



## Customer feedback report

Quarter 4 and yearend information  
2025/26



# Executive Summary

## Background

The revised Consumer Standards 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**
- **Neighbourhood and Communities standard**
- **Transparency, Influence and Accountability 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
- Engagement at Community Events
- Completing surveys
- Document reviews
- ShireLiving Forum
- Focus Groups
- Survey reviews
- Trailing new technology
- Working with customers of lived experience of our services
- Engagement at Youth Groups
- Working with Care Plus schemes
- Staff Customer Group

On the 6th January 2025, The Wrekin Housing Group and Homes Plus Group merged to form The New Housing Plus Group. As this new organisation develops with customer at the very heart, the two legacy customer engagement teams have come together, this report details their work with customers.

## **Equality, Diversity and Inclusion**

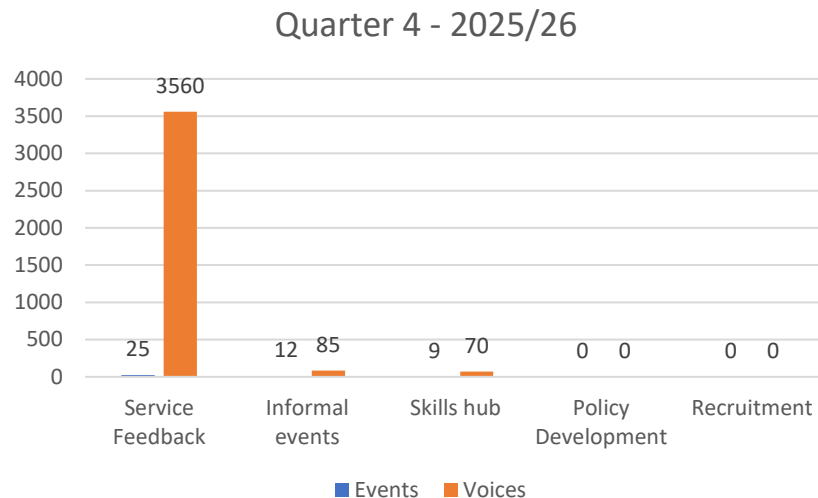
Throughout all our engagement opportunities we endeavour to be inclusive to all, this includes offering multiple formats for engagement (in-person, online, phone, written) to address accessibility needs. We will also be flexible with times and locations. To ensure our findings are representational of our customers we will gather equality and diversity information, this will provide assurance that our findings are representational.



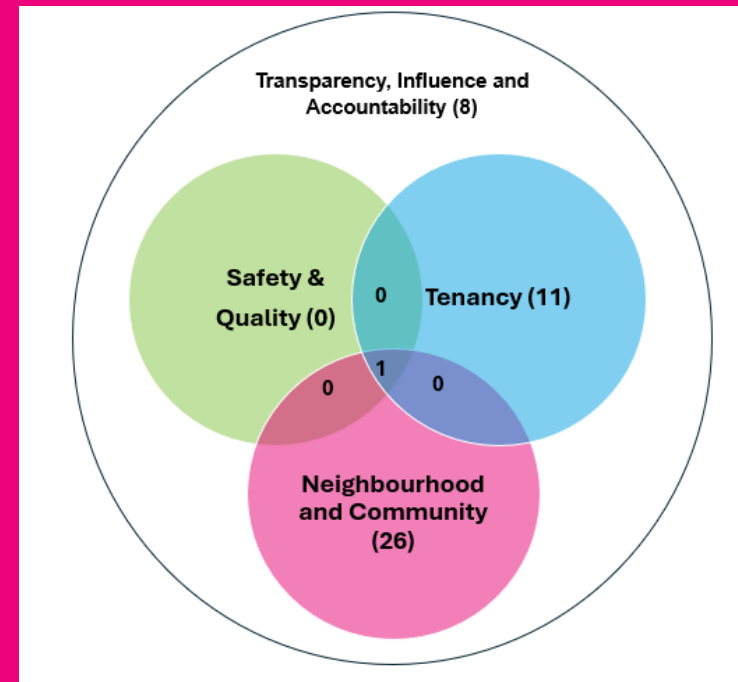
# Summary – Involvement in Quarter 4

46 opportunities to get involved, with 3715 voices heard, including:

