

SYHA Customer Engagement and Voice Report Quarter 1

Welcome to the Customer Engagement and Voice Report for Q1 25/26 – here is a summary of our activities and feedback this quarter.

Page 2 - Customer Engagement Communication Planning:

Read our plan and ideas for this year to engage and involve our customers.

Pages 3, 4 & 5 - Customer Engagement Activities:

Read about our engagement activities that we have carried out this quarter.

Pages 6, 7 & 8- Customer Scrutiny Panel Activity & Updates:

Find out what our Customer Scrutiny Panel has achieved this quarter, including updates on previous pieces of their work.

Pages 9, 10 & 11- Customer Voice:

Read the highlights from our satisfaction surveys this quarter, plus some feedback from a visit to our Auckley estate.

Page 12 - Customer Complaints:

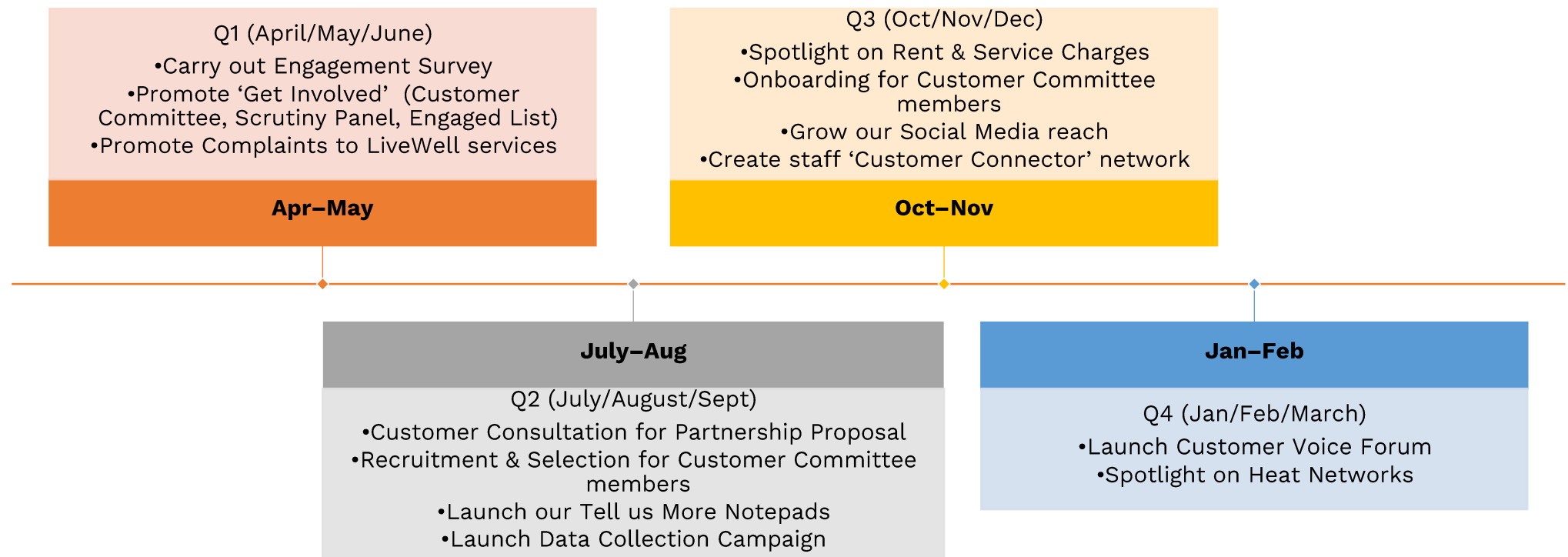
Read the key highlights from our complaints performance this quarter.

Page 13 - Words from our Customers:

Read a small selection of customer feedback we have received this quarter in our customers own words.

Customer Engagement Communication Planning

How are we planning to involve and engage our customers this year?



DEVELOPING IDEA – A CUSTOMER VOICE FORUM

We had more customers apply for Customer Committee & Scrutiny Panel than we have places! This is great news, and we don't want to lose that enthusiasm, especially from those who told us they'd love to contribute but have the time to attend regular meetings.

So, we are developing an idea of a ‘Customer Voice Forum’. This would be an online group, meeting three times a year to talk about important topics and share ideas. We will invite members from our growing Involved Customers list, which already includes over 100 people and counting! We would love to hear the committees' thoughts on this idea.

