

SYHA Customer Engagement and Voice Report – Quarter 1 26/27

Welcome to the Customer Engagement and Voice Report for Q1 26/27 – here is a summary of our key areas and activity this quarter.

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Page 14-15 Customer Engagement in LiveWell A new section to bring LiveWell services into this report.	Page 16-17 Customer Voice Read the highlights from our satisfaction surveys and customer voice insights.	Page 18 Customer Complaints Read the key highlights from our complaints performance this quarter.	Page 19 Words from our Customers Read a small selection of customer feedback we have received this quarter.
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Places for People (PfP) Partnership Preparation

Customer Involvement Opportunities at PfP

We have received further information from PfP on the opportunities available for customers to influence decisions and shape services. PfP has two main customer groups that represent customer views at regional and national level, alongside a range of other engagement opportunities. We are working with PfP to understand how these arrangements will align with existing SYHA involvement structures, including the Customer Committee, Scrutiny Panel and Involved List. The information below provides an overview of the available groups and opportunities.

1. National Customer Group

The National Customer Group (NCG) has a strategic overview of the critical issues, policies, and priorities affecting customers.

The role:

- **National representation:** The NCG ensures customers' voices are heard and have a direct link to Group Board.
- **Influencing decisions:** Members help shape services and priorities by sharing customer voice feedback and recommendations and act as our critical friend.
- **Accountability:** The NCG monitors service improvements and helps ensure services meet customer needs.
- **Connecting local and national voices:** The NCG links Regional Customer Groups (RCGs) with the Board, ensuring feedback is shared both ways.
- **Regional representation:** Each RCG Chair sits on the NCG, giving every region a voice at a national level.

Useful information to know

- Chaired by customers and run by customers – Chairing skills training given through TPAS.

Customer Communications and Consultation

From approx. **October 2026**, we will begin Phase 2 of our formal customer consultation on SYHA's proposed move from a subsidiary arrangement to a transfer of engagements. Further details are included in the Customer Consultation Plan provided with the meeting papers.

Working Together

Regular meetings are now taking place between the Customer Experience Department and colleagues at PfP. These discussions are helping us understand how the transfer of engagements could affect services such as complaints handling, customer contact and customer involvement. We will share further updates as this work progresses.

- Maximum of 12 customer members, each integration will be reviewed for additional membership.
- Reviewing customer satisfaction measures (TSMs and transactional survey results)
- Policy development and review
- Around 10 to 15 days' commitment per year (roughly 1 day per month), including meetings, preparation, training and involvement in task and finish groups.
- Quarterly full-day meetings are held in different regions. While you can attend online, in-person attendance is encouraged to help build relationships.
- Travel and expenses are paid.
- Business areas provide service updates, and actions are recorded and monitored.
- Around 30 people may attend meetings, including NCG and RCG members, non-executive Board members, Places for People colleagues and the Group Chief Executive.
- New members receive an induction programme, which requires some additional time commitment.
- Members have an annual review, led by the Chair.
- Terms are for up to three years, with the option to serve a maximum of three consecutive terms. Members can resign at any time.
- The NCG operates independently of the Group Board, setting its own terms of reference and deciding how it works.
- The purpose is to hold us to account, scrutinise services and performance and act as our critical friend.

Payment rates are as follows:

- NCG Chair and Vice Chair: £4,080 per year
- NCG Members: £1,800 per year

These payments can be made either through Love2shop vouchers (paid quarterly) or as monthly payments directly into a bank account.

2. Regional Customer Group

The Regional Customer Group brings together customers from the local area to talk about what's working well, what could be improved, and the issues that matter most to local communities.

The role:

- **Representing the community:** Share the views and experiences of customers in their area on important issues such as safety and service quality. Reflective of lived community experience.
- **Help improve services:** Identify what works well, what needs to change, and how services can be improved for everyone.
- **Support customer engagement:** Take part in discussions, raise local concerns, and support customer involvement activities, including scrutiny reviews.
- **Provide a link to the Board:** Work closely with the National Customer Group (NCG) to ensure local customer feedback helps shape decisions at a national level.

