

Tenant Topics

Newsletter for Two Rivers
Housing Tenants

Putting your voice at the heart of everything we do

Our new Tenants' Voice Committee has been meeting to review our services. One of the first topics for discussion was our grounds maintenance service.

Using their feedback and feedback from tenants on our Facebook page and Your Views Facebook Group, we are making changes to improve this service. In addition to this, our Chief Executive and some of the team visited some of our neighbourhoods to talk to tenants about what we need to change. Find out more on pages six and seven.

Want to know
more about our
Tenants' Voice
Committee?
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your chance
to win a
£15 voucher!




tworivers
HOUSING

Tenants' Voice: Keeping you at the heart of our decision making

Our Tenants' Voice Committee met on 1 May 2024. Tenants' Voice is a tenant led committee that meets every two months to review our services on behalf of our tenants. It will help ensure that our tenants remain at the heart of the decisions we make.

The committee includes tenants, our Chief Executive and two members of our Group Board including the Chair Yvonne Leishman and forms part of our governance structure.

At each meeting the group receives a report from the Chief Executive and Chair, before taking a deeper look at specific services or areas of the organisation. The minutes of these meetings are published on our website alongside agendas for upcoming meetings when they are available.

The committee has already looked at our grounds maintenance service,



reviewed our Annual Complaints Report and has started to scope out a review of service charges, which will be looked at in their September meeting.

It is really important that we understand how our tenants feel about their homes and the services we provide. Your feedback is crucial in helping us make improvements and plan for the future. Tenants' Voice connects our tenants directly to the people who set the direction of and make decisions for Two Rivers Housing. Their job is to hold us to account and ensure that we deliver the best results for all our tenants.

What's next for Tenants' Voice?

After each meeting, we produce an action log that records what was agreed at the meeting. The group review this at each meeting and are provided with a progress update from managers within the organisation. We have also worked

with the Tenants' Voice Group to create a programme of areas of the business to be reviewed during the year.

During the year, they have requested to review the following areas of the business:

- Grounds maintenance
- Complaints
- Service charges
- Lettings
- Rent setting
- Repairs
- Communication

Alongside this, they will be looking at other key items including our corporate strategy, Tenant Satisfaction Measures, performance against key objectives and our company values. We'll share updates in Tenant Topics and on our website throughout the year.

Ways to get involved

We are always looking for tenants to help us shape and improve our services. Your feedback and experiences of what it is like to live in one of our homes is really important and will help us develop our services and plan for the future.

There are lots of ways you can get involved and share your feedback with our team, including:

- **Tenants' Voice Group:** Led by tenants, this group meets every two months to review our

services. The group is joined by our Chief Executive, Chair and Tenant Board Member who are there to hear the thoughts, ideas and opinions of our tenants directly.

- **Join our Facebook Group:** This is a group of over 500 tenants, who are asked to complete quick polls and share their experiences on a variety of topics.
- **Communications Group:** If you have a keen eye for detail or simply want to help make sure

Scan to join
our Your Views
Group



that what we say to tenants is easy to understand, this might be the group for you.

- **Sharing your feedback:** You can also share your feedback with us at any time in the usual ways, this includes via our website, on our official social media accounts, by email or post, in person or over the telephone.

Good or bad, we'd love to hear from you. #Twogether we can make things better for everyone living in our homes.

Keeping you safe in your home: Asbestos safety

Asbestos is a naturally occurring mineral that was widely used in building materials for its fire resistance and insulating properties. It was used in building materials from the 1950s, but from 1999 the use of asbestos was banned in the UK. This means that some buildings, including social housing homes may contain asbestos or items that contain asbestos.

Asbestos is safe if it is left undisturbed, but its fibres can be hazardous if inhaled. We keep records of the building materials in all our homes, so that when our operatives come to do repairs they know if there is asbestos in the property. This means that they can take the right precautions and work with the material safely. It's also one of the reasons we ask tenants to check with us before they complete DIY projects in their homes.

