

Customer voice report 2024-25

At Honeycomb Group, your voice drives everything we do. This year's report shows how your feedback has directly shaped improvements to our services, homes and communities.

Here's a breakdown of the key information:

Relationships



We've trained staff in customer care, mental health, and diversity, and increased their visibility in your neighbourhoods. Our Every Customer Counts campaign gave hundreds of customers the chance to share honest, face-to-face feedback.

Find out more on page 4-5.

Communication



We opened three local customer hubs (Wedgwood, Moorcroft, and Gladstone), reduced call waiting times, and changed the frequency of Be Mag, our resident newsletter, now available monthly in both a digital and print format. We're also building a new customer portal to make it easier to manage your home online - launching in 2025-26. **Find out more on page 6-9.**

Voice & influence



Your involvement helps shape decisions—from service changes to policy reviews. Groups like the Customer Assurance Group and Void Inspectors ensure your voice is heard at every level, including Board meetings. **Find out more on page 10-12.** New Facebook groups were launched to help with home exchanges and vacancy updates, making it easier to move or find housing. **Find out more on page 12.**

Impact



Thanks to your input, we made repairs and upgrades in response to walkabout feedback. Launched the Who Fixes It? campaign to clarify repair responsibilities. Introduced better tools for gutter cleaning and ASB prevention. Improved our website and involved you in shaping our next 5-year plan, Thriving Futures. **Find out more on page 13-18.**

When things go wrong



We've simplified how to raise concerns through a new online Complaints Hub, added clear escalation guidance, and published regular updates. New accessibility features and digital support have been added to help everyone feel heard. **Find out more on page 26-27.**

Looking ahead



We're committed to deepening engagement, increasing diversity in participation, and clearly showing how your feedback leads to action. Everything ties back to our Thriving Futures strategy—shaped by you. **Find out more on page 28-29.**