

	How will this be achieved?	Target date for completion	Expected Outcomes	Comments
Strengthening engagement and empowering tenants				
	Develop a published annual scrutiny programme with clear themes i.e. repairs, ASB, complaints, communication.	March 2026	A clear, transparent scrutiny programme that tenants can engage with easily, leading to improved accountability and increased tenant participation.	Calendar uploaded to website with upcoming events and scrutiny. However not all focus groups are listed due to dates TBC. Table added to getting involved page instead.
	Improve recruitment for involvement by running a targeted recruitment campaign focusing on under-represented tenants with flexible involvement options.	January 2027	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	Tenants will help scrutinise feedback from the TSMs and improve the housing service	TSM focus group complete, work ongoing to analyse feedback and create action plan
	Increase opportunities for non-digital engagement in consultations and scrutiny.	July 2026	Higher participation from digitally excluded tenants, ensuring decision-making reflects the needs of all tenant groups.	Voicescape campaign module utilised for consultations. In person focus groups are moving forward and so far successful.
	Complete an annual survey of involved tenants to assess their satisfaction with their involvement and to identify any improvements.	December 2026	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	Greater attendance and more meaningful dialogue between tenants and service areas, resulting in improved relationships and service insights.	Themes started: - Repairs - Memory Café - Neighbourhoods - Christmas Crafts

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	Develop and implement ideas to communicate with our hard-to-reach tenants i.e. the youth.	January 2027	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.	September 2026	Creates a more localised tenant voice, improves estates and gets more tenants/leaseholders involved.	Scrutiny survey sent out via text to recruit. Currently ongoing and reviewing responses.
Information and communication				
	Improve how tenant involvement opportunities are promoted, including offline channels.	September 2026	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	Tenants can easily access clear, accurate information, leading to better understanding of their rights and how to get involved.	Completed
	Support further the publication of complaint themes and learning, not just complaint volumes.	Ongoing	Tenants gain confidence that issues raised lead to meaningful service improvements through transparent reporting.	Complaint data published via annual report, more work to be done around themes
	Improve feedback loops following consultations and surveys so tenants understand outcomes.	July 2026	Tenants feel informed about the impact of their feedback, increasing trust and willingness to participate in future consultations.	New consultation spreadsheet created to better document outcomes which can be shared with tenants via newsletters, annual report and social media. You said we did uploaded onto website which includes consultation feedback
	Build a notification system into My Mid Devon which allows tenants to register their interest to get involved.	October 2026	Tenants can easily express an interest in Tenant Involvement .	On hold due to IT resources
	Roll out engagement training and awareness across housing to ensure Officers understand the importance of tenant voice.	October 2026	Officers better understand the role and value of tenant voice, resulting in more	

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			consistent, high-quality engagement across services.	
	Further utilise Let's Talk Mid Devon for engagement and awareness.	Ongoing	Increased use of the platform by tenants and staff, improving visibility of engagement activity and strengthening two-way communication.	All policy consultations are now added to this website with a survey. Discuss whether all engagement should move to LTMD.
	Complete a review of all standard letter templates and reword to plain English.	October 2026	Clearer, more accessible communication that supports tenant understanding and reduces confusion and follow-up enquiries.	
Accountability				
	Complete an annual Tenant Involvement self-review against the Consumer Standards and Tenant Involvement Strategy.	April 2026	Stronger compliance along with a clear understanding of performance and areas for improvement.	Completed, fed back into inspection ready action plan
	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	Gains tenants trust that when we receive feedback we will act upon this where possible.	You said, we did page uploaded to website, in place of 'how tenants have shaped our services' which held limited information. Remind team to publish these in newsletters and on social media
	Implement new or revised satisfaction surveys with Complaints, Planned Maintenance and damp and mould.	March 2026	More accurate and service-specific feedback that informs targeted service improvements.	Complete
	Complete a review of ASB surveys and new tenant satisfaction surveys.	September 2026	Improved quality and relevance of feedback collected, giving a clearer picture of tenant experience in these areas.	In progress
	Transfer all feedback received through satisfaction surveys to the Tenant Involvement team for better analysis and service improvement suggestions.	March 2026	Better oversight and coordination of all feedback, producing stronger analysis	Teams are responsible for responding to tenants, Tenant Involvement now looks at data

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			and more robust service improvement recommendations.	monthly to analyse trends and themes
	Work with Repairs to complete a damp and mould review with tenants that have reported damp and mould since the 27 th October 2025.	January 2027	Better understanding of tenant experiences and root causes, leading to improved damp and mould responses and reduced recurrence.	
Fairness, respect and diversity				
	Review and analyse GTKY information held on tenant records to understand the profile and diverse needs of MDH tenants. Use findings to identify service improvements, reasonable adjustment requirements and priorities for future tenant engagement and service planning.	June 2026	More tailored and equitable services that reflect the needs of diverse tenant groups, supported by improved data quality.	Complete, review has informed an annual survey with work ongoing to organise this with Voicescape
	Start and complete project to improve our communications across housing i.e. providing documents in different formats and languages	November 2026	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.	December 2026	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.	October 2026	We are held accountable or our accessibility	Ongoing, discussions have begun with co-opted tenant