Asbestos safety in your home

Remember, if it's left undisturbed asbestos is safe, so avoid drilling, sawing, sanding or scraping materials that may contain asbestos. Never try to remove or repair damaged asbestos yourself.

If you think there has been damage or wear and tear such as crumbling or water damage to an area that may contain asbestos, report it to our team immediately.

We regularly inspect our homes and check the condition of any asbestos as part of this work to look for signs of damage or deterioration to make sure it remains safe. Only licensed professionals should handle asbestos, and we have specially trained people in our repairs team who can work with this material.

What to do if you think asbestos in your home has been damaged or disturbed

If you think you have disturbed asbestos materials in your home:

- Leave the area immediately and avoid spreading the dust.
- If possible, seal off the area and don't allow others (unless they are trained professionals) to enter the room.
- Call our team on **0800 316 0897** and report the incident.
- Follow the guidance from our team and do not return to the affected area until you have been told it is safe to do so.



Following these simple guidelines, will help keep you and your family safe and ensure that asbestos is handled safely in and around your home.

You can find more information about asbestos safety on the HSE website: www.hse.gov.uk/asbestos

Star tip

If you think you have disturbed or damaged an area in your home that may contain asbestos, call our team on **0800 316 0897** and follow the guidance provided.



Landlord safety checks

To help keep you safe in your home, we complete a number of safety checks during the year. These help us make sure that your home is in good repair and that things like your heating system are regularly serviced and working correctly.

These are part of our landlord safety responsibilities, and we are required to complete these checks by law. We do some of this work using our own in house team but some of the checks require specially certified people to complete the work. For this, we use qualified professionals who will visit your home on our behalf to complete the work.

They will always have identification with them, and we will contact you to let you know when they are coming.

Remember, if you are unsure if the person coming to your home is who they say they are, you can contact our team on 0800 316 0897 to check.

It's really important that you let us in to complete this work as it helps us keep you and your family safe. If you won't be home when we are due to call, please let our team know so that we can rearrange the appointment as soon as possible.

Star tip

Please let our team in to your home to complete these safety checks



Housing Ombudsman changes its contact details

We welcome all feedback from our tenants including complaints, as they give us a chance to improve the way we do things. If you need to make a complaint or raise an issue with our services, please contact our team who will work with you to try to put things right.

You can also raise complaints with the Housing Ombudsman at any time. The Housing Ombudsman is independent and will investigate a complaint on your behalf to ensure that we are acting in line with our policies and procedures.

The Housing Ombudsman Service recently changed its postal address, so we have provided updated contact details for this service should you ever need to use them.

Write to: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000
(Monday – Friday
9:00am – 5:00pm)

Fax: 020 7831 1942

Complaints: How did we do last year?

All feedback from our tenants, including complaints is crucial to helping us understand how our tenants feel about their homes and our services. It helps us identify where we need to make improvements, what matters most

Housing Ombudsman determination

Earlier this year, the Housing Ombudsman reviewed a complaint made by a tenant regarding building work that we completed in their home. This involved significant changes to the tenant's home and so we appointed a contractor to complete the work on our behalf.

Unfortunately, the contractor did not deliver the work in line with our expectations. They left the site untidy, and work was not completed to the standard we expect. They also took significantly longer to complete the work than initially expected and failed to resolve issues raised by the tenant in an acceptable timescale.

Our team worked hard to get the contractor to complete the work and make sure that things were put right. However, the whole incident caused our tenant and their family unnecessary stress and disruption to their lives and for that we are truly sorry.

When contacting the Housing Ombudsman, our tenant raised concerns about the work completed in their home and the way in which we handled their complaint.

Following a review of the case, the Ombudsman determined that we

had done what was needed to address the concerns raised by the tenant with regards to the work needed in their home and put things right.

However, they issued a severe maladministration for the way in which we handled the tenant's complaint. The Ombudsman said that we had overlooked parts of the tenant's complaint. It also found that we had not issued a formal response during our most recent case review.

Since receiving the Ombudsman's determination, we have investigated all the points raised in the tenant's initial complaint and written to them with our findings.

