



HOMES

SERVICES

PLACES

PEOPLE

Customer Voice Report Quarter 2

2024/2025

beyondhousing.co.uk

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Celebrating great customer service

Here are some examples of the great customer service we provided in Q2.

A face-to-face difference – Empowering our customers

We're delighted to share a positive outcome from a recent drop-in session.

Our neighbourhoods team leader attended a community event to connect with customers and address their concerns. During the session, they spoke with a customer who was facing challenges with repairs and damp issues. Due to language barriers and the stress of caring for two autistic children, reporting these problems had been particularly difficult for the customer.

By taking the time to listen and understand the customer's situation in a relaxed environment, our team members were able to provide reassurance and support. A home inspection was promptly scheduled, and the necessary repairs were initiated.

The customer's gratitude and satisfaction following this, are testament to the value of our drop-in sessions and the positive impact they can have on our community.

Swift action and compassion – A team effort

We're proud to highlight the exceptional work of our tenancy management advisor and tenancy support officer. Their quick response and compassionate care were instrumental in helping a customer who was found collapsed at home.

Whilst out in the community, they noticed that one customer had not been seen recently. Acting swiftly, they discovered the customer in need of immediate assistance. The team provided essential support and stayed with the customer until medical professionals arrived.

Their dedication and professionalism are a shining example of the exceptional service we provide for our customers. Thank you for your outstanding work!

A dance to remember – Compassion in action

We're thrilled to share a heartwarming story of exceptional care from one of our Reach & Respond team members.

When a customer with dementia became trapped under a stairlift, our responder went above and beyond to ensure her safety and comfort. She was understandably frightened and unable to follow verbal instructions.

With quick thinking and a compassionate heart, they remembered the customer's love of dancing. To help her relax, she asked if she could recall the waltz, which immediately helped ease her distress. 'Let's pretend we're waltzing. I'll tap the rhythm, and after I count to three, we'll side-step as if we're dancing.' They were able to calm her fears and gently guide her out of the situation.

This story is a testament to the dedication and empathy of our team.

They consistently go the extra mile to provide the best possible care for our customers.



Customers said, we did

Engagement with customers has influenced several changes and enhancements to our service.



SERVICES

Customers told us:

Following the introduction of the digital sign-up, it would be helpful if we could provide signposting information on local community IT support available such as libraries, community organisations and IT support helplines.

What we did:

We've created a new digital support leaflet available in both digital and printed formats. We engaged with our involved customers for feedback on the readability, content and clarity of the leaflet, before finalising. The leaflet is now being shared with new customers.



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Customers told us:

They felt unsafe in the open space around their homes in an area in Brotton, with the main issues being youth nuisance and non-residents using the open space particularly late at night.

What we did:

We delivered a range of physical investments, including installing new fencing around the open space, additional lighting and removing trees which were darkening pathways. Customers were really pleased with the end result and commented on how nice the area was.



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Customers told us:

They had concerns about the facilities and health and safety in the multiple occupancy flats at Wykeham Court.

What we did:

We hosted a successful drop-in event at Wykeham Court Community Centre, inviting customers from the flats and surrounding areas to connect directly with our team. Representatives from health and safety, facilities, customer feedback, damp and mould, housing, and repairs were on hand to address questions and concerns. The event was a huge success, with many customers expressing their appreciation for the opportunity to speak face-to-face. We were also able to provide language support to a resident who needed assistance with reporting damp and mould issues.

Customers said, we did

Engagement with customers has influenced several changes and enhancements to our service.



Before



After

PLACES

Customers told us:

They'd like to use the communal patio garden more at Kirkham Close Community Centre in Whitby. This is run by our partner organisation Carers Plus and used by local residents who take part in activities. Beyond Housing was asked if they could clear it and make it a more usable space so groups could use it for social activities, relaxation and reflection time, and for growing produce and gardening.

What we did:

Following a thorough cleanup and weeding by our Grounds Maintenance team, a community volunteering event was organised in September. During this initiative, volunteers painted fences, weeded the area, and turned over garden beds. New plants were introduced, and the garden is now ready to be enjoyed by residents and a local Young Carers group seeking a space for well-being activities.

