



Annual Complaints Report

2025-2026 performance review



About this report

This report shares details of our complaint’s performance between 1 April 2025 and the 31 March 2026. It contains information on the number and types of complaints we received, which service areas we received complaints about, and the key themes of those complaints.

It also provides an overview of what we have learned from the feedback our tenants have shared with us and what we are doing to improve our services as a result of this.

We know we don’t always get things right, but we will continue to use complaints to understand how we can improve things and make the changes that our tenants and customers want to see.

Contents

1. Group Board statement	3
2. Board Member Responsible for Complaints.....	4
3. 2025/2026 Complaints performance at a glance.....	5
4. Responding quickly.....	6
5. What our tenants are telling us.....	7
6. Complaints performance (2024/2025 v 2025/2026).....	8
7. Complaints by service area.....	10
8. Housing Ombudsman Complaints.....	12
9. Listening, learning and improving.....	13
10. Complaints themes.....	17
11. A message from Liz Evans.....	22



Group Board statement

At Two Rivers Housing, we believe everyone should have a warm, safe, affordable home. This guides everything we do for our tenants and communities.

Over the past year, we've worked hard to improve how we handle complaints and make sure that what you've told us is used to improve the services we provide.

We've strengthened how we learn from your feedback by listening more closely, looking for the root cause of the issues you raise and making changes to improve services and prevent the same problems happening again.

We've also trained more team members to carry out quality complaint investigations thoroughly and fairly, so we can better understand what's happened and put things right quickly.

All this means we're starting to see an improvement in tenant satisfaction with how we handle complaints, but we know there is still more to do.

Looking at complaints themes, we know that there are improvements needed in the consistency of how we are communicating. It needs to be clearer and more consistent, and we're acting on this.

We're also focusing on building stronger relationships with our tenants, so we can better understand your individual needs.

We're committed to learning from every experience and continuing to improve – keeping tenants at the heart of everything we do.

Our Tenants' Voice Group continues to hold us to account, ensuring we meet high standards and keep improving.

This report provides an overview of complaints received between 1 April 2025 and 31 March 2026. It should be read alongside our [Annual Self Assessment against the Housing Ombudsman Code](#).



Ted Pearce
Chair
Two Rivers Housing



Board Member Responsible for Complaints

The Member Responsible for Complaints (MRC) ensures that our Board of Management receive regular information on complaints, including insight on our complaint handling performance. This helps support a positive complaint handling culture.

Our Member Responsible for Complaints is Sharon Wilkins, who has been a Board Member since 2024. Sharon has oversight of the complaints service that we provide.

She reviews how we communicate with tenants about their complaint to make sure that it is empathetic, effective and appropriate. Her role also provides assurance on our compliance with the Housing Ombudsman's Complaints Handling Code and helps promote a culture where every colleague supports effective complaint handling.

A note from our Member Responsible for Complaints

"I am delighted to see the significant progress we've made in complaint handling over the past year.

"Achieving the highest C1 consumer standards rating from the Regulator of Social Housing is a clear recognition of the commitment, professionalism and customer focus demonstrated by colleagues across Two Rivers Housing.

"While this achievement is something to celebrate, we recognise that effective complaint handling is an ongoing journey, and we remain committed to being open, accountable and responsive to the people we serve."



Sharon Wilkins
Board Member
Responsible for
Complaints

Tenants' Voice Group Member Responsible for Complaints

We also have a tenant Member Responsible for Complaints. They work with us to provide a tenant perspective on our complaint handling.



Teresa Basher
Tenants' Voice Member
Responsible for
Complaints

2025/2026 complaints performance at a glance

214

complaints received between 1 April 2025 and 31 March 2026.
(204 in 2024/2025)

This included....

168

Stage 1 complaints received during the year (a 20.1% increase on last year).

46

Stage 2 complaints received during the year (a 52.7% increase on last year).

and was a....

4.9%

increase in the number of complaints compared to last year.

For every thousand homes we manage:

- 38.8 customers had cause to raise a Stage 1 complaint, and;
- 10.6 customers out of every 1,000 raised a Stage 2 complaint.



82.7% of complaints were fully or partially upheld compared to 88% in 2024/2025.



We also received 97 compliments about our team and our services during the year.

Understanding what we're getting right

We record compliments that we receive from tenants in relation to our services and team members. These are shared with our team at our monthly Two Talk Live sessions.

