



HOMES

SERVICES

PLACES

PEOPLE

Annual Customer Voice Report 2025/26

Your voice. Real impact.

beyondhousing.co.uk

Contents

03-04

Customer voice 2025/26
At a glance

05-07

A message from Rosie
& the customer forum

08

Introduction

09-17

Engagement,
involvement & scrutiny

18-22

Voice of
the customer

23-26

Customer
compliments

27-29

In the spotlight:
Customer forum

30-31

Tenant
satisfaction scores

32-33

The year ahead
2026-27



Customer voice 2025/26

At a glance

You spoke.
We listened.
Things changed.

Your voice in numbers

8,409

Survey responses
received across the year

28

Social value projects shaping communities

275

Compliments recognising great service

301

Complaints reviewed to drive learning and improvement

Getting involved

38

Estate walkabouts
(feet on the street)

196

Community events, drop in sessions and action days

46

Consultations and service reviews

Customer voice 2025/26

At a glance

Stronger scrutiny



Customer forum launched with five members appointed from 40+ applicants



Customers reviewing policies, performance and services



Moving from feedback to real challenge, influence and accountability

What changed because of you

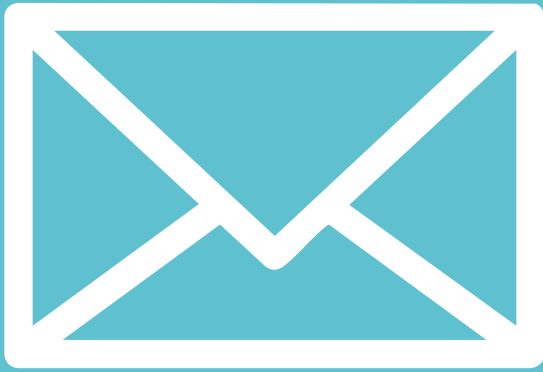
- Safer communities through targeted action and environmental improvements
- Cleaner neighbourhoods through coordinated clean-up activity
- Better repairs experience with clearer communication and processes
- Improved digital services shaped by customer testing
- Increased support for new tenants
- Clearer, more accessible communication.

The difference you made

Because of **your involvement** this year:

- Communities are safer, cleaner and better maintained
- Services are easier to use and more responsive
- Decisions are informed by real customer experience
- Customers now play a role in holding us to account.

You spoke.
We listened.
Things changed.



SECTION 2

A message from Rosie & the customer forum



A message from our Chief Executive

At Beyond Housing, we believe that listening to our customers is essential to delivering better services and stronger communities.

This year, that has never been more true.

Across this report, you will see the difference your voice has made, from improvements in neighbourhoods and services, to the way we make decisions as an organisation.

Customers have shared their views and actively helped shape what we do. Whether through surveys, community events, involvement opportunities or our new customer forum, your voice has directly influenced change.

We have also taken an important step forward by strengthening how customers are involved in scrutiny and governance. The introduction of the customer forum means customers are now playing a key role in reviewing our performance, shaping policies and holding us to account.

This is a significant shift from listening to customers, to working alongside them.

I would like to thank every customer who has taken the time to provide feedback, get involved or share their experience this year. Your input helps us understand what matters most and where we need to improve.

We know there is more to do, and we are committed to continuing this journey, ensuring that customer voice remains at the heart of everything we do.

Because when customers are involved, we make better decisions and deliver better services.

Rosie



A message from the customer forum

This year has been an important step forward for customer voice at Beyond Housing.

As members of the customer forum, we have had the opportunity to see first-hand how customer feedback is being used to shape services and influence decisions across the organisation.

The forum gives customers a stronger role in sharing views and reviewing performance, challenging where things can be better, and helping to make sure the organisation is listening and learning.

We've been supported through training to build our confidence and understanding, enabling us to take on this role in a meaningful and informed way.

What's been most important to us is seeing that customer voice is not just collected but acted on.

Throughout this report, you will see real examples of how feedback has led to change. From improvements in neighbourhoods to changes in services and communication, it's clear that involvement is making a difference.

We know there is still more to do, and as a forum we are committed to continuing to:

- **Represent the wider customer voice**
- **Provide constructive challenge**
- **Help improve services for all customers.**

We would encourage any customer who is interested to get involved.

This is just the beginning of a more open, accountable and customer-led approach.

David Clare Karen
Stephen William

Introduction

This year, your voice has done more than shape services – it has changed them.

We have moved beyond traditional engagement activity and focused on strengthening how customer voice influences decisions, improves services and provides assurance through scrutiny.

From community-based engagement to structured governance through the customer forum, customer voice is now more visible, more influential and more embedded in how we operate.