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Customers told us:

Following a consultation with local customers about the communal space at Burnside, Eastfield, they told us there were issues with litter, limited privacy and people using the space as a cut-through.

What we did:

We have agreed to provide a perimeter fence to reduce litter issues, provide more privacy and stop people from using the area as a cut-through. We will also be installing a hard-standing space and rotary lines in the areas.



Before



After

PLACES

Customers told us:

Ding Dong Bells, a local social group, approached us about revitalising their communal garden at Bell Close, Seamer. They envisioned a more inviting and accessible space, suitable for their members with mobility challenges. Additionally, they aimed to establish a cottage garden for growing fresh produce and collaborate with the nearby school on gardening projects. Their goal was to complete these enhancements in time for their group's first anniversary in July.

What we did:

To support their vision, we assigned our skilled caretaker to the project. Over several weeks, he repaired and built raised-beds, planted fruit trees, installed a water butt, and replaced a shed. We also organised a colleague volunteer event to clean and paint all the outdoor furniture, clear and weed the patio, and repair a trip hazard on a pathway. To further expand the growing area, we built two additional large raised wooden beds.

Customers said, we did

Engagement with customers has influenced several changes and enhancements to our service.



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Customers told us:

Following a walk round by the housing officer and customers living at Wreyfield Court in Barrowcliff, customers expressed concerns with the security access to the building and the need for some general maintenance and storage for large items within the communal area.

What we did:

We held a customer consultation session in September, giving customers the opportunity to speak to a community engagement manager, housing officer and senior health and safety officer in more detail. This helped us identify improvements in safety and security, report repairs and provide advice to customers on other services they may need. The improvements will be included in the Clear Hold Build Action Plan for Barrowcliff and will take place in the 24/25 financial year.



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Customers told us:

Customers in Dormanstown said they wanted to live in areas that were safe and clean, and in an area that felt cared for.

What we did:

We've continued our commitment to a cleaner community with a successful second clean-up day. Alongside our partners and community members, we removed 14 tonnes and 125 bags of litter. Our ongoing collaboration with South Gare Litter Pickers ensures that our local area remains clean and tidy through regular clean-up days and litter picking.

PLACES

Customers told us:

They felt that nuisance behaviour by youngsters had increased in the Edenhall Estate.

What we did:

In response, the housing officer collaborated with the local police to conduct a joint estate visit. During the visit, informational leaflets were distributed to residents, providing them with resources and guidance on how to address these concerns.

HOMES

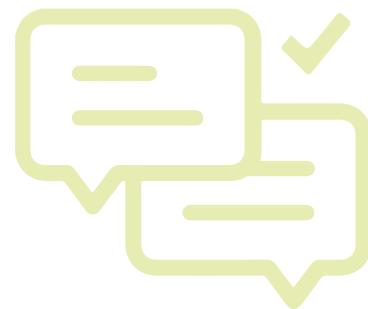
Customers told us:

At our July Neighbourhood Action Partnership meeting, local residents expressed concerns about the negative impact of bird feeding. They highlighted how this practice can attract vermin.

What we did:

Our Pest Control team distributed informational letters to the community, providing guidance on responsible bird feeding practices and the potential consequences of excessive feeding.

Customer compliments – Celebrating success



While gathering feedback to enhance our services is crucial, recognising and celebrating customer satisfaction is equally important. We receive positive feedback through various channels, from casual remarks to thoughtful gestures like cards and flowers. In the second quarter of 2024/2025, 68 formal compliments were received from our customers. Let's take a look at some of these highlights...

Great service

The service was absolutely amazing! The support provided was exceptional, with assistance every step of the way and always being available when needed. I have recommended the Employability service to my family members, and you now support them too.

Impressive

The service centre advisor I spoke to is a true asset, demonstrating complete professionalism and taking full responsibility from beginning to end. If there's a staff member of the month award, they definitely deserve it, along with a 5-star rating!

