

Customer voice report

2024-25



HONEYCOMB
GROUP





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Welcome to your customer voice report

FROM BARRY RUSSELL, CHAIR OF THE CUSTOMER ASSURANCE GROUP (CAG)

Welcome to your Customer Voice Report. As Chair of the Customer Assurance Group — and as a fellow Staffs Housing tenant — I'm proud to introduce this year's report, which shows just how much of a difference your feedback has made over the last 12 months. This isn't just a summary of what Honeycomb Group has done; it's a reflection of what you've helped shape.

I volunteer my time to represent your voice and I see first-hand how tenant involvement is driving real change. From policy reviews to service improvements, your input has led to tangible action. Whether it's improving repairs, simplifying complaint processes, or strengthening communication, your experiences and views are making things better for all of us.

The Customer Assurance Group (CAG) exists to scrutinise what's going on and make sure customer voices are heard at every level. We're a group of tenants from across all parts of Honeycomb — general needs, supported housing, over-55s schemes and more.

Together, we meet regularly to challenge, question and influence decisions that affect our homes and services.

This past year, we've seen big steps forward. Two of our members now sit on the Customer Strategy Group and I've been invited to observe board meetings — so our voices are being heard right at the top.

We've achieved a lot, but there's more to do. That's why we're looking for more tenants to join us — especially younger people and those from diverse backgrounds — so we can truly reflect the communities we live in.

If you care about your home, your neighbourhood and making things better for everyone, I encourage you to get involved. Just a small amount of your time can make a big difference. Thanks for everything you've shared this year — and for helping make sure our voices continue to shape the future of Honeycomb Group.





Relationships

Being open, honest and treating you with respect.





BEING OPEN, HONEST AND TREATING YOU WITH RESPECT

Building strong, respectful relationships with you is at the heart of everything we do. This year, we've focused on making it easier for you to connect with us and making sure every interaction feels positive, personal and professional.

We know that when you reach out, it's because something matters to you—and we want you to feel heard and supported. That's why we've been working hard behind the scenes to remove any barriers that might make it difficult for you to engage with us. We've increased staff presence in your schemes and neighbourhoods, so there's more direct support when and where you need it most.

To help make your experience better, we've invested in extra training for our teams—covering everything from customer service and mental health, to damp and mould awareness and equality, diversity and inclusion. We've also rolled out a dedicated staff learning platform and created a new complaints video to remind our teams just how important your feedback is in helping us improve for you.

One of the highlights of the year has been our Every Customer Counts campaign. We wanted to create more space for honest, face-to-face conversations with you, so we came out to your communities and listened.

We visited 15 schemes and spoke directly with hundreds of you about your homes, your neighbourhoods and what matters most to you. For those of you who couldn't attend in person, we ran a social media campaign so you could still get involved and have your voice heard.

It was fantastic to have those real conversations—not just as your landlord, but as your partner in building a better, stronger community with you.

We're incredibly grateful for the time you took to speak with us and we're committed to keeping those conversations going.

Because every customer counts — and that means each of you matters.





Communication

Communicating clearly, sharing important updates with you in a variety of ways.



COMMUNICATING CLEARLY, SHARING IMPORTANT UPDATES WITH YOU, IN A VARIETY OF WAYS

YOUR NEW NEIGHBOURHOOD - WEDGWOOD, GLADSTONE AND MOORCROFT

Earlier this year, you told us what needed to improve—and we listened. In May, we launched a new customer and neighbourhood model designed to make it easier for you to get the support you need. We hit the road with our Every Customer Counts Roadshow, visiting your schemes to explain the changes and hear your thoughts. Based on what you told us, we made more adjustments to make the model work better for you.

You said: ***“We want to see more staff in our neighbourhoods.”***

So, we restructured our teams to serve you better. Instead of having different Housing Officers for different tasks, we now have nine dedicated Neighbourhood Officers who cover everything—like ASB, lettings, shared ownership and more.

