

Welcome to **Your Voice**

South
Yorkshire
Housing
Association



syha.co.uk

Session Guidelines

Before we get started, here are a few simple things that will help the session run smoothly and make sure everyone gets the most out of it:

- We really welcome everyone to take part in a friendly and positive way, helping us create a relaxed and welcoming space for all.
- Please give others time to share their views and listen respectfully when someone else is speaking. Everyone's experience matters.
- To help us stay focused on today's topic, we ask that personal or individual issues aren't discussed in the session. We are happy to support you with these outside of the session.
- We want everyone to feel safe and included, so we don't accept any discriminatory, intimidating, or offensive behaviour or language.
- We kindly ask that everyone always treats each other and our staff with courtesy and respect.

Thank you for helping us make this a respectful and enjoyable session for everyone.

Using Microsoft Teams

To help the session run smoothly and make sure everyone has a chance to take part:

- Everyone will be placed on mute when they join
- If you'd like to speak, please use the 'Raise Hand' function
- If you don't feel confident speaking, you're very welcome to use the chat – we'll be actively monitoring this throughout the session
- Mix of discussions and polls – if can't use, raise your hand or use the chat
- Though we would love to see who you are, there isn't an expectation to have your camera on – please do whatever feels most comfortable for you

The session is about listening to your views. All feedback is welcome and valued.

If you have any difficulties joining or taking part, please let us know using the chat and a member of the Engagement Team will help where we can.

Your Rights, Our Standards

Customers should have power, voice, and influence.

You should be listened to, taken seriously, and treated fairly and with respect.

This session will explain your rights, what you should expect from us, and give you the chance to tell us how we're doing.



Poll:

**How confident are you
that you know your rights
as a SYHA customer?**

(Options– Very confident,
Quite confident, neutral,
not very, not at all.)

Here is a quick tour of your key rights

An information leaflet has been sent to you showing where you can get more information.

Your landlord (SYHA)

We must:

- . Keep homes safe and maintained
- . Listen to you
- . Treat you fairly
- . Put things right

You



(our customers)

Regulator of Social Housing

This government organisation sets the standards landlords must meet

Housing Ombudsman

This organisation can provide independent help if complaints are not resolved to your satisfaction

Tenant Satisfaction Measures (TSMs)

These surveys show how well landlords are performing

What does the Regulator of Social Housing do?



- Checks that social housing providers deliver safe homes and good services.
- Sets the standards we must meet.
- Can investigate if we fall below those standards.



SAFETY & QUALITY STANDARD

- ✓ Safe Homes
- ✓ Good Repairs
- ✓ Well Maintained



TRANSPARENCY, INFLUENCE & ACCOUNTABILITY STANDARD

- ✓ Listen
- ✓ Be Honest
- Handle Complaints



REGULATOR OF SOCIAL HOUSING



NEIGHBOURHOOD & COMMUNITY STANDARD

- ✓ Safe Estates
- ✓ Tackle ASB
- ✓ Strong Communities



TENANCY STANDARD

- ✓ Fair Lettings
- ✓ Clear Information
- ✓ Support Tenants



New! Coming soon!



SKILLED & QUALIFIED STAFF

Staff receive training and development to build the skills and knowledge to support customers.



Some senior housing staff will be required to hold recognised professional housing qualifications.



CODE OF CONDUCT

Landlords must have a code of conduct that sets out how staff should behave and treat residents.



LISTEN & ACT

Customers are treated with respect, fairness and professionalism, and their concerns are taken seriously.



Your views and concerns are listened to and acted upon.