Speedy service

A big thanks to the team, who came out within two days of the report, to clear up fly tipped household items that were blighting the area. They went above and beyond and really did clean the area thoroughly after the items were collected.

Considerate

The operative who fixed my bath was lovely. My son has additional needs and can't cope with loud noises, and the operative was absolutely brilliant with him. I'm very pleased with the work that was carried out and really appreciate how the operative was with my son.

Impressive

These two operatives completed a first class job in cutting the area behind my home. I am appreciative of their hard work, professionalism and good manners. You have two great young men in your team.

Professional

The team were brilliant, they went above and beyond expectations. They were very professional and very helpful, and a pleasure to have working in my home. An excellent job all round.

Caring

Thank you for your caring and sympathetic manner when I spoke to you on the phone, you were very understanding.

Caring

Just wanted to say thank you to the Reach & Respond team for providing me with peace of mind – it's such a great service.

Added value

This operative should be given a medal, they went above and beyond to get all the problems sorted in my bungalow, so I can now call it home. They got me paint vouchers and went out of their way to get the paint I wanted, which brought a tear to my eye. I'm amazed and stunned – I couldn't ask for a better person to have taken the reigns.

Considerate

The staff at the service centre are always helpful, friendly, and a pleasure to interact with. Thank you.

In the spotlight

HOMES

2025–2030 Strategy

As we conclude our 2020–2025 strategy, we're proud of the progress we've made despite unprecedented challenges. We have seen great success in meeting the aims of our strategy to help our customers and communities succeed and thrive.

PLACES

We have worked hard to provide services our customers value, homes they want and places they are proud of, all delivered by people who care.

SERVICES

To ensure our continued success, we've embarked on a journey to shape our 2025–2030 strategy and have consulted with customers to shape the strategy for the next five years.

PEOPLE

Customer feedback helps us to consider and prioritise our resources and investments, ensuring that we focus on the things that matter most.

Whether it's the home, neighbourhood, or any other aspect of the services we provide, we reached out to all customers, colleagues and other key stakeholders and invited them to provide their feedback.

We've collected over 1,300 responses from customers, colleagues, and stakeholders. This invaluable feedback will guide our strategic planning and lay the foundation for our next chapter. Look for an update on how we've incorporated these insights in the Q3 issue of our Customer Voice report.



WE'VE COLLECTED

1,300

RESPONSES



Voice of the customer

We regularly review our internal policies to ensure they effectively meet customer needs. To do this, we consult with customers and invite them to provide feedback on current policies and detail any planned changes to ensure we are delivering the things that matter most.

This quarter we have consulted with customers on our Empty Homes Policy.

Empty Homes Policy

The Empty Homes Policy is committed to letting properties to a standard in line with customer expectations, in a timely manner, and in ways that are cost effective.

Delivery of this policy aims to ensure that:

- **Beyond Housing offers customers homes they want and are satisfied with**
- **Lettings are made in a way that is easy and accessible for customers**
- **Lettings are made in a timely manner, and the process is easy for customers to understand**
- **Customers are supported in the early days of their tenancy to ensure it can be maintained**
- **Empty homes are managed effectively and brought back into use as efficiently as possible, adhering to the principles of value for money.**

To ensure the policy meets customer needs and expectations, we used customer feedback from a number of sources including direct customer engagement to establish what the policy needs to deliver across a number of areas, these are:

Ending a tenancy

Customers have expressed a desire for us to acknowledge the significance and complexities surrounding their decision to move. They want us to take this opportunity to gain a thorough understanding of the factors influencing

their choice. It's important to recognise that customers don't make this decision impulsively, and they expect us to approach the termination process with the same level of seriousness. Our focus should be on doing everything possible to retain the tenancy. We should actively explore all avenues and avoid treating the termination process as an administrative task when customers inform us of their intention to leave.

Empty home inspection/empty home repair

Customers often express a desire for flexibility in the void repair process, requesting the option to move in and have work completed gradually rather than waiting for the full void process to take place. The condition of the home at move-in is a common concern. When customers hear "it's not ready yet", their expectations for the property's condition often exceeds our void standard.

