

# RESIDENTS' VOICE

## NEWSLETTER

### INVOLVEMENT UPDATE

We've had an energetic and productive start to the year, with tenants playing a central role in shaping key areas of our service. Additional tenant-led projects are set to roll out this spring so we are looking forward to a year of meaningful collaboration, continuous improvement and positive momentum across all areas of our tenants' hard work

### MYSTERY SHOPPERS MAKE A LIST!

The revitalised **Mystery Shopper** group has begun collaborating with the Property and Assets team to take a closer look at real tenant experiences of the service. Their early discussions have already identified several 'quick wins' to enhance responsiveness and communication. The group is now developing a structured approach for tracking customer journeys, making sure future service improvements are based on genuine insight rather than assumptions.



Our Planned Works team launched a district-wide **kitchen and bathroom consultation** to explore what colours and styles tenants would like to see in future upgrades which the Communities team supported. The consultation included taking sample boards to focus groups and community hubs across the area and an online survey for anyone wanting to share their views digitally. The feedback has been thoughtful, practical, and enthusiastic, exactly what we hoped for.

The **Housing Complaints Support Panel** opened the year with a strong first meeting, bringing together tenants, Property and Assets, and Communications to develop their 2025–2026 report. This work will provide the Housing Review Board with clear insight into the panel's findings and demonstrate how tenant feedback continues to guide improvements in complaint handling.

# TECH SUPPORT



Our Digital Inclusion programme has launched its refreshed “Coffee and Clicks” sessions in collaboration with the community hubs. These relaxed drop-in sessions offer tenants friendly, practical support with smartphones, tablets and email, helping build digital confidence at a comfortable pace.

## Sessions can be found at community hubs on the following days

**Exmouth** 1st Wednesday of each month  
at Morgan court, Rolle rd, EX8 2AD

**Sidmouth** 1<sup>st</sup> Thursday of each month  
Lymebourne community centre, EX10 9HX

**Ottery** 1st Thursday of each month  
at Yonder Close community centre,  
Yonder close, EX11 1HE

**Seaton** 1st Friday of each month  
at Seaton Methodist church, Scalwell lane  
EX12 2ST

**Broadclyst** 2nd Wednesday of each month  
at Broadview community centre, EX5 3HA

**Woodbury** 2<sup>nd</sup> Friday of each month  
at Park close community centre, EX5 1NQ

**Lympstone** 4<sup>th</sup> Thursday of each month  
at Churchill court community centre, EX8 5EL

The **Repairs and Maintenance scrutiny group** met to talk about Awaab's law, the Property and Assets' communication plan for the year and to begin the process of reviewing 2 policies. The group have a very full agenda for the year and cocreating with the Property and Assets team is making meetings very productive and rewarding for all involved.



Our **Recruitment Panel** of trained tenants have taken part in 2 recruitment interviews so far this year supporting the Estate Management and Property and Assets teams. Having a tenant on recruitment panels helps to make sure we have the right kind of people to go into tenants' homes and to offer support.

The **Tenant Festival Panel** has been busy visiting potential venues and considering options for this year's annual festival. We look forward to sharing an exciting update soon!