This means more staff are available to help you throughout your housing journey. We’ve also introduced walkabouts—visits to every scheme at least twice a year—so officers can meet you face-to-face and talk about what matters most in your community.

You said: ***“It should be easier to get in touch.”***

We couldn’t agree more. So we moved away from a central call centre and created three local customer hubs—in Wedgwood, Moorcroft and Gladstone—just for you. These are open Monday to Friday, with drop-in sessions from 10am–12pm and 1pm–3pm, where you can speak directly with Customer Advisors and Neighbourhood Officers. And if it’s more convenient, you can still visit our head office, open from 9am–5pm.

Behind the scenes, we’ve also been improving how we handle your calls and emails. Here’s what we’ve done for you:

- Cut down call waiting times (from 12 minutes down to 9.4 minutes and falling)
- Added more staff at busy times
- Created a dedicated email team
- Staggered lunch breaks so we’re available when you are
- Planning queue announcements and callback options so you’re not left hanging

Between July and September 2024, you made over 20,000 calls, sent nearly 25,000 emails and more than 300 of you visited our hubs and office each week.

20,000 calls
25,000 emails
310 weekly visitors





COMMUNICATING CLEARLY, SHARING IMPORTANT UPDATES WITH YOU, IN A VARIETY OF WAYS

USING TECH TO GIVE YOU A SMARTER, SMOOTHER EXPERIENCE

We've been busy behind the scenes this year, working hard to make sure your experience with us is smoother, faster and easier.

Our teams have been upgrading and integrating our internal systems to cut down on clunky processes—so everything works more efficiently for you and for us.

One of the biggest changes coming your way? A brand-new customer portal. We've listened to what you had to say—especially about the frustrations with the current system—and we're building a much more user-friendly platform just for you. Soon, you'll be able to report repairs, check updates and manage everything in one simple place.

We're really excited to launch the new portal in 2025–2026 and we think you'll love how much easier it makes things.

KEEPING YOU INFORMED AND CONNECTED WITH BE MAG

This year, we changed how we share news and updates—so you're always in the loop about what's happening across our services. Instead of sending out a printed newsletter just three times a year, we've launched Be Mag—a monthly digital newsletter delivered straight to your inbox by email or text. It's quick, easy and always right at your fingertips.

Prefer something you can hold? No problem. You can still pick up a printed copy of Be Mag at any of our customer hubs or the head office reception. However you choose to read it, the goal is the same: to keep you informed and connected.

Inside Be Mag you'll find:

- Updates on how we're looking after your home and community
- Ways you can get involved
- News from our neighbourhood and customer hub teams
- Real stories from customers—because we love celebrating your wins

Even if you can't make it to events or meetings, Be Mag gives you a behind-the-scenes look at what's going on—and how we're working to make things better for you.

During our roadshows, we heard directly from you—some of you shared personal stories for Be Mag, others gave us brilliant ideas on how we can improve. We've taken all of it on board and we're continuing to work closely with our neighbourhood, customer hub, property and support teams across the Group to keep you in the loop about the things that really matter.

We've also introduced our communications team in Be Mag, so you know exactly who's behind the updates—and how you can get in touch if you want to share your own story or suggest something new.

Since going monthly, Be Mag has reached 10,088 readers, 89,959 of you have seen our content on social media and 932 of you have liked, shared, or commented.