Useful information to know

- Chaired by customers and run by customers - chairing skills training given through TPAS.
- Hybrid meetings are held at least four times a year (quarterly), with additional meetings if needed.
- Travel and expenses are paid.
- Members are expected to prepare for meetings by reading papers and considering questions and comments in advance.
- The RCG will agree a work plan for the year which may include:
 - Scrutinising key service areas
 - Gathering customer feedback
 - Work closely with their Community Housing Officers and Regional Director
 - Present a local level community activity
- The group reviews its progress every quarter and reports on its achievements to the National Customer Group (NCG).
- Quarterly reports are published for customers and made accessible with support from Places for People.
- Members have an annual review, led by the Chair.
- Terms are up to three years, with a maximum of three consecutive terms. Members can resign at any time.
- The RCG helps ensure customers know who their representatives are and how they can get involved, creating stronger links between local communities and decision-making.

Payment rates are as follows:

- RCG Chair and Vice Chair: £4,080 / £3,600

- RCG Members: £1,440 per year

These payments can be made either through Love2shop vouchers (paid quarterly) or as monthly payments directly into a bank account.

3. Other ways to share feedback or be involved at PfP

The Listening Room

The Listening Room is a safe and confidential online space where customers can share their views on the things that matter most to them, from everyday services to the future of their communities.

Customers can take part in discussion forums, polls and surveys whenever it suits them. There is no minimum commitment, and customers can get involved as much or as little as they choose. Feedback and insights gathered through discussions in The Listening Room are shared periodically with the NCG and RCG to help inform their work and decision-making. In some cases, this feedback helps to broaden discussions by highlighting emerging themes, trends and customer experiences identified through The Listening Room, ensuring that a wider range of customer voices and perspectives are considered.

Community Connectors

PfP also has Community Connectors, a role that SYHA does not currently have. We are finding out more about how this role works but understand that Community Connectors work with local community partners to support customers and strengthen communities.

Their role may include:

- Helping customers access grant funding
- Building partnerships with local organisations
- Coordinating community action days and volunteering opportunities
- Connecting customers to local services and support

While Community Connectors do not have a direct reporting line into the NCG, key themes, emerging trends, community insights and wider regional issues identified through their work are shared and discussed at NCG meetings where relevant. This helps ensure that customer and community perspectives contribute to discussions and inform priorities at a wider strategic level.

We understand you may have questions about the roles and will do our best to answer them. If we cannot provide an answer straight away, we will take the question away and provide a response as soon as possible.

Customer Engagement Activities & Planning

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?
Annual Review Questions	We have reached out to customers for questions for the Leadership Team to be published in this year's Annual Review. This is something we did last year and it was a great success, some of the questions asked then were: • How are you improving how quickly you deal with customer complaints? • Will the new social housing policies benefit SYHA?	Questions are still being submitted and we will share them with you at the next meeting.
Involved Customers	We continue to grow our involved customer list, through discussions at engagement events and tick boxes on survey. Some of the activities they have recently participated in are: • Temporary Rehousing Policy review • Scrutiny Panel exercise • Annual Review questions development • <i>Your Voice</i> online forum discussions	We have experienced higher than expected levels of interest for some pieces of engagement work and in some cases we have had to select which customers to use. It worked well to be able to take this approach as we were able to select a diverse group of customers that would provide a wide range of feedback. We now need to start 'closing the loop' and telling all customers how their feedback has influenced services. It's important to continue to nurture the relationship we have with our involved customers and we plan to send out a communication directly to