- 1060 customers responded to a consultation about the organisations newsletter
- 1477 voices heard in a consultation about 'Shaping the future Retirement living service' and a further 399 customers responded in a 'Housing for older people survey'
- 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

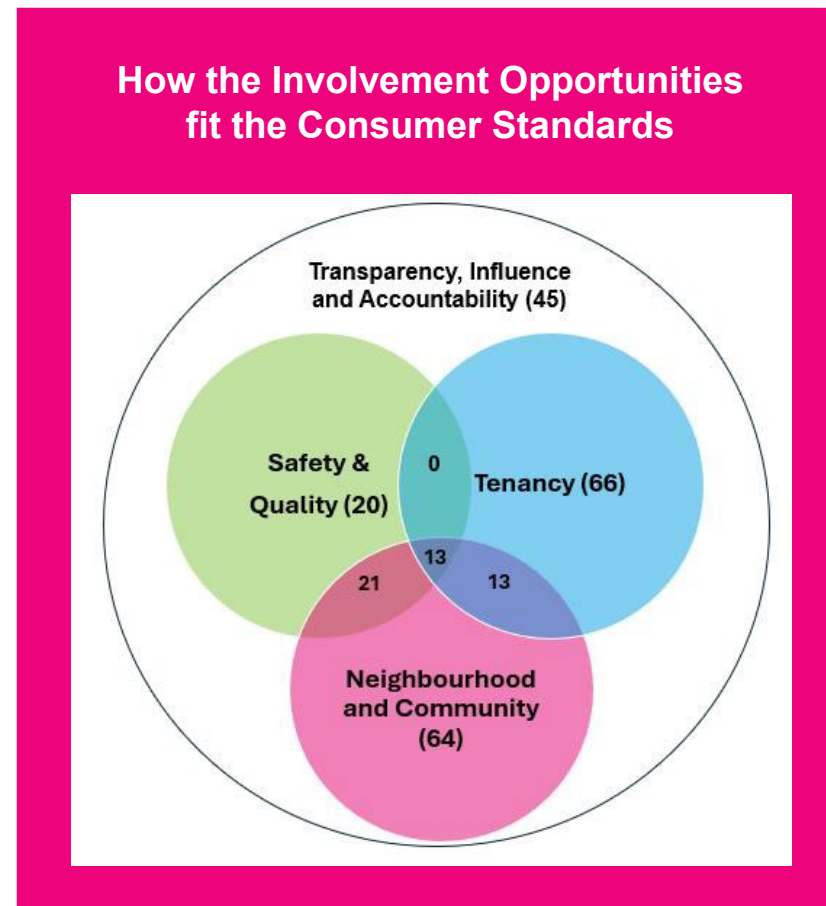
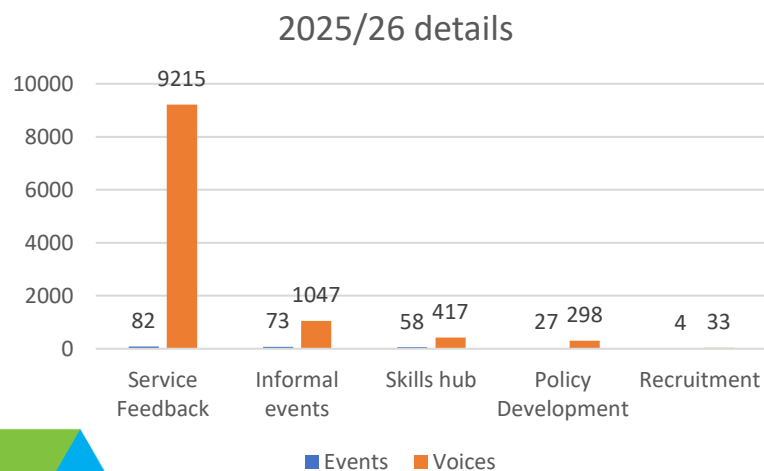