This report brings together the key themes, activity and impact from across the year, showing what we did, and more importantly what changed because of your involvement.



SECTION 3

Engagement, involvement & scrutiny

This is about more than the number of people who got involved – it's about what changed because they did.

Across the year, your voice has:

INVESTED

£10K
into 21
community groups

DELIVERED

200+
service
improvements

SHAPED

30+
community
improvements

ENHANCED

26
shared spaces

We've strengthened how customers influence and shape what we do. We've moved from:

One-off engagement

to

Ongoing involvement

Consultation

to

Shaping and influencing

Feedback collection

to

Scrutiny and accountability



Building on this, customers are now:



More involved in shaping services from the outset



Testing how services work in practice



Shaping, reviewing and scrutinising policies and performance



Playing a stronger role in holding the organisation to account

This marks a significant step forward in embedding customer voice into how Beyond Housing delivers services.

You said. We did. Here's the difference.

You spoke.
We listened.
Things changed.

2025-2026 summary

PLACES

Making communities safer

YOU SAID

Anti-social behaviour, misuse of spaces and safety concerns were affecting your neighbourhoods.

WE DID

- Installed fencing, gates and barriers to prevent misuse of communal areas
- Introduced additional security measures in targeted locations
- Worked with partners including local authorities and police to address persistent issues.

THE DIFFERENCE

Safer communities where customers feel more secure.

PLACES

Cleaner, better neighbourhoods

YOU SAID

Fly-tipping, waste and neglected spaces were impacting where you live.

WE DID

- Delivered large-scale community clean-up events
- Introduced new processes with partners to respond more effectively
- Provided additional bins and waste solutions where needed.

THE DIFFERENCE

Cleaner environments and stronger community pride.

You said. We did. Here's the difference.

You spoke.
We listened.
Things changed.

2025–2026 summary

PLACES

Fixing everyday issues that matter

YOU SAID

Parking, access and communal spaces weren't working for residents.

WE DID

- Installed barriers and controls to prevent non-resident parking
- Added bollards and fencing to protect green spaces
- Improved layouts and access to shared areas.

THE DIFFERENCE

Spaces that work better for the people who live there.

HOMES

SERVICES

Improving repairs and services

YOU SAID

Repairs follow-ups and communication could be clearer.

WE DID

- Introduced doorstep appointments
- Reduced the need for customers to call back and chase
- Improved communication throughout the repairs journey.

THE DIFFERENCE

A smoother, more predictable repairs experience.

You said. We did. Here's the difference.

2025–2026 summary

You spoke.
We listened.
Things changed.

SERVICES

Improving digital services

YOU SAID

Online services needed to be easier to use and more helpful.

WE DID

- Improved the Me & My Home platform
- Launched and tested our chatbot with customers before rollout
- Used feedback to strengthen and improve user experiences.

THE DIFFERENCE

Faster, easier access to information and support.

HOMES

Supporting customers in their homes

YOU SAID

Support when moving into a home makes a real difference.

WE DID

- Increased funding for furniture and support vouchers
- Reviewed and improved how the scheme works.

THE DIFFERENCE

More customers supported when starting a new tenancy.

You said. We did. Here's the difference.

2025–2026 summary

You spoke.
We listened.
Things changed.

SERVICES

Improving communication

YOU SAID

Communication should be clearer and more accessible.

WE DID

- Introduced translation services
- Reviewed letters and documents with customers
- Improved contact routes and clarity of information
- Introduced video calling to report repairs.

THE DIFFERENCE

Communication that works better for everyone.

Because of you...



Communities are safer



Neighbourhoods are cleaner



Services are easier to use



Customers are better supported

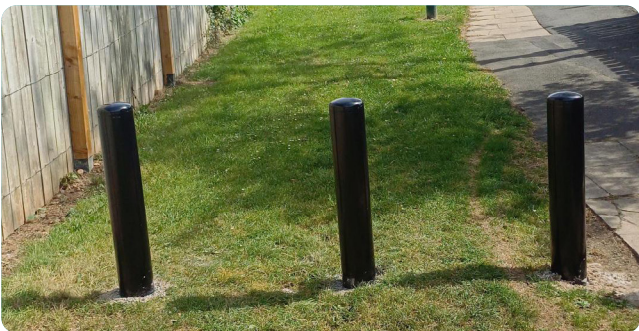
Your voice has made a real difference this year.

You said. We did.
See the difference.

You spoke.
We listened.
Things changed.