Engagement Activity	How were customers involved?	What happened and what are the next steps?
		them so they can see all the great work they have been involved in.
Skip Days	The Engagement Team attended 2 neighbourhood skip days, which were arranged in direct response to customer feedback. We met with customers and spoke to them about engagement opportunities.	Customers have given positive feedback about the skip days, with one customer telling us “It’s great initiative to help residents have a clear out.” and another saying “Skips are a great idea thanks, lots of people don't have vehicles and can’t get to the tip.” We are continuing to pick up repairs and neighbourhood issues while out attending the skip days and customer appreciate someone dealing with issues straight away and listening to them.
Energy Efficiency Improvements – Community Awareness Day	The Sustainability Manager organised an engagement event in Maltby to speak with customers about energy efficiency improvements in their homes. It was a collaborative effort, with Neighbourhoods, Property Services, Marketing, Sustainability, and Employment Support all contributing. RotherFed were also on hand to provide general energy-saving advice, and Seddon – the contractors we use to carry out the improvements – were available to answer any questions or concerns about the work. It was great to have the opportunity to work together and strengthen relationships.	The Engagement Team chatted to customers about how they can get involved and help shape services at SYHA, as well as capturing general customer feedback. Over 23 customers attended the event, each receiving a £10 energy or retail voucher and a food parcel. Everyone who attended was also entered into a prize draw to win £100 in EVouchers. The lucky winner told us: "I enjoyed attending the event, I found it informative and It was a good opportunity to ask questions, report any problems and also find out more about extra support that is available. Winning the prize draw for £100 was a lovely surprise !! Thank you so much!!"

Engagement Activity	How were customers involved?	What happened and what are the next steps?
Your Voice – Online Customer Forum	We asked our involved customers to attend our 2nd online customer forum ‘Your Voice’ session titled Your Rights, Our Standards. We told customers: • What we must do as Landlords • What the Regulator of Social Housing says we should do, including the new Competence and Conduct Standard • What the Housing Ombudsman says Landlords should do • And how we monitor our performance and your satisfaction using TSM’s We also informed them about their rights, including the right to complain and also information about the new STAIRS - Social Tenant Access to Information Requirements, which allows customers to have better access to information about how your landlord manages homes and services. Information about the new Competence and Conduct Standard, STAIRs and customer feedback on this will be presented during the Customer Committee meeting.	It was a great session, and the customers who attended were very engaged. Most participants reported feeling more confident about the subject at the end of the session than they did at the start. We included polls and discussions opportunities in the meeting and posed questions such as: • What behaviours should customers always be able to expect from housing staff? • How can we make sure tenants feel listened to and treated with respect? There were clear themes and expectations around using customer friendly language and contractor behaviour. Other useful insights were around how we can better communicate with customers, especially to customers who don’t access our website and suggestions included more use of text messages, newsletters, post and community notice boards. There was one customer from a LiveWell scheme who did not feel the topic was relevant to them. We will use this as a learning opportunity when communicating with customers about the subject in the future, ensuring that we consider the needs of different customer groups and adapt our approach where appropriate to make the content more relevant and accessible to all.

Engagement Activity	How were customers involved?	What happened and what are the next steps?
LiveWell Activities	We attended an sports day at Cuthbert Bank and a mural reveal at The Beaufort Project.	Although numbers were low for the sports days event at Cuthbert Bank, we used it as an opportunity to continue to grow relationships with staff and speak about all things engagement! There is more information about the activity at The Beaufort Project later in this report.
Customer Consultation about a Wildflower Meadow	We visited customers living at Martin Close to ask for their feedback regarding our plan for a wildflower meadow, with fruit trees on grassed land behind their homes. The meadow will be planted by the Ponderosa Nature Group and maintained by SYHA.	As the number of customers affected by this proposal was low, we used it as an opportunity to try new ways of working and asked customers to give feedback by a variety of methods: • Face to face • QR code to take them to a MS form • Paper survey, in their preferred language, to return in the post later if they wished • Google translate Although the number of customer we spoke to was low, those we were able to speak with felt that the proposal would have a positive impact on the wildlife and surrounding areas.

Engagement Activity	How were customers involved?	What happened and what are the next steps?
Auckley Working Group	We have collated the feedback from the Auckley Investment Survey and have shared this with the customers who expressed an interest in forming an Auckley Working Group.	We held the first meeting and this was to: • Meet the Team, including introductions to colleagues supporting the regeneration programme • Determine how the customers wanted the Working Group to run • Review and understand the Survey Findings • Understand what the funding can and cannot be used for • Start to think about priorities We plan to share the survey findings with the residents of Auckley, along with any updates from the Auckley Working Group and information about the next steps. A summary of the survey findings is included on the next page.

