

SYHA Customer Engagement and Voice Report Quarter 3

Welcome to the Customer Engagement and Voice Report for Q3 25/26 – here is a summary of our activities and feedback this quarter.

Page 2 - Partnership Preparation

We will now dedicate a section of the report to any partnership information that relates to customer engagement and voice.

Page 3 - 6 - Customer Engagement Work & Activities

Find out more about our Quarter 3 progress on Customer Engagement work, including more info about our Involved Customers list.

Page 7 - 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 8 & 9 - Customer Voice:

Read the highlights from our satisfaction surveys and customer voice insights for this quarter.

Page 10 - Customer Complaints:

Read the key highlights from our complaints performance this quarter.

Page 11 - Words from our Customers:

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

Places for People (PfP) Partnership Preparation

Now that we are officially a subsidiary, PfP and SYHA will look at proposals for bringing the organisations together over the next 18 months. This may include completing a Transfer of Engagements – this is when one organisation joins another, and they act as a single organisation under one name.

There are still many unknowns, and much more information to come, but we will use this space in future reports to share any updates that are relevant.

Across the organisation, departments have started holding “discovery sessions” with the Places for People partnership team. These sessions are helping us build a deeper understanding of how we work, how our services align, and where there may be gaps or differences. The Customer Experience department has its session planned for March.

We already know that Places for People operates a Customer Hub, with complaints and engagement teams that align closely with ours. One area we are particularly keen to learn more about is their customer segmentation approach, and how this could influence our own ways of working.

We will also be thinking carefully about any customer events or engagement activities we plan. It’s important that we continue to listen, involve, and act on customer feedback, while focusing on activities that have value and longevity beyond a potential Transfer of Engagements. This helps ensure that none of the insight or contributions from our customers and engaged customers is lost during the transition. For example, we may choose not to review certain policies if they are likely to change within the next year, but we would still want to gather customer feedback on those areas so it can be recorded and used to inform Places for People’s future processes and policies.

For all planned work, we will be asking ourselves:

- Does this offer value?
- Does it align with where we’re heading?
- How does it affect our customers?

At the same time, we are continuing to develop our newly formed Engagement Team and maintain momentum. We want to make sure that all the work underway — including and most importantly listening to and acting on customer voice — is safeguarded and handed over effectively if needed.

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?
Team Development	We have successfully recruited new members to our Engagement Team—an important step in expanding the activities we can deliver with customers.	The recruitment process was highly competitive, and we were pleased with the calibre of applicants. Several talented individuals are now joining the team, strengthening our capacity to build meaningful customer engagement. Our initial focus has been on recruitment and onboarding. The team's priorities will now be developed, and we expect to share updates on new areas of work in the next report.
Customer Committee Recruitment	We have had conversations with customers who are potentially interested in joining the Customer Committee.	We have not yet found a new committee member, and we are continuing to prioritise looking for someone from the livewell side of the organisation. We will continue to update the committee on progress.
Involved Customers	We have a list of customers who have expressed an interest in being involved in SYHA surveys and feedback opportunities.	We would like to tell the committee more about the list, so have included a more detailed update in this report on page 5.
Bidding for funding	In December, we worked with young people from the Maltby area to co-produce a bid for the Social Housing Innovation Fund. The session, held at Maltby Leisure Centre, had a small turnout but provided valuable, high-quality feedback that shaped the final proposal.	Our bid, Maltby NextGen (name developed by the young people), focuses on improving how young residents in social housing are heard by their landlords. It proposes creating local youth peer support worker roles and strengthening links between young people and our governance structures, including the Customer Committee. The bid was submitted on 9 January 2026, and we expect a decision by 16 February 2026 . Regardless of the outcome, we remain committed to this work and will continue exploring alternative funding if needed. If successful, we will share further information with the committee.