COMMUNICATING CLEARLY, SHARING IMPORTANT UPDATES WITH YOU, IN A VARIETY OF WAYS

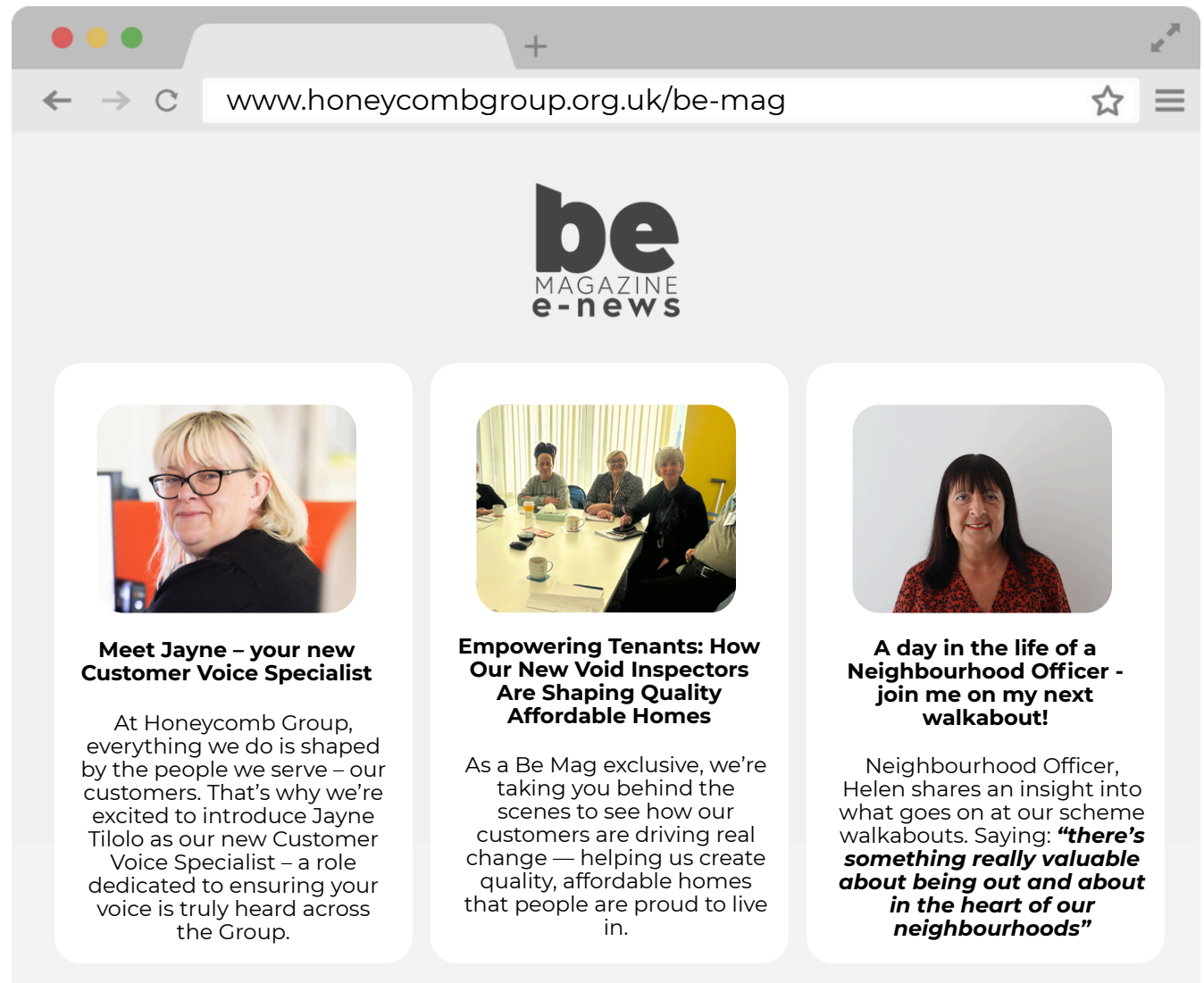
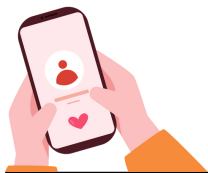
We've also opened up space for you to ask questions about any part of the business—so if there's something you want to know, just ask.

Be Mag is for you—so dive in, stay informed and let us know what you think!

10,000+
readers

89,959
social media
views

932
social media
engagements



Voice & influence

Listening to our customers and using your feedback to make decisions at every level.





LISTENING TO OUR CUSTOMERS AND USING YOUR FEEDBACK TO MAKE DECISIONS AT EVERY LEVEL

GETTING INVOLVED – YOUR VOICE MATTERS

At Honeycomb Group, we believe our homes and services should reflect the people who use them—you. That's why we're always creating opportunities for you to get involved, share your thoughts and help shape what we do.