COMPETENCE & CONDUCT STANDARD

NEW STANDARD COMING IN OCTOBER 2026





Discussion:

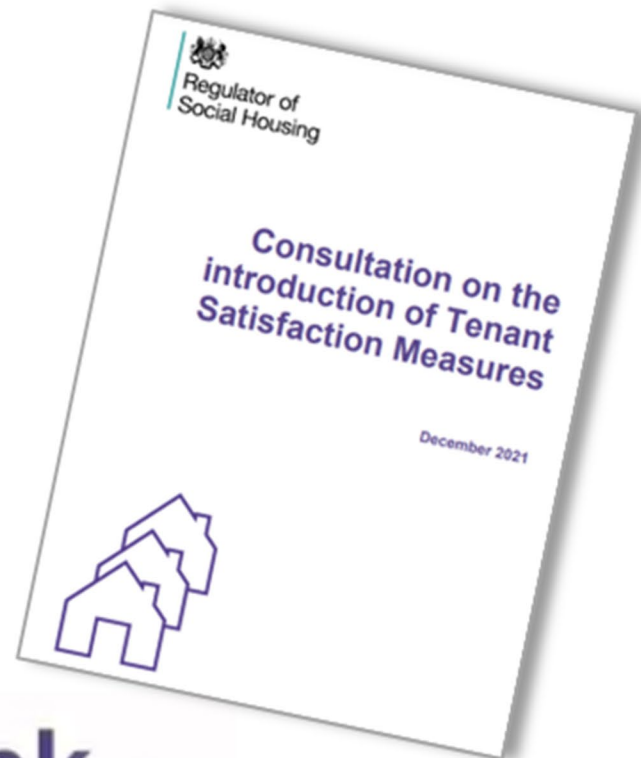
1. What behaviours should customers always be able to expect from housing staff? *(WordCloud Poll)*
2. How can we make sure tenants feel listened to and treated with respect?
3. What behaviours would make you lose confidence in your landlord? *(WordCloud Poll)*
4. How should we hold ourselves accountable if we don't meet those standards?
5. How should we tell customers about these standards?

Tenant satisfaction measures

We want to know what you think



Regulator of
Social Housing



TSMs (Tenant Satisfaction Measures)

What are TSMs?

TSMs are a set of measures required by the Regulator of Social Housing to help landlords understand how customers feel about their homes and services.

- Customers are asked 12 standard satisfaction questions.
- We survey all customers over a two-year cycle
- Results are reviewed quarterly and annually
- The findings help us understand what's working well and where we need to improve
- [See all our results on our website](#)

Did you know?

We compare with other landlords, and these scores mean we are a very high performing landlord!

Our Performance 2025/26

Measure	Satisfaction Rating
Overall service	85%
Repairs service	82%
Time taken for repairs	79%
Well-maintained home	81%
A safe home	84%
Listens & acts on your views	74%
Keeps you informed	78%
Treats you fairly & with respect	84%
Complaints handling	52%
Keeps communal areas clean & well maintained	78%
Makes a positive contribution to your neighbourhood	68%
Approach to handling ASB	70%



**Any questions
so far?**

Also coming - Social Tenant Access to Information Requirements (STAIRs)