By providing early access to the property, we can help manage customer expectations. Customers said that if they are getting 'early access' to their homes, they are much more likely to see it as a work in progress which manages their expectations of the standard we will provide.

Advertising homes

Customers told us they are frustrated by the discrepancy in detail between private-sector property listings and Choice Based Lettings systems. The limited information provided in the latter, hinders their ability to make informed decisions about potential homes. The significant decision they're asked to make based on limited data undermines the very principle of choice-based lettings: applying only for homes that meet their needs. Without sufficient information, customers often resort to bidding on whatever is available.

To improve the process, customers want more logistical information, such as whether their current furniture will fit and if the kitchen is suitable for a family with young children. This would enable them to make informed suitability decisions earlier in the process.

Voice of the customer

Picking applicants

It is a common theme that applicants want to be in the best position possible to be offered a new home, and in their minds their circumstances as to why they need to be rehoused, are unique to them. While they understand competition exists, they want transparency about the likelihood of being offered a new home.

Being able to customer expectations as to their likelihood of being rehomed would be a welcomed addition, as although the lettings policy aims to be fair and transparent, there is an opportunity to provide additional information based on current trends. This data would to answer the question that customers ask themselves each time they look or bid on a home, 'when am I going to get somewhere?'.

Viewing homes

Customers often feel pressured to make quick decisions on homes they haven't seen beforehand, fearing they might miss out if they don't act immediately at the viewing. This can lead to dissatisfaction and increased repair requests, as they may not have fully considered the property's suitability. By providing more upfront information about the property and the move process, including realistic expectations and timelines, we can help customers feel more confident in their decisions and reduce the likelihood of post-move issues. Customers want to view 'viewings' as the final step in their decision-making process, rather than the entire decision itself.

Signing up for a tenancy

The sign-up is a process where customers see us as the experts, other than flexibility around appointments and time to understand the responsibilities they are taking on, they do not see it as a key aspect of the Empty Homes Policy.

Aftercare service

Our customers value personalised support throughout their move-in process. They expect us to understand their unique needs and be readily available to assist when 'it is required'. Customers want aftercare visits and contact following their move-in, to be meaningful and focused, ensuring that interactions have a clear purpose rather than being just a formality.



Sector spotlight



Tenant Satisfaction Measures

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It's been 18 months since the Regulator of Social Housing (RSH) introduced tenant satisfaction measures (TSMs) which are designed to allow customers to see how well their landlord is doing, and to give the RSH an idea of which landlords might need to improve things. They form part of the new consumer standards social housing providers are regulated by.

The TSMs are designed to see how well landlords are doing at keeping homes in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management. The scores must be reported and shared with customers and the RSH each year.

We are committed to monitoring our performance, holding ourselves accountable and being transparent. The current TSM scores for 23/24 can be viewed [here](#).

Beyond Housing launched its first TSM survey collection of 2024/25 in late September, with the second collection due to follow in February 2025. We look forward to sharing the results of this.

Customer engagement – The year so far



July 2024

Empty homes policy review

As part of the three-year review of our Empty Homes Policy, consultations with customers were conducted to identify any support needs or service improvement suggestions within the pre-termination process. (See voice of the customer section for more details.)

Roseberry Road, Redcar

Customers expressed concerns about a lack of bike storage, leading to bikes being stored in communal hallways. We initiated consultations to understand storage needs and explore potential solutions.

Church Lane North

Groundworks has started its liaison programme with customers on the Church Lane North Estate to gather input on the future use of the Community Hub through a flyer campaign. They are also conducting weekly estate walks and chatting with the community about the future development of the communal green space.

Feet on the street

Our colleagues completed estate walkabouts, engaging with customers and responding to their questions on Wednesday 3 July.

Burnside, Eastfield

We gathered local input on potential improvements to communal areas and fencing.