This year, you joined us through groups like the Customer Assurance Group (CAG) and as Void Inspectors—bringing honest, hands-on feedback that drives real change.

The CAG meets every three months to review how we're doing against our Thriving Futures framework. You challenge us, hold us accountable and push us to do better—every single time.

Thanks to your feedback, we brought back the Void Inspector role. This group of dedicated customers checks empty homes before new tenants move in, making sure each property meets our high standards—and is safe, clean and ready for someone new to call home.

If you choose to get involved, we'll give you full support with learning, development and cover any travel or out-of-pocket costs. And as a thank you, everyone who gets involved is entered into a £25 monthly prize draw—just one small way we show our appreciation for your time and commitment.

We're always looking for fresh voices and new perspectives—so if you're interested, we'd love to have you on board.



Customers driving change from the top

Earlier this year, members of our Customer Assurance Group (CAG)—people like you—met directly with Honeycomb Group's Executive, Board and Leadership teams to talk about how your voice is helping shape our services.

The session focused on key areas like compliance and tenant satisfaction—and highlighted how vital your input is in influencing real, positive change.

One CAG member shared: “The meeting showed me how I can bridge the gap between my community and Honeycomb’s leadership, using my experience to help drive real change.”

These conversations are a vital part of how we grow and improve. They ensure that your lived experience is at the heart of the decisions we make. Looking ahead, we're exploring even more flexible and inclusive ways for you to get involved—especially if you haven't had the chance before. Whether you have just a little time or a lot, there's a way for your voice to be heard.





LISTENING TO OUR CUSTOMERS AND USING YOUR FEEDBACK TO MAKE DECISIONS AT EVERY LEVEL

YOUR TENANCY – HERE'S WHAT'S CHANGED THIS YEAR, THANKS TO YOU

At Honeycomb Group, your experience is what drives us. Over the past year, we've made real changes based on what you told us matters most—from finding the right home to feeling more connected in your community. Here's how your feedback has helped shape the way we support you:

You said: ***"I'd like it to be easier to exchange my home when it no longer suits my needs."***

We made it happen. In December, we launched a dedicated Mutual Exchange Facebook Group—a safe, supportive space where you can connect directly with other tenants, ask questions and find the right home for you. Once you find a match, we help take care of the rest. So far, 244 of you have joined and there have been over 3,700 visits to the page!

You said: ***"I'd like to get notified when new homes become available."***

We listened. In February, we launched a new Staffs Housing Facebook Group to make your search easier. Now, you can get instant alerts when homes go live, ask questions and get direct support from our team. With over 400 members already, it's helping you stay in the loop and move forward with confidence.

You said: ***"I'd like more consistent events and activities across the independent living villages."***

So we acted. We created three new Activities & Events Coordinator roles—one for each village. Two of these roles are already filled and are bringing fresh, exciting events to life for you. We're working hard to fill the third, so you can expect even more activity across all locations soon.

You said: ***"I want to know who my Neighbourhood Officer is and how to reach them."***

We made it easier. We launched posters, built an online Neighbourhood Hub and introduced the team through social media so you can put a face to the name—and feel confident reaching out when you need support.

You said: ***"I want longer hours and more choice at the village bistros."***

We delivered. Now, the cafés at West End Village, Rowan Village and Bradeley Village are open longer—including weekends—giving you more flexibility. We've also launched a brand-new menu with dishes chosen by you, including vegetarian, vegan, halal and healthier options. It's your space—your food, your way.

Reception

Impact

Taking action on what you tell us,
whenever possible.



YOU SAID

WE DID



We're always listening to what matters most to you. This page highlights real examples of how your feedback has helped us improve services, make neighbourhoods safer and create positive change, together.

During our scheme walkabouts, residents provided feedback on a variety of things relating to the general upkeep of their homes and communal spaces.