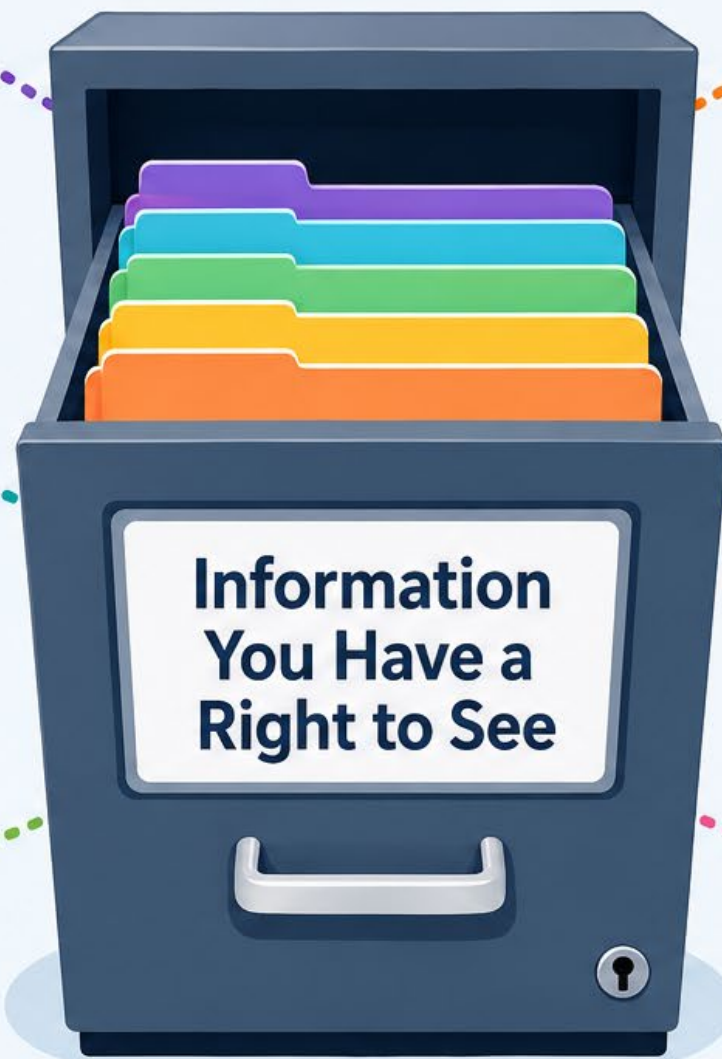
Running the Organisation
(board decisions, key decisions)



Money & Spending
(financial performance, how money is spent)



Repairs & Maintenance
(repairs performance, response times, home improvements)



Safety Information
(fire safety, gas safety, electrical checks, asbestos information)



Performance & Complaints
(tenant satisfaction, complaints performance, lessons learned)



Policies & Support
(repairs, complaints, antisocial behaviour, damp and mould, tenant support)

Your right to complain

Tell Us

You can complain by phone, email, letter, online, or in-person.

You don't need to use the word "complaint".

Any member of staff can help you.



Stage 1: We Put Things Right

We will listen to your concerns. We will investigate and try to resolve the problem.



Stage 2: Review

Still unhappy? A more senior member of staff can review the complaint.



Independent Review

If you are still not satisfied, you can contact the Housing Ombudsman Service for an independent investigation.

Discussion:



Do these rights reflect your experience as a SYHA customer?

Which of these rights matters most to you, and why?

Where can we improve?

Is there anything missing that you think customers should expect from us?

How is SYHA getting ready?

Listening to Customers

Holding sessions like this
to hear your views

Reviewing the Guidance

Reviewing the new
guidance and making
sure we're ready

Working with Customers

Reviewing our Customer
Service Standards
through mystery
shopping

Scrutiny Panel

Working with our
customer Scrutiny Panel
to review our approach

Website Updates

Sharing updates on our
website as we get closer
to the changes

Printed Information

Providing printed
information where
possible for customers
who prefer it

Where can I find out more?

Regulator of Social Housing

Find out more about this government organisation and the standards it sets here
<https://www.gov.uk/government/organisations/regulator-of-social-housing>

STAIRs

We will start to publish more information on our website as we get closer to October 2026, in the meantime, full information about this requirement can be seen on this government website
<https://www.gov.uk/government/consultations/social-tenant-access-to-information-requirements-consultation/social-tenant-access-to-information-requirements-policy-statement>

Complaints Information

We have lots of information about complaints here
<https://www.syha.co.uk/who-we-are/how-were-doing/complaints/>

Tenant Satisfaction Measures (TSMs)

You can view all of SYHA's TSMs on our website here
<https://www.syha.co.uk/who-we-are/how-were-doing/tenant-satisfaction-measures/>



Poll:

**How confident are you
that you know your rights
as an SYHA customer?**

(Options– Very confident,
Quite confident, neutral,
not very, not at all.)

Remember your rights!



Any Final Questions?

- We are also gathering questions from customers for our leaders to answer in this year's Annual Report

Thank you for your time

What happens next?

- We will carefully review everything you've told us and see how that can feed into our preparations for these new standards
- Your voice heard – your feedback will be shared with our Customer Committee, which includes three customer representatives.
- Evouchers