We would like to apologise for the distress caused to our tenant and their family. We accept that it took too long to put things right and recognise that we did not address all the concerns raised in their initial complaint. We have made changes to how we handle complaints to ensure that all of the issues raised are identified, logged and responded to effectively going forward.

We know that we got this wrong and promise to use this case and other feedback from our tenants to continue to improve our services.

to the people living in our homes and informs our future plans.

In line with the Housing Ombudsman's Complaints Handling Code, we introduced a new early resolution option during the year. This is positive for everyone involved as it provides a quick solution for tenants and reduces the resources needed to investigate a formal complaint. Early resolution is offered as an option for all complaints, but tenants can escalate the issue to our formal complaints process at any time.

Did you know...

You can view our Annual Complaints Report on our website:

www.tworivershousing.co.uk



As a result of this option, the number of formal complaints we dealt with in the year was down from 2022/2023 figures. For 2023/2024 we received:

- 115 Stage 1 complaints
- 12 Stage 2 complaints
- 139 cases were resolved through our early resolution process

What our tenants told us

The quality of repairs, lack of communication or progress and the time taken to resolve an issue were the three biggest areas of concern during the year. Together they

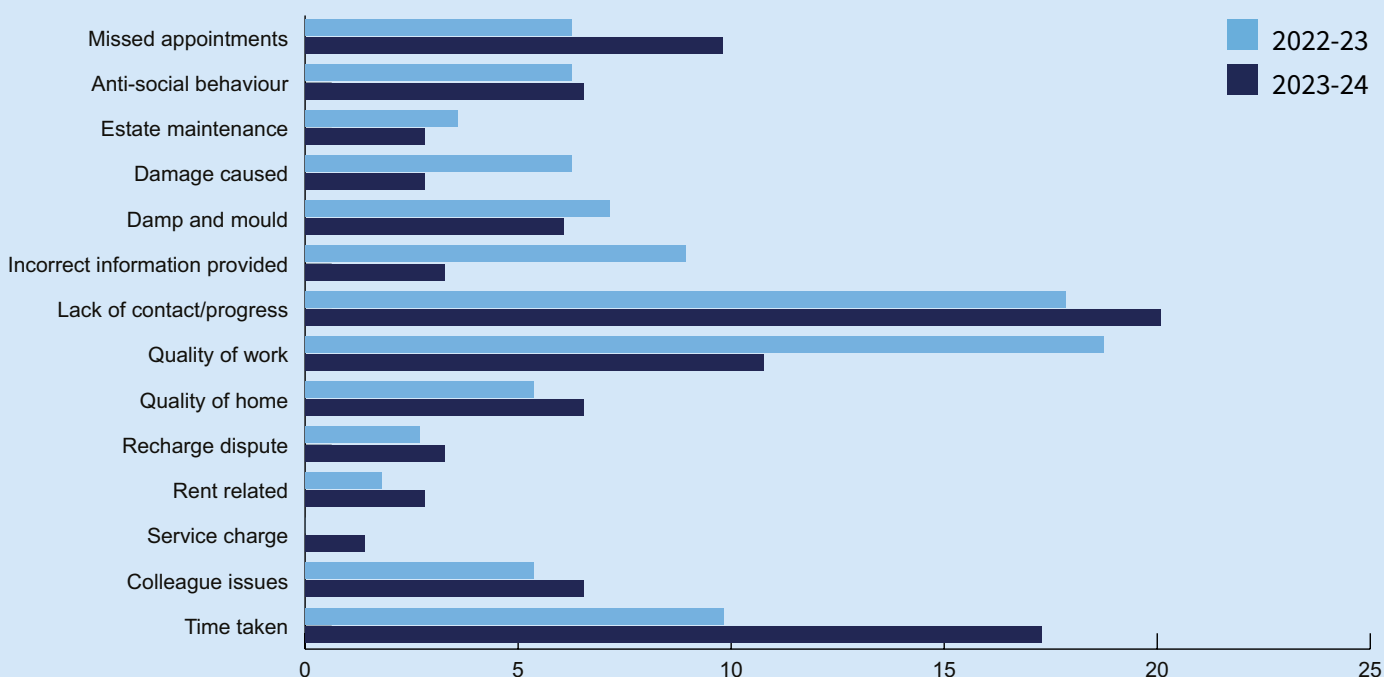
accounted for almost 46.4% of all of our Stage 1 complaints.

