



Tenants' Voice Report 2024/25



Welcome to our first Tenants' Voice report. It's to show how Eden Housing Association has listened to your voices over the last 12 months, and how sharing your views has made a difference for all tenants. From survey results, to more in-depth feedback, we aim to listen and make changes where we can.

How your voices have been heard 2024/25*

254 of you have shared your opinion via surveys

You've influenced 10 areas of our service

2 in-depth reviews complete into Communication and Formal Complaints

You have made 19 recommendations via Scrutiny Taskforces

16 of you have made 7 changes via our Formal Complaints Taskforce review

61 of you have made 11 changes via our Communication Taskforce review

Scrutiny Audit Panel has instructed 2 scrutiny reviews

Your general feedback has made 13 changes across services

101 of you helped scrutinise 3 key services

What's Inside?

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Scrutiny Taskforces

In early 2024 we introduced a new way of working with tenants to scrutinise our services. Rather than a 'set panel' of tenants who work with us to carry out regular reviews, we began forming one-off 'Taskforces' with tenants who recently accessed the service we need to review.

This year, you formed 3 Taskforces: Communication (May 2024), Formal Complaints (November 2024) and Repairs (will complete May 2025).

Over 100 tenants fed into 33 recommendations to be actioned by our teams.

So far this year, we've completed 13 actions for improvement across these 2 areas:

Communication

6 Taskforce Members
61 Views Represented

11
Recommendations

7 Actions
Complete

4 Actions
In Progress

Formal Complaints

7 Taskforce Members
16 Views Represented

7
Recommendations

5 Actions
Complete

2 Actions
In Progress

So, you've told us what you think, and suggested improvements... but what have we done about it? Here are the things we've completed so far:



Communication

1. "You need a '**Communication Standard**' that tells us what to expect when we contact you"

Our 'Communication Taskforce' helped us launch a new 'Customer Commitment', so it's clear when you can expect a response from us, and how we'll work with you to resolve your query.

3. "You need to make sure all teams give us the same high level of service. Provide **customer service training** to embed a consistent approach across EHA"

All staff are fully trained around our new Customer Commitment. Performance is regularly monitored by Managers – so you will feel greater consistency of service across all departments.

5. "You need to improve **MyAccount** so we receive the same prompt level of service as when we contact via telephone"

All staff have received refresher training on MyAccount and there's a new process in place to help make sure MyAccount enquiries are responded to promptly within opening hours.

7. "We want you to put '**faces to names**'... with more information about the people who visit our homes and who help manage our tenancies"

We've increased the use of staff photographs and team information in Viewpoint and on our website. You can more easily get to know our teams, and be reassured about who may visit your home.

8. "**We don't know if you've received our emails**, sometimes we're not sure that you're dealing with our queries"

Our enquiry and repairs emails now have an automatic response with deadlines for response, to reassure you we are dealing with your query in a timely manner.

9. "You need to **improve internal team communication**, so our queries aren't lost between teams"

We've introduced a new standard for updating our internal phone system. All staff can see where each other is with time/date of return, so we can deal with your enquiries more efficiently and offer greater information around response.

10. "You need to **improve the consistency of service between the repairs team and contractors** so we receive the same high level of service when dealing with you or your contractors"

We updated our Contractor Code of Conduct with the help of tenants, which sets the standard of service EHA and our tenants expect. It's been adopted by our main contractors and is reviewed at regular 'Tool Box Talks' with contractors and our repairs team.

Formal Complaints



1. “The ‘**Complaints Officer**’ **job title** sounds too negative. It suggests EHA has a problem with complaints, reducing confidence in EHA”

We worked with tenants to replace the title with ‘Complaints and Resolutions Officer’, to give you confidence that our focus is putting things right if things go wrong.

