



Teign Housing

Customer Voice Strategy
2025 - 2028



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Our Customer Voice Strategy will help Teign Housing ensure our Residents voice, shape our services for the future.

We are committed to actively seeking the opinions and suggestions of our residents in order to further develop the organisation in line with our customers expectations.

This strategy will not only detail how we plan to obtain this feedback, but more importantly, how we will use this to make meaningful, continuous changes that will improve our customer's experience.

The Customer Voice Strategy will be a 'Live' document, meaning updates and changes will be made to this document as our priorities change and feedback from our customers is considered.



Vision & Values



Teign Housing's Vision and Values have been considered throughout the creation and implementation of our Customer Voice Strategy.

Vision



We dedicate ourselves to providing good quality homes and tailored housing support. Working with our diverse customers and trusted partners we provide effective services that bring long term benefits to all. We are sustainable in a fast-changing environment and reinvest our surpluses to grow our communities.

Values



Respectful



Resourceful



Ethical

Consultation

Throughout our strategy development, we will consult with Residents to ensure an inclusive approach, gathering feedback from the Residents Forum to identify priorities and solutions.



Our customer voice strategy will be a 'live' document, adapting based on resident feedback. We will engage residents through varying methods such as roadshows, association groups, and coffee mornings.

Teign Housing Residents' Forum



Considerations



During the creation of this strategy, Teign Housing also considered the National Tenant Engagement Standards from TPAS.

“Although there are standards to meet, it’s the behaviours and attitudes which run through an organisation that set the foundation for positive outcomes to take place.”





Customer Experience Committee

Responsibilities:

- Cohesion of customer engagement
- Oversight of scrutiny and customer voice
- Ensure compliance with consumer standards
- Customer experience assurance
- Broaden diversity of customer engagement
- Improve communication between customers and Teign Housing
- Identify causes of customer challenges
- Review customer strategies, policies and procedures
- Ensure total oversight for customer experience

Purpose:

Cohesion between Residents' Forum, Scrutiny Panel, informal engagement and Board, working together to uphold the consumer standards and improve customer experience

Reports to:

Teign Board



Residents' Forum

Responsibilities:

- Formal consultative group for all services relating to tenants

Purpose:

Works in partnership with Teign Housing and THB to improve tenant services and satisfactions

Reports to:

Customer Experience Committee

Scrutiny Panel

Responsibilities:

- Scrutinise Teign Housing and THB delivery through service reviews

Purpose:

To help improve services and overall tenant satisfaction

Reports to:

Customer Experience Committee

What We'll do

What we'll do		How we'll measure success
Improved communications with our residents	Provide residents with updates on how their information has been used to help continue improving Teign Housing's services. Aim to be completed by – May 2025	Include a 'You said, we did' section in update videos, Ezine and update on a 'live' section of the Customer Voice Strategy.
	Create more interesting and engaging materials to share information with our residents. Aim to be completed by – May 2025	A more active social media platform with updates and information and the use of videos to share information, including regular update videos (1 minute update) from Teign Housing with key changes or achievements to be included in the Ezine.
	Improve the feedback and information that is presented to our Board members.	Use of videos and case studies to strengthen the relationship between our Residents and our Board members, ensuring they have 'real-life' examples to work with.
Community Engagement	Create new Customer experience committee. A group working with our Board members to act on customer feedback. Aim to be completed by – March 2025.	Providing a new opportunity for our Residents to work alongside Board members, we will review feedback from our residents and implement action plans to improve our services.
	Continue our resident engagement roadshows (2024 – 2025)	Continue to run roadshows within the community throughout 2025 to offer opportunities for our residents to talk to us about what matters to them. These will be concluded with a 'You said, we did' report to ensure your feedback is used.
	Development of a Young Advisors Panel. Aim to be completed by January 2026.	Recruitment of our younger residents in 2025 with the objective of having a panel of young advisors in 2026 to help obtain information from our younger residents about how they would like to improve the services provided by Teign Housing.
	Development of Informal feedback opportunities. Aim to be completed by July 2025.	Teign Housing acknowledge a formal group may not be for them. So, with that in mind, we want to create a group of informal involved residents. Providing an opportunity to get involved in providing feedback, helping with events or taking part in 'One day Scrutiny reviews' of Teign housing services. Residents will be able choose when and how they get involved to make a positive improvement.
Provide opportunities for Influence & Scrutiny from our Residents	Continue positive work carried out by current resident lead groups.	Teign Housing will continue to run its Residents Forum, Scrutiny Panel and introduce the new customer experience committee. These groups provide a platform for our Residents to work alongside Teign Housing to improve our services.
	Review of current resident lead groups. Aim to be completed by August 2025.	We will work with members of our current groups to see what improvements can be made. Including how these groups operate in order to improve the opportunities we provide to all our residents and ensure their input is making a real difference.

So what? ...

