

TENANT & CUSTOMER ENGAGEMENT STRATEGY ACTION PLAN

Theme	Action	Due date	Position at January 2026
Information and Communication	Develop and regularly share 'You said we did' engagement tracker showing outcomes of engagement, updated quarterly to share with volunteers.	March 2026	Agreed Oct 25 to report twice-yearly to Tenant Committee and Customer & Home Committee.
	Increase communication in newsletter & website on learning from complaints.	March 2026 and ongoing	Annual Complaint Handling Report on website. To add more regular updates on learning / changes resulting from complaints alongside Tenant Committee reporting.
	Launch separate Shared Ownership newsletter, use feedback and data to review effectiveness.	First edition Jan 2026	First edition content is complete, being designed for launch January 2026.
	Publish all Tenant Committee minutes on CHS website and promote regularly.	Complete – review by October 2026	Now being published. We will prompt tenants to view using newsletter and myCHS and monitor how often web page is opened.
Range of ways to influence decisions	Review 2024-2027 Engagement Strategy to include how engagement activity feeds into the CHS governance arrangements and influences decision making.	November 2026	Not started – to consider whether to use advice from Tpas and review recent governance review.

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	Further develop consultation on policies with those affected (follow up to pilot on Service Charges during 2024).	September 2026	Consulted those affected by Mobility Scooter policy and domestic abuse policy; Anti-social behaviour policy due for review 2026, planning several consultation channels for this key policy.
	Tenants and shared owners invited to participate in re-tendering of grounds maintenance contract.	April 2026	Contract due to start October 2026.
	Further development of Online Feedback Panel for topical surveys.	June 2026	To confirm renewed schedule of consultation topics for 2026 e.g. ASB, neighbourhoods.
	Review of Contractor Forum events held in 2025/6 to ensure meeting objectives.	March 2026	Forum now held with each main contractor and plan to hold a follow-up session with Fortem.
	Further develop connections between Customer Engagement Officer and operational teams; share case stories with staff teams.	March 2026	Customer Engagement Officer attends Housing meetings and to visit Support Service Managers meeting in early 2026.
	Review the attendance of volunteers at the Customer & Home Committee to strengthen the tenant voice at a key decision-making body and to encourage further skills leading to potential Board membership.	March 2026	CHS Board to make decision on number and status of tenants attending Customer & Home Committee.
Support our volunteers	Further increase personal contact with those tenants expressing an interest in greater involvement, explore any barriers. Increase	Sep 2026	149 potential new members contacted in 2025 and 15 tenants have attended forums, focus

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	proactive contact to put tenants in touch with existing volunteers and the Tenant Committee Chair.		groups, Tenant Committee or panels about 10% of those contacted.
	Develop hybrid format of Tenant Committee meetings to suit preferences & to promote diversity of membership. Re-survey all tenants on what suits them.	July 2026	Hybrid format agreed for all 2026 meetings, to review how this affects attendance and level of engagement during meetings.
	Continue to develop current volunteers to build knowledge and ensure leadership roles filled when vacant. Ensure there are further development opportunities in CHS governance for volunteers.	ongoing	CHS to offer re-provision of course run in 2025 e.g. chairing and committee skills. CHS to explore mentoring e.g. by Board members.
	Review incentives and rewards for volunteers.	June 2026	Existing rewards and incentives structure includes prize draw, vouchers and Christmas meal. Suggestions for future include regular prize draw for all attendees at panel / committee meetings; increasing value of vouchers; vouchers for focus groups.
Learn from complaints	Further develop the Complaints Panel in reviewing completed complaints – themes, outcomes, learning.	Sep 2026	Under way with reviews of completed complaints at every meeting. Further work underway to add new members.
	Develop the connection between the Complaints Panel and the Board Member Responsible for Complaints (MRC).	September 2026	Complaints Panel Chair has met the MRC; to discuss developing this further.

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Scrutiny	Further develop Scrutiny Panel to facilitate sub-groups or short-term volunteering for specific projects.	December 2026	Not started.
	Use ring-fenced scrutiny budget to support and train new scrutiny panel members.	Dec 2026	Training on Chairing skills delivered April 2025. Further training to be discussed with the Panel.
Data / knowledge	Carry out large scale customer survey of tenants and shared owners to improve quality of communication and account for communication needs.	June 2026	Outsourced survey provider has been selected. Pilot survey likely, in order to refine survey and enhance response rate.
	Continue regular proactive customer contact to increase volume and quality of personal data including communication preferences.	Ongoing	In-depth phone conversations held with over 115 tenants April – Oct 2025, in-depth data and feedback gathered as a result. Calls after spring 2026 will focus on those not responding to large-scale customer survey.
	Add further layers of transactional data to inform decisions / policy reviews e.g. repairs, ASB, 'silent' voices.	July 2026	Initial reporting from different sources being developed.