# Summary – Year end figures

This year there has been **244** opportunities to get involved, with over **11,000** voices heard, (not including TSMs/Transactional Surveys or EMA related matters) including:

4 large scale consultations in: Stigma/stereotype, Asset Management strategy, Development strategy and a Review of the Repairs service

- 27 opportunities to have a say and influence Polices
- Year round 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 engaging with our customers with lived experiences
- Varsity of Skills Hub activities



# Housing Plus Groups Customer Newsletter consultation

## Background

As we merge our operations and services for our customers, we continue to engage with them on how they would like services. In this example we wanted to find out if people were more likely to read the Housing Plus Groups newsletter if information was tailored to their local area. By exploring with customers what they want we can tailor the newsletter to meet their needs, this is a fitting example of the **Transparency, Influence and Accountability standard**.

## Methodology

- Customer feedback was gathered by placing a short survey within the Winter edition of the newsletter. The newsletter is either sent out digitally or it is printed for those customers who have requested this. This newsletter goes to all HPG customers. It was also incentivised with a chance to win a £50 gift voucher.
- Questions in the survey focused on:
  - How often do you read the newsletter?
  - How would you prefer to receive the newsletter? ie
  - Would you be more likely to read the newsletter if the content were tailored to your local area?
  - What topics would you be most interested in reading about? And any further comments or suggestions.
- **1060** customers responded which is a 3% response rate.



## Findings

Nearly **43%** of respondents said they always read the newsletter. Excluding this group and focusing on those who said they read it often (**23%**), sometimes (**23%**), rarely (**6%**), or never (**5%**), just under half (**49%**) said they would be definitely more likely to read it if the content were tailored to their local area or neighbourhood. A further **39%** said they would be somewhat more likely to do so.

## Outcomes

These findings will feed into the review and design of the new newsletter going forward. We will also:

- Update customer preferences for printed or emailed newsletters, or no newsletter at all.
- Draft a plan to begin tailoring some parts of the newsletter with content that is appropriate to customers' local neighbourhoods.
- Be inspired with content ideas for future editions.
- We also took the opportunity to ask if customers wanted to get involved **293** said they would like more information – so we will be making contact with these customers shortly.

# Shaping our future Retirement living service

## Background

As a combined organisation Housing Plus Group has 3561 supported housing properties. 95 of these properties are for Adults with Learning Disabilities.

We wanted our customers to help shape the future of this service. Within this consultation we had 4 key points::

- 1.To ensure we are delivering services our customers value
- 2.To help align and shape the future service
- 3.To gain valuable feedback from our customers so we can improve our services
- 4.To collate / verify communication preferences and contact details

By exploring with customers what they want we can tailor the service to meet their needs, this is a fitting example of the **Transparency, Influence and Accountability standard**.

## Methodology

Between November 1<sup>st</sup> November 2025 – 31<sup>st</sup> January 2026 our Retirement Living Officers haven been out on all sites consulting with Housing Plus Group Tenants about the service. We have received **1,473** responses during this time from 3466, a **response rate of 42%** across the whole service.

## Findings

### Benefits/satisfaction to living in retirement living

- Improved feelings of safety and security, accessibility is important due to disability or age
- The benefit of having a RLC and staff on site, 89% satisfaction with RLC, this is the most valued service overall
- Other services highly valued are: the warden call system, the repairs and maintenance service, fire alarms and help and advice
- Facilities provided are largely valued particularly the community room and the laundry

### Concerns around living in retirement living

- 10% said they did have concerns about moving. These were around age and being worried they would be too young, there would be a lifestyle change and loss of independence
- While the majority feel safe living there some tenants said they didn't due to poor lighting in communal areas and car parks, and some ASB in the area
- Some tenants felt their RLC was not on site enough and they would like more visits

### Future service provision

- There is some demand from Legacy HPG tenants to reintroduce the 'I'm ok' daily checks service, over half said yes or maybe
- The main themes identified for improvement include: faster response to repairs and maintenance, improving staff presence and communication, improved garden maintenance – quality and frequency, more social activities, and a better range
- There is some demand for a personal care service, 62% said yes or maybe with 65% currently receiving care from a registered social provider

# ShireLiving Catering Consultation

## Background

Within our ShireLiving schemes we wanted to gather our customers views of the current catering service. By exploring this with our customers we aim to better suit our customer's needs. This is great example of the **Transparency, Influence and Accountability standard**, but also the **Neighbourhood and Communities standard** as the restaurant is the heart of the community within our ShireLiving schemes.