BEFORE



AFTER



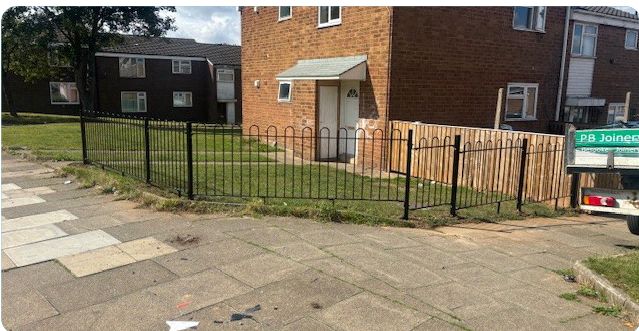
BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER

You said. We did.
See the difference.

You spoke.
We listened.
Things changed.



BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER



SECTION 4

Voice of the customer

This means your voice is not just heard,
it is used to shape how services work.



Voice of the Customer

Your voice matters, and this year, it has continued to play an important role in shaping how we deliver services, communicate and make decisions.

Throughout the year, thousands of pieces of feedback have been shared through surveys, complaints, engagement activity and involvement opportunities. This has given us a clear and consistent understanding of what matters most to customers and where we can continue to improve.

Building on previous years, we have further strengthened how customer voice is used across the organisation, ensuring feedback informs improvements and is increasingly embedded in how services are designed, delivered and reviewed.

Customer voice continues to influence a wide range of activity across Beyond Housing. The sections below highlight some of the key themes and examples from this year, demonstrating how feedback has been used to shape improvements across services.

What you told us:

Across all feedback channels, consistent themes emerged about what matters most:

- Clear, honest and timely communication
- Feeling listened to and taken seriously
- Services that are easy to access and understand

- Safe, clean and well-maintained communities
- Consistency and reliability in service delivery.

These themes have informed both day-to-day service improvements and wider organisational changes.

Shaping how we communicate

KEY TAKEAWAY

Customers told us that communication needs to be clear, accessible and easy to understand.

We tested and reviewed a range of communications with customers, including letters, digital content and service information. Feedback showed that many communications were working well but also highlighted opportunities to improve further.

This included:

- Making contact routes clearer
- Ensuring consistency between what is communicated and what is delivered
- Simplifying language and improving accessibility.

In response, we refined our approach to communication, making it clearer, more accessible and more customer-focused.



Improving complaints and service experience

KEY TAKEAWAY

Customers told us that when something goes wrong, what matters most is how it is handled.

Feedback highlighted the importance of:

- Fairness and transparency
- Clear and consistent communication
- Feeling supported throughout the process
- Confidence that action will be taken.

Customers also helped identify where improvements were needed, including:

- Making processes easier to understand
- Improving responsiveness
- Ensuring flexibility for different customer needs.

This feedback has been used to strengthen our complaints handling approach, ensuring it continues to reflect what customers expect from the service.



Anti-social behaviour (ASB)

KEY TAKEAWAY

Customers with experience of ASB told us that support and communication are just as important as the action taken.

This included:

- Being kept informed throughout the process
- Feeling reassured that concerns are taken seriously
- Understanding what actions are being taken.

In response, we strengthened communication and support within ASB services, ensuring customers are better informed and supported throughout.



Repairs and service delivery

KEY TAKEAWAY

Customers told us that unclear next steps and the need to chase appointments created frustration.

This feedback led to practical changes, including:

- Improving communication throughout the repairs journey
- Introducing more efficient ways to manage follow-on appointments
- Providing clearer expectations about what happens next.

These changes have helped create a more consistent and predictable experience.



Improving digital services

KEY TAKEAWAY

Customers have played an important role in shaping digital services this year.

Feedback from testing and engagement has helped us:

- Identify gaps in information
- Improve usability
- Ensure services meet customer needs.

From feedback to impact

KEY TAKEAWAY

Customer voice continues to influence a wide range of activity across the organisation.

The examples in this section highlight some of the ways feedback has shaped improvements this year, alongside ongoing work taking place across services.

Customer voice has:

- Shaped policies and procedures
- Improved service delivery
- Influenced communication approaches
- Enhanced digital services
- Strengthened support for customers.

Every piece of feedback, whether positive or highlighting areas for improvement, helps us understand your experience and improve the services we provide.



SECTION 5

Customer compliments

Behind every compliment is a real moment where a colleague made a difference, whether that's resolving a complex issue, supporting a customer in need, or simply taking the time to listen.



Over the year,
we received
275 compliments
from customers.

Customers consistently told us they value:

- Care and empathy
- Professionalism
- Colleagues going the extra mile
- Support during difficult or vulnerable situations.



Considerate

I reported fly-tipping through the app and it was collected the next morning. Thank you for the swift response!