2. “We’re not sure what’s classed as a ‘**formal complaint**’. There’s confusion around requests for service, follow up requests, anti-social behaviour complaints and customer feedback, which makes the process unclear”

Our Customer Advisor team (who take the majority of initial calls/queries) now clarify our process for dealing with service requests and complaints. Definitions and examples of complaints are shared in each edition of Viewpoint so you are clearer on what a ‘Formal Complaint’ is, how to tell us, and how we’ll work with you to put things right.

3. “You need to check tenants are happy with **how their formal complaint has been managed**, so you know whether we’re satisfied that our complaints are resolved to our satisfaction.”

We designed a satisfaction survey with the Taskforce, which we share when complaints are ‘closed’. You can tell us that things are ok, or if things aren’t resolved as you’d hoped, so we can act quickly.

6. “Communication around **complaint compensation** is **confusing** – it’s not clear what has been paid, and what’s outstanding”

We now include a table that shows money paid, outstanding payments and total compensation, making things much clearer.

7. “**You need to be more positive!** Stop focussing so much on complaints as you also get a lot right!”

We now share compliments with staff by managers, and with tenants though Viewpoint. We also share more good news stories in Viewpoint and on our Social Media pages so you can celebrate our achievements with us!

So, what?

It's not just Taskforce reviews that help us improve. Over the past year we've asked you to share your views on 10 services – mainly through surveys and requested feedback. Here's what you told us, and how we've listened/acted:

"Your **Domestic Abuse Policy** clearly shows how EHA recognises and responds to cases of domestic abuse"

We were assured that you feel our Policy shows our commitment to dealing with reports of Domestic Abuse, providing appropriate, dedicated support to those who need it.

"We support the proposed **re-wilding of Lowther Village**, but you need to work with us to avoid certain areas of the village"

We made some changes to our proposals, and tenants/residents of Lowther Village will continue to lead the project.

"We are happy with **the service we receive as your Assisted Living tenants**, we do not want to see any changes to how the service is delivered"

As a direct result of feedback, our current service will stay as it is – with no extra charges for add-on services. Assisted living tenants will feel no changes to the level of support they confirmed they were happy with.

"Your **Annual Report** needs easy to read figures and less jargon"

Our 2024 Annual Report was developed using direct tenant feedback. We shared it in September where you will have seen accessible 'at a glance' figures, and no jargon!

"You need to improve **MyAccount** so we receive the same prompt level of service as when we contact via telephone"

All staff have received refresher training on MyAccount and there's a new process in place to help make sure MyAccount enquiries are responded to promptly within opening hours.

"We support the need to **increase rents** by 2.7% in April 2025, however we'd like to see more improvements to our home"

We applied the 2.7% increase and we're working to publish an outline programme of improvements covering the next 3 years. You will then be able to see any future improvement plans for your home.





"Our priorities for 2025 are home safety, repairs completed in good time, and updates to our homes"

All tenant feedback was shared with budget owners for inclusion in the 2025 budget setting process, so we can prioritise investment where it matters to you most.

"We think 60 days is a reasonable timescale for 'minor works'"

We introduced a new category – 'Minor Works', for repairs that fall outside of emergency and routine categories, with a timescale of 60 working days. This will improve our ability to deal with your emergency and routine repairs in the agreed timescales.

"We don't think it's reasonable to **cancel a repair** without at least two attempts, or working with the tenant to support them for access"

Because of you what you told us, we will not cancel a non-urgent repair without trying to work with you to make suitable arrangements first.

"We don't think it's reasonable to **charge for failed repairs appointments**, without working with the tenant to support them for access"

Because of your feedback, we will not charge for failed appointments without trying to work with you to make suitable arrangements first.

"Our priorities for when **contractors visit our homes** include – politeness, attending on time and respecting my home and possessions"

We updated our Contractor Code of Conduct to include tenants' priorities. We review performance regularly during meetings with our contractors, so you receive a high level of service.