## Methodology

A series of in person consultation meetings were held with ShireLiving customers to explore the use of the ShireLiving cafes. **243** customers took part across all 12 schemes.





# Domestic Abuse consultation

## Background

This project highlights the impact of domestic abuse on our customers and outlines our approach to supporting and signposting those affected. Recognising that domestic abuse can take many forms and often remains hidden, it is important that we understand its prevalence within our communities and respond effectively. Through increased awareness and a clear, compassionate approach, this work aims to ensure that those experiencing abuse are identified early and provided with the appropriate support. This is an example of the **Transparency, Influence and Accountability standard**, but also the **Neighbourhood and Communities standard**.

## Methodology

We wanted to understand the Domestic Abuse services from two perspectives, the customer, and from our employees. So, we focused this project on:

- Case studies with customers with lived experience – we completed 7 of these
- 2 examples of timelines of customers supported during domestic abuse
- Staff awareness survey – 88 employees completed a survey about awareness and how to support customers



HPG staff on the pitch at AFC Telford supporting Violence Against Women and Girls (VAWG) White Ribbon event April 2026

## Findings

**Customers:** from talking to customers who have lived experience of Domestic Abuse it showed that they were unaware that of the support and help that Housing Plus Group can offer.

**Employees:** the majority of employees who responded, were confident in reporting concerns, but would value regular training. This did highlight that some employees were not aware, showing a need for training. Information about partner agencies would also be a benefit to help signpost customers too.

## Outcomes

Four recommendations have been proposed:

- **Domestic Abuse Training** - training at induction for new employees and provide regular refresher training for existing
- **Information and Signposting** - To raise awareness and enable customers to self-serve create a directory of domestic abuse support services and organisations. Make it available on the website, internal platforms (e.g. Workvivo), and in printed materials for events
- **Awareness of Internal Support** - Relaunch “Champions” and steering group members. Promote support services and employees involved
- **Customer Knowledge for Service Delivery** - ensure internal information is up-to-date to support customers

If you are affected by anything in this report please contact: [www.westmerciawomensaid.org](http://www.westmerciawomensaid.org), [www.havenrefuge.org.uk](http://www.havenrefuge.org.uk), <https://cranstoun.org/help-and-advice/domestic-abuse> or [www.galop.org.uk](http://www.galop.org.uk) (supporting LGBTQ+ communities)

# 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
ShireLiving voices meetings	14 members of the ShireLiving voices came together for an insightful session. They were joined by Les Clarke, Sue Atkins Director of Supported Housing with Care to discuss the results of the CarePlus survey and exploring housing options for older people.	Members of the forum were able to ask questions of the leadership team and discuss the service going forward. They also had conversations about the barriers to moving in older age, which help to inform the work of the Housing for older people survey.. This links into the <a href="#">Tenancy standard</a> and the <a href="#">Neighbourhood and Communities standard</a> .
Housing for older people survey	399 Legacy Wrekin tenants aged over 65 who live in General Needs properties, responded to a survey exploring if they knew about housing for older people. This was to help inform our future retirement living operating model. The survey was be sent by text message or email.	43% of respondents were unaware of the housing for older people, but 59% would be interested to know more about the service. This links into the <a href="#">Tenancy standard</a> and the <a href="#">Neighbourhood and Communities standard</a> .

