design. This review give assurance relating to the Transparency, Influence and Accountability standard .
Access to Servies EIA	Customers from across HPG were invited to join the online EIA meeting, with 10 attending. They joined employees to discuss how customer access our services considering the 9 protective characteristics and whether we should have a separate Access to Services Policy? The discussions held were extremely valuable and their input will help to shape the policy.	It was concluded that we shouldn't have a separate policy, but instead we should embed access to services in all our policies and tailor how the service will be accessed depending on the policy area. Another outcome was to update the EIA form to ensure there is always a discussion around how the service area being reviewed can be accessed – does it require any reasonable adjustments. That section has now been added. This review give assurance relating to the Transparency, Influence and Accountability standard .

Recruitment

Where possible and appropriate we involve customers in our recruitment process for employees. We value their views and opinions to ensure we appoint the right candidate for the job. 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**’ and ‘**being kept informed about the things that matter to you**’ will reflect how we are performing.

Recruitment Area	Details	Outcomes
Regional Director role	Over the course of 3 days 10 involved customers were part of the interview process for the Regional Director role. This included a 15-minute presentation to the customer panel followed by 45 minutes of questions.	The involved customers input directly fed into the recruitment matrix. This is a great example of the Transparency, Influence and Accountability standard .
Group Chair of the Board	The recruitment process for the Group Chair included 3 involved customers joined by 3 Board members hearing presentations.	Involved customers input directly fed into the recruitment process. . This is a great example of the Transparency, Influence and Accountability 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
HPG gas contractor	8 customers took part in a workshop to talk about experiences of the new gas contractor.	This feedback has been used as part of wider contractor management arrangements. The contractors were changed due to performance and this workshop was looking at whether the change of contractor had brought about improvements. This is one part of work that falls within the Transparency, Influence and Accountability standard and Safety and Quality Home standard .
CarePlus and ShireLiving survey	A digital survey was put together to understand the experiences of services being delivered in CarePlus and ShireLiving.	The feedback was collated and shared with the ShireLiving forum in January 2026. Once these discussions have gone ahead, the teams will work to put the relevant actions in place. These covered things like staffing and building changes/works so are now planned in. This links into the Tenancy standard, Safety and Quality Home standard and the Neighbourhood and Communities standard .
ShireLiving forum	Shireliving voices came together this month with a lively and insightful session. They were joined by Les Clarke, Executive Director of Care and Support, Claire Skelton Director of Care and Support Service Development and Sue Atkins Director of Supported Housing with Care.	Members of the forum were able to meet new employees and be updated about the new care leadership team. They also explored communication preferences and discussed ways to continue strengthening the group and boosting engagement. This links into the Tenancy standard and the Neighbourhood and Communities standard .



Service Development



Engagement activities	Details	Outcomes
Localities webpages feedback	We're planning a publishing a webpage on our website to share information about specific local areas, what we are working on and what is happening in that area. 19 people fed back their views to shape this	95% of respondents said they would use the webpage. This has been an important test of the level of information This is links into the Transparency, Influence and Accountability standard and the Neighbourhood and Communities standard .
Complaints review	As we continue to merge our services together, we are conducting a review of complaints, Customers have been invited to feedback on their experience of complaints but also what makes a great complaints service.	So far 130 responses have been received. These will form part of the service review and design of the new operating model. This links into the Transparency, Influence and Accountability standard .
Involved customer engagement event	We held an in-person meeting and a follow up online session discussing the increase in rent, support we will be providing and how the information will be communicated. 24 customers were involved.	Customers were able to ask any questions and really get an understanding of the different subject areas. Particularly in relation to the support available through the rent increase, customers feedback on how we could promote this and ensure all customers were aware. This links into the Transparency, Influence and Accountability standard .
Visit to Black Country Housing Group	2 involved customer accompanied 2 employees to a best practice visit. Here they spoke with customers and landlords from the Midlands about customer engagement.	The customers were able to talk about engagement within the different organisations and learn from each other. The employees were able to do the same and share best practice. This brought in new ideas and chance to share thoughts. This links into the Transparency, Influence and Accountability standard .
Development strategy	In July 2025, the Development strategy was taken to SPaCE committee, at their request we undertook further engagement of the Homes Plus side of the organisation to feed into the design of the strategy. In total for this engagement 1,687 voices were engaged with, and the strategy was approved by Group Board in December 2025.	The customer voice gathered fed directly into the design of the strategy, with the new Group Development Strategy 2026-2031 being launched later this year. Customers feedback shaped the strategy for building new homes. This links into the Transparency, Influence and Accountability 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, Navy Club, Wellington Hub and Interfaith centre all within Telford. Also, Hazelwood in Whitchurch.	Being out in our communities enables customers to speak directly with employees. In this quarter we had 9 events with 71 customer taking the opportunity to attend and speak to us.	The majority of issues are operational issues, such as ASB in the area. We also took the opportunity to discuss our Asset management strategy. The impact will be seen through the neighbourhood and ASB TSM’s. This links to the Neighbourhood and Communities standard and Transparency, Influence and Accountability standard .
MP coffee morning, Shaun Davies, Oakengates, Telford	Shaun Davies MP hosted a drop-in session with key stakeholders. These events bring customers and stakeholders together. 15 members of the public spoke with us, with questions related mostly gaining a property with HPG or repairs.	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 .
Donnington litter pick	5 customers took the opportunity to speak with employees while out and about on this litter pick. Teams were joined by stakeholders from Parish Councillors, SNT Police, Safer Neighbourhood team from Telford & Wrekin Council.	Concerns regarding parking were raised. The joint working with the collective agencies worked particularly well and will continue in the future. This is part of our TSM relating to landlord contribution to – this is the Neighbourhood and Communities standard .