These compliments help us understand what we're getting right and what great service looks and feels like for you. Highlighting these helps inspire the team and understand what is working.

Did you know...

An upheld or partially upheld complaint is one where, after investigating the complaint, we have found that something went wrong and we were at fault.

We recognise the impact that this had on our tenants and are using this feedback to make improvements to how we do things. This includes making changes to processes and policies to make sure that we don't repeat our mistakes.

Responding quickly

The Housing Ombudsman's Complaint Handling Code sets out the timescales that landlords must investigate and respond to complaints in. This helps make sure that tenants and customers receive a full response to their complaint in a reasonable timescale.

Opposite is a summary of how we performed against these timescales during the year, it includes all complaints received during that period.



[Find out more about our complaints handling process](#)

"I don't know what happened after my informal complaint, but Cindi has proven to be a godsend for this building"

A tenant sharing feedback about the changes made after raising a complaint.

Stage 1 complaints

168 Stage 1 complaints received.

89.3% Completed within the Ombudsman's timeframe.
(94% in 2024/2025)

How that figure was calculated

- 107** responded to within 10 working days.
- 43** responded to within 20 working days (with an extension agreed with the tenant).
- 18** responded to outside of target timescales, which failed to meet the Housing Ombudsman's Complaint Handling Code.
- 2** complaints were withdrawn by the tenant.

Stage 2 complaints

46 Stage 2 complaints received.

93.5% Completed within the Ombudsman's timeframe.
(100% in 2024/2025)

How that figure was calculated

- 35** responded to within 20 working days.
- 8** responded to within 40 working days (with an extension agreed with the tenant).
- 3** responded to outside of target timescales, which failed to meet the Housing Ombudsman's Complaint Handling Code.
- 1** complaint was withdrawn by the tenant.

What our tenants are telling us

The Housing Ombudsman Complaint Handling Code provides a set of standards for complaints handling. This ensures that the way we manage complaints is fair, accessible and prompt.

We have been working hard to embed a strong complaints handling process by:

- Reviewing and strengthening our Complaints and Compliments Policy with tenants.
- Delivering bespoke training for managers to make sure they have the right skills to undertake thorough, fair and supportive reviews of complaints.
- Enhancing our complaints handling systems to ensure we acknowledge and respond to complaints quickly.
- Improving the way we capture learning from complaints to improve services.
- Promoting our complaints process with over 1,000 people viewing our social media posts.

We are beginning to see the difference that these changes have made through our Tenant Satisfaction Measures (TSMs):

76.0%

of tenants said we
listen and act on
their feedback.
(+2.9% on last year)

81.7%

of tenants feel
that we keep them
informed.
(+5.9% on last year)

87.8%

of tenants said we
treat them fairly
and with respect
(+0.3% on last year)

In our annual TSM results, only 37.7% of tenants said that they were satisfied with how we'd handled their complaint.

We know that we have work to do to improve in this area, but we're pleased to see that this figure was increasing during the year. In our fourth round of surveys for the year, 48% of tenants surveyed said that they were satisfied with how their complaint was handled.



[Read our full set of Tenant Satisfaction Measures.](#)

Performance: Comparison with 2024/2025

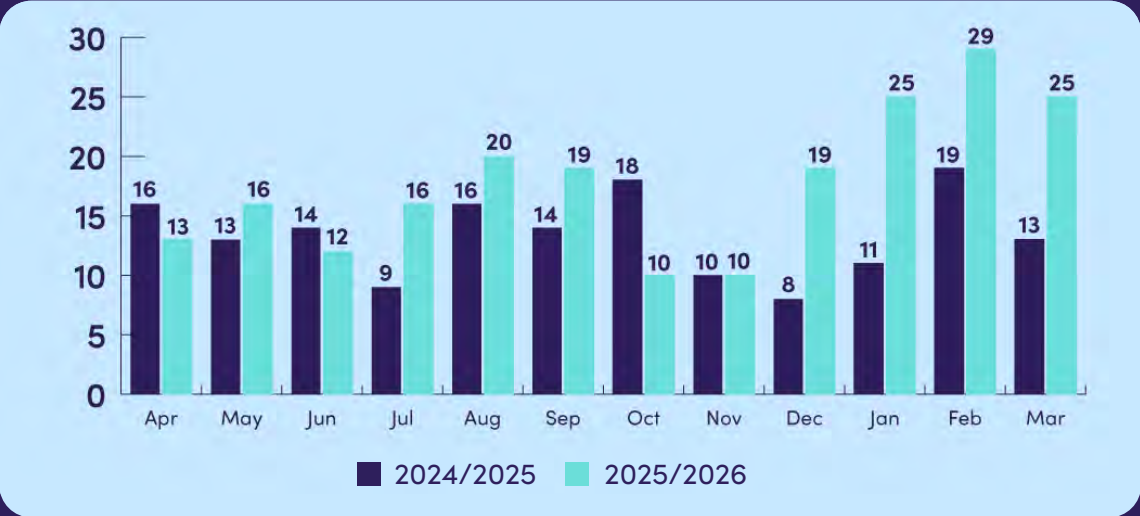
Between 1 April 2025 and 31 March 2026, we received a total of 168 Stage 1 complaints compared to 139 in 2024/2025. This is a 20.1% increase compared to the previous year.