Customer Engagement Activities

These are activities that our customers can take part in to help shape and improve our services. Here are our recent achievements.

Engagement Activity	How were customers involved?	What happened and what are the next steps?
Customer Committee Recruitment	In Q1 we invited customers to join our Customer Committee: To do this, we tried a variety of different ways to reach out – including: • Leaflet Drops & Estate Walkabouts in Maltby, Rotherham and Auckley, Doncaster. • A new “Get Involved” page on our website, with details about all the ways customers can take part. • Social Media posts to raise awareness. • Internal promotion and more leaflet drops. • Advertising on our jobs webpage – highlighting it as a paid volunteer opportunity. • Targeted invitations based on feedback from recent customer surveys.	We’ve had a strong response, with 22 customers expressing interest in joining the Customer Committee. What’s happened so far: • All interested customers received a role description. • Those still keen were invited to a phone chat with our Customer Experience Officer leading the recruitment. • Next, we arranged face-to-face sessions to explore their interest further. • Now, 4 customers are set to observe the August Customer Committee meeting, with 3 spaces available on the committee. After the meeting, we’ll speak with each customer to hear their feedback and help them decide if the committee is the right fit for them. What we’ve learned and how we’ll improve We were pleasantly surprised by the level of interest in joining the Customer Committee. Because we expected fewer responses, we didn’t include clear start and end dates or explain the full recruitment process in detail. Next time, we’ll make sure everything is clearer from the beginning—like how the process works, when it starts and ends, and how decisions are made. This will help make things more open and transparent for everyone. If we have remaining customer committee spaces following the August meeting, we could consider setting up a Q&A customer committee session with any potential candidates.

Engagement Activity	How were customers involved?	What happened and what are the next steps?
Partnership Consultation Events	We're working across SYHA to organise events where customers can share their views on our proposed partnership with Places for People. The customer consultation runs from 16th July to 10th September. This is an opportunity for all customers to ask questions and give feedback. Everything they share will be considered by the SYHA Board before they decide whether SYHA should become a subsidiary of Places for People. We're holding: • 7 events at our Extra Care schemes • 4 community events near our larger estates • 2 events at our head office on Rockingham Street • 1 online event Customers can also share their views in other ways—by phone, letter, or through an online form. All feedback will be collected and included in a final report for the Board.	Our consultation events have now started, and we'll share an update in our next report on how they've been attended and received. These events are not only a chance to hear views on the proposed partnership—they also give us valuable feedback on other customer issues, which we'll include in our reporting. We've already begun receiving feedback through our online form and by letter. So far, responses are mixed. Some customers have shared concerns about how services might continue, while others have expressed support for the partnership. It's still early, so we're not drawing any conclusions yet.
'Tell us more' notepads & suggestion boxes	We are introducing an easy way for customers to share their thoughts and needs with us. We're trialling feedback notepads at our partnership consultation events. These notepads make it quick and simple for customers to tell us what they think. We'll start using them in a few places, like our Extra Care schemes, and then look at how to expand—possibly by creating an online feedback form and giving notepads to teams who work out in the community.	We will share an update in our next report on how well the notepads were used during the consultation events. We hope they become simple but effective ways for us to better hear our customers voices.

Engagement Activity	How were customers involved?	What happened and what are the next steps?
	Before we roll this out more widely, we need to make sure we're handling customer data safely and protecting their information.	
Lower Manor Together Events	SYHA is taking part in a multi-organisation group for the Lower Manor community called Lower Manor Together. The aim is to work in partnership with other Housing Associations to give tenants a voice, and to work together to tackle and champion community issues and successes. Events took place in May & June with another planned for August. A member of SYHA staff attends each event to represent us, talk about our services and offer support. These events also include representatives from other housing providers, the Council, and local services like dentists, youth teams, community safeguarding, and the NHS.	The most recent event in June 2025 focused on children and young people. Unfortunately, it was not well attended—only four customers came, and none were SYHA tenants. This group is a valuable opportunity for SYHA to hear from tenants in the Lower Manor area. We want to support our staff member and the wider group to improve attendance at future events, so we can better understand and respond to what matters most to our customers. To help improve attendance at future events, we plan to reach out to the group organisers, our marketing team, and other internal teams. We'll explore how we can better promote and support these events so that more SYHA tenants are aware and feel encouraged to take part.

Customer Scrutiny Panel Activity

SYHA's Customer Scrutiny Panel is a group of customers from different areas of SYHA. The Panel works together to challenge, influence and examine SYHA's performance, decisions and direction.

