



You said, We listened report 2025/26



TSM's and how we've improved our services

The Tenant Satisfaction Measures are a great way for us to keep a pulse on what our residents think about Teign Housing and Templer HomeBuild.

It's also a great opportunity for us to find out how we can improve our services and make changes based on what you've told us.

Here are some of the major changes we've made to improve residents' services.

Repairs and Home Improvements

You told us:

- Repairs need to be completed more quickly.
- Appointments should be more reliable.
- The quality of repairs should be better.
- Repairs should be fixed properly the first time.

What we're doing:

- We've created a repairs guide so residents know how long repairs should take, including those covered by Awaab's Law.
- We're improving communication throughout the repairs process, so you'll receive updates along the way.
- We've introduced new targets to increase the number of repairs fixed on the first visit - 95% for mould wash operatives, 92% for plumbers and electricians, and 88% for multi-trade operatives.



Communication and Getting in Touch

You told us:

- Communication during repairs and complaints needs to improve.
- It should be easier to contact us.
- You want clearer information about what happens next.
- The complaints process should be easier to understand.
- You want to know who to contact when you need help.

What we're doing:

- We've reviewed our complaints process and are improving communication at every stage, working with the Complaint Handling at Teign and Templer (CHATT) group throughout the review.
- We're working to better understand residents' individual needs so we can communicate effectively and respond to residents' individual support needs.
- Staff have received neurodiversity training to help them recognise and respond to the individual needs to neurodiverse residents.
- We're looking at ways to improve communication for people with different needs.
- We're improving our social media channels so residents can access information and contact us more easily.
- We'll be updating our service standards with residents so you know what to expect from us.



Customer Service and Listening to Residents

You told us:

- We need to listen more and show greater understanding.
- Customer service needs to improve.
- Housing staff should have more time to support residents.
- We should engage more with communities.
- Feedback should be taken seriously and followed up.

What we're doing:

- Managers and team leaders have received additional complaints and customer care training.
- More staff are working in local neighbourhoods and sharing information with residents.
- We'll be carrying out resident consultation as we review our Customer Voice Strategy to help more residents get involved.
- We'll also be carrying out resident consultation as we review our Communications Strategy to improve how we communicate with residents.



Anti-Social Behaviour (ASB)

You told us:

- You want stronger action against anti-social behaviour.
- You want better updates on ASB cases.

What we're doing:

- We've identified ASB hotspot areas so we can focus our efforts where they're needed most.
- We'll be sharing examples of successful ASB action and encouraging residents to report issues.
- We're adding a new ASB question to next year's TSM survey.
- We've changed the way we manage ASB cases, resulting in more enforcement action where needed.
- We've created a resident-led ASB group to look at how we can continually improve our response to ASB and look at lessons learned.

Estates and Communal Areas

You told us:

- Communal areas need better cleaning and grounds maintenance.
- Repairs to paths, lighting and fencing should be improved.
- Parking and traffic issues need attention.

What we're doing:

- We're introducing Good Neighbourhood Agreements to help tackle issues such as inconsiderate parking.
- We'll provide more information about our grounds maintenance service and what residents can expect.
- We'll let residents know who their local housing teams and grounds maintenance teams are, and include photos of them in noticeboards and on our website.
- We've changed how grounds maintenance is organised to improve services across our communities.



Adaptations and Accessibility

You told us:

- More support is needed for residents with mobility, disability or health needs.
- Help is needed for residents who struggle to maintain their gardens.
- New homes should be more accessible.

What we're doing:

- We're improving our information about residents' support and accessibility needs so we can better prioritise assistance.
- We're making sure staff have the right information to support residents effectively.
- Accessibility will be considered when we review policies and procedures.
- Where appropriate, we'll consider installing wet rooms when replacing bathrooms in level-access homes.
- We're continuing to consider accessibility when developing new homes.

Rent, Service Charges and Value for Money

You told us:

- You need more support with affordability concerns.
- Service charges should be clear and easy to understand.

What we're doing:

- We've included detailed information with rent increase letters explaining rents and service charges.
- We've improved our processes so residents can be referred more quickly to our Head Start Team for financial support and advice.



Some things we've been unable to achieve

While we listen closely to what you tell us and aim to improve as much as we can, there are occasions when we may not be able to improve some services in the way you want.

Below are some examples of some improvements we've been unable to deliver.

You told us:

- You would like more specific timeslots for repairs.

Why we can't:

- We currently offer four different appointment slots, and having too many slots available will make planning in repairs for our operatives difficult and won't allow enough time to complete each repair.

You told us:

- You would like us to build more parking spaces on some of our estates.

Why we can't:

- The highways that surround most of our estates are owned by the local Council, and the land does not belong to us. We are now advertising what parking is available with each home when they are live on Devon HomeChoice.