A total of 46 complaints were escalated to Stage 2 of our complaints process compared to 22 in the previous year – an increase of 52.17%.

i Complaints by volume (2024/2025 v 2025/2026)

	2024/2025	2025/2026
Stage 1	139	168
Stage 2	22	46

Number of complaints received by month: 2024/2025 v 2025/2026



Complaint volumes varied throughout the year with the most complaints received in February 2026 (29 complaints). Poor or lack of communication was the main cause of the complaints during this month.

The months with the lowest number of complaints received were October and November 2025 (10 complaints).

Performance: Comparison with 2024/2025

Our customer experience team monitors trends from complaints as well as feedback from customer surveys. This allows us to spot any key themes, take action where required, and make improvements to our services.

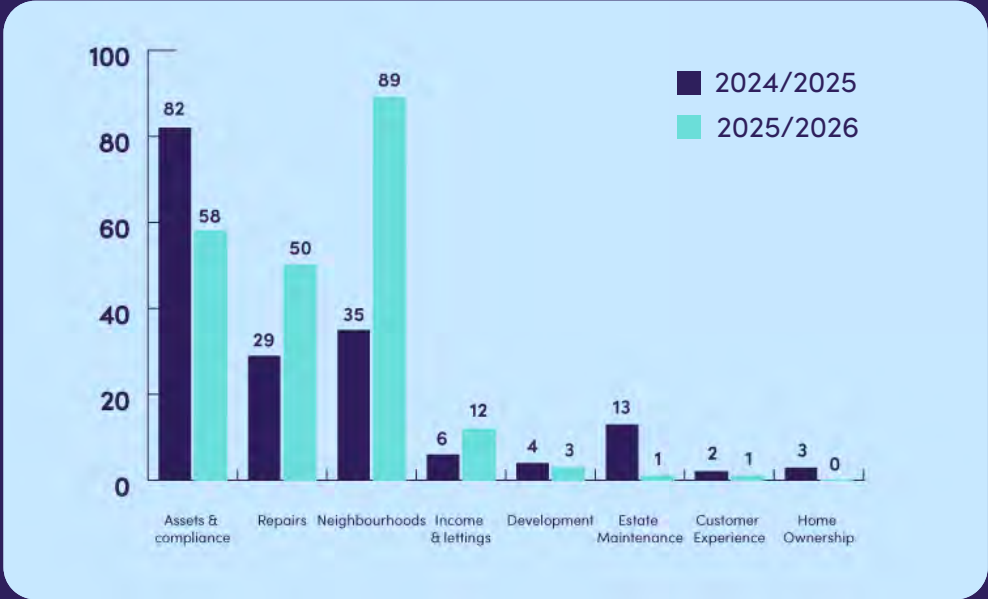
During the year, we received complaints across a range of service areas.

The graph opposite shows the number of complaints received by each service area for the last two years (2024/2025 and 2025/2026).

“I really appreciate everything that Nancy has done/is doing; I have been experiencing ASB for a long time and felt Nancy listened to me and understood the impact the behaviour was having on me and my family.”

A tenant who has felt the impact of the changes we’ve made to how we tackle anti-social behaviour.

Complaints by service area 2024/2025 v 2025/2026



Complaints by service area

More than 40% of the all the complaints we received were related to how we manage our neighbourhoods. Tenants told us that they were unhappy with our response to tackling anti-social behaviour and that we needed to improve how we communicate with them and keep them informed.

During the year, we invested in our neighbourhood team increasing the number of neighbourhood managers from two to eight and created a new safer neighbourhoods team to help us tackle anti-social behaviour more effectively.

