

believe in feedback

15th June 2023



STAR

Surveys

Focus groups

Complaints

Customer
Voices

KPIs

Customer
expectations

Informal feedback





corporate plan

2022 – 2025

revised march 2023

believe
housing



believe
housing





Learn and
Improve

Your
experience
in a believe
home

What's a
good
experience

What's
gone
wrong and
why

Listening to customers

- **Satisfaction surveys in 2022/23**
 - Annual Survey – 1,400
 - Telephone – 5,878
 - Online surveys – 1,297
 - Door knocking - 20
- **Focus groups – 64**
- **Consultations**



What we do

Put things right

Write our plans

Develop our
policies

Improve how we
deliver services

You said, we did



What else



Regulator of
Social Housing



What's next – we need you!

- **Delivering our plans**
- **Engagement forward plan**
 - Lettable Standard
 - Green Plan
 - Investment Plan
 - Communication by technology
 - Service standards review
 - Scrutiny with Customer Voices
- **Government consultations**
- **Looking ahead to future plans**



we believe in life without barriers



believe
housing