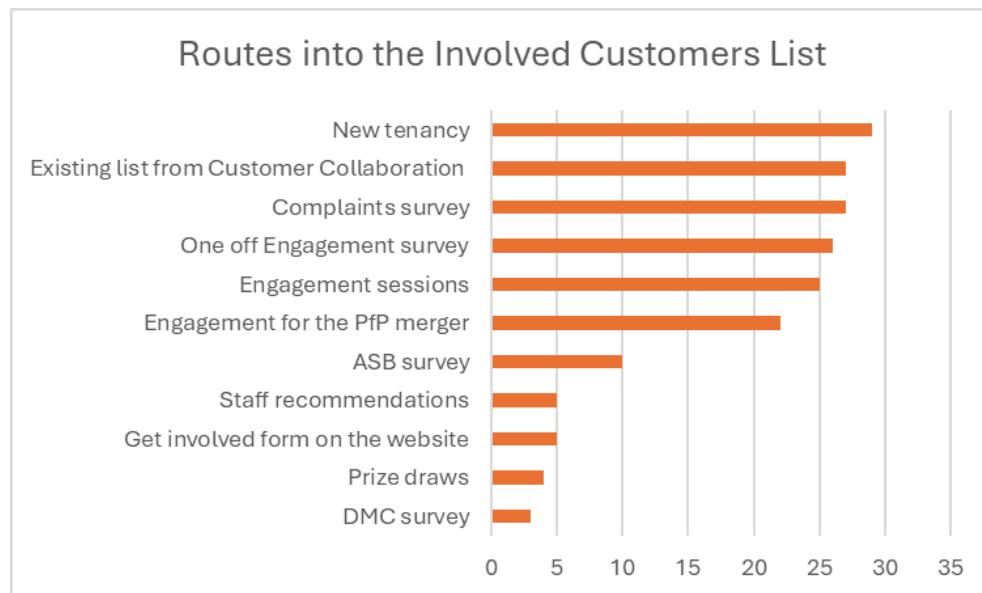
Engagement Activity	How were customers involved?	What happened and what are the next steps?
Auckley Working Group	Customer feedback has consistently highlighted concerns about long-term underinvestment in Auckley. This insight has come through TSM results, complaints, and wider engagement, including a local walkabout. In previous reports we shared plans to hold a working group, internally initially, to explore options for the area.	We held the first internal Auckley Working Group meeting in November 2025. The group reviewed combined data from the summer event, stock condition surveys, and available budget information. We have since begun developing an Auckley Customer Voice and Investment Plan. This plan will be presented to Board to ensure visibility and to support future funding discussions, as Auckley is recognised as a priority area. Key aims include strengthening customer voice, setting out a clear investment timetable, and rebuilding confidence in SYHA and PfP. We intend to establish a customer working group as the plan develops. This work is at an early stage, and we will continue to update the committee in future reports.
Customer Newsletter	Customers were invited to share their views on a proposed customer newsletter (presented at the last customer committee), with a strong response of 33 completed surveys. 11 customers expressed interest in joining an editorial group, representing both General Needs and LiveWell customers. To maximise involvement, the group will run on a rolling basis, allowing customers to opt in and out as their availability allows.	The first hybrid editorial session took place on 3 February at Rockingham Street, with five customers attending (three in person and two online). Following a discussion on the purpose of the newsletter and survey feedback, customers agreed to develop a bi-monthly newsletter focused on connecting, engaging and informing customers through people-centred storytelling and varied, accessible content. The newsletter will be emailed, hosted on the website (with translation options), and available in print for supported living services, workspaces and on request. Next steps are for the communications and marketing team to develop a detailed content plan based on the group's recommendations, with the first digital and printed edition planned for March.

Information about our Involved Customer List

Who are ‘Involved Customers’?

We maintain a list of customers who have told us they are interested in giving feedback on SYHA services. Customers join this list in several ways. Most commonly, they opt in through our transactional surveys. Our most effective method, however, is personal contact—for example through complaint discussions or at engagement events—as these customers are more likely to take part when contacted later.

The list is continuing to grow, increasing from **26** in 2024 to **180** in 2026. We plan to expand this further and use it to support future engagement activities, including the online customer forums we have previously outlined.



We use our Involved Customers list to occasionally get in touch about engagement opportunities. This includes inviting people to take part in engagement exercises, events such as the Winter Warmer, and short surveys on topics we’re currently looking into. We also use the list to contact specific groups when we want targeted feedback – most recently, we asked people on the list to share their views on the newsletter idea.

To prevent customers from feeling that we contact them too often, we always include a clear option for them to opt out and be removed from the list. We also make it clear that if the subject isn’t relevant or of interest to them, they can simply ignore the email.