"We think EHA's existing **Tenant Engagement service** is fit for purpose, with opportunities for tenants to be involved at all levels... but we know it can be difficult to encourage tenants to take part"

We updated our Policy with legal updates, but made no changes to our service. This new Tenants' Voice report shows the value of being involved in our work, and we've made it easier for you to tell us how you'd like to be involved in ways that suit you through the attached Menu of Involvement.

How do you know?

EHA's engagement structure – how we hear your voices:

We know that going to meetings or filling out surveys isn't for everyone, but changes in our services are most successful when they are driven by our tenants.

We've tried to create ways to provide opportunities to share your views that suit everyone. At EHA we offer opportunities for you to share your views across 4 'levels'.

Be Informed



- Website & social media
- Customer commitment
- Viewpoint
- Policies and reports
- Performance information

Share Insight



- 'TOP' Tenants
- Satisfaction surveys
- Policy feedback
- Complaints and compliments
- EHA Readers

Be Involved



- Scrutiny Taskforces
- Complaints Panel
- Quality & Safety Panel
- Scrutiny Audit Panel

Help Manage



- Scrutiny Audit Panel
- Board Membership

Why get involved?

By working together, we can make a positive difference for everyone:



If you like what we do, let us know and we'll keep on doing it.

Where you don't think we're doing as well – that's ok. Just tell us and we can change things and make improvements.



Here's how:



Be Informed – we share information about tenancies, our policies and services – there are always details of how to contact us for more information.

We know that many of our tenants prefer just to be kept up to date with access to relevant information, rather than being more involved. We aim to share information about our policies, services and things that may affect or interest you. We want to make sure that you have the information you need to understand our services and are able to compare them to others. This information allows you to access our services and form views about us as an organisation and the services we offer – then you can get in touch with us if you need to.



Share Insight – we give opportunities for tenants to give their opinions and preferences

Without a lot of time commitment, you can easily share your views to give insight on service delivery, policies, and procedures – from completing surveys, to giving feedback through complaints and compliments. We can then use your views to shape our services and the information you share is fed back to our tenant groups, and to staff and Board, to influence services, policies and procedures.



Be Involved – we invite tenants to inform decisions and co-create/develop services with us

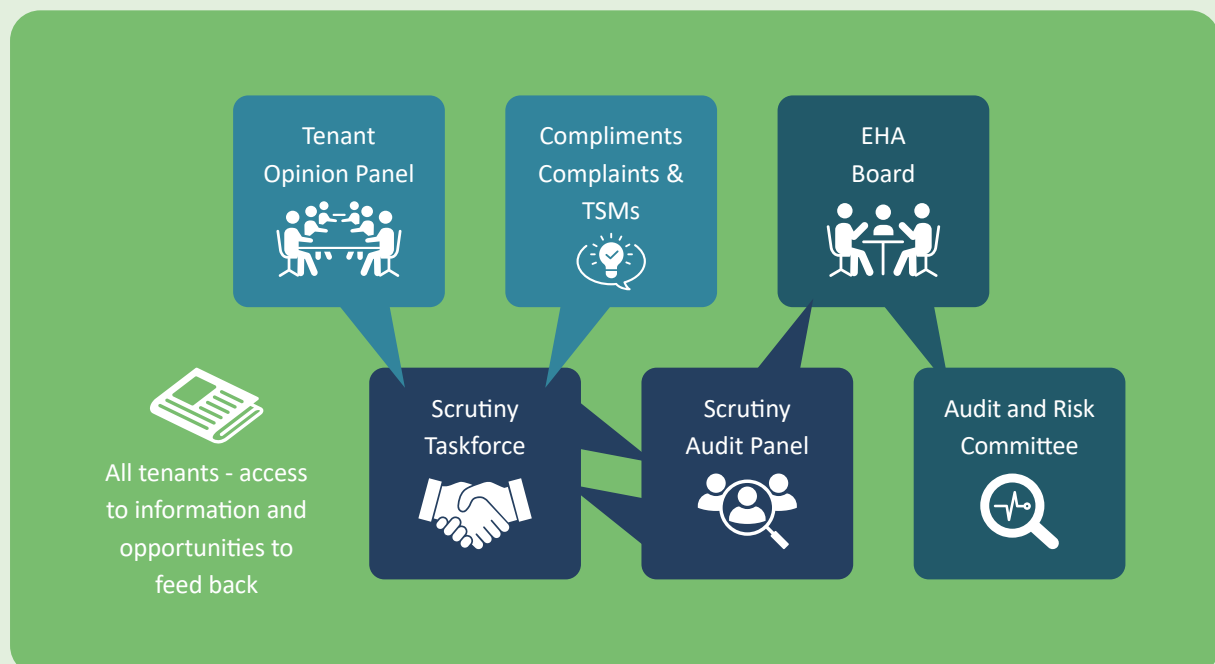
You can influence important decisions and help design services if you want to get more involved. This includes joining one of our specialist groups and helping to scrutinise our services – this needs a greater time commitment than our insight opportunities. These groups receive information gathered through our customer satisfaction surveys, performance and complaints and compliments. They'll also have opportunities to speak to staff and managers delivering services. This will help staff make recommendations for improvement to our Board.



