

Feedback from 2024 Teign Housing Roadshows



Firstly, our thanks go out to everyone who came along and took the time to complete the surveys. Everyone who completed a survey was entered into a prize draw and we have had 12 lucky winners!!! In total we received 56 surveys over six roadshows – not bad considering it was our first go at doing these!

We have now collated the feedback from the surveys that attendees sent in from six roadshows. The main 'learnings' from these are captured in the table below.

Question	You said	We will	Timescales
We asked you how we could improve your neighbourhood	30% said nothing needed to be done. The rest said we needed to improve on: Grass Cutting	Cut twice monthly between April and October and invite you to give us feedback	From April 2025
	Ensure residents keep their gardens tidy	Address untidy gardens when we do Keeping In Touch (KIT) visits and when we do Estate Inspections	Immediately
		Respond promptly to reports of untidy gardens and give you a progress report	Immediately

	Designate resident only parking	<p>Consider requests and, where appropriate, conduct a consultation exercise with everyone affected</p> <p>Identify a range of solutions that could also be considered and share those with you</p>	<p>Immediately</p> <p>January 2025</p>
We asked you how we could improve our repairs and maintenance service	You told us that it would help to have the repair description on the confirmation	We are working on this with our repairs team	January 2025
We asked you how we might improve the way we communicate you with about your repair	To be kept informed of progress	We are investigating whether our booking system can send reminder texts with the appointment and the repair description	January 2025
We asked you if you have made a complaint to Teign Housing and how easy it was to make your complaint	29% said that they had made a complaint in the past 12 months, and 92% said that they found it easy to do so	We will continue to review our complaints process using feedback from complainants	Every three months
We asked you if you had experienced anti-social behaviour (ASB)	45% of respondents had experienced ASB. Mostly this related to issues with neighbours	We are putting extra staffing resources into tackling ASB. We work closely with the Council and Police and will do more to let	February 2025

<p>We asked what we could have done better dealing with ASB</p>	<p>A third of those who had experienced ASB said that there was nothing that could have been done differently to improve their experience. Other residents suggested working with the police, listening, ASB diaries, and mediation</p>	<p>residents know about our work to prevent and reduce ASB</p> <p>All the suggested options are things that we can already offer. We need to communicate better with residents about what will happen when they report ASB and ensure that residents understand the timescales for different actions</p> <p>A journey mapping exercise was undertaken in 2022/23 with some residents who had experienced ASB and their comments and suggestions have informed changes we have made since then</p>	<p>January 2025</p>
<p>We then asked what do you think we could do to get more residents involved with us</p>	<p>More events</p> <p>More notice</p> <p>Incentives such as vouchers</p>	<p>We will hold regular events in future where we invite residents to become involved, and invitations will go out with more notice</p>	<p>Roadshows to recommence January 2025</p>

		<p>We are developing more ways that residents can become involved, for example, as resident inspectors and reviewing policies and procedures</p> <p>We have already provided a draw for a voucher for those who complete our surveys at the roadshows. We will continue to offer incentives to participate</p> <p>59 residents who attended our roadshows were interested in helping us to improve and getting involved. This is a great result, and we hope that future roadshows will increase interest and participation.</p>	
When asked about what we can do to maintain the communal areas, you told us that	More grass cutting	We cut grass (depending on the weather) fortnightly between April and October. We will be providing more information about areas which are not our responsibility, as some uncut areas do not belong to Teign	February 2025

		<p>Housing. If we increase the frequency of grass cutting this would mean higher service charges and most residents were not willing to pay more.</p>	
	Better path maintenance	<p>We inspect paths during Estate Inspections and will be inviting residents to participate in these inspections and let us know any issues that need attention. We are also introducing a new resident inspection group for caretaking and grounds maintenance services; these resident inspectors will help to ensure that we maintain standards</p>	February 2025