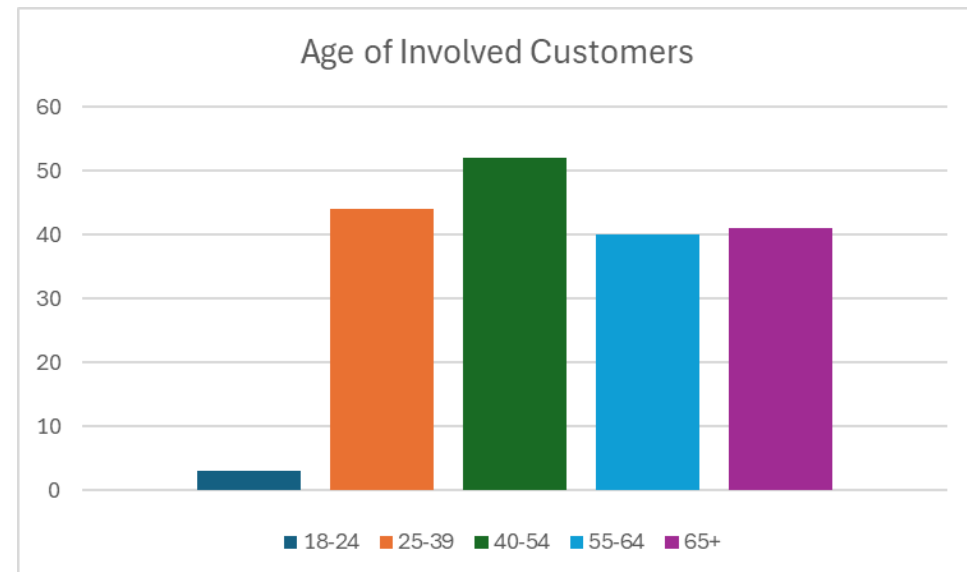
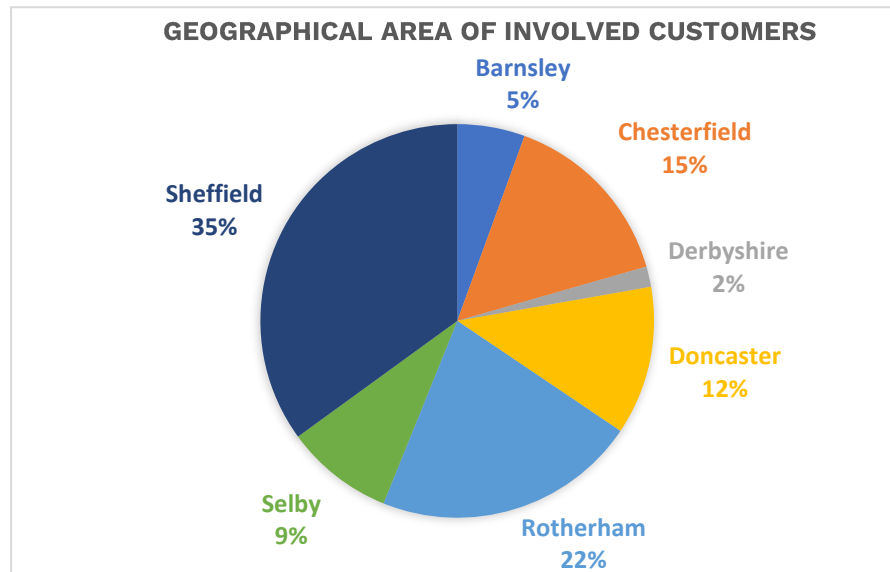
Plans to grow the list include:

- Adding more prompts to telephone survey scripts and training staff to ask more consistently.
- Reviewing customer profiles to target groups and areas where involvement is currently low.
- Asking existing involved customers what types of activities interest them most (e.g. retrofit information sessions, newsletter development have been popular this year)

We are aware of some IT limitations in managing and communicating with large groups. We are working with IT Services to explore options for improved group communication, particularly as this capability will be increasingly important as we move toward partnership working.

What do we know about our Involved Customers?

We currently have limited information about who makes up our Involved Customers list, and we are working to improve this. However, what we can see is that the list includes a good geographical spread, which broadly reflects our property profile. We also have a good mix of age groups, although younger customers are currently under-represented.



We are now looking to build on this by linking the Involved Customers list with our IT systems, so we can better understand the demographics of the people involved. This will help us gain insight into areas such as ethnicity and ensure our engagement opportunities are more inclusive and representative.

As the data shows, **younger customers aged 18–24 are currently under-represented**. This was one of the key reasons we chose to focus our Social Housing Innovation Fund bid on improving engagement with young people. We want to challenge ourselves to increase representation from this age group and see this number grow during 2026.