Help Manage – we involve tenants within our governance structure, to support the management of our homes and our services

You can be involved in EHA's governance structure, actively influencing and making decisions on how services are delivered based on feedback from customer insight, customer scrutiny, performance and good practice. This is for tenants who are happy to commit time and effort to being directly involved with us.

EHA's engagement structure:





Viewpoint

Viewpoint is our digital tenants' newsletter, which we circulate every other month.

Viewpoint is the best place to find out what's going on at EHA: including home safety information, how we spend your rent on the delivery of services, our teams and our partners. We also share information from our Regulator so you know what standards we have to work to.

We sometimes include surveys in Viewpoint, where a service affects all tenants. Since 2024, we've received over 250 responses to our consultations, meaning our tenants are shaping and co-creating our services more than ever before. You can view past editions at www.edenha.org.uk/find-a-home/about-us/viewpoint



EHA Website

We've been working with tenants to develop a new website for EHA. The next time we share this report, we will tell you the changes our tenants have made.

Our website will include all of the information you will need about your tenancy, our performance as your landlord and how to access our services. Although our current website includes most of this, we're working to make it more accessible and to include more information about staff who help manage your tenancy. You can view our website at www.edenha.org.uk ... Watch this space for our new look later in 2025!



Members of EHA's Website Working group, 2025



Share Insight



Consultations

Usually when reviewing a policy or a smaller area of service, we will ask tenants' views. We usually invite recent users of the service to tell us what they think, using feedback to inform any updates.

Tenant Opinion Panel (TOP Tenants)

EHA's Tenant Opinion Panel is our growing community of tenants who want to tell us what they think about services they are interested in. We send opportunities to give opinions via online surveys, then use the feedback to shape or update our services. TOP's opinions are used to update and improve policies and services, and members may be invited to join a Taskforce to work with us on more in-depth service reviews.

Tenant Satisfaction Measures

Since April 2023, all social landlords have had to report back to the Regulator of Social Housing on a range of **Tenant Satisfaction Measures (TSMs)** (www.gov.uk/government/consultations/consultation-on-the-introduction-of-tenant-satisfaction-measures/outcome/tenant-satisfaction-measures-summary-of-rsh-requirements-accessible) – from home safety, repairs, to whether you feel we listen. Results are shared on every landlord's website, and reported every year to the Regulator of Social Housing. The Regulator monitors these results against all other social housing providers to check tenants are receiving appropriate levels of service.

Every 3 months, we collect the views of around 150 of our tenants picked at random – around 9% of all tenants. These surveys are carried out by Acuity (a market research company). They collect data on your opinions of us as your landlord and the services we provide under Tenant Satisfaction Measures.