Engagement activity	What did the panel do?	What did the Panel find?	Next Steps or Outcome?
Updating the Scrutiny Panel 'Terms of Reference'	The group was asked to review their Terms of Reference, as it hadn't been updated in a while. Terms of Reference (ToR) are a set of guidelines that explain the purpose of a group, how it works, who is involved, and what everyone's roles and responsibilities are. They help make sure everyone is clear on how the group operates and what it's trying to achieve. Together, the panel worked on a new version to bring it up to date and make sure it reflects how the group works now.	A new draft Terms of Reference document was produced	The updated Terms of Reference will go to the Board for formal approval before being officially adopted.
Retrofit Session	The panel had a meeting in July with a guest speaker, our Sustainability Programme Lead, about 'Retrofit'. Retrofit is about making improvements to existing housing to make it more energy efficient.	The Panel have chosen to scrutinise the retrofit process for customers for their next exercise. They have chosen this because: - They are concerned about fuel poverty issues for customers and want to explore how customers can understand the benefits that retrofit may bring. - SYHA has funding for improving energy efficiency in homes over a 3-year period	The Scrutiny exercise will begin in August.

Engagement activity	What did the panel do?	What did the Panel find?	Next Steps or Outcome?
Employment Support Session	The panel had a meeting in July with a guest speaker, a Work and Wellbeing team leader, about employment support services that SYHA offer. SYHA have two services, Good Work and WorkWell, that support people with disabilities or health conditions to find the right role and flourish in employment.	The Panel enjoyed finding out more but have not chosen to take this forward as a scrutiny subject at this moment in time.	No further action at the moment.
Consultation Session about the SYHA Partnership communication plans.	Two panel representatives attended a consultation session with the Director of Corporate Services, the Marketing and Communications Manager, to discuss the SYHA Partnership communication plans. During the session, the panel was invited to review our communications strategy for the upcoming partnership consultation, including the draft customer letter.	The panel provided excellent feedback on the consultation plans, including helpful suggestions on the customer letter. They felt the letter could be more approachable by using less formal language and reducing jargon, to make it clearer and more engaging for customers.	Their feedback was used to redraft the letter and refine the overall communication approach. Their questions during the session also helped shape the customer FAQs.

Previous Scrutiny Work – Updates on progress

THE SCRUTINY PANELS PREVIOUS WORK HAS CONTINUED TO HAVE AN IMPACT:

Website improvement work:

The action plan has been updated and there has been positive progress, including:

- New pages have been added in a user-friendly style
- A new page for money saving advice has been added with content input from the scrutiny panel
- A new translation tool has been added meaning customers needing a different language can still access our website information

“A positive experience, everyone was friendly and interested in the report and very complimentary about it”

Anti-social behaviour (ASB) work:

The ASB report and action plan produced by the panel have now been published on the website.

4 members of the panel attended the board meeting to present their report. It was very well received and the panel ensured that the board fully understood the impact and seriousness that ASB can have, and why the improvements they recommended can have a positive impact.

Lettable voids work:

The panel was really pleased to hear that one of their earlier suggestions—that wasn't taken forward at the time of the report - is now being looked at again. The Voids team is exploring a pilot furniture package scheme, hoping it'll help more customers get the furniture they need when they need it.



The panel continues to grow and develop – there are 3 customers potentially interested in joining the Scrutiny Panel. Some attended the last meeting to observe.



Customer Voice

We hear the SYHA 'Customer Voice' through a range of way - Surveys, Complaints Data, Tenant Satisfaction Measures, and any other engagement work that brings customer feedback to us. We use all this data to ensure our customer voice shapes our services.



Anti-Social Behaviour (ASB) Handling Satisfaction Survey:

48% response rate (Target 40%)

Satisfaction at 78% (Target 80%)

Whats going well? Customers want regular updates, quick resolutions & supportive officers.

What could we do better? Be consistent, avoid gaps in communication, & some customers would prefer face-to-face contact.

"I also loved how when my neighbourhoods officer went on annual leave, my case was not abandoned. I was still kept up to date with what was happening and still had people overlooking the case."

Damp, Mould & Condensation (DMC) Satisfaction Survey:

18% response rate

Satisfaction at 96%

Whats going well? Improved satisfaction scores across all areas - Resolving the issue, easy to report and communication are all 96% and above.

What could we do better? Our response rate has fallen a lot - we will find out why this is & make improvements.