Since making these changes we have seen a significant drop in the number of complaints received in this area and an increase in tenant satisfaction in the last set of feedback surveys for the year.

We'll continue to make improvements in these areas and hope to see this reflected in our Tenant Satisfaction Measures at the end of next year.

Our assets and compliance teams received almost a third (28.97%) of complaints between 1 April 2025 and 31 March 2026. However, we saw an overall reduction on the number of complaints in these areas compared to last year.

Delays in the time taken to complete repairs and slow progress on follow up actions were key drivers for complaints in this area. Tenants also told us that we need to keep them updated on progress more effectively.

Repairs received 23.83% of overall complaints. Keeping tenants up to date, timescales to complete repairs and the quality of the work were the main areas of dissatisfaction in this area.

In April 2025, we brought our repairs team in house and worked with tenants to make improvements to this service. While we know there are still improvements to be made, we have seen a significant increase (+4.9%) in tenant satisfaction with our repairs service during the year.

We'll keep listening to and working with tenants to make improvements in these areas.



In our 2025/2026 Tenant Satisfaction Measures, 85.9% of tenants were satisfied or very satisfied with our repairs service.

"I had such a positive experience with the repairs operatives who attended, the people that have installed my new heating system and to everyone I have spoken to on the phone. I've had a lot of work done recently and everyone has been so helpful."

A tenant who has had our assets and repairs teams working in their home recently.

Performance: Outcomes by service area

Our frontline facing teams, (neighbourhoods, assets and compliance, and repairs) received the most complaints during the year. This reflects the fact that tenants are more likely to interact with these teams.

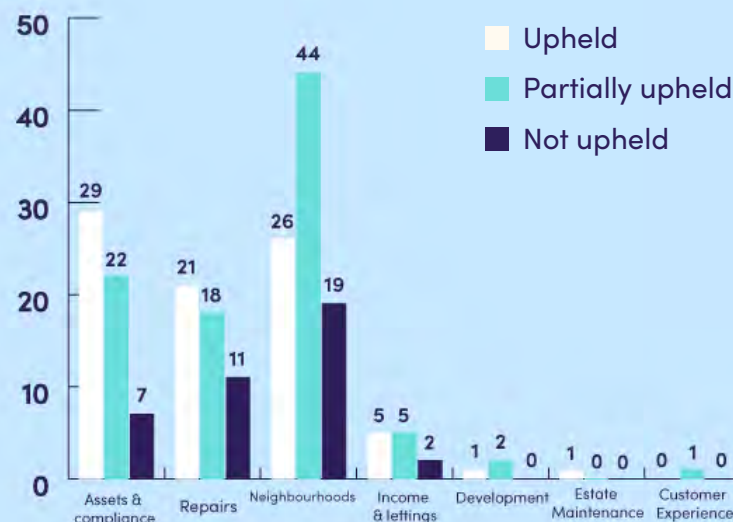
The graph opposite shows how many complaints were upheld, partially upheld or not upheld for each area between 1 April 2025 and 31 March 2026.

"Since becoming a Two Rivers tenant, both my son and I would like to say how well we have been treated and how prompt and reliable your services have been. We really appreciate it.

My son and I would like to thank all admin staff and contractors and anyone else involved for being so supportive."

A tenant commenting on their experience since moving into their home.

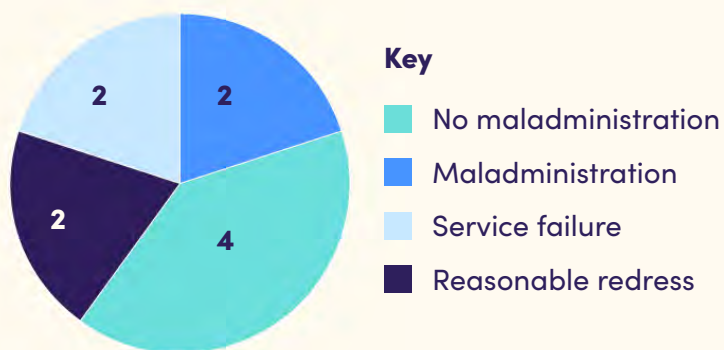
Complaints outcomes by service area 2025/2026



Housing Ombudsman Complaints

5 complaints were reviewed by the Housing Ombudsman between 1 April 2025 and 31 March 2026.