When the surveys are complete, Acuity pass the information back to us and our teams start working through your comments. We've developed an action plan based on your priorities, including:

- We've reviewed communication at EHA with tenants
- We introduced a new Complaints and Resolutions Officer role
- A group of tenants have reviewed our Formal Complaints process
- We carried out a review of our day-to-day Repairs services

This work has given us the opportunity to look at where we can improve, and our teams are now working hard to apply the changes you've suggested.

**81% are satisfied that
we keep you informed**

**72% are satisfied we listen
and act upon your views**

You can view our 2024/25 TSM summary report at:

www.edenha.org.uk/find-a-home/about-us/performance-information



Be Involved



Scrutiny Taskforces

Group aim: to review an area of service over a set time period, looking at strengths and weaknesses – then making recommendations for improvement.

How it works:

1. Topic Selection

Our tenants sitting on the Scrutiny Audit Panel review data from Tenant Satisfaction Measures, complaints and performance. Where data indicates that there is room for improvement, they will instruct a review.



2. General Feedback

We start by sharing a general satisfaction survey of the service area we need to improve, to tenants who have recently used it.



3. Taskforce

We invite respondents to work with us some more, to join a one-off Taskforce. Each Taskforce usually meet twice over a month's period, and are asked to share their views from home in between.



4. Review

Once the Taskforce is happy the final report and recommendations accurately sums up their work, it's shared with Scrutiny Audit Panel (SAP). SAP 'audit' the review, to make sure it's been led by tenants, with fair opportunities to take part, and that recommendations are fair for all.



5. Action

The final report is presented to Board for approval. Work then begins on completing the actions by EHA teams.



Members of EHA's 'Forgotten' Repairs Taskforce, 2025

EHA Readers

Group aim: to involve our tenants in making sure our communications are clear, in plain English and can be understood by tenants from a variety of backgrounds.

How it works:

Any tenant can take part, and no training is required, but guidance is provided. You'll be contacted as and when documents require review and given an overview of the document for review, with a deadline for responses/feedback. Documents/communication will be circulated via e-mail (or in the post if required), and you'll be asked to review it and give feedback from the comfort of your own home!

Interest Groups

Group aim: to work with us to improve or develop a specific service, over a set period of time.

How it works:

In 2024/25 we worked with tenants who were interested in redesigning our website. They worked through wider tenant feedback to produce a 'wish list' of what tenants want to see, and how they want to access information. We're working with a website design company to make this happen, and our new website will launch this year.

Complaints Panel

Group aim: to review our handling of Formal Complaints and encourage a positive complaint handling culture at EHA – to make sure problems are resolved quickly, and that we learn from mistakes so they don't happen again.

How it works:

Our Customer Service Manager and Complaints and Resolutions Officer meet with the Panel every three months. Together, they review closed complaints to check they have been well managed, resolved and we've put learning in place. They check how many complaints we had about which service, and the outcome for tenants.

They then make recommendations to Board and management on the complaints policy and procedure for EHA staff to put in place.



Our Complaints Panel working with our Asset team, who manage property upgrades at EHA

Safe & Quality Homes Panel (SQHP)

Group aim: to work with us to monitor and improve our delivery of safe and quality homes.

How it works:

We're still working with interested tenants to agree the best way for our new Panel to work so that it suits as many people as possible. The Panel will be supported by EHA's Engagement and Insight Officer to review performance and risk data to identify issues, and work with relevant managers to drive improvements under 4 areas: Repairs and Maintenance – *'responsive' repairs service*, Asset – *home upgrades and maintenance*, Property Compliance and Facilities – *home safety*, and Housing – *repairs to empty properties before a home is re-let*.



EHA's Scrutiny Audit Panel (SAP)

Group aim: to make sure that feedback from tenants is listened to and acted upon by the Association's Board and staff.