Customer Scrutiny Panel Activity

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

Scrutiny Activity	What did the panel do?	Panel findings & Next Steps
Scrutiny Panel 'Terms of Reference'	The panel worked to produce an updated 'terms of reference' document.	These were approved by the Governance Committee in November and are included on the agenda for this Customer Committee meeting for information. Updating the Terms of Reference is a positive step and helps ensure the panels role and purpose is clear and relevant.
Retrofit Scrutiny Exercise Update	The panel has recently completed its scrutiny exercise on retrofitting. This work included a commissioned customer survey, a comparison and evaluation of customer letters, and a benchmarking exercise reviewing website information.	The panel has now drafted its report and is currently working with the relevant business area to develop an action plan in response to the findings. The report will be presented to the Customer Committee as soon as possible. As the timing does not align neatly with this and the next scheduled committee meeting, we would like to ask whether the Committee would be open to reviewing the report in the meantime.
Update from ASB Exercise	The panel continues to monitor progress against the ASB scrutiny exercise action plan.	There has been progress across all actions identified through the exercise, with some actions now complete. The panel is currently requesting final updates on the remaining actions and will present a final update report on the exercise to the next Customer Committee.
Next exercise - Work and wellbeing	The panel has selected Work and Wellbeing as the next area for scrutiny.	We have approached the service on behalf of the panel, and while the service welcomes the exercise, they have asked that it be scheduled in a few months' time due to a particularly busy period. This is due to a stretch in capacity in the portfolio as they are currently mobilising new contracts and working on year-end contract extensions as well as commencing the discovery work with Places for People. In the meantime, the panel will consider whether there is a smaller piece of work it can undertake while availability is confirmed, and the main exercise is planned.

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:

35% response rate (Target 40%)

Satisfaction at 65% (Target 80%)

Whats going well? The action plan from the Scrutiny ASB exercise is almost complete and we would expect to see satisfaction start to improve, although this quarter has not shown this.

What could we do better? Satisfaction has decreased by 10% since Q2. Issues from the survey highlight communication problems, unresolved ASB issues and dissatisfaction with the speed of response.

"I received updates/contact about my complaint every two weeks, which in my opinion is quite slow service."

Damp, Mould & Condensation (DMC) Satisfaction Survey:

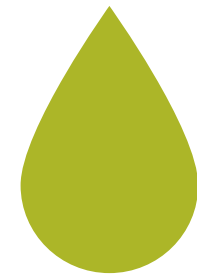
52% response rate

Satisfaction at 79%

Whats going well? We have taken a new approach to the survey and increased our response rate significantly. Customers are most satisfied with the ease of reporting DMC (88% satisfaction).

What could we do better? Satisfaction is affected when the repair does not fully resolve the problem or the issue returns after a short period.

"They kept us informed and there was good communication."



Repairs Satisfaction Survey:

9% response rate (Target 10-20%)

Satisfaction at 89% (Target 90%)

What's going well? The lowest scores were for being kept informed and the repair being completed first time.

What could we do better? Highest satisfaction was with operative behaviour.

"The gentleman came to my door really polite and had name badge in his jersey he did a good job and clean up after himself."





New Tenancy Satisfaction Surveys:

45% response rate (Target 50%)

Satisfaction at 95% (Target 90%)

What's going well? Survey response has risen due to a new approach, but still not quite at target. Overall satisfaction remains high at 95 - 100% across all questions and staff attitude and professionalism praised.

What could we do better? Customers talked about repairs not being completed upon move in, which is a common concern.

'Very helpful. The inspector was very nice...the way they showed us around was nice, they were nice and professional'.

End of Tenancy Satisfaction Surveys:

23% response rate (Target 50%)

Satisfaction at 40% (Target 80%)

What's going well? Survey response has risen due to a new approach, but still below target.

What could we do better? We improved the response rate in Dec but the rest of the quarter has affected meaningful results, this should improve in Q4. Customers expressed frustration with repairs completion.

"Don't wait until someone moves out to decide you've suddenly got the resources to repair something that's been an issue for 5 years."



Tenant Satisfaction Measures*:

84% 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 - a small increase from Q2 (66%).

