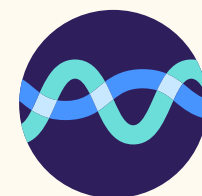




You said. We did.

How your feedback is shaping our services
March 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 **March 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.



Working with our external auditors

Checking that our services deliver the right results for tenants.

Our Tenants' Voice Group told us they wanted more involvement in how we check our services and make improvements. They told us:

- Tenants should help decide which areas of our services are reviewed.
- Tenants should be able to see audit findings and hold us to account.
- You wanted the chance to meet our external auditors.
- Customer communication (especially follow up work) should be included when services are reviewed.

So we...

- Arranged a meeting between Tenants' Voice members and our external auditors.
- Agreed that tenants can influence the focus of future audits.
- Committed to sharing audit reports and recommendations with tenants.
- Made sure customer communication is included in audit reviews.

The result:

Tenants now have more oversight of our audit programme and can track whether improvements are being put in place. This means things that matter to tenants, like clear updates, are reviewed alongside performance measures.

Improving the shared ownership experience

Listening to our Shared Owners to help us improve the service we provide.

Listening to our Shared Owners to help us improve the service we provide. They told us:

- Support wasn't joined up.
- Communication with managing agents needed improvement.
- You needed clearer information before moving in and about stair-casing.

So we...

- Co created a Shared Ownership Improvement Plan with tenants.
- Presented it to Tenants' Voice to shape next steps.

The result:

We now have a clear plan focused on better communication, coordination and support for Shared Owners.



Making how we let our homes clearer and fairer

Helping tenants understand how homes are let.

In January 2026, tenants joined workshops to review our Allocations Policy and share their experiences.

They told us:

- We should ask tenants who've recently been through the process for feedback.
- The HomeSeekers website can be difficult to use.
- Listings need more information, such as layouts and nearby amenities.
- Some tenants feel pressured to accept unsuitable homes.
- The policy was too formal, hard to read and didn't reflect our values.
- There wasn't enough transparency about decisions or enough help before moving.

So we...

- Started a full review of the Allocations Policy using your feedback.
- Gathered further feedback from tenants and staff.
- Reviewed complaints to understand what could be improved.
- Updated information so tenants know what to expect.
- Compared our policy with other housing associations to use best practice.

The result

Our new Allocations Policy will be clearer, fairer and easier to understand – with transparency and tenant experience at its heart.



Neighbourhood Policy reviews

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

Tenants reviewed several key neighbourhood policies in February 2026. Here's what you told us:

Succession Policy

When someone who held the tenancy passes away, there are rules about whether another member of the household can take over the tenancy. This is called succession.

You said:

- Sensitive issues like bereavement should be handled face to face.
- The process needed to be clearer.
- Tenants should be signposted to legal advice.

So we...

- Updated the policy and progressed it for approval.

Hoarding Policy

You said:

- Regular visits help spot issues earlier.
- Information about gardens was missing.

So we...

- Updated the policy accordingly and included a section on gardens.

Neighbourhood and Tenancy Management Policies

You said:

- Some of the language needed small changes.
- Time frames and tenancy types needed to be clearer.

So we...

- Made all suggested changes and moved policies through our approval process.

The result

Tenants are helping make policies clearer, fairer and easier to understand, so everyone knows what to expect.



POLICIES

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...

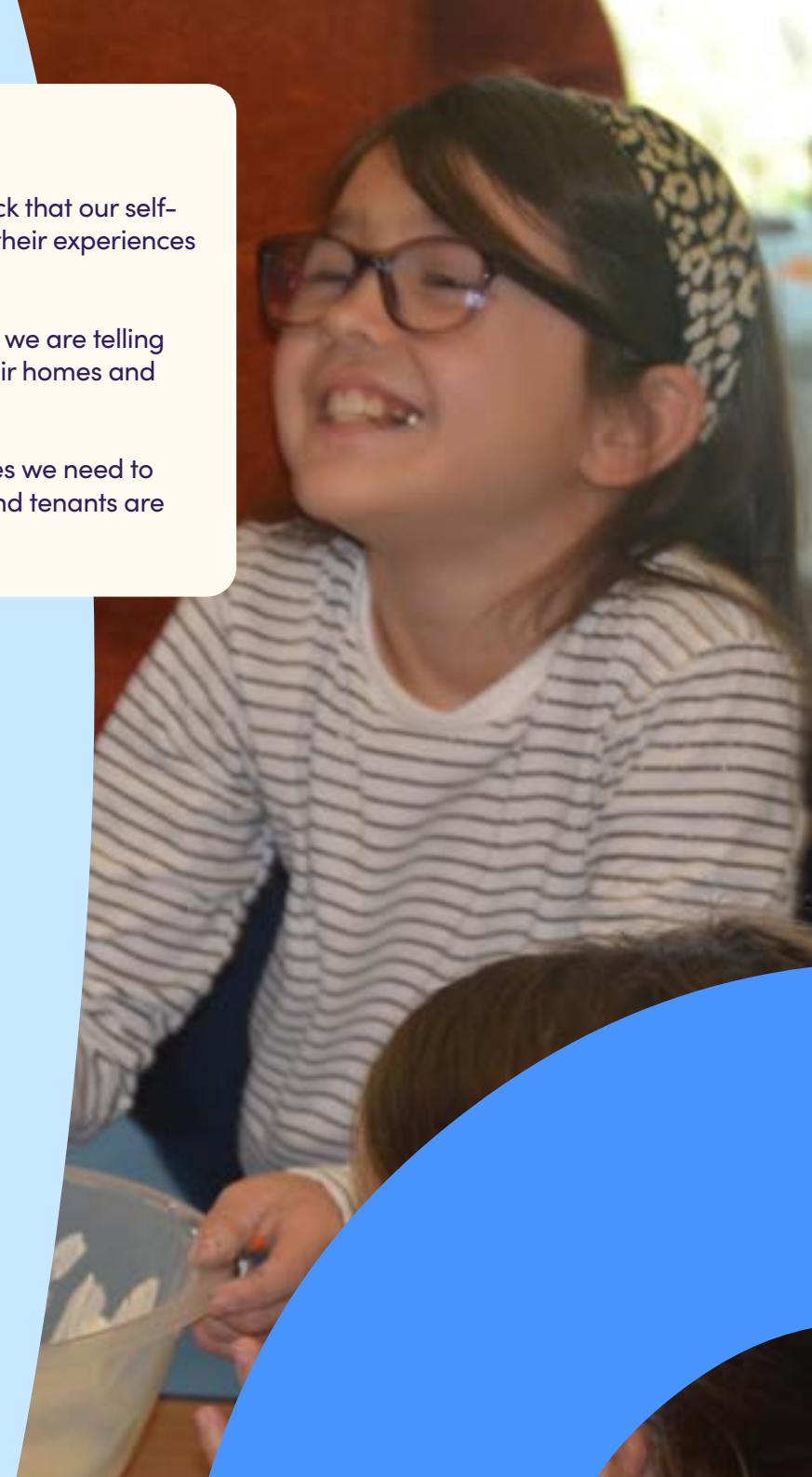
- Held workshops with tenants in April and May 2025 to review our self-assessment before it went to the Board, so that tenants can hold us to account.
- Scheduled workshops in January and March 2026 for tenants to review our self assessment against the Neighbourhood and Community Standard and the Tenancy 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.





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

