COMMUNICATIONS

Focus Group

15th October 2026



Mid Devon Housing
People · Homes · Communities

Why we held the focus group

We held a Communications Focus Group to hear directly from tenants about how we share information. We want to understand what's working, what isn't, and how we can improve our communication across all formats including: letters, emails, phone transactions and more.

The feedback and findings will help shape future communications, and improve our service delivery.

5 tenants attended the session on 15th October 2026 and we received 17 survey responses. During the focus group tenants were engaged in the subject offeing thier experiences and options throughout the day.



What we did during the session

- Reviewed a sample of our current Communication offer across all formats including letters, emails, the MDDC website MDH Facebook , Let's Talk Mid Devon , Annual report , News letter and New Tenant sign up pack
- Open discussion on Current Communications - sharing experiences and learning what frustrations occur.
- Reviewing findings from Communications survey - understanding reoccurring thems
- What can we STOP,START and CONTINUE to do

What we heard

Overall, tenants felt that many of our communications are clear, helpful and easy to understand. Positive feedback was received on newsletters, handbooks, letters, emails and website information. Tenants also valued opportunities to meet staff through focus groups and engagement activities.



- The Repairs Handbook and other publications are useful and easy to follow.
- Newsletters, handbooks and website information are generally clear and easy to understand.
- Email, text messages and telephone calls are useful ways of receiving information.
- Staff are often helpful, polite and professional.
- Focus groups and tenant meetings are valuable and should continue.

Areas identified for improvement



- More updates are needed on repairs, enquiries and service requests.
- Tenants do not want to have to chase for information.
- Some tenants find it difficult to contact the correct team.
- Long telephone waiting times can be frustrating.
- Some tenants would like more direct contact with departments and officers.
- Accessible communication remains important, including larger print, alternative formats and support for tenants with hearing or speech difficulties.
- Some communications can be too long or repetitive.
- Some tenants said the website can be difficult to navigate

Tenant Priorities

The main priorities identified by tenants were:



1 Better communication and updates

- More proactive updates.
- Better communication on repairs and ongoing cases.
- Less need to chase for information.

2 Clearer and simpler communication

- Less duplication.
- Shorter, easier-to-read information.
- Clear explanations of services and processes

3 Improved accessibility

- More communication choices.
- Information in alternative formats.
- Better support for tenants with additional communication needs

4 Easier access to services

- Easier ways to contact the right team.
- Reduced waiting times.
- Call-back options and clearer contact routes

5 More tenant involvement

- Continued focus groups and engagement activities.
- More opportunities to speak directly with staff.
- Greater involvement in decision-making

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

Thank you!

Thank you to everyone who attended this focus group and completed our survey. We appreciate you sharing your experiences, views, and ideas.

Your feedback helps us 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 informed 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!



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