"In regard to the mould that's all ok, it's just the window is so old it keeps coming back"



Repairs Satisfaction Survey:

7% response rate (Target 10-20%)

Satisfaction at 91% (Target 90%)

What's going well? Operatives are regularly praised for their behaviour when working in customer homes.

What could we do better? We have had a drop in satisfaction for one of our Contractor partners, (For specifically with first time fixes and keeping customers informed. We will look into these issues.

"I had two repairs booked in today the same person did both, but he wasn't aware if the second job until he had finished the first, so he had to come back again."





New Tenancy Satisfaction Surveys:

69% response rate (Target 50%)

Satisfaction at 100% (Target 90%)

What's going well? We continue with high satisfaction, with staff communication regularly praised.

What could we do better? Customers point out outstanding repairs should be completed and garden condition could be improved in some cases.

"The outdoor space still needs sorting as there are overgrown shrubs, but the bungalow itself is great"

End of Tenancy Satisfaction Surveys:

45% response rate (Target 50%)

Satisfaction at 56% (Target 80%)

What's going well? Customers reported positive tenancy experience, help staff and good repairs service.

What could we do better? We have seen a significant fall in satisfaction rate this quarter, Repairs issues and neighbour related problems are themes. We will look into these issues.

"I was refused a new bathroom but now that it is empty, they are fitting a new bathroom, I know because I have only moved next door."



Tenant Satisfaction Measures:

82% Overall Satisfaction

70% Satisfaction with Repairs Service

72% Satisfied that SYHA listens to their views and acts upon them.

54% were satisfied with Complaints Handling

Whats going well? Many tenants feel settled and happy.

What could we do better? Customers reported issues with our repairs service, overgrown gardens & delays calling people back.

"It would be nice if SYHA would come around the area, on my street now and again. Just to be friendly and see what is happening."

We've also had the following feedback from a visit to Auckley:

Customer Voices from Auckley:

During a recent visit to the Auckley estate in Doncaster, we spoke with residents while handing out leaflets about getting involved. Many people were eager to share their thoughts on what's working—and what's not—in their community.

We already know satisfaction in Auckley is lower than we'd like, and we've seen some specific complaints. So we're taking this feedback seriously and want to share the key themes with our Customer Committee.

What Residents told us:

Garden Waste & Rubbish - Residents asked for help with garden waste.

☑ We're responding quickly with a Skip Day during our consultation events.

Safety Concerns with Porch Canopies - Some residents felt front door canopies may be unsafe.

🔍 We're inspecting these and aim to finish by September.

Property Maintenance - Feedback included roof repairs and general upkeep.

🔧 We know investment is needed and are exploring options.

Service Charges Transparency - Residents want clarity on what's included—especially in gardening and landscaping.

💬 We're reviewing how we communicate this.

Children's Activities - The removal of a play area has left a gap.

👶 We're considering what options we have to support safe, engaging spaces for kids.

Estate Reputation - Some feel Auckley has lost its appeal, even calling it “the forgotten estate.”

🏠 We're listening and looking at ways to rebuild pride in the area.

Fewer Tenant Engagement Opportunities - A dedicated house used for events is no longer available.

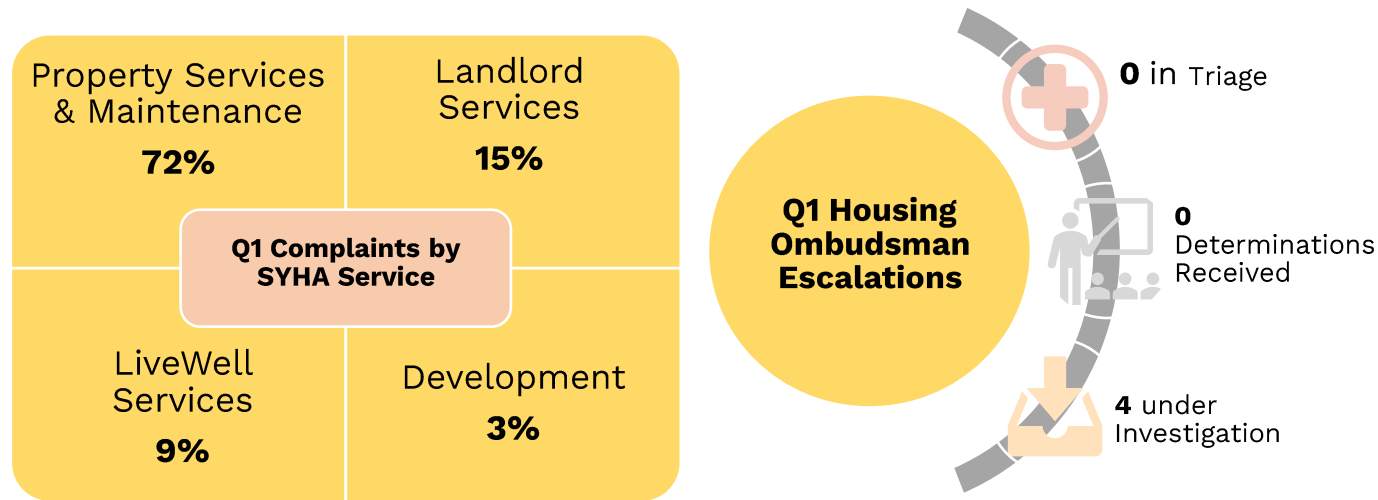
🤝 We're exploring new ways to connect with residents.