This was also reflected in our Stage 2 complaints with half of Stage 2 complaints being raised in relation

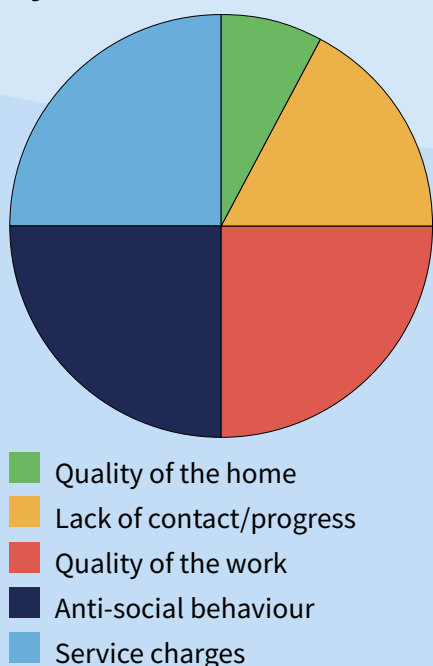
to the quality of repairs and lack of communication or progress.

Anti-social behaviour also accounted for 6.3% of Stage 1 and 17% of Stage 2 complaints.

Stage 1 complaints by themes graph 2022-23 v 2023-24



Stage 2 complaints by theme



Learning from complaints

We are committed to building a strong customer-focussed culture across the organisation, which values, respects and learns from the feedback we receive. Using this feedback, we have made the following changes:

- Improved our approach to handling damp and mould cases, including creating a dedicated team to manage the cases and simplifying our internal processes.
- Committed to completing a review of our repairs service with our Tenants' Voice Committee to understand the needs of our customers and agree an action

plan to improve the service we can offer to tenants.

- Reviewed how we manage anti-social behaviour cases and made changes to improve the way we log and assess anti-social behaviour.
- Started work to strengthen our organisation's culture and ensure customer service is at the heart of everything we do.

#Twogether we will continue to learn and improve what we do, how we do it and deliver on our mission to ensure that everyone has a warm, safe, affordable home.

Grounds Maintenance Review

We know that we still have work to do to improve our grounds maintenance service. In their May meeting, our Tenants' Voice Group reviewed our approach to this service and asked us to take action to make improvements.

Together, we have agreed a list of actions that will help us improve our grounds maintenance service going forward and created an action plan to deliver this between 2024 and 2026. Below you'll find a list of the agreed actions and an update on what we have done so far.

Action	Due date	Progress update
Publish grass cutting schedules on the Two Rivers Housing website	May 2024	The grass cutting schedules were published on our website in May 2024. They provide an outline of the schedule but may change during the cutting season due to issues such as weather.
Provide clear maps to tenants to enable them to see what level of service they can expect.	March 2025	We are working on a solution so that tenants can easily access these via our website or the tenant portal. In the meantime, you can request a copy of the map for your neighbourhood by contacting our team on 0800 316 0897.
Provide direct access to our mapping system for tenants, so they can easily view the areas we are responsible for and what service should be delivered.	2025/2026	We are working on making a live digital mapping system available to tenants to access during the next financial year (2025/2026). We will update the Tenants' Voice Group further when we have an agreed timeline for this and promote the service to tenants when it is available.
Develop a grounds maintenance service guide leaflet that includes the standards that tenants can expect and information on the winter programme.	March 2025	This will be produced and include the following information: <ul style="list-style-type: none"> Information on grounds maintenance service. Information on hedge cutting Photos of what tenants can expect from the service. It will be made available on the Two Rivers Housing website and promoted through our tenant communication channels.
Provide greater transparency for tenants on service charges.	March 2025	More detailed breakdowns of our service charges were provided with this year's annual rent review letters. However, we still have work to do in this area and will continue to make improvements to the information available to tenants.
Provide more information on management companies that provide maintenance on new build sites.	August 2024	We have started to collate information about external management companies that provide estate maintenance services to tenants. This is mainly for newer properties and estates and we will make this information available to tenants through our communication channels.
Review the estates and land owned by Two Rivers Housing and identify possible alternative uses.	January 2025	Not all areas will be suitable for alternative use, but where sites could be used differently, we will consider: <ul style="list-style-type: none"> community gardens, allotments, raised beds, wildflower sites, parking bays (where the space is not used, and parking is an issue).
Improvements to recording and monitoring of the overall grounds maintenance service.	Ongoing	We have taken steps to improve how we record and monitor our grounds maintenance services, including: <ul style="list-style-type: none"> Improved reporting and management information Capturing before and after photos. Weekly operational team meetings. Quarterly performance management reviews. We are also looking at how we can use our existing management information systems to capture this information for better reporting going forward.
Tenant consultation on current service options and future service delivery.	2025/ 2026	Timelines to be agreed and shared with the Tenants' Voice Group.
Introduce and schedule community projects such as allotments, wildflower areas, community gardens etc.	2025/ 2026	This will be done in conjunction with tenants and is subject to the costs involved in creating these spaces. Timelines and activities will be agreed and shared with the Tenants' Voice Group.