Engagement activities	Details	Outcomes
None traditional energy project	The purpose of this engagement was to better understand whether our energy costings research in properties without traditional heating systems was correct. This research considers property size, occupancy levels, and estimated energy costs for running electric heating systems. We completed 21 phone conversations to gain an understanding of	The key themes showed that many customers have limited awareness of energy tariffs and usage. There was a wide variation in actual energy costs compared to estimated averages. Some customers with all electric systems were struggling to heat their home. Many customers were unaware of how they could begin to explore how best to use their energy systems or how to look for cheaper deals. When offered support only 2 people accepted a referral. Those who didn't explained "I don't think there is anything you could do to help". This links into the <b>Tenancy standard</b> .
Understanding more about Homelessness Services in Staffordshire	We were approached by Staffordshire Council to reach out to our Stafford based customers to ask if they have any experience of using the Homelessness Services. 16 customers completed the survey.	Valuable feedback about the services. This information can also be used internally to help us improve our services. This links into the <b>Tenancy standard</b> .

# 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 Wellington Library all within Telford.	Being out in our communities enables customers to speak directly with employees. In this quarter we had 5 events with 13 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 <b>Neighbourhood and Communities standard</b> .
MP coffee morning, Shaun Davies, Sutton Hill ,Telford	Shaun Davies MP hosted a drop-in session with key stakeholders. These events bring customers and stakeholders together. 12 members of the public spoke to us. Questions related mostly about 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 <b>Neighbourhood and Communities standard</b> .

Engagement activities	Details	Outcomes
<p>Ward walks/ walkabouts/ litter picks – Wellington, Brookside, Donnington and Sutton Hill Telford Easter event – walkabout and litter pick, Stafford</p>	<p>52 customers took the opportunity to speak and engage 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 &amp; Wrekin Council. The Easter event in Stafford was particularly successful.</p>	<p>Concerns regarding parking and ASB were raised, and issues identified were taken away by partner agencies for action. The joint working with the collective agencies worked particularly well and will continue in the future. – this is the <b>Neighbourhood and Communities standard</b>.</p>

# 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 new Customer Engagement Strategy further.

1860 surveys were completed overall – 1141 for HPG and 719 for Wrekin. These are some key transactional survey findings for Quarter 4:

HPG Summary of Overall Satisfaction	
<b>91%</b>	<b>Customer services</b> 300 surveys completed
<b>91%</b>	<b>Gas repairs</b> 150 surveys completed
<b>69%</b>	<b>Complaints</b> 58 surveys completed
<b>92%</b>	<b>Repairs</b> 450 surveys completed
<b>87%</b>	<b>Out of Hours</b> 150 surveys completed
<b>94%</b>	<b>Lettings</b> 33 surveys completed

Wrekin Summary of Overall Satisfaction	
<b>84%</b>	<b>Recent contact with housing team</b> 107 responses, 5% return
<b>96%</b>	<b>Heating Safety check</b> 57 responses, 8% return
<b>92%</b>	<b>Recent repair</b> 408 responses, 10% return
<b>93%</b>	<b>Damp and Mould treatment</b> 43 responses, 11% return
<b>92%</b>	<b>Planned works</b> 104 responses, 15% return
<b>Please note:</b> 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

*A well-maintained place to live, and Wrekin always sorts out any issues I have had.*

*I think the Wrekin housing group is excellent. the call centre is very lovely. I've called them and they've got someone out before 6. the guy that comes out is exceptional. they take their time and I get a text to confirm the appointment. I can't fault them.*

*Whenever I need them for anything they come, and do it and they respond well if I have a problem*

*I always have good service with them; I don't have to wait long and they're very polite*

## Neither satisfied or dissatisfied

*Would like hedge cutting done more frequently.*

*Yes wish I could see my back garden - I have a pantry door to look at and a back door. wish I could have a downstairs toilet instead. Of TWO SHEDS thank you*

*I have to wait quite a long time with repairs, and I still have some ongoing*

*Repairs are bodged jobs, the bath is coming away from the wall again. My flooring is not central and I have autism so that bothers me massively. My bathroom and kitchen are from the 1980's No calls back either.*

## Outcome

A member of the Environmental Services team called to explain we prune twice per year as per our specification, but we would make note of their comments.

The Housing executive spoke with the customer who has decided to look for a different property, which we are supporting.

