



We're Listening

Our Development and Regeneration Strategy

Who did we talk to?

Your feedback helped us shape our new strategy. We used data and information from:

- Tenant Satisfaction Measure results for low-cost home ownership customers
- telephone surveys with customers moving into new shared ownership homes
- a review of complaints helping us understand the key issues and how we can learn from them.

All of this helped us understand what matters most to customers and where we need to improve in the future.

What did you tell us?

Customers told us that:

- they sometimes felt unsupported once they had moved into their home
- they needed more clarity about what we are responsible for and what sits with them
- important letters often arrived without notice and that explanations about charges were unclear
- they were unhappy and worried about significant rises in building insurance costs
- there were often long delays in repairs and defects being resolved.

What are we doing?

We've used everything customers told us to shape our Development and Regeneration Strategy (2026-2029). As a result, we've already:

- developed a clear customer handbook specifically for shared owners and leaseholders
- improved **website content** so responsibilities are clearly explained and easier to understand
- provided earlier and clearer communication about service charge and insurance changes.

What are the next steps?

Based on our customer feedback, the strategy will deliver the following between 2026-2029:

- re-procure our buildings insurance provider to secure best value for money
- strengthen contract management and repairs processes to reduce delays and make sure issues are resolved promptly
- continue to engage with customers and residents on development plans, property specifications and product types for new build schemes.

Thank you!

We'd like to thank all the customers who took the time to talk with us.

Your voice matters!