Auckley Investment Survey Feedback Results

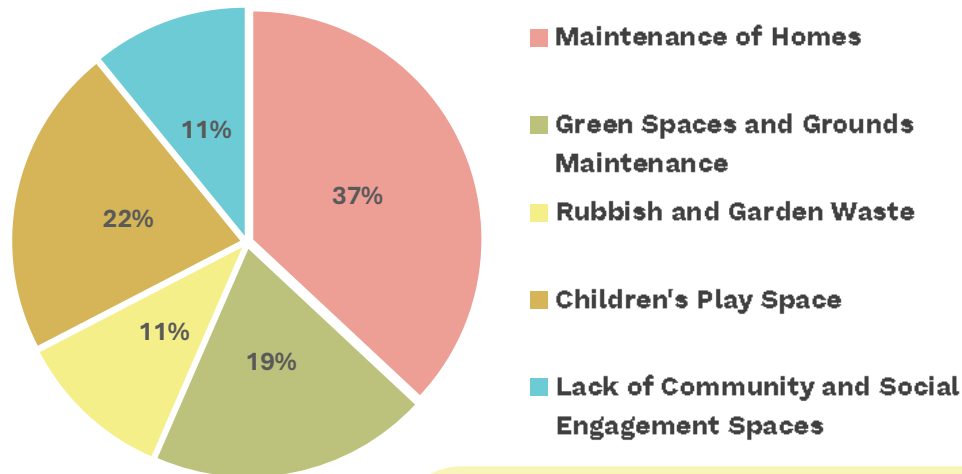
15%
Response
rate

18 of the **123** SYHA customers
contacted completed the survey

South
Yorkshire
Housing
Association

COME
HOME

Customer Priorities for Auckley Investment



Percentage of Customers Satisfied (Score 7+)

Current Condition of Your Home	50%
Current Condition of the Estate	45%
Parking Options in the Area	28%
Ground's Maintenance and Condition of Green Spaces	45%
Play areas and family facilities	6%

Customer Insights



- 'The bathroom needs updating, the gutters need replacing, kitchen needs updating'
- 'Roof needs replacing, fencing needs replacing' 'Waiting on jobs like the fencing'
- 'I'm satisfied due to if there is any issue it is promptly dealt with'
- 'Area looks rundown and shabby. Cars park on green spaces and fencing is rotten'
- 'I think we are lacking a play area for kids like years ago there was a good park'
- 'The grass is cut so it looks nice, it's people's rubbish being dumped from other people not in this estate and parking could be better'
- 'People come from all over to park on the estate and I can't park at my own home sometimes'

6 SYHA
customers
signed up to
form the
**working
group**

Customer Scrutiny Panel Activity

SYHA's Customer Scrutiny Panel is a group of customers who challenge and influence SYHA's performance and decisions.

Here is an overview of their recent activity:

Scrutiny Activity	What did the panel do?	Panel findings & Next Steps
Current exercise – The Customer Service Standards	The panel has selected SYHA's Customer Service Standards as the focus of its scrutiny review, recognising the important role they play in delivering a positive customer experience and the need for them to be applied consistently across the organisation.	The panel are reviewing whether we meet each standard and are using a variety of methods to carry out their investigations, including: • Desktop reviews • Contractor and staff interviews • Mystery shopping Once they have completed their investigations they will start to form evidence-based recommendations.
Energy Efficiency Improvements (EEI) Scrutiny Exercise - updates	The panel has been focused on the current Customer Service Standards exercise. Once this work is complete, we will provide an update on progress against the EEI recommendations and action plan.	In particular, the panel will seek updates on: • How we are helping customers to understand energy efficiency, including improvements to the website and other customer-facing information and marketing materials. • Customer satisfaction levels and any complaints relating to energy efficiency improvements. • Contractor behaviour, including feedback from customers about their experience during works.

LiveWell Services – this section brings you information about customer engagement in LiveWell services.

Mural Reveal at Beaufort Project

The Customer Engagement Team were delighted to attend the mural reveal at The Beaufort Project in July. Customers had worked hard with staff and artists to design a colourful mural to brighten up an external garden wall and we couldn't wait to meet all involved and speak with customers about engagement work.



What is the Beaufort Project?

The Beaufort Project supports adults with long-term mental health needs to live independently in the security and privacy of their own home. Given the nature of the Beaufort Project and the support needs of its customers, we tailored our engagement approach to ensure customers could participate effectively. We worked closely with the Project Lead to understand the service, identify potential risks and plan engagement. Customers were then supported by key workers during discussions, helping them feel comfortable sharing their views and enabling us to gather valuable feedback in an inclusive and accessible way.