From the five complaints reviewed by the Housing Ombudsman, they made the following determinations:



40% In 2025/2026, our maladministration rate was 40% (70% in 2024/2025).

This is a positive shift and demonstrates an improvement in our complaint handling. Complaints that are 'outside jurisdiction' or 'withdrawn' are not included in the overall maladministration rate.

i Housing Ombudsman findings by case 2025/2026

Case one

- Service failure in the landlord's handling of the tenant's report of bed bugs.
- Service failure in the landlord's complaint handling.

Case two

- Maladministration in the landlord's response to the tenant's report about garden repairs.
- No maladministration in the landlord's complaint handling.

Case three

- Reasonable redress to the tenant for its handling of their concerns about the neighbour's property.
- No maladministration in the landlord's complaint handling.

Case four

- Maladministration in the landlord's handling of reported damp and mould.
- No maladministration in the landlord's handling of the associated complaint.

Case five

- Reasonable redress for the way in which the landlord handled the initial report of damp and mould in the home.
- No maladministration in the landlord's handling of the complaint.

Listening, learning and improving

What's working well?

- Strong oversight by the Member Responsible for Complaints and Tenants' Voice Member Responsible for Complaints.
- Regular performance monitoring in place.
- Clear commitment to learning from complaints.
- Increased focus on improving the quality of complaint handling and complaint responses.

Key themes

The lessons we learn from complaints help us to improve our services.

During the year we have been working to deliver the service improvements we identified from the feedback you have given us.

These are grouped into key themes:

Communication, how we tackle anti-social behaviour, and dealing with damp and mould.

Pages 19 to 21 of this report highlight what our tenants have told us under each of these themes and the actions we are taking to improve our services.

What else have we learned?

Through our complaints analysis we've identified some other areas that we continue to address to make improvements. These include:

- Delays in complex repairs and maintenance work in tenants' homes.
- Scheduled appointments being missed.
- Delays in action being taken after a surveyor has visited a tenant's home.

- Delays in tackling minor anti-social behaviour issues like the misuse of bin stores or neighbours not keeping their gardens tidy.
- The process of completing a mutual exchange.

When we look at our Stage 2 complaints, we can also see that we need to make improvements in how we manage and deliver the actions we agreed in our Stage 1 responses through to resolution.

This will help reduce the number of Stage 2 complaints tenants need to raise.

"I just wanted to say thank you for arranging the repair so quickly.

The repairman who attended was very polite, helpful, and carried out the work to a very high standard. He also made sure everything was left clean and tidy afterwards, which I really appreciated."

A tenant, who had a repair completed in their home in 2026.

Learning from complaints: Case Study 1

Below is a summary of a complaint that went to the Ombudsman. It includes what our customer told us, the decision made by the Ombudsman and what we've learned and changed as a result.

Our customer said:

I complained to Two Rivers about its handling of my concerns about my neighbour's home. I have been reporting the issues for years, but they were unresolved and this was negatively impacting my and my wife's health.

I asked the landlord to resolve the issues, including all hazards, and pay compensation.

The Housing Ombudsman Service said:

We had offered reasonable redress to the customer for our handling of their concerns about their neighbour's home.

There was no maladministration in our complaint handling.

No record keeping issues were identified in this investigation and we had kept in regular contact with the customer.

We should pay the customer the compensation already offered for the way we handled their concerns about their neighbour's home.

We should send a written update to the customer confirming why we have not cleared the external areas of the neighbour's home to date and when we expect to do so.

i Learning lessons

The Housing Ombudsmen stated there were no record keeping or communication issues in this case. However, tenancy action was taken and this resolved the issue.

Here are changes we have made or will be implementing across the organisation:

- We have adopted a new approach to how we respond to ASB/Neighbour concerns and created a new ASB and Hate Crime Policy.
- Our safer neighbourhoods team has reviewed tenancy breach cases and, where appropriate, legal action has started.
- The Head of Safer Neighbourhoods completes sample checks of 10% of ASB cases to ensure compliance with the new policy.
- We've provided additional training on Housing Law and injunctions with our neighbourhoods and safer neighbourhoods teams.
- We've implemented reviews of tenancy breach.
- We've improved communication with tenants including reassurance checks and regular updates as part of the new ASB process.

Learning from complaints:

Case Study 2

Below is a summary of a complaint that went to the Ombudsman. It includes what our customer told us, the decision made by the Ombudsman and what we've learned and changed as a result.