In response, we took action to address these concerns, including scheduling repairs and improvements such as fence replacements, scheme tidy-ups, sleeper repairs, roof and window work, bush replacement, rubbish removal, painting, weeding and moss clearing.

Our Customer Assurance Group requested clearer information on repair responsibilities, as well as a more accessible way to understand who is responsible for what.

We launched the **"Who Fixes It?"** campaign to make repair responsibilities clearer. It included online content, printed materials and clear guidance on priorities. So far, it's reached 13,000 people and had over 900 visits—helping you understand your rights and responsibilities.



Residents told us that gutters at their schemes were getting blocked with leaves and debris during the autumn and winter months.

To improve efficiency, we invested in advanced gutter vacuums that remove blockages safely and affordably without scaffolding. In winter 2024, our gardening team cleared gutters at over 100 sites, helping prevent leaks, damp and mould during the colder months.



YOU SAID WE DID

Residents reported issues with fly-tipping in their communities, raising concerns about the impact on cleanliness and safety.

Our Property Team quickly cleared the rubbish to keep your community clean and safe. We also reminded residents to dispose of waste properly and shared how to report fly-tipping, helping prevent future issues.

Residents reported issues with noise nuisances, particularly related to using appliances at night, during our ASB surgeries. Many weren't sure how to resolve these issues with their neighbours or how to handle disturbances effectively.

We shared tips on soundproofing and being mindful of noise, especially at night or during events. We also reminded residents how to report issues, helping support a more peaceful and respectful community.



Some long-term residents weren't sure who Honeycomb Group is or how it connects to Staffs Housing and wanted more clarity on our role and services.

We used the tenant magazine to explain Honeycomb Group's role and services, helping residents understand how we support them and how we're connected to Staffs Housing.



Residents at Rowan Village asked for an update on repairs after a crash damaged the entrance. While the area was made safe, delays occurred due to insurance issues and residents wanted to know when it would be restored.

We updated residents in Be Mag, explaining the delay due to insurance and the use of a steel structure for safety. We also shared an interactive video showing the removal of the structure once repairs were finished, keeping everyone informed and reassured.

YOU SAID WE DID



You wanted a more user-friendly website with clear, accessible information on how to manage your home.

We completely revamped our website, working closely with customers to ensure it met your needs. Based on your feedback, we improved navigation, made content clearer and added accessibility features like text resizing, language translation and high-contrast modes to make it easier for everyone to access the information they need.

During our customer roadshow, we asked what matters most to you to help shape our future direction. Over 450 customers and staff shared their views to inform our next corporate plan.

We created Thriving Futures—our new five-year corporate plan—built around the priorities you told us mattered most. The plan introduces five clear strategic objectives focused on thriving communities, customers, homes, culture and business. Each objective includes specific actions to drive meaningful change. Now, every team across Honeycomb Group is working toward these shared goals, with individual targets in place to make sure we deliver on our promises by 2029.

YOU SAID WE DID

While caring for your scheme's communal gardens and green spaces, some residents raised concerns about rotten trees in the neighbourhood.

The Estates Team assessed the situation, consulted with residents and removed three rotten trees, trimming others for safety. While consultation isn't required for dead or diseased trees, we'll keep residents informed. Starting Spring 2025, we'll conduct monthly tree surveys and three-year assessments for long-term tree health.





TAKING ACTION ON WHAT YOU TELL US, WHENEVER POSSIBLE

TACKLING ASB TOGETHER - STRENGTHENING SUPPORT AND BUILDING SAFER COMMUNITIES

Over the past year, we've taken major steps to tackle Anti-Social Behaviour (ASB), hate crime and noise nuisances in your communities—because you told us how much safety and peace of mind matter.

We revisited our ASB policy with you in mind, strengthening our commitment to building safer, more connected neighbourhoods. Based on your feedback, we made it easier for you to report incidents and access the support you need, with clear, accessible guidance now available on our website.

We know that when you reach out, it's because something truly matters—and we want you to feel heard and supported every time. That's why we've worked hard behind the scenes to break down barriers, making it easier for you to engage with us.

