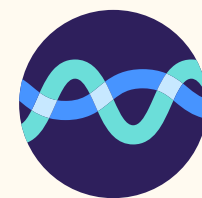




# You said. We did.

How your feedback is shaping our services  
November 2025



**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 **November 2025**.

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.



## Estate maintenance

*Keeping our neighbourhoods and shared spaces clean and tidy.*

### You told us that...

- The service wasn't good enough and we weren't keeping on top of green spaces.
- That you didn't know what land we were responsible for or when it was due to be cut or maintained.
- That we needed to keep you better informed when service standards weren't met.

### So we...

- Reviewed how we manage the service including what areas we cut, how often and when - and made this information available on our website.
- Invested in new equipment to help the team work more effectively and a better mapping system, so you and the team could identify our areas more easily.
- Kept our Tenants' Voice Group updated on progress as we made the changes and produced a new service standard leaflet for tenants.

### The result:

You are getting a better service and your neighbourhoods are well maintained. We've seen a reduction in complaints about our shared spaces and we've even received several compliments about how good the neighbourhoods look.

## Anti-social behaviour

*Creating safer neighbourhoods and tackling anti-social behaviour (ASB) and Hate Crime.*

### You told us....

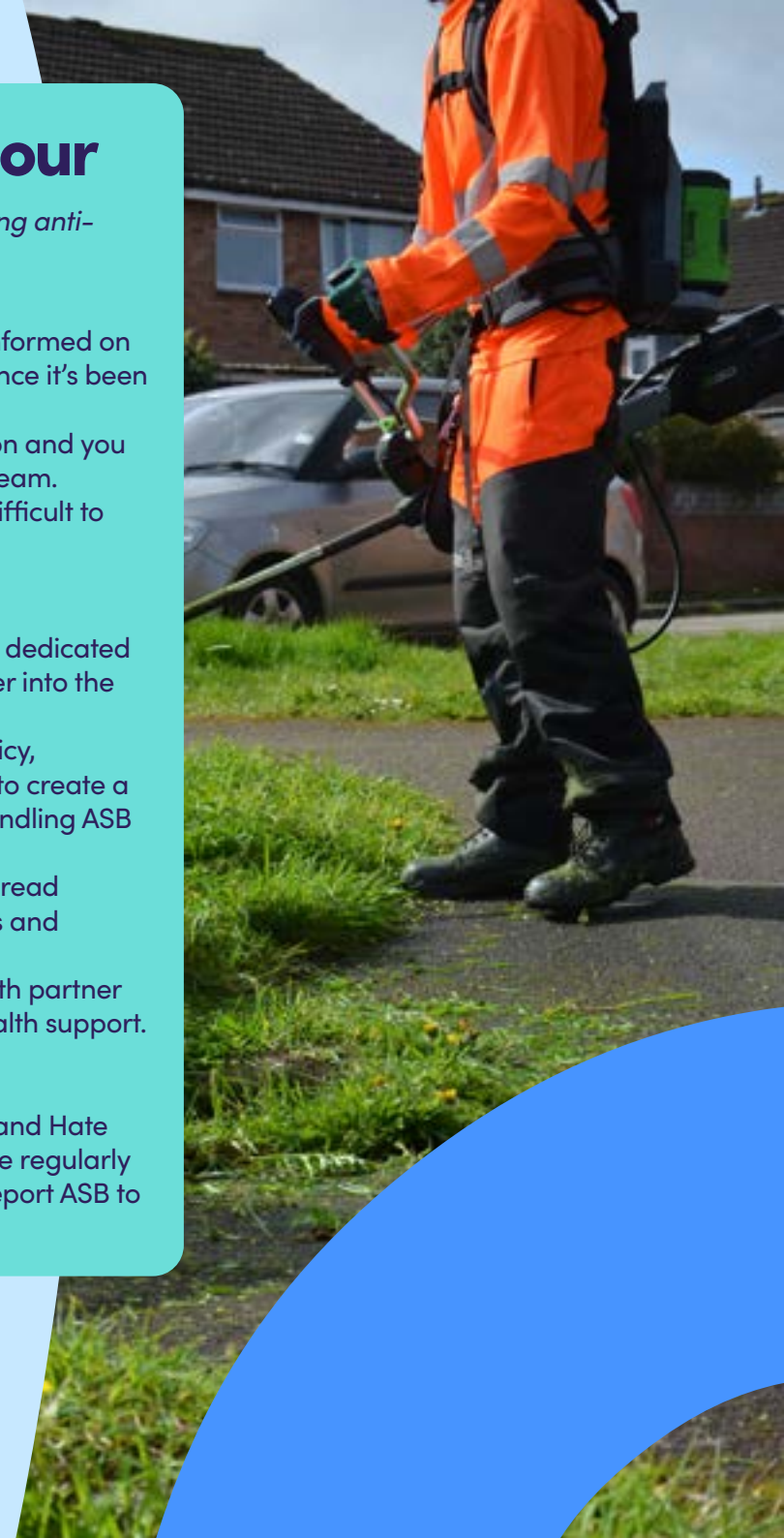
- We need to be better at keeping you informed on the action we're taking to tackle ASB once it's been reported.
- That it took too long for us to take action and you weren't sure what to expect from our team.
- Our ASB Policy was too detailed and difficult to read.