Our customer said:

Over a number of years I repeatedly reported repairs needed in my garden as I was concerned about safety risks related to these. I have mobility issues and so having an accessible garden is particularly important for me.

The Housing Ombudsman Service said:

There was maladministration in how we responded to garden repairs raised by the customer.

Our response to the customer's Stage 1 complaint in 2024 was appropriate, however we did not follow through on our commitments or provide updates.

This is likely to have caused distress and inconvenience to the customer.

We failed to acknowledge the time, effort and inconvenience caused to the customer and their family by the appointment being missed by our contractor.

Our record keeping was not good enough. This caused delays to the work.

The amount of compensation we offered did not reflect the severity and impact of our failings.

Learning lessons

We have completed the actions set out by the Housing Ombudsman with the timescales set. Further work has been completed in the garden and the case was closed.

Here are changes we have made or will be implementing across the organisation:

- Improved our record keeping processes to make sure information isn't lost when team members are away or leave the organisation.

- Improving communication including how we keep tenants updated on progress or changes to any work.
- Making sure we record and consider the individual needs and vulnerabilities of tenants so we can limit any negative impact on them.
- Creating a new Customer Liaison role to act as a point of contact for planned works. They will discuss the start date and proposed completion date with the tenant before any work starts.
- When investigating complaints, we will seek technical advice before committing to any future work to avoid overpromising.
- Reviewed our Repairs Policy with tenants.
- Introduced 'getting to know you' visits to better understand our tenants' additional needs or vulnerabilities and make reasonable adjustments.
- Risk assessments now capture vulnerabilities in the home.
- Our Compensation Policy will be reviewed and updated in 2026 and include compensation for distress and inconvenience caused.
- Our teams are working together to proactively identify work needed in homes, so we can take an early intervention approach.

Learning from complaints:

Case Study 3

Below is a summary of a complaint that went to the Ombudsman. It includes what our customer told us, the decision made by the Ombudsman and what we've learned and changed as a result.

Our customer said:

I reported ongoing damp and mould issues regularly, but it has not been properly resolved. I feel it is worsening my breathing difficulties.

The Housing Ombudsman Service said:

There was maladministration in our handling of reported damp and mould.

There was no maladministration in our handling of the complaint.

There were delays in identifying the cause of the damp and mould and in completing the follow-on repairs. The delays caused prolonged inconvenience and contributed to damage to the home.

The compensation we offered did not sufficiently consider the distress and inconvenience the delays caused. The recurring damp and mould also led to a bedroom being emptied for required works. The works were delayed for a considerable time, which left the room unusable and disrupted the rest of the home.

We had not fully acknowledged the detriment the customer reported.

We responded to complaints within timescales set out in its policies.

Learning lessons

We have completed the actions set out by the Housing Ombudsman with the timescales set. Further work has been completed in the tenant's home and the case was closed.

Here are changes we have made or will be implementing across the organisation:

- We reviewed and clarified our Damp and Mould Policy and process, creating a new case logging process in our work management system.

- All damp and mould cases are triaged and prioritised through a risk approach, considering the level of potential harm and any vulnerabilities identified within each home.
- We have shifted the focus from treating damp and mould to identifying and dealing with the root cause.
- We've created a damp and mould team to deal with cases and adopted a case management approach to each home.
- When any case is closed three follow up calls are made by our customer service team at three, six and twelve-monthly intervals to ensure we have solved the root cause of any issues. If there is a recurrence reported, the case is reopened and reviewed by the damp and mould team.
- We've completed training with our customer facing teams focussing on the importance of reporting damp and mould as soon as they spot it in a tenant's home.
- We are now providing mould cleaning packs* for tenants to self-clean low-level condensation build up and very small areas of mould growth. The pack includes additional guidance for tenants, which was co-designed with tenants.

Complaints themes

The main themes we have identified in tenant complaints at both Stage 1 and Stage 2 are summarised on this page. In some complaints there may have been multiple themes which required addressing.



The time taken, delays to work or lack of action.



Not keeping tenants updated or poor communication.



Providing the wrong or inaccurate information.



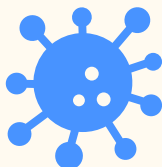
Issues with how or how often our team engage with tenants.



The quality of the service we provided.



How we've dealt with anti-social behaviour.



Damp and mould in a tenant's home.

i We also received one or more complaint for the following areas:

- Not attending or missing an appointment.
- Rent, recharges and service charges.
- Our policies or processes.
- Damage caused while working in and around a tenant's home.
- Estate maintenance.
- Record keeping.