We've increased staff presence in your schemes and neighbourhoods, so there's more direct support when and where you need it most.

Our ASB Specialist has also been working closely with frontline teams across the Group—training them to respond more effectively to ASB, hate crime and noise complaints. This means that when you need help, you'll be supported by people who truly understand how to respond.

We've also strengthened our partnerships with organisations like Staffordshire Police and Harmony, a specialist ASB support provider. Together, we're taking a proactive, joined-up approach to tackling ASB in your neighbourhood. For example, we've worked alongside the police to respond to off-road bike nuisances and invited Harmony to one of our local surgeries to provide extra support for you. We've also been sharing clear information on how you can report incidents—both to us and

to the police—to help stop these problems at their source.

In November, we launched new ASB surgery sessions across several communities—bringing our ASB Specialists and neighbourhood teams directly to you. These sessions gave you the space to speak openly, get practical support and share any concerns around ASB, noise, or hate crime.

So far, we've visited five schemes and the feedback from you has been incredible:

- Over 90% of you told us that we take ASB and hate crime seriously
- 80% said you felt kept informed throughout your case
- 90% felt your issues were resolved
- 85% were satisfied with how their case was handled

We're proud of these results—but even more proud that you feel supported and heard. Your voice is at the heart of everything we do and we'll keep working with you to make lasting, positive changes in your community.





TAKING ACTION ON WHAT YOU TELL US, WHENEVER POSSIBLE

SUPPORTING YOU THROUGH DOMESTIC ABUSE

At Honeycomb Group, your safety and wellbeing are our priority. Over the past year, we've worked hard to make sure that if you or someone you know is experiencing domestic abuse, the right support, tools and guidance are there when you need them most.

Our ASB Specialist has played a key role in this work—collaborating closely with Glow, our domestic abuse support provider, to offer tailored support that meets your individual needs. Whether you're experiencing abuse, witnessing it, or want to change your own behaviour, we're here to support you.

We also launched a brand-new Domestic Abuse Support Hub on our website—a space where you can access valuable resources, advice and practical steps in a safe, confidential way.

And we're not stopping there. We're actively working towards Domestic Abuse Accreditation for Staffs Housing. This will give us the tools to support you even better, with more targeted help and clearer pathways to safety—so you can feel secure and confident in your home and community.

Whatever you're going through, you're not alone. We remain committed to being here for you when it matters most.



OUR COMMITMENT TO CUSTOMER EDI

This year, we've taken big steps to better understand you and the diverse community we serve—so we can make sure our services work for you, no matter your background or situation.

In September, we launched a customer-wide EDI survey across text, email and social media—inviting you to share more about who you are and what you need. The survey asked about things like your age, gender identity, sexual orientation, disability status, ethnicity, religion, caring responsibilities and financial situation—so we can design services that reflect you and support you better.

To thank you for taking the time, we held a prize draw—and four of you received a £25 One4all gift card. We're proud to say that 91% of you responded and we're already using this insight to shape how we deliver services across the Group. By listening to you, we're making sure our support is inclusive, respectful and truly meets the needs of you—our community.



Quality

Ensuring our homes and services are high-quality, well-maintained, properly managed and safe.



ENSURING OUR HOMES AND SERVICES ARE HIGH-QUALITY, WELL-MAINTAINED, PROPERLY MANAGED AND SAFE

KNOWING OUR HOMES AND PLANNING FOR THE FUTURE

This year, we've been working with expert consultants to carry out detailed stock condition surveys across your homes. These surveys help us gather vital information about things like kitchens, bathrooms, roofs and windows—so we know exactly what's in place, how old it is and when it might need replacing.

Why does this matter to you? Because understanding the condition of your home helps us:

- Make smarter decisions about where to invest in future improvements
- Prioritise your safety and comfort
- Deliver on our long-term business plan in a way that protects you and your home

Once collected, this data goes straight into our property system, which flags up any homes that don't meet the Government's Decent Homes Standard.

From there, we can plan exactly what needs to be done—and when—to make sure your home stays safe, comfortable and up to standard.