One customer has since been added to the involved customer list and has taken part in 2 engagement activities and told us they found the experience useful.



It is important to recognise that customer engagement opportunities, particularly within our **LiveWell services**, can provide customers with **confidence, purpose** and **a sense of belonging**.

Many customers may experience barriers to participation due to physical health conditions, limited mobility or mental health needs, so it is essential that we tailor our approach to meet individual circumstances. Investing additional time and support in engagement activities helps ensure that customers can participate in a meaningful way. While this approach may require greater flexibility, customers often provide valuable insights and feedback based on their lived experience that we might otherwise miss.

Customer Voice Information

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.

Each quarter, we share a high-level overview of customer insights. If you'd like a deeper dive into any topic, just let us know.



Anti-Social Behaviour (ASB) Handling Satisfaction Survey:

51% response rate (Target 40%)

Satisfaction at 81% (Target 80%)

Whats going well? Although there has been a significant drop in satisfaction from Q4, all areas of the survey are still above target. We continue to exceed our 40% response rate.

What could we do better? Some customers shared they felt unsupported in their complaint:

'SYHA could have offered me more support as I only had one call with them'

'I think more could've been done in the long run and more support offered'

Damp, Mould & Condensation (DMC) Satisfaction Survey:

23% response rate

Satisfaction at 83%

Whats going well? 50% of those surveyed reported that their DMC issue had been resolved and several customers commented positively about the speed of the and quality of the repair.

What could we do better? During Q1 issues with a new automated DMC survey process prevented customers from being surveyed, resulting reduced overall survey volumes.



Repairs Satisfaction Survey:

5% response rate (Target 10-20%)

Satisfaction at 92% (Target 90%)

What's going well? Customers continue to tell us that our operatives are one of the strongest parts of the repairs service. Many comments praise how polite and professional they were, and customers valued being kept informed when operatives were on their way. *"The plumber was very polite and professional. Did the job quickly and arrived with plenty of time for me to go shopping."*

What could we do better? The feedback shows that customers are often happy with the person carrying out the repair, but not always with the journey leading up to it. *"You could listen to us... rather than us have to continually call and email."*





New Tenancy Satisfaction Surveys:

74% response rate (Target 50%)

Satisfaction at 93% (Target 90%)

What's going well? Customer appreciated how smooth the lettings process was *"Was contacted very quickly and efficiently, timings were good. Everything went smoothly."*

What could we do better?

Some customers thought communication could have been better *"Process was ok, bit of a misunderstanding. Mainly not so good communication."*

End of Tenancy Satisfaction Surveys:

36% response rate (Target 50%)

Satisfaction at 75% (Target 80%)

What's going well? One longstanding customer told us *"SYHA don't just take care of their properties, they truly take care of their tenants too. Absolutely fantastic and highly reliable landlords. Over the past 26 years, I've never had a single issue or complaint. Exceptional service throughout."*

What could we do better? We have dipped below the target of 80% across all 3 survey questions.



Tenant Satisfaction Measures*:

78% Overall Satisfaction

78% Satisfaction that SYHA provides a home that is well maintained.