Great service

"I want to say a heartfelt thank you to the operatives who worked on my kitchen. They were lovely, respectful, and left everything clean and tidy. As someone with a disability, I was anxious, but they put me at ease and did a beautiful job."

Extra mile

I'm really grateful for the support I received in getting my issues resolved. The complex repairs advisor went out of their way to help me and it made a big difference. Thank you.

Considerate

I received help with my housing application and the person I spoke to was so kind, caring, and really listened to me. It was a pleasure to speak with them.

Professional

The housing officer I spoke to was incredibly professional and really brilliant at helping me with some of my queries. I felt listened to and supported - thank you!

Added value

I visited reception today about my housing application and am so grateful for the help I received from Nathan, who was able to make my account live! I'm in a difficult situation and now so happy I am able to apply for a home. I've been to the office on two separate occasions and both times Nathan has been very helpful.



Great service

The experience I've had with my recent repairs has been brilliant. The team really cared about finding a resolution and fixing the issues. I also appreciated the updates and communication throughout - it kept me at ease during the whole process. I've really noticed a positive difference in how things are being handled by the Whitby team.

Above and Beyond

I can't thank my housing officer enough for the care and compassion they showed me during what has been a very difficult time as I ended my tenancy. They went above and beyond with their support and customer service, and I'm truly grateful.

Great service

Thank you for collecting my late parent's help button and call device so promptly. I'm also hugely grateful for the amazing service over the years. Most recently, thank you for coming so quickly, being incredibly patient and supportive, and making the final call to 111, which brought the paramedics.

Great service

I just want to show my appreciation for the operative that came yesterday. If it wasn't for them, my gas supplier wouldn't have sent anyone out to replace the meter. They spoke to the supplier and got everything sorted - they were amazing!

Professional

I was disappointed when my fence repair was cancelled on the day it was due, but I later got a new appointment. Two friendly operatives arrived to fix the fence, and I have to say, what a fantastic job they've done! The weather was terrible, but they carried on and replaced the broken posts, tidied up after themselves, and even fitted the old handle and lock to make it secure. Absolute credit to the team - thank you!

Professional

I recently had contractors in to help fix issues with my garden, and I'm so impressed with the re-turfing work. They kept me fully informed before and during the job, explained what they were doing and why, and checked that I was happy every step of the way. They showed respect for me and my home, tidying as they went to minimise mess. It was great to see such thorough work from the whole team. Finally, I have a garden I can be proud of - thank you for putting things right!



SECTION 6

In the spotlight: Customer forum

The customer forum is a key part in how we make sure customer voice shapes how we deliver, manage and improve our services.

The forum provides independent customer oversight and assurance to our Board, ensuring that customer perspectives are reflected in decision-making at the highest level.

Through the forum, customers:

Influence decisions that affect them

Shape and approve key customer-facing policies

Review performance and challenge where improvement is needed

Provide oversight and assurance on how services are delivered.

The forum also supports our commitment to the Regulator of Social Housing and the Housing Ombudsman, ensuring we meet expected standards and strengthen transparency, influence and accountability.

What happens at each meeting?

Each quarter, the forum reviews a structured agenda to provide effective oversight and challenge.

Customer member update

A summary of what customer members have been involved in, including scrutiny activity, training and engagement.

Performance and Tenant Satisfaction Measures (TSMs)

Customers review performance data, complaints, compliments and satisfaction scores and challenge us where targets are not met.

Engagement, involvement and scrutiny activity

An overview of how the wider customer base has engaged with us - from surveys and community activities to policy reviews and complaint scrutiny.

Consumer standards assurance

Each quarter, one of the four consumer standards is reviewed. The forum examines evidence, challenges officers and provides assurance to the board where compliance is demonstrated.

Policy review and approval

Relevant policies are reviewed, approved or recommended to the board in line with our governance framework.

Quarterly highlights

Each quarter, the forum reviews a structured agenda to provide effective oversight and challenge.

Q1

May 2025

- Approved the forum terms of reference
- Reviewed the annual submission to the Housing Ombudsman and recommended approval to the board
- Established the forum's role in providing customer-led assurance and scrutiny.

Q2

July 2025

- Reviewed the Safety and Quality Standard self-assessment and provided assurance to the board on compliance evidence
- **Scrutiny focus:** Examined mid-year TSM performance, challenged areas of lower satisfaction and sought clarity on improvement actions.

Q3

October 2025

- Reviewed the Tenancy Standard self-assessment and provided assurance to the board on compliance evidence
- Agreed the approach to customer involvement in future consumer standards reviews
- **Scrutiny focus:** Reviewed the approach to rent setting and regulatory consultation and considered historical rent practices and customer impact.