What Happens Next?

We've already acted on urgent safety issues and quick wins. Now, we're putting together a full report and action plan to share with ELT and the Customer Committee. This will help us make sure we're not just hearing residents—but acting on what they say.

Customer Complaints Performance Q1

We received **65 Complaints in Q1**, and 6 of these were escalated to Stage 2 for a further review. We continue to respond to complaints quickly and have dealt with **91% of all complaints within the complaint handling code timescales**.



Are Customers Satisfied with how we handle Complaints?

We measure satisfaction in two ways:

- 1) Tenant Satisfaction Measure (TSM) score – 54%** of customers who said they made a complaint in the past 12 months were satisfied — an improvement from last quarter. We follow up with dissatisfied customers to understand their experience. Interestingly, only 4 of the 24 respondents had actually made a formal complaint; others reported issues like ASB or repairs, which we still review to learn and improve.
- 2) Our Satisfaction Survey results are in for Q1 – 88%** of customers who made a complaint said they were satisfied — a positive increase. We're pleased with this progress and remain focused on delivering a high-quality complaints service.

Why Have Customers Complained?

The reasons why customers have complained are:

- 37% for Customer Care & Service (e.g. cancelled repair visit)
- 32% for Responsiveness
- 9% for Staff Attitude & Behaviour
- 8% for Quality of Housing
- 8% for Quality of Work
- 6% for Estate and Neighbourhood Management

Who is complaining?

We regularly compare the diversity of customers who complain with our overall tenant population to spot any imbalances or inequalities in our services.

However, gaps in our data make this challenging. That's why we're pleased to share that our customer data collection campaign has now started!

www.syha.co.uk/who-we-are/news/tell-us-more-our-new-data-collection-campaign

Over the next 6–12 months, we aim to build a clearer picture of our tenants' profiles and needs, helping us improve how we analyse and respond to complaints.

Q1 Words from our Customers

Here is a selection of feedback that our customers have given us this quarter. We take these direct words from our surveys, TSMs, other engagement work and Customer 'Shout-outs'.

It's all about gardens and the outside this quarter!

"He understood what was needed and responded quickly, very happy with everything and the garden looks lovely"

"She has got all the work he wanted done. His garden is looking nice, and he is happy with how Karen dealt with everything"

Customer thank-you for help with garden waste removal "Thank you so much for all ur help this will be the first summer in years I will be able to spend on the garden!"

Customer shout-out to Ecclesfield Fencing "They have done an amazing job on my fencing I couldn't be happier. Very polite and respectful bunch of lads. Highly recommend them."

Customer praise for work on their fence and hedge "It was the best work she's seen in the past 17 years, and she truly appreciated the effort and quality that went into the job. A big well done to all – our hard work has not gone unnoticed."

"I just want to say I love my home here at The Meadows, I love my flat, overlooking the garden and the park."

"Office staff I cannot fault, they are so kind and caring. The carers are so thoughtful, kind and never pass by without saying a kind word and asking if I am OK. The Meadows is so clean, neat and tidy, thank you, Anne and Jessie. Thank you, Chris, for your concern for the way you see to all our needs and the taking care, making sure all is run smoothly and the needs of the building. My church family think it is a lovely place, they love to come and visit."

We love rewarding our customers for their time!

Customers have won a combined £575 in vouchers for Q1 satisfaction surveys with one customer saying

"Thank you so much, you have made my day, I am glowing with excitement. I have never won anything before. It was really easy to do"