Our desired outcomes or 'So what...'	
<p style="text-align: center;">Improved communications with our residents</p>	<ul style="list-style-type: none"> • Provide a greater range of materials for our Residents to review. • Ensure we share any changes made based on suggestions from our Residents to show their input is valued and more importantly used. • Improve the relationship between Teign Housing and its customers. • Improve input from Board members when reviewing our services and Resident feedback.
<p style="text-align: center;">Community Engagement</p>	<ul style="list-style-type: none"> • Help to embed Resident engagement throughout the organisations, ensuring all staff treat engagement as part of their 'day to day'. • Be able to reach more of our communities, hearing a wider range of customer voice from various demographics. • Increase the diversity of our involved Residents to receive suggestions on how to help specific groups of people. • Create accountability within the organisation, that we will strive to deliver what we promise. • Improve relationships and trust with Teign Housing customers. • Create clear action plans supported by our Board to shape our services to meet our customers' needs and expectations.
<p style="text-align: center;">Provide opportunities for Influence & Scrutiny from our Residents</p>	<ul style="list-style-type: none"> • A structured platform for Residents to get involved. • An Opportunity to improve the output of our Resident groups. • External validation • Resident recommendations to improve involvement are implemented.

A message from our Director of People and Technology

Alison North

“Our Customer Voice Strategy aims to provide a voice for residents and the tools to ensure that customers can share their views and influence decisions which affect their homes and neighbourhoods.”



“This strategy provides a wide range of opportunities for residents to be involved and is key to the success of our delivery. Through it we will continue to put residents first by involving them in matters which impact their lives, their homes and neighbourhoods”





Teign Housing Roadshows (2024 – 2025)

Starting in August 2024, Teign Housing commenced a series of roadshows, the main focus being to increase levels of engagement with our Residents to help improve our services.

Steering the teams involved in delivering these roadshows, Amanda Nicholls – Director of Customers & Communities, stated;

“In an attempt to improve opportunities for Residents to provide feedback and reach a wider range of our customers, we have embarked on delivering a series of roadshows which will be included as part of our community development calendar. I want these Roadshows to provide an opportunity to meet residents in person and receive vitally important feedback from them. We greatly appreciate and value the thoughts and opinions of our customers and will use the information obtained from these roadshows to improve our services across the business whilst strengthening the collaboration between our staff and our Residents”

Teign Housing’s frontline staff are working together in order to decide where and when the roadshows will take place, in order to make them accessible for as many of our residents as possible. This includes holding a number of activities when children are not in school, allowing Teign Housing to provide games and activities for children, allowing mums and dads to attend and have honest conversations regarding key areas of our service.

We know from the results of the Tenant Satisfaction Measures (TSM’s – More information below) there are four main areas highlighted by our customer that we need to improve on. These areas will be focussed on during our conversation with our Residents and included as part of an additional survey to highlight how we improve on these areas.

Four areas for Improvement;

- Our approach to handling anti-social behaviour
- Complaints handling
- Satisfaction regarding communal areas
- Making a positive contribution to the neighbourhoods

After a successful start, we will continue to deliver these so as to get maximum coverage over a period of 12 months and then we will review.

Various members of our teams (including grounds maintenance, housing officers, resident involvement), will be in attendance alongside colleagues from other areas within the business to help assist with these conversations and build relationships with residents, offering advice and support.

Our current plan is for roadshows to continue throughout 2025, collating all of the information and producing a ‘You said, we did report’. This will help highlight the changes we have implemented thanks to the contributions from our Residents.

*TSM’s - Between April 2023 and March 2024, we asked all our tenants and shared owners to complete a Tenant Satisfaction Measure (TSM) survey as part of the housing regulator’s drive to ensure all landlords know what their residents think of them. The survey was carried out according to the requirements of the Regulator of Social Housing

For more information regarding our Customer Voice Strategy or to talk about how you can join us as an involved Resident, please contact our Resident Involvement Manager for an informal chat.

Matthew Rushton

matthew.rushton@teignhousing.co.uk



The Residents Forum is vital in helping to shape Teign Housings' service to their customers. The group will review and provide Resident focused feedback on various sectors within Teign Housing at a meeting every 6 weeks. The meetings include attendance from various staff and Board members within the company and you can choose to attend the meeting either in person or online via TEAMS.

For an informal conversation about this and other roles, please email: matthew.rushton@teignhousing.co.uk

WHATS IN IT FOR YOU

HELP MAKE A DIFFERENCE

Your input will help to shape and improve our services for the better.

EXPENSES COVERED

Travel expenses covered and refreshments provided.

EXPAND YOUR CV

Learn various new skills & gain valuable work experience.

OTHER INCENTIVES

Thank you vouchers & professional training courses offered to further your development as an involved resident.



Teign Housing values the input of their Residents. As a result, we are looking to recruit multiple Resident estate inspectors to review the standard of our grounds maintenance and caretaking service.

There is flexibility on when and where you carry out inspections! For an informal conversation about this and other roles, please email: matthew.rushton@teignhousing.co.uk

WHATS IN IT FOR YOU

HELP MAKE A DIFFERENCE

Your input will help to shape and improve our services for the better.

EXPENSES COVERED

Travel & Food expenses covered.

RECEIVE IN HOUSE TRAINING

Learn new skills & work experience with training and information provided by our estates services supervisors.

**CREATING FUTURES
TOGETHER**

www.teignhousing.co.uk

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