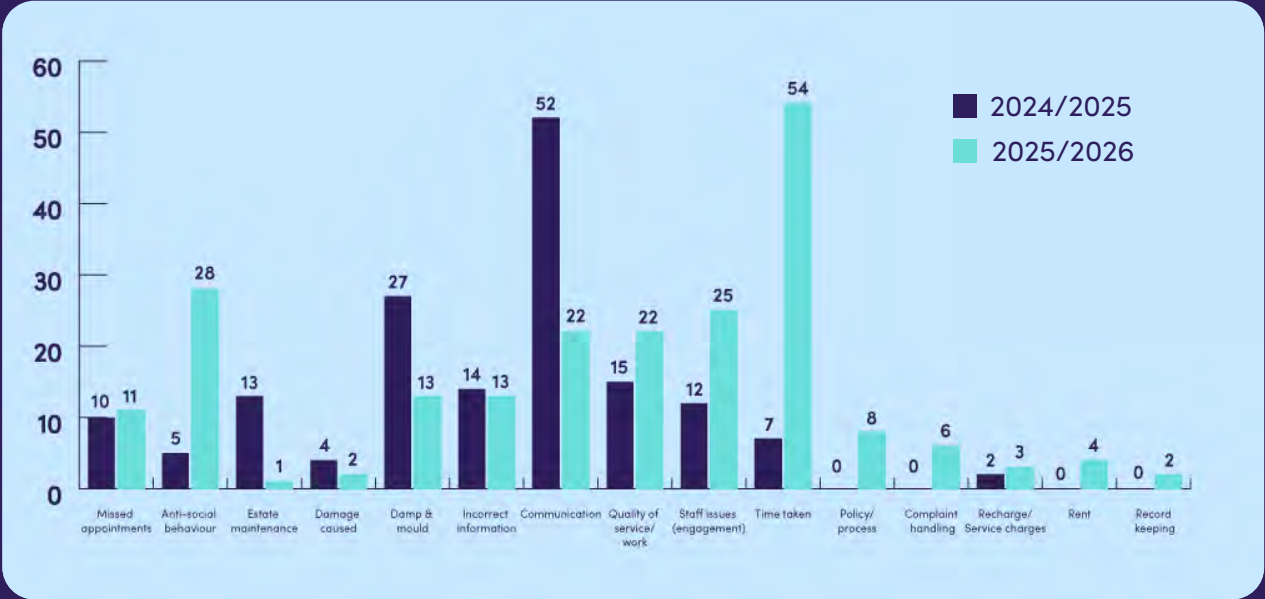
Complaints themes: Year on year comparison

The graph opposite shows the changes in complaints themes between 2024/2025 and 2025/2026.

Over the next year, we'll be focussing on these key themes and working to make improvements to how we communicate with tenants (specifically around keeping them updated on work being completed in their homes), and action we're taking to tackle anti-social behaviour. We'll also be looking at how we can respond more quickly and make sure the information we provide is up to date and accurate.

To help us deliver this, we've created a Customer Experience Strategy. This sets out the work we'll be doing to make sure we continue to learn, improve and deliver a great customer experience.

Complaints themes 2024/2025 v 2025/2026



Key complaints themes:

Communication



Our tenants have told us:

We need to improve our communication especially when they're waiting for a repair, maintenance or improvement in their home or they've raised an issue with our neighbourhood team. They also told us that we need to take their communication preferences into account.

So we...

Introduced Duty Officers within our neighbourhoods team, ensuring a designated officer is always available to respond to queries.

Launched home visits through our 'Getting to Know Our Tenants' initiative. These visits focus on checking tenant safety, identifying issues early (such as repairs or damp), assessing support needs, keeping records up to date, and strengthening relationships with tenants.

Over the next year we will be building on these visits with the introduction of neighbourhood improvement plans which we will be seeking to design alongside tenants.

We have created a Reasonable Adjustment Policy which means we will consider what tenants may need us to do differently to help them to engage with us or access our services.

We've reviewed our Complaints Policy with tenants and started work to provide clear and consistent updates to tenants when they have a repair booked.

We created a Customer Liaison Officer role to support tenants through planned works in their homes.

What's next?

There is more work to do to make sure we are keeping you informed, tailoring communication methods, and making information easy to access.

