

Service Standards Consultation Results

You Said, We Did

The final policy has been shaped by tenant and staff feedback. We have considered the responses from recent policy review questionnaire which was completed by 22 tenants and 6 members of staff. The results are:

- Is the Policy Clear?
 - 24 out of 28 agreed it is clear
- Are there any parts that you disagree with?
 - 8 out of 28 disagreed with parts of the document

Tenants have told us we need to focus and be clear on the following:

- Improving communication at all points especially with regards to Anti-Social Behaviour and Repairs complaints.
- How we tailor and strengthen our approach to support individuals who may identify as vulnerable or have specific needs (we will review the policy titled '**Vulnerable Tenants**' by December 2025).
- Being clear there is an escalation process should we not meet the service standards or there be unresolved issues.
- Services provided in relation to service charges being value for money e.g. cleaning of communal areas, grass cutting and provision of CCTV.

Changes to the Service Standards as a direct result of consultation:

- Amendment to section **Tracking progress and measuring success** to include a commitment to publish annual performance in the tenant newsletter as of January 2027 (one year from implementation of the Service Standards).
- Amendment of the document to remove acronyms or provide an explanation of what the acronym is.
- Rewording of some sentences to provide better clarity of the intent.
- Adding a section **What to do if the Service Standards are not met** to be clear on how tenants can raise concerns.

Thank you to all that took the time to comment and make suggestions for improvement

Emma Morgan, Head of Housing & Support