Action	Due date	Progress update
Develop local neighbourhood improvement plans with our communities.	2025/ 2026	Timelines and activities will be agreed and shared with the Tenants' Voice Group.
Introduce a new Garden Help Service for tenants who would like paid help with their gardens.	2025/ 2026	Timelines and activities will be agreed and shared with the Tenants' Voice Group.
Alongside this action plan, we have already made some changes to our grounds maintenance service. In 2023, our Challenge & Change Group (our previous tenant group) made a number of suggestions to improve	the service. As a result of their feedback, we have: <ul style="list-style-type: none">Recruited a permanent grounds maintenance team instead of using seasonal workers.	<ul style="list-style-type: none">Invested in new equipment to reduce downtime and improve efficiency. We will continue to listen to your feedback and work with you to improve our grounds maintenance service.

An apology from our Chief Executive Hayley Selway

To the tenants of Two Rivers Housing,

When I took over the Chief Executive Officer role at Two Rivers Housing at the beginning of February this year, I made a promise to tackle the things that matter to you and work with you to make improvements to our services. One area that you said we weren't doing well enough in was our grounds maintenance service, and in particular grass cutting. Over the last few months, you have told us that we have a lot more work to do in this area and for that I am very sorry.

In an effort to improve this service for you, we have now employed a permanent grounds maintenance team and in the short-term, we have appointed a contractor to help them get on top of the grass cutting schedule. This will address some of the immediate issues and ensure that all areas we are responsible for will be cut.

We have also invested in a new mapping system, which makes it easier for our team to identify the grounds that we are responsible for and the type of cut that should be completed in that area.

We currently have three levels of cut, enhanced, standard and reduced. We haven't been very good in clearly communicating the difference in these and why the areas around your home might fall into different categories. We have now provided this information on our website: www.tworivershousing.org.uk/your-home/grass-cutting

There is also some land in and around our homes that is not owned by us and should be maintained by other organisations, and we need to ensure that you know about this too.

We want the areas in where you live to be well kept and have recently purchased new mowers to help with this. We are also reviewing the service every week and looking at the team to see if we have enough people to complete all the work needed.

I visited a number of neighbourhoods in July to talk to tenants about the service and was joined by Yvonne Leishman, the Chair of our Board and Jonathan Jones, the newly appointed Executive Director of Homes who has overall responsibility for the grounds maintenance service. I plan to go out again later in the summer, so if you would like to meet with us, let us know on our Facebook page.

We have also set up a new committee called Tenants' Voice where tenants from across our neighbourhoods meet with senior officers and Board Members to discuss how we are doing. They look at lots of service areas including grounds maintenance, complaints, and repairs. If you would like to be part of this committee, please get in touch with our community engagement team by emailing communityengagement@2rh.org.uk or calling **0800 316 0897**.