Engagement activities	Details	Outcomes
Smallwoods community centre, Leegomery, Telford	Local families were invited to attend a Halloween craft event at the local community centre. Over 100 people attended with 20 people taking the opportunity to talk to us.	This was a chance to discuss questions for customers and is part of tailoring services and offering different ways to access services. The impact will be seen through the neighbourhood and ASB TSM's. This links to the Neighbourhood and Communities standard .
Madeley Community Day	This Community event was in partnership with Madeley Town Council and partners. The Resilience Fund provided funding for half term children's activities. Members of the Housing team and Social Value team supported this well attended event with 19 people speaking with us.	As well as being there to support our customers this also promoted HPG and provided lots of networking and partnership work. Another example of Neighbourhood and Communities standard .
The Lantern Community Centre, Shrewsbury	Members of the Customer Voice team spent the morning talking to visitors about how HPG should be spending its money and how we should communicate. 25 customers attended.	Being visible and engaging in the heart of the community is important, we were able to answer questions and signpost to services, as well as talking about money and communication – this is the Neighbourhood and Communities standard .
Breakfast /Networking event at Stafford Family Hub	This networking event was with support agencies and members of the public from across Staffordshire. It was a chance to swap ideas and promote HPG. It was really well attended with over 100 people attending.	We spoke to numerous organisations and have swapped contact details for future reference as part of enhancing our partnership approach. This links nicely to the Neighbourhood and Communities standard .
White Ribbon Campaign event held at AFC Telford's ground.	Event held for an hour prior to kick-off. At least 400 people were at the event and we spoke to at least 36, raising awareness of violence against women and girls at this partnership event.	This partnership event raised awareness of the campaign which may affect our customers. With a partnership approach to domestic abuse now part of the Neighbourhood and Communities standard it is important that we work with partners to promote the support available.

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 in Quarter 3 and 4).

2437 surveys were completed overall – 1137 for HPG and 1300 for Wrekin.

These are some key transactional survey findings for Quarter 3:

HPG – Summary of Overall Satisfaction

89% satisfied	Customer Services 300 surveys completed
93% satisfied	Gas Repairs 150 surveys completed
63% satisfied	Complaints 60 surveys completed
89% satisfied	Repairs 450 surveys completed
79% satisfied	Out of Hours 150 surveys completed
94% satisfied	Lettings 47 surveys

Wrekin – Summary of Overall Satisfaction



Satisfaction with your recent contact with your Housing team
78 responses which was a 4% return.



Satisfaction with Heating Safety check
68 responses which was an 8% return.



Satisfaction following your recent repair
308 responses which was an 8% return.



Satisfaction following your recent Damp and Mould treatment
35 responses which was a 11% return.



Satisfaction with Planned works
203 responses which was a 20% 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

Housing treats their tenants like one big family always there to help wherever possible.

