



How will this be achieved?	Target date for completion	Lead Officer	Expected Outcomes	Update February 2026
Strengthening engagement and empowering tenants				
Strengthen the advertisement of the training available to tenants. Consult with tenants to understand any barriers and what training tenants need.	Ongoing	Customer Engagement Coordinator	To better understand the needs of tenants and what MDH can do as a landlord to facilitate their involvement.	Completed, but advertisement will be ongoing. Training opportunities shared in newsletter, social media and with involved tenants.
Expand collaboration and partnership working with various charities and partnerships i.e. The Police.	September 2025	Customer Engagement Coordinator/Neighbourhood Team Leader for Estates	Joint working creates an overall better service for tenants, more efficient use of resources, enhanced community engagement. Trust, improved tenant health and wellbeing.	Completed, but will continue to expand. In 2025 we worked more closely with the Police and local partnerships such as ECOE, CHAT, South West Water etc.
Host housing matters events once a quarter with different themes i.e. repairs, complaints etc.	Ongoing	Customer Engagement Coordinator	Creates more opportunities for tenants to speak to MDH about the things that matter most to them.	We moved away from the name Housing Matters but hosted a Greener Homes event, Cost of Living event and Tenancy Agreement changes events. 3 events were hosted rather than 4. We will look to expand this again in 2026.
Co-opt tenants onto the Homes Policy Development Group	March 2025	Customer Engagement Coordinator/Head of Housing and Health	Tenants will have the opportunity to scrutinise the development of MDH policies and performance	Completed. Tenants are now co-opted.



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Evaluate our offer of engagement by utilising data collected through the getting to know you project to understand what we offer our diverse tenants and those with additional needs	Ongoing as GTKY data is returned	Customer Engagement Coordinator	Tenants will have an opportunity to get involved no matter their circumstances	This is still ongoing and will continue through 2026 due to the scale of the task.
Complete a rural roadshow annually every September visiting 4 rural towns and villages for pop in events with housing and partnerships.	Annually	Customer Engagement Coordinator	Higher engagement and satisfaction with our hard to reach rural tenants	Completed. Due to take up in 2024, we reduced these to 3 areas rather than 4.
Complete annual surveys of involved tenants to assess their satisfaction with their involvement and to identify any improvements	December 2025	Customer Engagement Coordinator	Feedback will inform future action plans and ensure we are offering the best service possible	Not completed. This has been moved into 2026 action plan.
Utilise Let's Talk Mid Devon to strengthen engagement through surveys, polls, consultations and forums	Ongoing	Customer Engagement Coordinator	Higher engagement, more feedback, better service changes	Completed and will continue throughout 2026.
Develop and implement ideas to communicate with our hard to reach tenants i.e. the youth, those not online etc.	July 2025	Customer Engagement Coordinator	Higher engagement with hard to reach tenants who can often feel left out	Ongoing – discussions took place regarding youth work with external partners, works to still be finalised. This has been moved into 2026 action plan.
Develop local road/estate based resident groups i.e. Tenant Resident Associations	Ongoing	Customer Engagement Coordinator	Creates a more localised tenant voice, improves estates and gets more tenants/leaseholders involved.	Advertised however no take up. This has been moved into the 2026 action plan for further work to continue.



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Information and communication				
Get at least 1-5 tenants involved in the Annual Report to contribute to what data they think tenants would like to see. Have involved tenants approve the final version.	May 2025	Customer Engagement Coordinator	The Annual Report will be better tailored to the information that interests tenants rather than what we think interests them	Not completed due to no take up. We will continue to advertise involvement in the Annual Report each year.
Include 2 new features in future newsletters – tenant recipes and ‘tenant time’. Show casing the good things our tenants do from painting to charity work.	Ongoing	Customer Engagement Coordinator	More tenants will read the newsletter as well as further positive engagement by sharing good news stories.	Complete. Tenant recipes continue however there was little involvement with ‘tenant time’. Some good news tenant stories shared, these will continue as and when they are received.
Design and print Tenant Involvement leaflets for sign up packs, to hand out at events and give to other Officers to hand out at visits.	January 2025	Customer Engagement Coordinator	Tenants are made aware of how to get involved, we are able to recruit new tenants	Completed
Create a day in the life of a Neighbourhood Officer so tenants can understand what they get up to on a day to day basis. Every day is different but this can capture some of their vast workload	March 2025	Customer Engagement Coordinator/Estates Team Leader	Tenants can better understand job roles, especially Neighbourhood Officers. Helps to manage expectations and gives an insight into how MDH works.	Completed – This was changed from a day in the life to an interview with a Neighbourhood Officer.
Send quarterly Tenant Involvement updates to Housing Officers and Members of the Homes Policy Development Group.	Ongoing	Customer Engagement Coordinator	Keeping Officers and Members up to date should allow for better involvement internally to help understand the importance of Tenant Involvement.	Part completed.