71% Satisfied that SYHA listens to their views and acts upon them

46% were satisfied with Complaints Handling

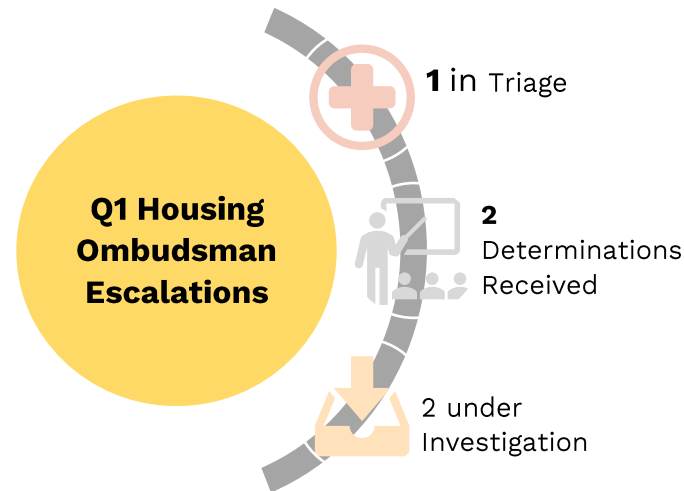
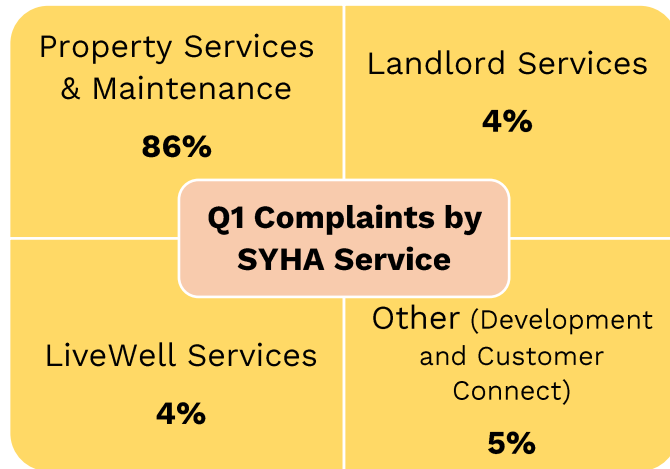
Whats going well? One customer really valued their home and outdoor space *"Just for us as a family, its been an absolute game changer. The space, the solar panels keeping bills down, off-street parking and lovely back garden."*

What could we do better? There is some dissatisfaction with the condition of windows and doors *"Windows and doors need to be renewed."* and *"Windows need replacing for a long time."*

**Q1 snapshot; figures may change as percentages fluctuate and are finalized at year-end.*

Customer Complaints Performance Q1

We received a **total of 87 complaints in Q1**, comprised of **78 stage 1 complaints**, and **9 Stage 2 complaints**, where customers remained unhappy with our response. We continue to respond to complaints quickly and have dealt with **100% of all stage 1 and Stage 2 complaints** within the complaint handling code timescales.



Q1 Customer Complaints Satisfaction

Tenant Satisfaction Measures (TSMs)
Satisfaction 46%

Complaints Survey Satisfaction:
27% response rate (Target 40%)
Satisfaction at 63% (Target 75%)

Thank you!

Thank you for your feedback on our annual complaints report at the last Committee meeting.

The reports were presented to the Board and approved, with Customer Committee comments taken into account. A Board response has also been produced. You can read the final reports and Board response on our website:

<https://www.svha.co.uk/who-we-are/how->

Housing Ombudsman Update

We received two determinations this quarter:

- Case 1:** The Ombudsman found **no maladministration** in SYHA's complaint handling and concluded that the redress offered was reasonable. The case related to a customer's request for their notice period to be waived.
- Case 2:** The Ombudsman found a combination of outcomes. Reasonable redress was identified in one aspect of the complaint; however, findings of **maladministration and service failure** were made in relation to repairs, complaint handling, and damp and mould.

We are implementing the Ombudsman's orders and recommendations to address these issues and achieve the best possible outcome for the customer.

Further information on both cases can be provided at a future Customer

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'.

Praise for our operatives...

"Your tradesman who repaired/fixed, did some magic to eventually fix our drawer is a credit to his craft, and no doubt to your company. More people should be polite, comprehensive, and tidy workmen."

*"The operative did a fantastic job on the patio doors.
He was very polite and caring to the tenants and he deserves congratulations."*

Feedback about complaint handling

"Lucie at stage 1 and Darren at stage 2 both kept me well informed throughout my complaint through phone calls and emails. Can't think of anything they could have done better. They made recommendations in my best interest overall and pushed for my corner...I just want to say thank you to Lucie and Darren."

"Just seemed like it was going on forever – had to take to next stage... When it got passed onto Kelly in maintenance it got resolved."

One customer starting a new tenancy with us shared her appreciation.

"I just want to say thank you so much for making this possible for me and my family... I can't thank you enough.. I will make this my forever home and will make it absolutely beautiful when I've finished... I really can't wait for this next chapter in my life..."