Bell Close, Seamer

We supported the local resident group which requested support to help spruce up a local communal space which included sanding and painting patio furniture, planting of raised beds and general weeding.

Dormanstown engagement

We partnered with Sid the Shark to host an event at Dormanstown Primary School, raising awareness of loan sharks and connecting with local community members.

August 2024

Lifting equipment policy review

As part of the three-year review of the lifting equipment policy, we conducted consultations with customers living within blocks containing a lift serviced by Beyond Housing. This was to ensure customers were aware of the requirements for testing, meet customer expectations concerning maintenance and servicing standards, and to ensure all residents were aware of how to raise any safety concerns. This feedback was directly fed into the policy review process.

Community clean up event in Dormanstown

Together with partner organisations, we held a clean-up event on Tuesday 6 August with colleagues and vans available to support customers living in Wilton and Broadway West areas. This also included a resident-led litter-picking session and a fun event held at the Corus Club afterwards.

Community drop-in events

We hosted face-to-face customer engagement opportunities at Wykeham Court Community Centre and St Hilda's Church, Redcar. This drop-in style event provided a range of services available to support customers with employability, housing, repairs, health and safety and customer feedback.

Resilience hubs

We are working with Cleveland Resilience Forum and the British Red Cross to create and deliver community hubs within the Greater Eston area. This project will run until October 2024.

Tees Valley Womens Centre, South Bank

As part of a community volunteer support project, we worked with the centre to help with re-painting the main hall and entrance area. Members of our painting team took up the challenge which included supporting the repainting of the nursery. Welcomed support came in from PPG Johnstone's Paints, who supplied the paint, and PB Joinery who kindly provided new radiator covers for the nursery area.

Chestnut Grove, Brotton

We delivered improvement works to Chestnut Grove over the summer as a result of customer involvement and feedback on the proposals.

Beech Walk, Eastfield

We sought feedback from all local residents who live and use the open space in Eastfield to gather input on potential future uses for the area.

Kirkleatham community day

We proudly partnered with Cleveland Fire Brigade, South Gare Litter Pickers, Redcar Police, and local authority to support the Kirkleatham Community Fun Day and Litter Pick on Wednesday 28 August. Together, we made the event a memorable experience.

Dormanstown locality plan

Customers told us they wanted to live in a property that is warm, where they can afford their bills, and is located in an area that felt cared for. As part of our approach to providing support to our customers, our Asset team completed stock surveys to collate more detailed information to help understand the needs of our customers and develop a plan that addresses these needs effectively.

Regent House, Darlington

As an organisation we have a duty of care and responsibility to keep customers safe, this includes assessing ongoing fire risks in multiple occupancy blocks. During a recent fire risk assessment at Regent House, it was found that the current location of the bin store, in the car park, was a potential fire risk and we acted swiftly to reduce this risk to customers and the building. After the removal of the bin store, we consulted with customers on two options for a new bin store area.



Customer engagement – The year so far



September 2024

Independent living forum

We held our first session for customers on our Reach & Respond services which was hosted at Marton Court in Whitby on Wednesday 4 September, 10am – 12pm. This valuable session offered customers the opportunity to share their insights on what matters most to them, and their priorities for the future of our services. In addition to providing customers with an opportunity to ask questions and give suggestions, we also had a special guest partner from North Yorkshire Council attending, to provide people with free advice and support about the best ways to stay warm this winter.

Beyond Housing community fund

As part of our social value commitments, we launched our Beyond Housing Community Fund on Monday 2 September. This new funding stream provides the opportunity for community projects and activities to be strengthened with funding support from Beyond Housing. For this funding round, we have allocated a pot of £5,000 and encouraged applications that meet either one or both of these key themes: 'Keeping communities warm and well' or 'Bringing people together'.

As part of this funding, we will be providing an opportunity for a group of customers to help us assess the applications and be involved in the decision-making process by establishing the new Community Fund Panel.

Feet on the street

Beyond Housing colleagues completed estate walkabouts, engaging with customers and responding to their questions on Wednesday 4 September.