YOUR VOICE IN THE PROCESS

We've made some important changes this year—because of you. Your feedback, especially around how we manage voids (empty homes), has helped shape our new approach.

Through groups like our Repairs Focus Group and Customer Assurance Group, you helped review and rewrite our voids policy and set clearer contractor standards. And we didn't stop there—we invited you to join our Voids Specialist, Helen, for pre- and post-inspections of empty homes.

This hands-on involvement is already making a big impact. You told us you feel more informed, more connected and proud to be part of improving the services you use every day.

Shaping Safe, Quality Homes – Together



This year, we launched a new volunteer role—Void Inspector—giving you the opportunity to help assess empty homes and make sure they're safe, clean and truly ready for new tenants. It's just one more way we're making sure your voice is central to the way we work.

At their first team meeting in March, our new inspectors received training and shared their own housing experiences—giving valuable insight into what matters most when moving into a new home. Their feedback is now helping us set clear standards for what a move-in ready property should look like.

"It's rewarding to give back by offering my perspective as a customer—not just from my own experience — but from listening to my neighbours too." – Void Inspector



ENSURING OUR HOMES AND SERVICES ARE HIGH-QUALITY, WELL-MAINTAINED, PROPERLY MANAGED AND SAFE

PROVIDING VALUE FOR MONEY - EVERY STEP OF THE WAY

We know how important it is that every penny we spend delivers real value—for you. That's why value for money (VFM) is built into everything we do, every decision we make and every service we provide.

From the moment we tender new contracts, your needs are front and centre. Cost-effectiveness is a key part of our process and for bigger repairs or more expensive jobs, we always get multiple quotes. That way, you get the best possible outcome—without compromising on quality. It's all done in line with our financial regulations to protect both you and the wider community.

A NEW SYSTEM, SAFER HOMES: COMPLIANCE365

Your safety is our top priority—and it's not something we ever compromise on. That's why we've introduced a powerful new system called Compliance365 to manage and monitor key safety areas in your home.

Think of it like a secure vault, storing all our most up-to-date safety documents and tracking live data across the six key areas:

- Gas safety
- Electrical safety
- Asbestos
- Water safety (Legionella)
- Fire safety
- Lifts

This means we can spot any issues quickly, act faster and—most importantly—give you peace of mind that your home is safe, compliant and properly maintained.

WHY THIS MATTERS

Everything we've done this year supports the Consumer Standards set by the Regulator of Social Housing. That means:

- Making sure your home is safe and well maintained
- Giving you real opportunities to shape decisions
- Ensuring the services you rely on offer genuine value for money

We're proud of the progress we've made—but even prouder to be doing it with you. Your voice continues to guide how we work, invest and improve.

Thank you for being such a vital part of shaping a safer, stronger Honeycomb community.

96.5% decency

65% of stock condition surveys completed





ENSURING OUR HOMES AND SERVICES ARE HIGH-QUALITY, WELL-MAINTAINED, PROPERLY MANAGED AND SAFE

MAKING REPAIR RESPONSIBILITIES CLEARER - LAUNCHING 'WHO FIXES IT'

One of the most common questions we've been asked this year is: ***"Who's responsible for what when it comes to repairs?"***

To make things crystal clear for you, we launched a brand-new campaign—Who Fixes It—across our social media, website, Be Mag and posters in your schemes and villages.

This campaign is designed to be fun, interactive and easy to understand—helping you get to grips with repair responsibilities. Whether it's a leaky tap, a broken window, or a blown lightbulb, knowing whether it's your responsibility or ours saves time, reduces confusion and helps keep your home safe and well-maintained.

Along with answering the big questions, the campaign offers:

- Clear guidance on who is responsible for what
- Information on how we prioritise repairs
- A breakdown of leaseholder responsibilities
- A handy repair hub to guide you through the tasks you're responsible for in your home

To keep things simple, we included quick-reference examples, like:

- Lost keys – tenant responsibility
- Major plumbing problems – our responsibility
- Lightbulb replacement – tenant for internal lights, us for external communal lights
- ... and many more!