Over the next year tenants can expect us to embed the following improvements:

- Confirming appointments for repairs, surveys and other home visits.
- Letting tenants know if we can no longer make an appointment or if we're running late.
- Calling before we arrive to let tenants know we're on our way.
- Improve our record keeping ensuring we know when a tenant's circumstances and needs have changed and they don't have to tell us twice.

Key complaints themes: Tackling anti-social behaviour



Our tenants have told us:

We need to respond more quickly to instances of anti-social behaviour (ASB) and better understand the impact that ASB has on them.

So we...

Strengthened our response to ASB by creating a new safer neighbourhoods team, which will help us be more visible in our communities, tackle ASB more quickly and better support those tenants that have been impacted by ASB.

Updated our policies with tenant input.

Reviewed all past cases to ensure we have progressed all cases as far as we can and reviewed any outstanding actions we can take.

Developed our performance measures to understand patterns and trends of ASB better so that we can start to consider how we can prevent ASB.

Our approach is now more proactive and person-centred. It includes more regular estate inspections, prioritising cases based on impact and risk, and recognising individual support needs.

We have been building relationships with partners including the Police and health and social services so that the right support is in place for tenants.

What's next?

We are developing a new system that will help us to manage cases much more closely and enable better oversight of ASB casework.

We are investing in equipment, such as CCTV, noise monitoring equipment and other home safety equipment that enables us to provide evidence ASB and act on it more quickly.



Key complaints themes: Dealing with damp and mould



Our tenants have told us:

They want us to be clear about the steps we will take to prevent the recurrence of damp and mould and ensure they are kept up to date on progress.

So we...

Updated our policies and developed an Asset Management Strategy with tenants.

Started sharing damp and mould survey results with tenants so they are aware of what we have found and our next steps.

Introduced reviews of damp and mould cases, so that we can make sure the action we have taken has worked. These checks will take place three, six and twelve months after a case is closed to ensure issues have been fully resolved, with cases reopened if problems return.

What's next?

We will embed processes to make sure we keep in touch with tenants where they have reported damp and mould. This will ensure that the work we have completed has resolved the problem and that the issue has not recurred.

We will also continue to invest in homes to make sure they are warm, safe and free from damp and mould.



Reporting damp and mould

If you spot damp and mould in your home, please report this to our team by calling 033 33 55 44 33 or emailing customerservices@2rh.org.uk.



A message from Liz

Executive Director of People and Neighbourhoods

At Two Rivers Housing, we're here to support you to live in homes and neighbourhoods you can feel proud of. We want to provide excellent services that are easy to use, reliable and consistent and we know there's always more we can do to get this right every time.

This year, we have invested in our customer facing teams including neighbourhoods, repairs and landlord compliance to ensure we have the time to deliver a quality and more responsive service.

Our new neighbourhood management team are taking time to get to know you better through home visits to find out more about what matters to you, introduce themselves and make sure you know who to contact.

We've reviewed how we manage reports of anti-social behaviour. Our aim is to make sure you're supported by the right person from the start, with a more personal approach

and clearer communication to help improve situations more quickly.

We are continuing to learn from complaints and use this feedback to prevent issues where we can. It's encouraging that tenant satisfaction with our services is improving, but we know consistency matters, and we are focused on delivering a great experience every time.

We have invested £3.4 million in making homes warmer and more energy efficient, helping to prevent damp and mould.

Alongside this, we are responding quickly and proactively whenever damp and mould is reported and taking steps to ensure you know what to expect from us as we identify and resolve the problem.

We've been working closely with tenants to develop a new three-year Customer Experience Strategy focused on improving your overall experience with Two Rivers Housing.

This includes giving you more choice in how you communicate with us, reviewing the services that matter most to you, and making sure you don't have to contact us more than once to resolve the same issue.

We will be closely monitoring the intended improvements to make sure they work, listening to your experiences and adjusting regularly to respond to your views.

We'll continue to encourage you to tell us when things aren't right and welcome your views and help in shaping our services. You can do this by filling in a survey, attending one of our community events or estate walkabouts or joining our Tenants' Voice Group.

#Twogether, we will keep listening, learning and making the improvements that matter to you.



Liz Evans
Executive Director of
People and
Neighbourhoods



Contact us

Telephone: **033 33 55 44 33**

Website: **www.tworivershousing.org.uk**

Email: **customerservices@2rh.org.uk**

If you would like this document in large print or audio CD, please call us.