New digital support leaflet

We engaged with our involved customers in the development of a new digital support leaflet following feedback in June from customers saying it would be helpful if we could provide signposting information on local community IT support available such as libraries, community organisations and IT support helplines. We worked with customers on the readability, content and clarity of the leaflet, before finalising and sharing with customers

Wreyfield Drive, Scarborough

We consulted with customers about the safety and security of the communal area and access points within the block of flats on Wreyfield Drive.

Kirkham Close Community Centre, Whitby

We held a community volunteering event on Friday 13 September to spruce up the rear communal patio area of our community centre building for local residents' enjoyment.

Chestnut Grove, Brotton

We re-engaged with Chestnut Grove customers in September to evaluate the success of the customer-led improvements we implemented over the summer.



Customer engagement – What's coming



November

Feet on the street

Beyond Housing colleagues will be completing estate walkabouts, engaging with customers and responding to their questions out and about on our estates on **Wednesday 6 November**.

Independent living forum

We will be hosting our second independent living forum at Gatesgarth Close Community Centre, Newby on **Friday 15 November** from 10am–12noon. We invite all Reach & Respond customers to drop-in for a cuppa and a chat with our friendly team.

Tees Valley Home Finder common allocations policy review

The Tees Valley Lettings Partnership, of which Beyond Housing is a member, is seeking feedback on proposed changes to the Common Allocations Policy for Tees Valley Home Finder applications.

The consultation is open for six weeks, closing at 12pm on **Monday 18 November**.

Customers can share their views on the proposals by completing a short survey, which is available on the Stockton website [here](#).

Leaseholder forum

In response to the new Leasehold and Freehold Reform Act 2024, we're looking to enhance our communication with leaseholders.

We'll be inviting leaseholders to an informal drop-in session to seek their views on the new draft leaseholder handbook and gather their thoughts about the development of a new leaseholder forum.

The second session is being held at our Brook House office, 4 Gladstone Road, Scarborough YO12 7BH on **Wednesday 20 November** from 11am to 2pm.

Church Lane North, Grangetown

We'll be hosting customer engagement drop-ins for the local community of Church Lane North, Grangetown to provide support and advice to local residents.

Barrowcliff Road, Scarborough

We'll be collecting customer views on the proposed communal areas safety improvements to reduce anti-social behaviour.

Beyond Housing community fund

Customers on the newly established Community Fund panel will directly participate in the review and selection of the first round of funding applications. As panel members, they will be instrumental in identifying projects that will positively impact our neighbourhoods.

Body cameras

Beyond Housing prioritises the safety of both customers and colleagues. To gather valuable evidence for addressing anti-social behaviour and ensuring fair and respectful treatment for everyone, we are considering implementing body cameras in specific circumstances. Before trialling these devices, we will be seeking feedback from our customers.

Vulnerability policy

Beyond Housing is committed to understanding and supporting our customers with diverse vulnerabilities. We've developed a new vulnerability policy to ensure everyone has equal access to our services. As part of the policy consultation, we will be actively seeking feedback from our customers and colleagues to ensure this policy is as effective as possible.

December

Leaseholder forum

In response to the new Leasehold and Freehold Reform Act 2024, we're looking to enhance our communication with leaseholders.

We'll be inviting leaseholders to an informal drop-in session to seek their views on the new draft leaseholder handbook and gather their thoughts about the development of a new leaseholder forum.

The final, of the three sessions, will be held at our Ennis Square office, 14 Ennis Square, Redcar TS10 5JR on **Wednesday 11 December** from 11am to 2pm.

Listening session

As part of our ongoing partnership with North Yorkshire Council, we will be inviting customers to join us for a listening session with David Skaith, the Mayor of York and North Yorkshire. This event will give Beyond Housing customers, as well as other residents from the Scarborough and Whitby areas, the chance to share their feedback and concerns directly with local leaders. Other guests will include representatives from other housing providers, local councillors and partner organisations.

The event will take place on **Tuesday 17 December** at the Royal Hotel in Scarborough. **For more information, visit beyondhousing.co.uk/events.**