Since launching, the campaign has already reached over 13,000 people on social media and led to 933 visits to our repair

responsibilities webpages. It's been a success and it's all thanks to your feedback.

The Who Fixes It campaign was shaped directly by your input through our Customer Assurance Group, who asked for clearer, more detailed information about repair responsibilities. Our Communications and Marketing Team worked closely with teams across the organisation—and with you—to make sure the campaign hit the mark.

Thank you for your help in making Who Fixes It a success!

13,000 reached

933 visits to website guidance



When things go wrong

Offering easy ways for customers to raise issues, make complaints and resolve problems.





OFFERING EASY WAYS FOR CUSTOMERS TO RAISE ISSUES, MAKE COMPLAINTS AND RESOLVE PROBLEMS

IMPROVING OUR COMPLAINTS PROCESS - LISTENING TO YOU

This year, we've made key improvements to our complaints process, all with you in mind, to make it simpler and easier for you to share your feedback. We've rolled out new training for all our staff, ensuring they understand their roles and can take swift action to address your concerns. This way, you feel heard, respected and valued every time.

To make it even easier for you, we launched a dedicated Complaints Hub on our website. This space lets you:

- Provide feedback
- Share compliments
- Track the progress of your concerns

We've also included clear guidance on how to escalate your complaint to the Housing Ombudsman if you're not satisfied with our response. In our efforts to be more transparent, we shared details about the new Complaints

Handling Code and our response through our resident magazine and social media. We want to make sure you are always in the loop! For those who aren't digitally connected, we created a leaflet with all the essential information on the complaints process and alternative options if you remain dissatisfied.

Throughout the year, we've created multiple opportunities for you to give us feedback—whether through scheme walkabouts, ASB surgeries, coffee mornings, or customer panels. One key change, based on your feedback, was the reintroduction of the Void Inspector role. You told us you wanted a stronger focus on home maintenance for new tenants, so we brought the role back and successfully recruited volunteers to help ensure homes meet high standards.

We also relaunched our websites to make it easier for you to contact us and access services.

New accessibility features were added, including:

- Text resizing
- Language translation
- A brand-new customer hub to bring everything you need into one place

We're committed to using your feedback to keep improving our services, ensuring we meet your needs and continue building better communities together. To keep improving, we completed tenant satisfaction surveys and shared our results. In April 2024, we published our overall satisfaction score and action plan to address recurring issues. As of March 2025, our second round of surveys showed that:

76% feel we treat you fairly and with respect

70% are happy with how we maintain communal areas

63% believe we make a positive contribution to your neighbourhoods

62% are satisfied with our approach to ASB



HOW WE'LL CONTINUALLY MAKE SURE YOUR VOICE IS NOT JUST HEARD, BUT TURNED INTO ACTION.

At Honeycomb Group, your voice plays a central role in delivering our Thriving Futures corporate plan. Every insight, piece of feedback, and shared experience helps shape how we achieve our five key strategic objectives — Thriving Customers, Thriving Communities, Thriving Homes, Thriving Culture and Thriving Business.

This report demonstrates that listening to you isn't just a part of what we do — it's how we work. From improving services and shaping safer neighbourhoods to enhancing communication and revising policies, your feedback has already driven real change. But we're not stopping here.

Looking ahead, we're committed to deepening our

engagement and ensuring more voices influence the way we operate. We'll introduce new and flexible ways to get involved, making it easier than ever for you to shape the services you use.

We'll also work to reach a wider, more representative range of customers—including those we haven't heard from yet—to ensure our plans reflect the diverse communities we serve.

We'll keep strengthening the link between what matters to you and how we deliver, by showing clearly how your feedback is used to shape decisions and improve outcomes. And as we move into the next phase of our Thriving Futures journey, your voice will continue to guide us — helping us build thriving homes, communities and services for everyone.

Together, we're not just listening — we're thriving.





HONEYCOMB
GROUP

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