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Develop a leaseholder forum on Let's Talk Mid Devon to ensure they have an opportunity to have their say. Alongside this, create a tailored annual report and newsletter to leaseholders	Ongoing	Customer Engagement Coordinator	Leaseholders are more engaged and have the opportunity to have their say.	Completed, work should continue to advertise this for better involvement.
Build a notification system into My Mid Devon which allows tenants to register their interest to get involved.	June 2025	Customer Engagement Coordinator	Tenants can easily express an interest in Tenant Involvement	Not completed, moved to the 2026 action plan due for further investigations into whether this is possible.
Complete a full review the housing pages on the MDDC website, particularly the Tenant Involvement pages.	February 2025	Customer Engagement Coordinator	Website is improved and content tailored.	Completed. Managers are now assigned their own areas to ensure information is kept up to date.
Continue to promote My Account and how it can benefit tenants	Ongoing	Customer Engagement Coordinator	Provides an accessible route for tenants to pay rent and other upcoming service request i.e. pet permission, ASB diary sheets etc.	Completed but work will continue to advertise this.
Accountability				
Raise more awareness of our complaints procedure, who the Housing Ombudsman is and how they can help	Ongoing	Customer Engagement Coordinator	Awareness is raised of how tenants can hold us accountable	Completed, work will continue to advertise the Housing Ombudsman.
Develop the performance hub section of the website with relevant data.	February 2025/ongoing	Customer Engagement Coordinator	Allows tenants to hold us accountable and access the information that matters to them.	Completed
Create TSM focus groups so tenants can get involved with outcomes related to the TSMs	May 2025	Customer Engagement Coordinator	Tenants will help scrutinise feedback from the TSMs and improve the housing service	Not completed, no engagement with this focus group. Added to 2026 action plan to try again.



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	Create a better 'improvements we have made' campaign. Create more communication on this to raise awareness of what we can do with tenant feedback	March 2025	Customer Engagement Coordinator	Gains tenants trust that when we receive feedback we will act upon this where possible	Ongoing, more work to be done in this area.
	Explore using a contractor to conduct complaints and anti-social behaviour (ASB) satisfaction surveys at the point of case closure and explore repairs satisfaction surveys.	January 2025	Customer Engagement Coordinator	Gather further insight into tenant satisfaction and how we can improve with ASB and repairs	Part completed. Not enough surveys require completion to warrant a contractor for ASB surveys. Complaint surveys now completed through Voicescape. ASB surveys will be reviewed internally as part of the 2026 action plan.
Fairness, respect and diversity					
	Continue to listen and learn to reflect the changing needs of tenants through the getting to know you project and other communication channels.	Ongoing	Customer Engagement Coordinator	Service is tailored to meet tenants' needs	Ongoing
	Publicise our accessibility through the newsletter, social media, website, leaflets and word of mouth. Ensuring all Officers are aware of recognising vulnerabilities.	Ongoing	Customer Engagement Coordinator	Raises awareness of our accessibility and how we can tailor our service to meet individual needs	Ongoing
	Publicise that tenants and prospective tenants can be supported by a representative or	March 2025/ongoing	Customer Engagement Coordinator	Awareness of accessibility is raised	Completed, but we will continue to publicise this.



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	advocate in interactions with MDH				
	Identify and explore the creation of groups for underrepresented communities	August 2025	Customer Engagement Coordinator	Ensures all tenants feel involved and represented	Ongoing
	Improve digital inclusion for tenants and leaseholders. Try and work with Learn Devon again to set up digital training courses.	May 2025	Customer Engagement Coordinator	More tenants can get online and access more of our services	Not completed, this has moved into the 2026 action plan.
	Develop a new volunteer role for diversity and inclusion.	March 2025	Customer Engagement Coordinator	We are held accountable for our accessibility	Not completed, this has moved into the 2026 action plan.