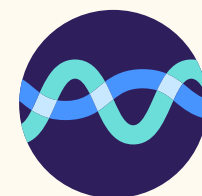




# You said. We did.

How your feedback is shaping our services  
January 2026



**Two  
Rivers  
Housing**

# How your feedback is shaping our services

We want to make sure that our tenants remain at the heart of our organisation, the decisions we make, and the services we provide. As part of this, we've made a promise to listen to what you tell us and use this to make the changes you want to see.

Your thoughts and opinions really matter. They help us understand what it's like to be a Two Rivers Housing tenant, know what we are doing well and spot the things we need to improve.

This document provides a summary of the report that was shared with our Tenants' Voice Group in **January 2026**.

It captures feedback we've received from you and how we've used this to improve our services, make key decisions and make the changes you want to see.

We know we still have work to do, but we promise to continue to listen to what you tell us and act on your feedback to improve things for all our tenants.



# Procurement and Value for Money

*How we choose companies to work with and make sure every penny is spent wisely.*

## **Our Tenants' Voice Group reviewed our Procurement and Value for Money strategies. They told us that...**

- Before we do a repair, we need to check if the repair is covered by any manufacturer warranties – so we don't waste money fixing something that is still covered.
- We need to do more to make sure repairs are done right first time.
- We need to give tenants the opportunity to be involved in the decisions we make about the contractors and companies working in and around their homes.
- The way we share information with tenants about getting the best value for money is unclear and the documents are too long and too technical.
- Continuing to invest in our tenants' homes and our team is important and will help us continue to deliver and improve the service we provide to tenants.

## **So we...**

- Made changes to our Procurement Strategy that means tenants will have the opportunity to be part of how we choose the companies we work with.
- Changed our Value for Money Strategy to make sure it focusses on getting the best value from the contracts we sign, the improvements we make to our homes and the people who work for us.
- Will review our annual Value for Money Statement to make it shorter and easier to read – so tenants can be confident we are spending our money wisely.

## **The result:**

Our tenants will now be directly involved in how we choose and appoint the contractors that will be working in and around their homes.

We're making it easier for tenants to see and understand how we make decisions and how we make sure that we get the most out of every penny we spend.



# Rent levels & service charges 2026/2027

*How we set rents and services charges – key considerations and decision making.*

**In December 2025, we worked with our Tenants' Voice Group to discuss rent and service charges for 2026/2027. They told us....**

- That they understood the reasons for our proposed rent increase but they wanted to make sure that:
  - Communications about rent increases and available support are clear.
  - We clearly show tenants how rent is spent.
  - Our team know how to signpost tenants to the information and further support, especially those without digital access.

## **So we...**

- Reviewed our communications, so that all tenants receive clear explanations in rent letters.
- Included information on how rent is spent within the rent communications.
- Ensured staff are informed about support options and signposting.
- Set service charges for maintenance, communal facilities, and other services in line with costs, including recent wage increases.



## **The result**

We've started to improve how we communicate important information with tenants, making sure it's clear, easy to understand and that we make tenants aware of any additional support available to them.

# Tenant involvement in audits

## **You've told us that:**

- Tenants should help shape audits that check services and processes that impact you directly.

## **So we...**

- Ensured that our Tenants' Voice Group members met with internal auditors to help scope for an upcoming customer audit.
- Made a commitment to share audit outcomes with our Tenants' Voice Group as well as being reported to the Audit, Risk and Assurance Committee.

## **The result**

Our Tenants' Voice Group are involved in choosing the services and processes that we audit, have oversight of these and can hold us to account to make changes where improvements are identified.



# Policy reviews

*Being clear about how we work and what tenants can expect from us.*

**To help make sure our policies are clear, fair and easy to understand, we ask tenants to review them and share their feedback. In December 2025, we held workshops with tenants to review three of our policies. Here's what you told us:**

## Abandonment Policy

### You said:

- We should recognise personal circumstances, like domestic abuse, and include gas capping for abandoned properties.

### So we...

- Updated the policy wording to make sure it was people focussed and considers the individual circumstances and needs of a tenant.
- Added a gas capping section to the policy.

## Animal and Pets Policy

### You said:

- We should clarify rules around dangerous dogs, micro-chipping, pet breeding, and partner agency support.

### So we...

- Added references to relevant legislation, micro-chipping rules, limits on breeding, and guidance for enforcement.

## Decant Policy

### You questioned:

The 12-month residency requirement for home loss payments.

### And we...

- Confirmed that this is a legal requirement and referenced legislation in the policy.

### The result

Tenants are checking our policies and identifying areas that need to be clearer and are easy to understand.

They're helping us make sure that our policies are fair and have tenants at the centre of the way we work and that tenants can be clear on what to expect from our team and our services.



