Tenant Satisfaction Measures

Focus Group

12th August 2026

Mid Devon Housing
People · Homes · Communities

Why we held the focus group

In August 2026, 12 tenants joined a focus group to help us understand the results from our Tenant Satisfaction Measures (TSMs). The TSMs are an annual satisfaction survey, the results of which are submitted to the Regulator of Social Housing.

We discussed the areas where satisfaction was lower, explored the reasons behind the results and asked tenants to identify which issues should be prioritised for improvement.

The session included:

- Discussion activities using tenant feedback comments
- Conversations about complaints, anti-social behaviour and tenant influence
- A priority-setting exercise
- Action-planning discussions.

What We Looked At



Communication



Repairs & Maintenance



Anti-Social Behaviour



Complaints



Listening & Acting on Feedback



Support for Vulnerable & Disabled Tenants

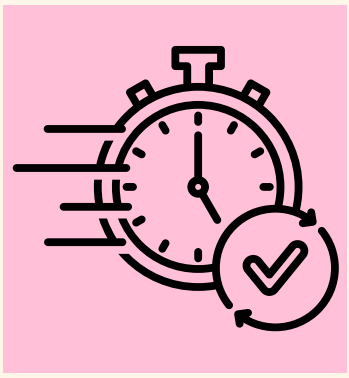
What We Heard

Communication

Tenants told us they would like:



Clearer communication standards



More proactive updates



Information shared through different methods

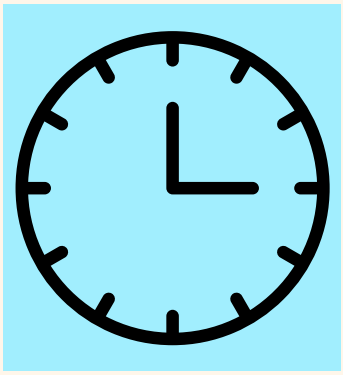


Less need to chase for responses

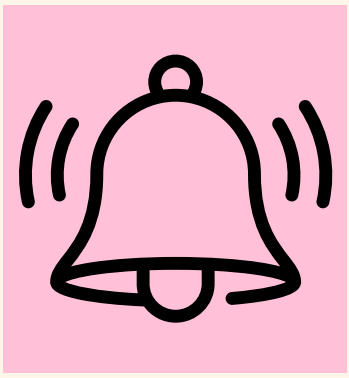
What We Heard

Repairs

Tenants said:



Providing realistic repair timescales



Better updates when appointments change



Informing tenants about delays proactively



Contacting tenants with updates rather than expecting tenants to chase

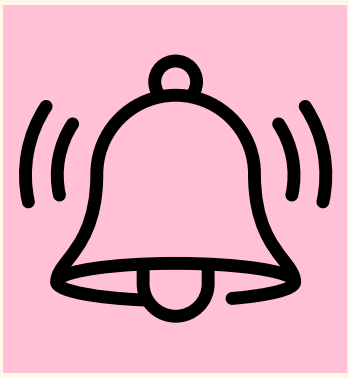
What We Heard

Complaints

Tenants told us they would like:



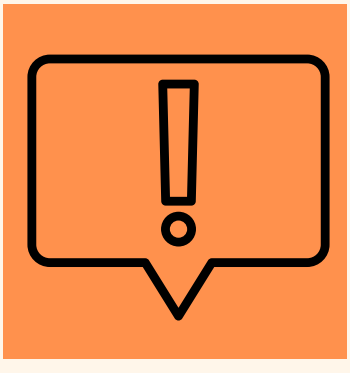
Clear expectations



Regular updates



Transparency throughout the process

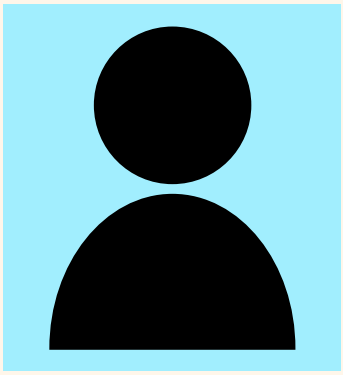


Confidence that concerns are taken seriously

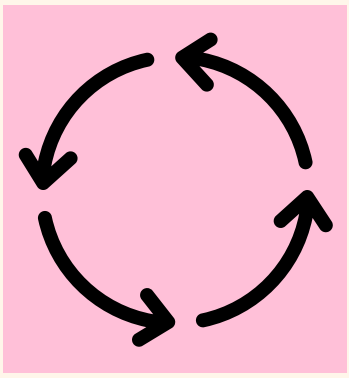
What We Heard

Anti-Social Behaviour

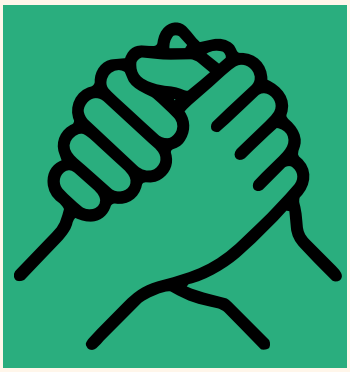
Tenants would like:



Greater visibility of Neighbourhood Officers



Clearer information about ASB reporting processes



More support during investigations



Reassurance that reports are taken seriously

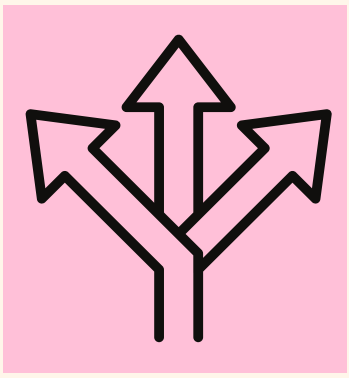
What We Heard

Vulnerable & Disabled Tenants

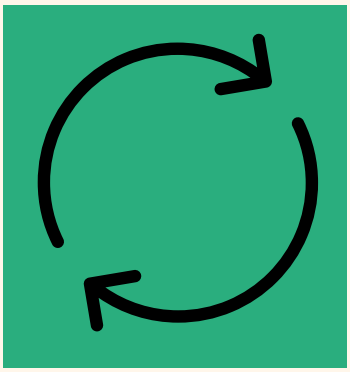
Tenants highlighted the importance of:



Recording support needs accurately



Ensuring reasonable adjustments are consistently considered



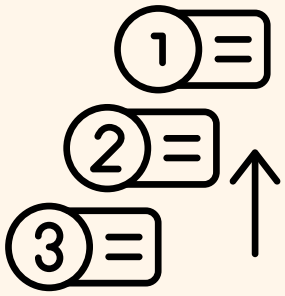
Not having to repeat personal circumstances



Improved awareness of available support services

Tenant Priorities

After discussion, tenants voted for the areas they would most like to see improved. The below priorities were the top 5 which MDH will now use to inform an action plan



1 - Better communication across services

2 - Better support for vulnerable & disabled tenants

3 - Better updates on repairs

4 - Better ASB handling & support

5 - More opportunities to influence decisions

What Happens Next



We are committed to ensuring that tenant feedback influences decision-making across our housing services.

The feedback shared during this focus group will be used to create a set of improvement actions that reflect the issues tenants told us matter most.

Over the coming months, we will:

- Develop action plans for each priority area
- Share action plan with tenants
- Work with relevant service teams to implement improvements
- Monitor progress against the actions agreed
- Continue to involve tenants in shaping services and testing improvements
- Share updates on the changes being made as a result of tenant feedback
- Report back progress through tenant newsletters, engagement activities, and our website

What will the action plan focus on?

The areas being considered include:

Communication

- Promoting clear communication standards
- Improving proactive updates
- Providing information through a wider range of channels

Repairs

- Improve repair progress updates
- Review repair appointment notifications

Support

- Continue improving vulnerability recording
- Better promote reasonable adjustments
- Improve signposting and access to support services

More Tenant Influence

- Increase engagement opportunities
- Improve how we share outcomes and decisions
- Seek tenant feedback more regularly

Better ASB Support

- Improve awareness of the ASB process
- Consider opportunities to improve visibility and awareness
- Strengthen support for tenants reporting concerns

Thank you!

Thank you to everyone who attended this focus group and shared their experiences, views, and ideas.

Your feedback helps us to understand:

- What is working well,
- Where improvements are needed,
- How we can improve communication,
- How we can better support tenants,
- What matters most to the people who live in our homes.

The discussions and priorities highlighted during the session have directly influenced the priorities that will now be developed into a formal improvement action plan.

Get Involved

Tenant Involvement plays an important role in helping us improve our services. If you would like to take part in future focus groups, consultations, or tenant involvement activities, we'd love to hear from you!



tenantinvolvement@midedevon.gov.uk



01884 255255