Q4

January 2026

- Approved the heat network policy and complaints and compliments policy
- Reviewed the Neighbourhood and Community Standard self-assessment and provided assurance to the board on compliance evidence
- **Scrutiny focus:** Scrutinised repairs performance, including demand and seasonal pressures
- **Scrutiny focus:** Reviewed the regeneration approach, including delivery structure and community impact.

Looking ahead

Customer forum meetings will continue throughout 2026–2027, with a continued focus on strengthening customer influence, scrutiny and assurance across all areas of service delivery.



SECTION 7

Tenant satisfaction scores

Tenant satisfaction measures (TSMs) help customers evaluate their landlord's performance and assist the Regulator of Social Housing (RSH) in identifying areas for improvement.

We're making good progress

Tenant satisfaction measures (TSMs) help customers evaluate their landlord's performance and assist the Regulator of Social Housing (RSH) in identifying areas for improvement.

These measures are part of the new consumer standards for social housing providers. TSMs gauge landlords' effectiveness in maintaining homes, building safety, engagement, complaint handling, and neighbourhood management. The scores are reported annually to customers and the RSH.

We ensure transparency by monitoring our performance and holding ourselves accountable. Below are the TSM scores for 25/26.

Overall tenant satisfaction has improved across almost all measures this year.

The strongest gains are in listening and acting, communication, trust, and communal areas, demonstrating clear progress in core customer experience areas.

Repairs and home condition measures also show steady upward movement.

The only areas showing decline are complaints handling and complaint outcomes. While these scores have dipped, improving complaint related performance is a shared responsibility across the business and will be a key focus for improvement as we move into 2026/27.

	21/22	22/23	23/24	24/25	25/26 COLLECTION ONE	25/26 COLLECTION TWO	25/26 YEAR ON SCORE	24/25 VS 25/26
01 Overall satisfaction with the service provided by us	65%	66%	68%	67%	71%	71%	71%	+4%
02 Overall satisfaction with repairs in the last 12 months	61%	64%	72%	73%	76%	74%	75%	+2%
03 Satisfaction with time taken to complete most recent repair	64%	63%	62%	66%	71%	69%	70%	+4%
04 Satisfaction that the home is well-maintained	65%	65%	67%	65%	70%	70%	70%	+5%
05 Satisfaction that we provide a home that is safe	73%	71%	72%	73%	77%	74%	75%	+2%
06 Satisfaction that we listen to tenant views and acts upon them	47%	48%	56%	56%	62%	61%	62%	+6%
07 Satisfaction that we keeps tenants informed about things that matter to them	56%	54%	61%	61%	70%	65%	67%	+6%
08 Agreement that we treat tenants fairly and with respect	58%	62%	71%	71%	76%	74%	75%	+4%
+ Satisfaction Beyond Housing is easy to deal with	67%	67%	65%	68%	72%	72%	72%	+4%
+ Agreement that you can trust Beyond Housing to do what we say we will do	59%	54%	53%	56%	62%	62%	62%	+6%
09 Satisfaction with our approach to handling of complaints	17%	25%	28%	33%	32%	30%	31%	-2%
+ Satisfaction with the outcome of your complaint	22%	25%	31%	33%	33%	28%	30%	-3%
10 Satisfaction that we keep communal areas clean and well-maintained	53%	54%	49%	60%	70%	62%	65%	+5%
11 Satisfaction that we make a positive contribution to neighbourhoods	36%	41%	52%	53%	59%	55%	57%	+4%
12 Satisfaction with our approach to handling anti-social behaviour	22%	39%	52%	50%	55%	52%	53%	+3%



SECTION 8

The year ahead 2026/27

Next year, we will build on this progress,
moving further from activity to impact.

Next year, we will build on this progress, moving further from activity to impact.

01

Strengthening scrutiny

Customers will undertake deeper, evidence-based reviews of key services and track the outcomes of recommendations.

02

Improving transparency

We will work with customers to define what information should be shared and how, ensuring performance is clear and meaningful.

03

Expanding involvement

We will create more opportunities for customers to get involved across different services and activities.

04

Using insight better

Customer feedback will be used more proactively to drive service improvements and identify issues earlier.

05

Embedding customer voice in decisions

Customer insight will be a key part of decision-making, ensuring no significant changes are made without considering the customer experience.

Our focus

MOVING FROM

- Activity to impact
- Feedback to accountability
- Involvement to influence.

Get involved

WANT TO HELP SHAPE WHAT WE DO NEXT?

- Take part in surveys
- Join involvement opportunities
- Attend community events.

Thank you to all our customers, because everything in this report started with you