Finally, a plea from me. The grounds maintenance team are working hard to deliver the service you expect but there is lots of work behind the scenes that needs to be addressed to support them. In the last few weeks there has been quite a bit of verbal abuse directed at them while they are working on site. Please do not direct your frustrations at them.

If you need to let us know that we are not meeting your expectations, then please get in touch. You can do this in lots of ways including by email, telephone, on our official social media sites or via our website.

I am very sorry that we have not met your expectations for grass cutting and grounds maintenance. My absolute commitment to you is to make sure that Two Rivers Housing continues to be an organisation with tenants at its heart, and although sometimes it may not feel that way, the team and I are working hard everyday to make this an organisation that you can be proud of.

Hayley Selway
Chief Executive

Hayley talks to tenants about grounds maintenance

Our Chief Executive Hayley, new Executive Director of Homes Jonny and Chair of the Board Yvonne visited some of our neighbourhoods in July. They visited estates in Staunton, Newent, Broadwell, Coleford, Lydney and Blakeney and met with tenants that had raised concerns with our grounds maintenance service.

Following their visit, they agreed to take a number of actions in each of the areas to improve the appearance of the estate and address the concerns raised by tenants. We have published these on our website and will share progress updates on these over the next few months.

The actions agreed included:

- Adding additional areas to our grass cutting schedule that were previously left uncut or in a reduced cut.
- Trimming back of trees and bushes in an area that had overgrown.
- Dealing with fly-tipping and abandoned vehicles in the area.

Hayley and the team are looking to book in another visit more of our neighbourhoods. If you would like them to visit your area, please get in touch with our communications team by emailing: communications@2rh.org.uk or by posting on our official Facebook Page.

Star tip

You can view the actions from the site visit on our website:
www.tworivershousing.org.uk



Ted to take over as Chair

Ted Pearce will take over as Chair of the Two Rivers Housing Group Board in October 2024.

Ted joined our Group Board in 2019 and is currently the Chair of the Two Rivers Development Board. He has more than 40 years' experience in property and was Director of Strategic Asset Management at Orbit Housing.

He is a Chartered Surveyor and fellow of both the Royal Institute of Chartered Surveyors (RICS) and the Royal Society for the Encouragement of Arts, Manufactures and Commerce (RSM). In his interview, he set out his ambitions for Two Rivers Housing and a clear commitment to helping us become the best community-based housing association in the UK.

He will replace Yvonne Leishman, who will step down as Chair in October having reached the end of her tenure as Chair of Two Rivers Housing. Yvonne has held the position for six years and is a former President of the Chartered Institute of Housing. Her commitment to the housing sector was formally recognised in 2005, when she received an OBE for her services to social housing.

Over the coming months, Yvonne will work alongside Ted to ensure a smooth handover when he steps into the role of Chair in October 2024.

Carol Dover becomes our Deputy Chief Executive

Carol Dover has been appointed to the newly created role of Deputy Chief Executive for Two Rivers Housing.



Carol will be a familiar face to many tenants as she has been with us since 2019 as our Corporate Director of Resources. Before joining Two Rivers Housing, she worked at Connexus as their Head of Finance and has lots of experience in both the housing and commercial sectors.

She was appointed as Deputy Chief Executive by Hayley and the Group Board as part of a restructure of our executive team. This will include the appointment of two new Executive Directors.

Carol described her appointment as an "honour", saying: *"I feel very honoured to have been appointed as Deputy Chief Executive for Two Rivers Housing. This is a special organisation that has the power to make a real difference for the thousands of families that live in our homes. I am excited for the future of this organisation and look forward to working with Hayley and the team to deliver for our tenants."*

"I am excited for the future of this organisation and look forward to working with Hayley and the team to deliver for our tenants."

Carol Dover, Deputy Chief Executive

Lifting the lid on loft space!

Did you know that the loft space in your home plays an important part in keeping your home warm in the winter? In fact, you could lose up to 30% of the heat in your home if your loft is not properly insulated or the insulation gets damaged or squashed.