I have lived here for three years now and from the process of applying to receiving the keys and then living here. Everything has been good. If I have had to have a repair, they come and sort it out. The contractors respect you and your property. I am over the moon with the service and very happy in my home. it could not be better.

Whenever anything is wrong, they deal with it immediately and always to a good standard.

I live on my own and look after things, but they're always at the end of the phone whenever I need them.

Neither

Action

Please regard wildlife with more care when gardening.

Comment passed to the team.

Wanted to know if I pay for garden services as i have a garden around my ground floor flat.

Passed to housing team to investigate and advise tenant.

i don't really hear much from them but i have not really needed too.

No further action

No problems with them, the repairs are done. Sometimes timely, sometimes not.

Followed up with team

Dissatisfied

Outcome

I have been very disappointed this year with the service and feel that things could have been solved and sorted when I reported them, but they haven't. I'm not going into winter with doors that have the same problem as last year and windows not fit for winter. My bathroom is in a poor state, and I have given up asking for problems to be sorted due to the lack of response, being ignored and jobs not being done properly.

Escalated to the Supervisor to investigate the issues raised and asked them to contact the tenant with an update.

The only problem is with the outside area and not knowing who is supposed to maintain the area. It's been confirmed it's not mine but it's an eyesore and full of litter and animal poo and smells bad and really needs to be cleared. The council staff just walk past it and never seen Wrekin staff deal with it. I don't know how to find out about it either. I have asked my housing person but no answers yet.

Escalated to the housing team to investigate and to let the tenant know who is responsible.

You ask them to do anything, and they say that it'll be done on the MOT, which is every 10 years, that's not good enough. The last MOT was during COVID, they did the outside of the house, but never did the inside, and never came back to do it.

Asset management strategy addresses many of these issues. All specific outstanding issues are sent as an alert for Customer Services to raise. Teams have access to all comments, addresses and insight.

Hole in the roof, still not fixed, we have damp and mould issues, kitchen dropping apart, they fixed the doors which were the wrong size.

Compliments

"I was very happy with the work the gentleman did on my heating repair job, I get cold and have osteoarthritis, so it makes me worse if I have no heating and you got it sorted in a short time so thank you for that , the repair man was very pleasant too".
Mrs M.

"I wanted to leave feedback regarding my housing person, Justine Brook, during the 10 years of living at Stretton Court, Justine was one of the very few people who: Listened: Justine listened and was kind and fair and was so lovely to talk to. Was proactive: Justine helped where she could and was always smiling and kind doing so. A lovely person, your grounds men and gardeners are lovely people, as is Justine, she was so understanding. I hope this feedback is helpful as Justine is always so busy but is doing an excellent job, as did Jo Smith in the complaints department who was very helpful and thorough when I had criminal issues [my car being broken into over and over and parcels stolen due to no streetlights....] I hope that you're able to share this feedback, and my appreciation for her always going the extra mile. Many thanks Mrs C.

"To John & all the Staff of SPRINGWOOD. Thank you for all your kindness since I moved here in the spring and after the loss of my partner".
Mrs K.

"Can you please feedback that I wish to "Thank Rich" the electrician today again for his professionalism today and resolving the matter and even tidying up the debris after he had completed the job which I really appreciated too. Rich was so polite, so approachable and so helpful today and explained to me what the issue was and what had caused it and took a photo. Rich was fantastic and I wish there were more Rich's out there doing such fantastic work and being so professional and informative. So Huge Thank you to Rich and all he has done today." Ms W.

Mrs Powell called to compliment Adrian Powell for a job well done, she said she has had an issue with her door for about 4 years and finally he has sorted it out. She said he is a credit to the company and everything he should be.

Thank you so much for your ultra-fast services, we reported a broken toilet yesterday and it was sorted within a few hours. Super-fast service and the engineer was super nice and efficient."
Mr and Mrs K.

Mrs H called to express gratitude to the agent and the team for resolving a long-standing issue with a leak in her shower room. Mrs H provided a list of individuals, including Reg Bates, Adam, Craig, Nick Wood, and the cleaning company Square One Professional Cleaners, whom she wanted to thank for their assistance. She also wanted to thank the agent and the entire office team for their kindness and support during this difficult time.