53% were satisfied with Complaints Handling

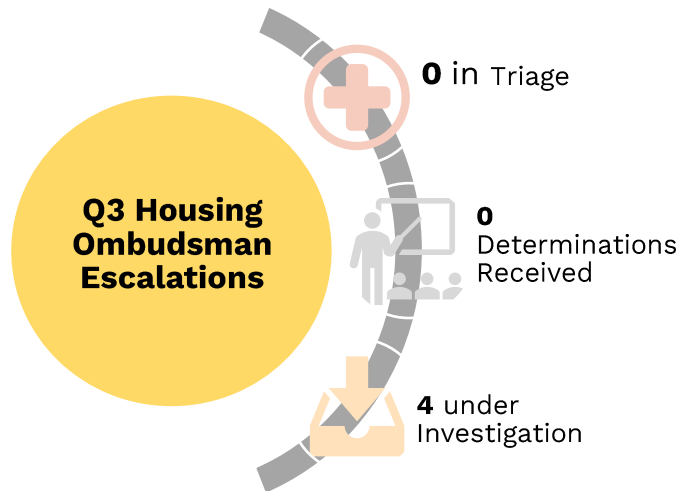
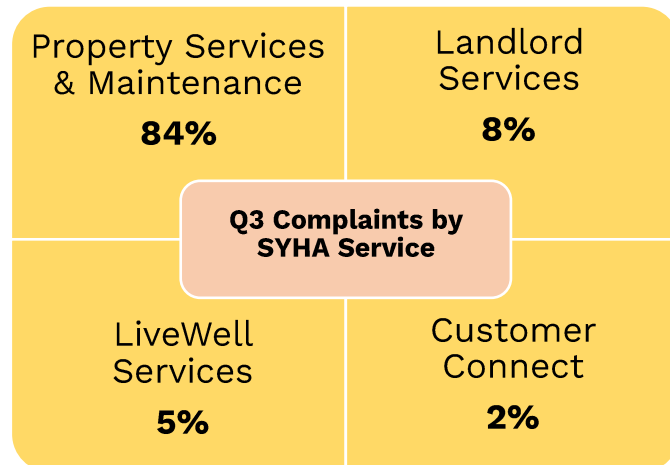
Whats going well? 29% of customers chose to share additional feedback, which is encouraging. Positive comments highlighted friendly, professional staff and the quality of support provided.

What could we do better? This quarter, customers most frequently raised concerns about outstanding repairs. They want clearer and more regular communication about progress, as well as faster completion times. There were also comments about maintenance issues that fall under tenant responsibility, where some customers expect SYHA to carry out this work.

**Q3 snapshot; figures may change as percentages fluctuate and are finalized at year-end.*

Customer Complaints Performance Q3

We received **83 Complaints in Q3**, and **10 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 complaints** within the complaint handling code timescales and **100% of stage 2 complaints**.



White Willows Extra Care – multiple complaints due to heating outage this winter

During the winter, we received several complaints from the White Willows extra care scheme following a prolonged heating outage affecting four flats. While residents continued to have hot water and were provided with temporary oil heaters, the loss of working radiators lasted several weeks. The issue was caused by a complex build-up of sludge within the heating system and required multiple interventions to resolve.

We treated this as a major incident, with senior oversight, and heating has now been fully restored. All affected residents have received a written apology and an offer of compensation to recognise the impact and any additional heating costs.

We recognise just how important reliable heating in extra care settings is, and have arranged to attend a coffee morning, with Larry present, to apologise in person, listen to residents' experiences, and learn lessons for the future.

Commentary on Q3 Complaints Performance

We saw an increase in complaints during Q3, which is typical for this time of year as seasonal issues emerge, such as water leaks.

We are pleased that all complaints continue to be responded to within timescales, and we are working hard to maintain a 100% response rate.

We have not received any Housing Ombudsman determinations this quarter. We expected to have 1-2 returned, which reflects the continued long waiting times faced by customers who take their cases to the Ombudsman.

There has been a slight increase in Stage 2 complaints this quarter, including some cases that have provided important learning opportunities. One such case involved a serious rat infestation caused by poor workmanship from a previous contractor, which had a significant impact on the household. While we addressed the issue, offered compensation, and apologised at Stage 1, the customer asked for a further review as they felt the full impact had not been recognised. This review is currently underway.

Q3 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'.

Repairs responsiveness is a topic for customers this quarter:

"If you responded to repairs quick enough and listened to tenants views, we would not have to complain, if we withheld our rents back you'd be quick to respond to that."

"Jobs need to be done faster! (3/4 months is too long to wait!)"

"Wait times too long for simple repairs."

Other feedback included:

"I have lived at the beautiful apartment for eight and a half years, I would not leave if it was not for wanting to live nearer my daughters in North Yorkshire."

"Everyone from yourselves to emergency line have been brilliant I cannot fault you and have loved living here."

"I called up to make the complaint and spoke to Alastair, who was very kind, patient and understanding and he listened to what I had to say and when Lucie became involved I thought I am going to be in safe hands and that she knew exactly what she was doing and I felt very reassured by this."

"The flat is lovely - best of the four in the block, with a lift to our floor - good view of and access to garden - no problems with any of the carers and support which we receive as and when we need it - all things considered we are very pleased and very lucky as we are aware of how difficult it is to arrange a place in this type of home and facility with the support we have."

A customer from The Meadows Extra Care Scheme took the time to send an email, praising key workers Tricia and Sarah:

"These ladies go above and beyond their job description duties in providing help and support for everyone. In addition to their normal duties they provide excellent recreational support... They are very popular with the residents and well respected - we are very fortunate to have them at the Meadows"