

How will this be achieved?	Target date for completion	Lead Officer	Expected Outcomes
<b>Strengthening engagement and empowering tenants</b>			
Develop a published annual scrutiny programme with clear themes i.e. repairs, ASB, complaints, communication.	March 2026	Customer Manager	A clear, transparent scrutiny programme that tenants can engage with easily, leading to improved accountability and increased tenant participation.
Improve recruitment for involvement by running a targeted recruitment campaign focusing on under-represented tenants with flexible involvement options.	May 2026	Customer Manager	A more diverse group of involved tenants representing a wider range of demographics and experiences, improving the quality and inclusivity of tenant voice.
Improve scrutiny of TSMs, including tenant led discussions on performance and priorities once the final data of 25-26 is collected.	June 2026	Customer Manager	Tenants will help scrutinise feedback from the TSMs and improve the housing service
Increase opportunities for non-digital engagement in consultations and scrutiny.	July 2026	Customer Manager	Higher participation from digitally excluded tenants, ensuring decision-making reflects the needs of all tenant groups.
Complete an annual survey of involved tenants to assess their satisfaction with their involvement and to identify any improvements.	December 2026	Customer Manager	Feedback will inform future action plans and ensure we are offering the best service possible
Improve engagement with community cuppas by having themed sessions i.e. meet your neighbourhood officer, meet repairs, complaints etc.	Ongoing throughout 2026	Customer Manager	Greater attendance and more meaningful dialogue between tenants and service areas, resulting in improved relationships and service insights.
Develop and implement ideas to communicate with our hard-to-reach tenants i.e. the youth.	Ongoing	Customer Manager	Higher engagement with hard-to-reach tenants who can often feel left out
Build a recruitment drive for local road/estate based resident groups i.e. Tenant Resident Associations.	May 2026	Customer Manager	Creates a more localised tenant voice, improves estates and gets more tenants/leaseholders involved.



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<b>Information and communication</b>			
Improve how tenant involvement opportunities are promoted, including offline channels.	June 2026	Customer Manager	Tenants are more aware of involvement opportunities, reflected in increased sign-ups and broader participation.
Improve website content in relation to tenant engagement, scrutiny, tenant rights, representation and advocacy, service responsibilities.	April 2026	Customer Manager	Tenants can easily access clear, accurate information, leading to better understanding of their rights and how to get involved.
Support further the publication of complaint themes and learning, not just complaint volumes.	Ongoing	Customer Manager	Tenants gain confidence that issues raised lead to meaningful service improvements through transparent reporting.
Improve feedback loops following consultations and surveys so tenants understand outcomes.	July 2026	Customer Manager	Tenants feel informed about the impact of their feedback, increasing trust and willingness to participate in future consultations.
Build a notification system into My Mid Devon which allows tenants to register their interest to get involved.	October 2026	Customer Manager	Tenants can easily express an interest in Tenant Involvement .
Roll out engagement training and awareness across housing to ensure Officers understand the importance of tenant voice.	July 2026	Customer Manager/All Managers	Officers better understand the role and value of tenant voice, resulting in more consistent, high-quality engagement across services.
Further utilise Let’s Talk Mid Devon for engagement and awareness.	Ongoing	Customer Manager	Increased use of the platform by tenants and staff, improving visibility of engagement activity and strengthening two-way communication.
Complete a review of all standard letter templates and reword to plain English.	October 2026	Customer Manager/All Managers	Clearer, more accessible communication that supports tenant understanding and reduces confusion and follow-up enquiries.
<b>Accountability</b>			
Complete an annual Tenant Involvement self-review against the Consumer Standards and Tenant Involvement Strategy.	April 2026	Customer Manager	Stronger compliance along with a clear understanding of performance and areas for improvement.

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Create a better 'improvements we have made' campaign, include a change of title. Create more communication on this to raise awareness of what we can do with tenant feedback.	May 2026	Customer Manager	Gains tenants trust that when we receive feedback we will act upon this where possible.
Implement new or revised satisfaction surveys with Complaints, Planned Maintenance and damp and mould.	March 2026	Customer Manager	More accurate and service-specific feedback that informs targeted service improvements.
Complete a review of ASB surveys and new tenant satisfaction surveys.	May 2026	Customer Manager	Improved quality and relevance of feedback collected, giving a clearer picture of tenant experience in these areas.
Transfer all feedback received through satisfaction surveys to the Tenant Involvement team for better analysis and service improvement suggestions.	March 2026	Customer Manager	Better oversight and coordination of all feedback, producing stronger analysis and more robust service improvement recommendations.
Work with Repairs to complete a damp and mould review with tenants that have reported damp and mould since the 27 <sup>th</sup> October 2025.	October 2026	Customer Manager/Repairs & Disrepair Manager	Better understanding of tenant experiences and root causes, leading to improved damp and mould responses and reduced recurrence.
<b>Fairness, respect and diversity</b>			
Utilising data collected through the getting to know you project to help tailor the service for all tenants, particularly in relation to engagement but feedback learning to other services. Look at implementing an annual and ongoing data collection process for this data.	June 2026	Customer Manager	More tailored and equitable services that reflect the needs of diverse tenant groups, supported by improved data quality.
Start and complete project to improve our communications across housing i.e. providing documents in different formats and languages	November 2026	Customer Manager	More accessible communication for tenants with different needs, improving fairness and compliance with equality requirements.
Improve digital inclusion for tenants and leaseholders. Try and work with Learn Devon again to set up digital training courses.	May 2026	Customer Manager	More tenants can get online and access more of our services
Develop a new tenant representative role for diversity and inclusion along with closer working with partners like RNIB, Age UK and Mencap.	June 2026	Customer Manager	We are held accountable or our accessibility