"Yesterday (Tuesday 16th) myself and my wife attended the residents Christmas lunch and we would both like to say that it was absolutely wonderful. We would like to say a big thank you to Nathan our chef Jess and Grace for their time spent in the kitchen cooking a really delicious dinner.
Many thanks from two very satisfied diners."
Mr and Mrs C.

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	The EMA team work across the whole group to support our customers with advice on a variety of things including money, benefits and employment.	In Q3, we received 148 referrals, and 694 different pieces of casework. We also had 29 debt advice cases. The local hubs of Meole, Castlefields (Shrewsbury), Burton Square (Stafford) and Maywood Centre (Wombourne) had a combined 780 visitors. All this support links to the Tenancy standard .
Digital Support delivered by: <ul style="list-style-type: none"> • Train IT Midlands • Tech with no limits • Learn Telford 	18 sessions held across Q3, covering Shropshire and Staffordshire which 122 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.	Customers can ask questions and learn new skills, all in a relaxed environment. This helps individuals with mental health and social isolation. It also supports with financial resilience as digital services also offer lower rates/costs sometimes. A good example of the Tenancy standard .
Job Centre Plus, Telford	This event was alongside various partners and agencies to support customers transferring to Universal Credit and provide energy advice. Approx 30 people came seeking housing and welfare advice.	Customers had the opportunity to chat to our employees and receive help and support. This is a great example of partnership working which links into the Neighbourhood and Communities standard and the Tenancy standard .
Cost of living event	Approximately 50 people attended including several WHG customers in need of housing or benefit, cost of living or energy advice. Referrals made to Money Matters team and to the Hygiene Bank.	Another example where customers and potential customers can chat to our employees and receive help and support about a range of financial and employment services as part of tenancy sustainment. . This is a great example of partnership working which links into the Neighbourhood and Communities standard and the Tenancy standard .

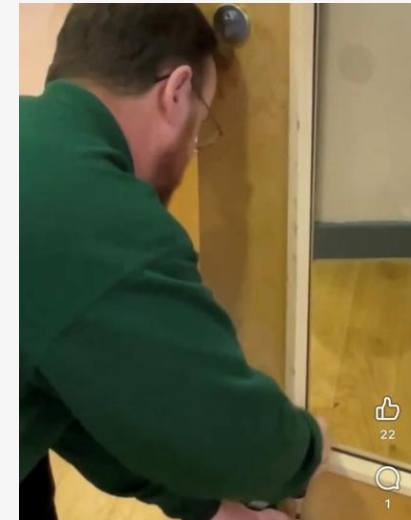
Skills Academy case study

Employability - Machael

Michael joined the British Army straight from school and after 16 years in the military was looking to transfer back into civvy street and wanted to work in property maintenance. Living in Telford, Michael often saw our vans around town, and he heard how the Group were Armed Forces Covenant Employers and fully supportive of the military and ex-service personnel, so got in touch to see what opportunities we had.

We were able to offer Michael some flexible work experience shadowing one of our Building Assistants for 3 days a week so he could get some experience and see if he liked the role before leaving the Army. After three months, he had the opportunity to apply for a Building Assistant role at Elmwood Extra Care and has now been working with Housing Plus for four months.

Michael said that being here for a few days a week for some months meant that the transition to working for the Group was seamless and he is very thankful for that having been in the Armed Forces for so long. He really enjoys that every day is different, meeting new people and impressed with the support he has received.



School Games

How Do You Feel About Being Here Today?



How do you feel after attending TGC



For the 2025/26 academic year, Housing Plus Group and Keon Homes are joint sponsors of the Shropshire Primary School Games, a national initiative promoting physical activity and participation among young people.

The programme offers a mix of inclusive and competitive events across the county, enabling hundreds of children to take part in sport, volunteering and leadership opportunities. Events fall into one of three categories – engage, inspire and compete – which demonstrates to young people the different ways of looking at sport and how it might benefit them moving forward.

The first event, held at Lilleshall National Sports Centre in October, engaged around 200 girls who would not traditionally engage in sporting activities through a 'This Girl Can' initiative. The girls got to try out five different sports – Netball, Boxing, Squash, Kwik Cricket and Archery – and there was a clear positive impact.

Further events will run throughout the year, including inclusive activities for children with disabilities. Sponsorship also supports our wider business objectives by promoting apprenticeship opportunities and helping to positively challenge perceptions of social housing within local communities. This is a great example of the **Neighbourhood and Communities standard**.