

## **TENANT COMMITTEE 22<sup>ND</sup> JANUARY 2026**

### **'YOU SAID WE DID'**

#### **SUMMARY OF WHAT'S CHANGED AS A RESULT OF LISTENING TO TENANTS SINCE APRIL 2025**

- New cleaning contract began for internal communal areas as feedback about existing service was poor.
- We started a new way to report hazards in communal areas using QR codes you can scan on your phone – this was suggested by tenants at the Building Safety Forum.
- From April 2025 we added leaflets to service charge statements, to explain the information as many tenants wanted more clarity about what the statement means.
- We added a form to the website for specifically for reporting damp and mould issues which customers said they wanted when we asked in a survey how easy it was for them to report damp and mould.
- We added more 'how to' videos on the website for DIY repairs, which customers asked for in the communications survey.
- Welcome packs at Housing with Care schemes were updated and made available on shared lounges, after a request from tenants.
- The Customer Service Standard was updated to add safety information, after discussion at the Tenant Committee.
- The draft Domestic Abuse policy was made more user-friendly after discussion at the Tenant Committee.
- CHS agreed a new contract with Allpay to reduce costs as a result of the Scrutiny project on payment methods.
- We began publishing the minutes of Tenant Committee meetings on the website to encourage new members, at the suggestion of the Committee Chair.

- At Housing with Care schemes we employed a local gardener, improved wellbeing activities and added a door closure to the scooter store for safety – all tenants' suggestions.