### So we...

- Took what you said on board and held dedicated workshops with tenants to delve deeper into the issues you had raised.
- Completed a full review of our ASB Policy, supporting documents and processes to create a more people focussed approach to handling ASB and Hate Crime.
- Made sure that our policy was easy to read and understand and set out clear roles and responsibilities.
- Committed to working more closely with partner agencies, including around mental health support.

### The result:

We've changed the way we manage ASB and Hate Crime, making sure you are kept up to date regularly and that you know what to expect if you report ASB to our team.



# Our repairs service

*Completing repairs in your home.*

## You told us....

- You wanted clearer information about our repairs service including how we prioritise work, time-scales and your responsibilities.
- You felt that you weren't always kept informed about repairs in your home and communication could be better.
- Our appointment times weren't flexible enough.
- You wanted more information on rechargeable repairs to make sure they were fair and transparent.
- Some of our repairs targets didn't feel realistic and we should focus on emergency and urgent repairs.

## So we...

- Reviewed our Repairs Policy and provided more information on our priorities, time-scales and what repairs tenants were responsible for - making sure it was easy to read and understand.
- Published clear lists that explain what is an emergency, urgent and routine repair.
- Looked at our repairs appointment slots, made them clearer and included limited weekend and evening options.
- Made our schedule of rates available on request.
- Refocused our targets on delivering emergency and urgent repairs on time.

## The result:

You have a much clearer picture of how our repairs service works and can find the information you need more easily. Our policy is clearer and sets out our targets for emergency, urgent and routine repairs.

We've seen increase satisfaction for our repairs service both in our Tenant Satisfaction Measures and through transactional surveys that we send after every repair.

# Reasonable adjustments

*Making sure you can access our services fairly.*

## You told us that...

- We needed to be more flexible when it came to our policies and think about the individual's needs.
- We need to build more trust, especially with tenants that we may not have spoken to for a long time.

## So we...

- Created a new Reasonable Adjustments Policy that helps both tenants and our team understand how we can help people use their homes and our services fairly.
- Created a system that allows us to log any adjustments you request, so you don't have to keep telling us.
- Introduces a 'Getting to know our Tenants' approach to build stronger relationships between our team and our tenants.
- Increased the size of our neighbourhood team, so we can be more visible in our neighbourhoods.

## The result:

We're better able to tailor our services for you and can be more visible in our neighbourhoods. You will have a named person for your area who you can contact to raise any issues or share ideas.



# Making our policies clearer and more accessible

*Making information clear and easy to access for you.*

**As part of their review of our approach to meeting the Regulator's Consumer Standards, our Tenants' Voice Group told us....**

- Our policies were hard to find and often difficult to understand.
- We need to remember that not everyone can access these online.
- They wanted to be involved from the beginning when we are planning to make changes to our services.

**So we...**

- Changed our approach to policy changes to make sure these go to our Tenants' Voice Group before they go to the Board for approval.
- Are looking at how we can make key information clearer and more accessible for all tenants.
- Making sure that new policies and those that we replace are clear and easy to find.

**The result:**

Our Tenants' Voice Group will have be more involved in any changes we make to polices - making sure that tenants views and opinions are included.

We're making it easier for you to find key information and policies when you need them.



# Strengthening our housing and complaints teams

*Listening and learning from your feedback*

**We complete regular feedback sessions with tenants and use complaints to understand where we can improve things, through these you've told us....**

- Some of our services were under pressure and needed more people.
- That we need to be better at providing updates and communication with you.

**So we...**

- Increased the size of our neighbourhood housing and customer experience teams and created a new safer neighbourhoods team to help us improve the services you felt weren't working well.
- Asked tenants to take part in our recruitment process for senior roles giving tenants an opportunity to share their feedback and ask questions.
- Introduced regular 'deep dives' into complaint responses to improve quality and fairness in our approach.

**The result:**

We're making improvements to our core services and using what you tell us to help us understand what's working well and where we need to do better.

This approach will help us continue to make the improvements to our services that you want to see.





## Contact us

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

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