Customer has the outstanding repairs booked in and confirmed for the 28 May and 1st/2nd July. This is a 2-day investigative repair to the living room floor and replastering in the kitchen.

Customer has reported no further repairs since survey. Bathroom installation was 2010 and the kitchen replacement is due in 2028, at present has no requirement to be brought forward. Customer Services have tried to contact the customer but with no response or way to leave a message.

# Comments from Tenant Satisfaction Measures



Dissatisfied	Outcome
<p><i>My garden has been flooded since the day we moved in 2 years ago. I've reported this a year ago when we had the snagging visit and the manager dismissed the issue and said the ground works was fine after digging a few holes? as my garden is unusable and I'm still waiting for a maintenance supervisor following the last visit on 20th February and I've had no contact since.</i></p>	<p>We contacted the customer and arranged for the work to rectify the situation the job was completed on 24th April.</p>
<p><i>I am not really happy because they bully me and they want to enter my flat I just want to move I had enough it is making me ill.</i></p>	<p>The customer was contacted by the area manager for a full investigation, which concluded the customer was not bullied. The customer is now living happily in their home, engaging with care staff, and has withdrawn their request for a move.</p>
<p><i>They don't sort out issues when you report them, and they don't get back into contact with you when they say they will. The communication is shocking.</i></p>	<p>Customer has since been contacted with all outstanding roof repairs booked in for June 11th.</p>
<p><i>I've had an ongoing issue to do with pests and literally fly tipping really. Where I live is a block of flats and on the ground is the pens with the bins and I've been complaining to them about fly tipping and rats, but nothing's been done about it.</i></p>	<p>Neighbourhoods officer has since attended property and delivered letters to all properties in block reminding them of responsibilities. Officer has also spoken to tenants involved and cleaned up area with tenant help. The officer has since inspected the area and found no sign of pests.</p>



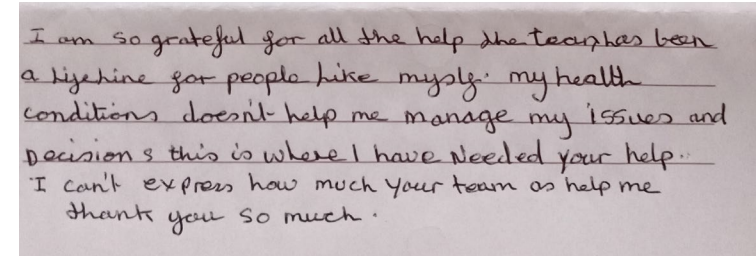
# Compliments

"I just wanted to pass on my thanks and compliments for the service from your repairs team today. My central heating stopped working over the weekend and I called your repairs line at 08:05 today. The wait time was reasonable for a Monday morning, and a very helpful lady acted promptly and advised of an approximate time for the engineer to attend. The engineer came a couple of hours later and got it working within a couple of hours, after having to go out and collect a part for the boiler. This prompt response, during the cold weather especially, is very much appreciated. Your repairs team have always provided a great service." Mr B.

"I would like to express my gratitude to you. Thank you for your conscious effort and support" Mrs S, talking about Customer Advocacy Team

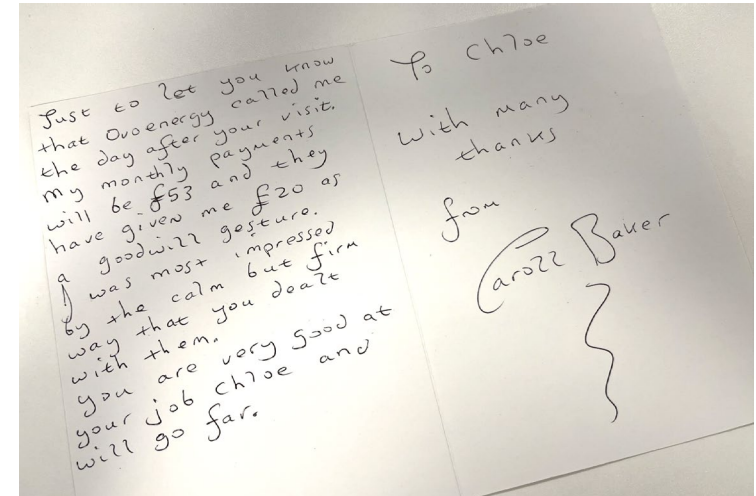
"I have spoken with the maintenance manager who is going to get three contractors out to site for the best quotations. Can I just say how happy I am with how I've been treated and how quickly he has come up with some solutions? Can you please pass on my gratitude as this has been a nightmare for many years.. Thank you" Mrs K.