When working effectively, loft insulation acts like a blanket preventing the air you are paying to heat from escaping through the roof. It's a simple and cost effective way to improve the energy efficiency of your home but needs to be used properly to be effective.

It may look like the insulation is just taking up valuable storage space but squashing it down by placing items on top of it makes it much less effective. This will reduce the energy efficiency of your home and may mean it costs you more to keep warm in the winter.

This is one of the reasons we ask tenants not to store personal property in the loft.

Loft spaces are not designed to be used as storage space. Ceiling joists cannot carry the same weight as floors joists, and there can be electrical wiring or pipework running through the space, which we may need to access at short notice to complete repairs or inspections.

If we can't get into the loft to complete a repair or inspection, we may not be able to complete the work and you might be charged for the time it takes for us to remove and dispose of the items. If any of the things stored in the loft get damaged, they won't be covered by our insurance, and you will have to replace them at your own cost.

Please help us keep your home warmer this winter by keeping your loft empty and allowing the insulation to do its job properly.

Star tip

For energy saving tips and advice visit:
www.energysavingtrust.org.uk



Did you know, squashing or damaging the insulation in your loft can make it less effective and result in heat loss through the roof of your home.



Making 'moving in day' a reality!

There are so many families in need of a warm, safe, affordable home in our communities and we want to help as many of them as we can. That's why we pledged to build 1,000 new homes by 2028 and our development team have been busy fulfilling that promise.

Last year they built 178 new homes across Gloucestershire and the surrounding area, but they're not done yet!

Earlier this year, work started on our land-led site at Marian's Walk in Berry Hill. Working with our local development partners Mike Etheridge Construction, we'll be

making 17 new affordable homes available in 2025. These will be a mix of houses, flats and bungalows. Two of the bungalows will be fully wheelchair accessible and help to address the high demand for accessible homes in the area.

We have also taken handover of the last of 92 affordable homes at Merlin's Gate in Newent. The site is owned by Barratt David Wilson Developments, and we have been working with them since 2021 to make 64 homes available for affordable rent and another 28 for Shared Ownership.

Alongside these sites, we have

taken the first batch of 84 new homes at Barratt Development's Hildersley Farm site in Ross on Wye and a further eight Shared Ownership homes from Bloor Homes at its development in Twigworth Green. We've also secured planning with the Eastington Community Land Trust to help them build 31 new affordable homes to help local families stay in the area.

With so many people on the affordable housing waiting lists, we'll continue to work with all our partners to increase the availability of affordable housing in our neighbourhoods.

Warmer homes on the way for even more tenants!

Over the last few years, we've been working with other local housing providers and our contractors to improve the energy efficiency of our homes.

In 2021, we formed a partnership with Stroud District Council and Cheltenham Borough Homes. Through this, we were able to apply for funding from the government's Social Housing Decarbonisation Fund (SHDF) to run a pilot project on a small number of our homes in Blakeney.

This project helped us understand how our properties perform and the best ways to make them warmer and more affordable to heat for our



Some of the homes that we have recently completed energy improvement work on

Star tip

We're investing in technology that makes our homes warmer and cheaper for tenants to heat.



Energy Performance Certificate (EPC)

rating of E or lower. It provides funding for energy improvement work including air source heating systems, solar panels and insulation, all of which help to make our homes warmer and more energy efficient.

So far, we've been able to use the funding to complete work at 110 of our homes and we have plans to use this to improve around another 80 homes over the next 10 months. We are also preparing a bid for more funding from the SHDF later this year, which means that we'll be able to make even more of our homes warmer for the families that live in them.

Star tip

To keep up to date on our latest community events, follow us on Facebook.
www.facebook.com/TwoRiversHousing



In our communities

Our team have been out and about meeting with tenants and supporting our communities. Here's a round-up of some of the things we've been involved with.



Our HomePlus team holds regular lunch clubs and activities at our schemes just like this one at Danby Close.

Our community engagement team has been running breakfast clubs with local partners throughout the summer holidays!



Chief Executive Hayley joined some of the team as they redecorated the shared space for tenants at our HomePlus scheme in Ryelands.