How it works:

SAP review Tenant Satisfaction Measure survey data, complaints information and EHA's performance information to identify where performance – or your feedback – is not as positive as we'd like. Generally, they meet every other month and work parallel to Board, who oversee all EHA's work, particularly via Board's Audit and Risk Committee.

1. Topic Selection

SAP review Tenant Satisfaction Measures, complaints and performance data – where data indicates that there is room for improvement, our Scrutiny Audit Panel will instruct a review. This way, we are assured that reviews are based on areas that affect all tenants.



2. Approve

SAP check and approve the plans for working with tenants, and the information we need to make available.



3. Review

Once a Taskforce review is complete, they audit' the review. To make sure it's been led by tenants, with fair opportunities to take part, and that recommendations are fair for all tenants; conditions set by the Regulator for Social Housing. Once they're satisfied, and no further work is to be done, the report is shared with Board.



4. Monitor

Every three months, SAP review progress with Taskforce actions, monitoring progress against agreed deadlines. This is then shared with the Audit and Risk Committee, so Board is kept up to date on progress.

SAP also review progress of the projects within EHA's Tenant Engagement Strategy, which was developed with tenants. It includes 50 actions to improve our offer to tenants, making sure tenants' voices can be heard and are acted upon.



EHA's Board of Management

Group aim: to lead EHA, making key decisions about how EHA is run.

How it works:

EHA's Board meets around 6 times a year. All of Board's decisions are informed by staff and tenants, whilst being guided by the Regulator for Social Housing to make sure we deliver the right services to our tenants.

Our Chief Executive, Director of Operations and Director of Finance & Corporate Resources lead staff to deliver the day to day services we provide, based on these decisions.

How are tenants' voices heard by our Board?

Where Board needs to make a decision about a service that affects tenants, we will have asked for views of tenants through some form of consultation. All key themes from the consultation, and how this may influence their decision is shared with Board in a report.

All Board reports include a section covering '*Impact on / for tenants*' which clarifies how tenants' views and priorities have been considered to inform a proposed decision. Sometimes where our Board think we need to strengthen this, they'll ask us to do more work with tenants.

This allows Board to hear directly from tenants around decisions that affect them, providing assurance that they are doing what's best for everyone (for our tenants, and to make sure EHA is running well as a business).

Become a Board Member

To support this, we'd love to hear direct lived experience from tenants, when making important decisions about the Association and our services. If you're interested in finding out more about joining our Board, please just give Sarah a call on **01768 861479** or share your interest via our 'Menu of Involvement' later in this document.



*EHA's Board of Management in 2024, wishing farewell to former Chair, Beth Furneaux.
Second from left is EHA's current Chair, Doug Ross.*



EHA's Menu of Involvement

Complete
this form
online
HERE!



Less time /
commitment

Tell us how you'd like to be heard

Be Informed



See Viewpoint – *read our digital newsletter*

www.edenha.org.uk/find-a-home/about-us/viewpoint

View our Website – *take a look on our website* www.edenha.org.uk

Share Insight



Join Tenant Opinion Panel – *take part in surveys about services and new ideas*

☐

Join EHA Readers – *review customer facing documents before we publish them*

☐

Be Involved



Join a Taskforce – *join a one-off group to review a specific service and make recommendations for improvement*

☐

Join our Safe & Quality Homes Panel – *review repairs performance and make recommendations*

☐

Join the Complaints Panel – *review how we manage complaints*

☐

Join Scrutiny Audit Panel – *work with staff and Board to instruct service reviews and lead on positive change*

☐

Help Manage



Become a Board Member – *join our Board to help manage EHA*

☐

Name

Address

Telephone

Email

Accessibility requirements

Return form to Engagement and Insight Team, EHA, myviews@edenha.org.uk

More time /
commitment

**Report Prepared May 2025 by Eden Housing Association's
Engagement and Insight Team**

**Want more information? Please get in touch at
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