"This week I have had a new kitchen installed and to be perfectly honest was dreading the process. I really shouldn't have worried, the two men that QA sent to install the kitchen were exemplary. They worked quickly and quietly, always considerate and polite. So could you please pass this on to the people that employ them, and the powers that be in HPG." Mrs B



I am so grateful for all the help she has been a lifeline for people like myself. My health conditions doesn't help me manage my issues and decisions this is where I have needed your help. I can't express how much your team as help me thank you so much.

Mrs G, talking about the EMA team



Just to let you know that Ovoenergy called me the day after your visit. My monthly payments will be £53 and they have given me £20 as a goodwill gesture. I was most impressed by the calm but firm way that you dealt with them. You are very good at your job chloe and will go far.

To chloe  
With many thanks  
from  
Carol Baker

# 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 Q4, we received 99 referrals, and 755 different pieces of casework. We also had 19 debt advice cases. The local hubs of Meole, Castlefields (Shrewsbury), Burton Square (Stafford) and Maywood Centre (Wombourne) had a combined 696 visitors. All this support links to the <b>Tenancy standard</b> .
Learn Telford drop-ins	2 sessions held, 1 in January at the Stirtchly Hub, Telford and 1 in February at the Wellington hub. 10 customers drop-in.	Housing support and advice was provided, and we sign posted customers to some potential courses. All this support links to the <b>Tenancy standard</b> .
Get that job	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 <b>Neighbourhood and Communities standard</b> and the <b>Tenancy standard</b> .

Activity	Details	Outcomes
Dawley Allotment Family open day	A family open event at Dawley Community Allotments, Telford it was a relaxed, drop-in event features food, seed planting, and activities, inviting residents to explore local growing. It is part of community-focused, family-friendly initiatives supported by Shropshire Good Food Partnership. 24 people attended.	This was a great event to support local growing of food. Although we didn't know if everyone was a customer, we were visible and promoted HPG. This links into the <b>Neighbourhood and Communities standard</b> and the <b>Tenancy standard</b> .
Cooking class with Laverne	Cooking lessons focusing on building confidence in the kitchen, cooking on a budget, and making the most of surplus ingredients. Sessions held at Stirchley x2 and Brookside x 2, Telford. A Total of 22 people attended.	People who attend can learn skills to help cook on a budget. Although not all are our customers, we promote these sessions. This support links to the <b>Tenancy standard</b> .

# Skills Academy case study

## Training in construction for customers

We have been meeting the costs for tenants interested in careers in construction and obtaining their CSCS cards in partnership with ANTA Education...if you are working with anyone that might be interested get in touch.

Helen Summers in our Tenancy Sustainment team had this to say about a customer she is supporting who has benefitted from the project.

*"I'm currently supporting Neil with debt and budgeting advice, and helping him get back on track with household bills after losing his job. He's proactively trying to improve his financial situation and chances of finding employment in construction, gaining a Level 1 Health and Safety within Construction exam and the CITB test, but could not afford his CSCS card on his reduced income. On checking with our Social Value team if there is any help available, Gill was straight on it and referred him to Anta Education who supported with locating his certificate and ordering his CSCS card. Hopefully with their ongoing help and support he will find employment soon."*

Michelle, ANTA's Operations Manager, has been supporting Neil with this and is continuing to support Neil into employment.

Neil was "absolutely buzzing" to open his CSCS card this morning. Neil described it as "his passport to future success"

*I love to see the difference a little wrap around support can make – it creates the perfect environment for what we hope is sustainable change and can't wait to see Neil succeed in his quest!*