Our pizza making workshop with the Forest of Dean Salvation Army, Tidenham Parish Council and Sedbury Space went down a treat in May – look out for more of these activities coming soon!

Our Head of HR Anne spent a morning at Newent Community School & Sixth Form Centre helping students practice interview techniques – we're hoping some of them will join our team in the future!



Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSM) are a new way of measuring how social housing providers like Two Rivers Housing are performing. The questions were developed by the Regulator of Social Housing who worked with housing providers and tenants to make sure that they measure the things that really matter to tenants.

In total there are 22 satisfaction measures. These are a mixture of questions that all social housing providers must ask its tenants and performance measures that are provided by the landlord. They have been designed so that tenants can compare the performance of their landlord to other similar organisations and will be published by the Regulator each year.

We use an independent research agency to contact tenants and ask the TSM questions. They also produce

a report of their findings, which is shared with our Board and the Two Rivers Housing team. The research agency speak to around 1,200 tenants each year, who are randomly selected by them from our full customer base of around 4,500 households.

We use this report and other feedback from you to make changes to how we do things, support decision making and identify the areas we need to focus on. You can read our full set of Tenant Satisfaction Measures on our website: www.tworivershousing.org.uk

Did you know...

There are strict guidelines on how the data is collected and calculated. This includes the number of tenants that need to be surveyed and how responses are presented.



Here are the headline results:

Overall satisfaction

79%

of tenants are satisfied or very satisfied with the overall service we provide.

Maintaining and repairing our homes

78%

were satisfied or very satisfied that their home is well maintained.

80%

of tenants are satisfied or very satisfied with the overall repairs service in their home.

78%

were satisfied or very satisfied with the time taken to complete their repair.

Keeping you safe

84%

of tenants agreed that their home is safe.

Working #Twogether with tenants

70%

of tenants were satisfied or very satisfied that we listen to and act on their views.

79%

of tenants were satisfied or very satisfied that we kept them informed on what matters to them.

84%

agreed that they are treated fairly and with respect.

Dealing with complaints

41%

were satisfied or very satisfied with how we handled their complaint.

Managing our neighbourhoods

67%

were satisfied or very satisfied that we keep our communal areas clean and well maintained.

75%

agreed that we make a positive contribution to their neighbourhood.

67%

were satisfied or very satisfied with how we handle anti-social behaviour.



P S R O M M I N W Q S S R S
H M W G T F Z S U P T P I E
S W I I E A E D R R O Q D H
N K C E B L E I A T K I F O
E O A O B S N W I H S M J S
E I B B N K B L Z A Q M I E
R C E W L E L W E J Q F I M
C P Q E R O S S Q L U R W A
S H R R Y T H C A M P I N G
N D I U S L R Z O N M S J A
U E O I V T L I X L G B M E
S T A Y K O S O S S V E O N
K C O M M A H I L B S E V K

Which of these
Summer words is
missing from the
wordsearch?

Camping Pebbles
Cone Seaside
Frisbee Sprinkler
Games Strawberries
Hammock Sunscreen
Lolly Swimming

Name: _____

Address: _____

Telephone number/email: _____

Preferred voucher: ☐ Amazon ☐ Tesco ☐ M&S ☐ B&Q ☐ Argos

Summer tea break

You can enter by emailing your name, full postal address, preferred voucher, and the hidden word to us at **communications@2rh.org.uk** or by completing the form and returning it in the post to:

Communications team, Two Rivers Housing, Cleeve Mill Lane, Newent, Gloucestershire GL18 1DS

The first correct answer selected at random after **30 September 2024** will win a £15 gift voucher.

The missing word in our spring wordsearch was **CLEANING**.

Good luck!

Win a £15 voucher!

Grab a pen and a cuppa, sit back and complete our summertime teaser!

Simply find the words in the wordsearch and let us know which one is missing and you could win a £15 voucher.



Contact us:

Please tell us if you would like this in large print or on audio CD.
 Freephone **0800 316 0897** Email **customerservices@2rh.org.uk**



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