# Consumer Standards Self-Assessments

*Helping us make sure we are meeting our legal and regulatory responsibilities.*

**In April 2024, the Regulator of Social Housing bought in four new standards that all social housing providers need to meet. We regularly assess our performance against these and collect evidence of how we are doing and identify areas for improvement. You told us that...**

- You wanted the opportunity to review and scrutinise how we are delivering against the Consumer Standards.

## So we...

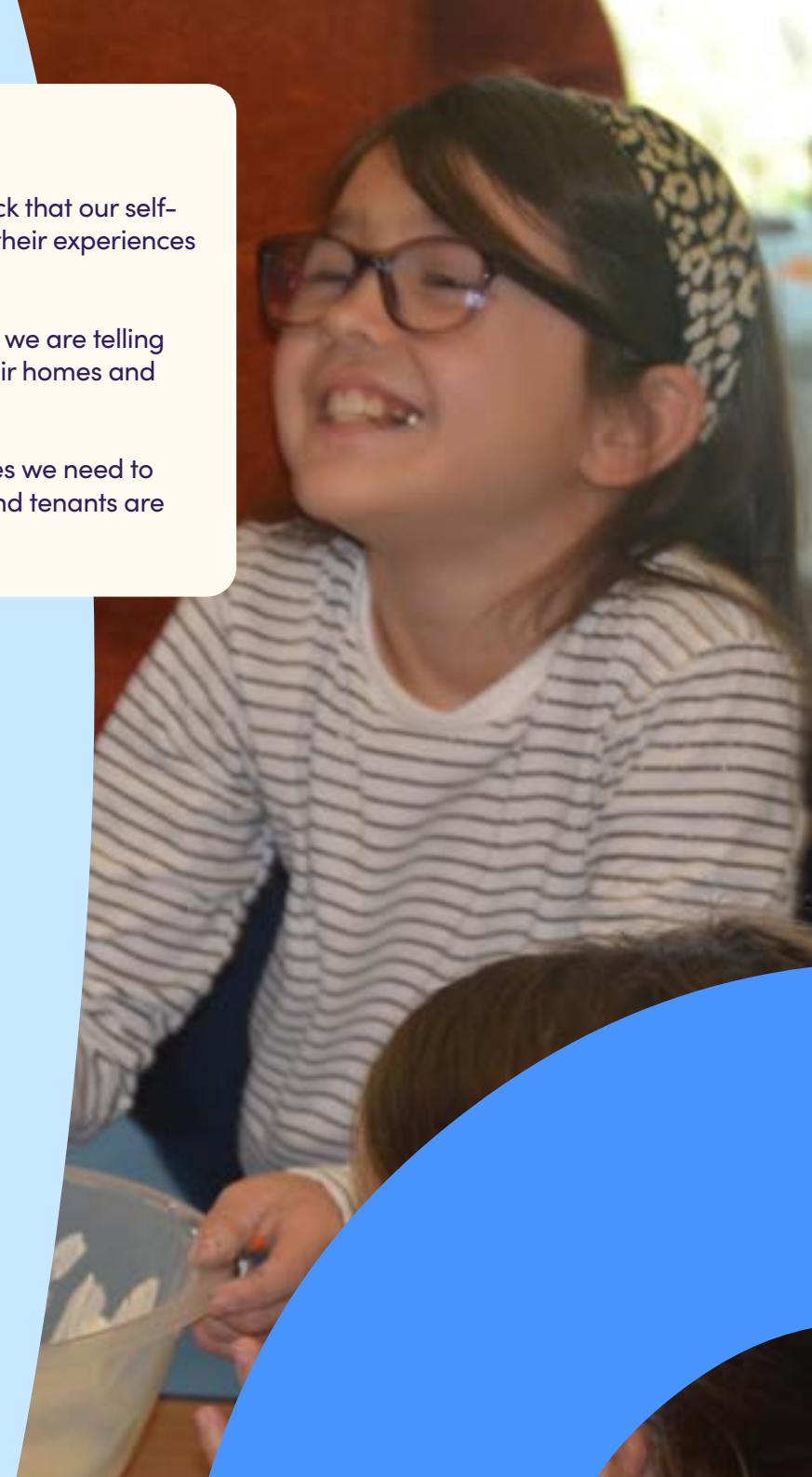
- Held workshops with tenants in April and May 2025 to review our self-assessment before it went to the Board, so that tenants can hold us to account.
- Scheduled workshops in January and March 2026 for tenants to review our self assessment against the Neighbourhood and Community Standard and the Tenancy Standard before they go to the Board in May.
- We'll continue to schedule workshops for tenants to review our progress going forward.

## The result

Tenants are given the chance to check that our self-assessments are correct and reflect their experiences of our services.

The Board can be assured that what we are telling them reflects what tenants see in their homes and communities.

Together we can identify any changes we need to make or improvements to services and tenants are able to hold us to account on these.





## Contact us

Telephone: **033 33 55 44 33**

Website: **[www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)**

Email: **[customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk)**

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

 **TwoRiversHousing**

**January 2026**