



## LISTEN & ACT

January 26 - September 26

| YOU SAID                                                                                                                                                                                                          | WE DID                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Role profiles for Choices for Voices roles should be easier to understand, place greater value on lived experience, and clearly explain how tenants can influence services. You also told us that involvement should feel meaningful, with clear evidence that tenant feedback can lead to change. | ➤ We reviewed and revised the draft role profiles using your feedback. We simplified the language, removed jargon, and placed greater emphasis on the value of tenant experience. We also strengthened the descriptions of how tenants can influence services, improved information about support and flexibility, and made it clearer how feedback will be used to help shape service improvements. |
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October 25 - December 25

|                                                                                             |                                                                                                                                                 |
|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| That our Tenancy Agreement and Conditions can be difficult to read and understand for some. | ➤ We have produced an Easy Read Guide to Your Tenancy Agreement that we can provide to tenants to support our full Tenancy Agreement/Conditions |
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July 20 – Sept 25

|                                                                     |                                                                                                                                                                                                                                                                                          |
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| You didn't feel you saw your Housing Officer enough                 | ➤ We recruited more Housing Officer's therefore reducing the rounds so that more time could be spent on the estate.<br><b>Also</b> - We introduced Estate events to target particular areas of concern, and gives an opportunity for tenants to talk to their Housing Officers in person |
| There was fly tipping causing an issue around Defoe Rd              | ➤ We set up an event to proactively clear all the rubbish in the area                                                                                                                                                                                                                    |
| You were having difficulties accessing the online Housing services. | ➤ We have a planned workshop to support Tenants to use the service and all our staff are able to offer advice and assistance should you require it.                                                                                                                                      |

April 24 – July 25

|                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Information was not clear or consistent when providing advice to household members when a tenancy holder passes away | ➤ We have produced a process for staff to ensure clear and consistent messages are provided to those families that may have lost a family member in their home who was the tenancy holder. We have also recruited additional Housing Officers which has reduced the number of homes on each Housing Officer area to enable a more focussed support to tenants living in the areas they manage and who may need more intensive support. *You may receive letters that refer to Use and Occupation or Succession. These are industry terms |
| Sometimes when homes are advertised for let, the size of homes have been advertised incorrectly.                     | ➤ We have reviewed our processes to ensure that when homes are advertised we include the latest information, we will continue to look at how we can improve further.                                                                                                                                                                                                                                                                                                                                                                     |
| That you had concerns that our homes were not being returned in very good condition.                                 | ➤ We are reviewing and increasing our inspections of our homes to ensure they are being maintained whilst occupied. We have also introduced a new tenant induction training programme aimed at supporting tenants to understand the terms and conditions of their tenancy.                                                                                                                                                                                                                                                               |
| Our policy on how someone may succeed to a late person's tenancy was unclear                                         | ➤ We have developed a new policy and to ensure the process is clear for all tenants and their households and anyone that finds themselves in the position of having rights to succeed to a tenancy.                                                                                                                                                                                                                                                                                                                                      |



## COMPLAINTS HANDLING

July 25 - September 26

| YOU SAID                                  | WE DID  |
|----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| That communication internally has failed to provide a tenant call back. Tenant felt that barriers were being put in place. | ➤ Processes reviewed and staff made aware of failings with internal communication.       |

April 24 – July 25

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| You don't feel we listen to your complaints or handle them thoroughly. | ➤ We have now reviewed our Complaint Handling in line with the new Housing Ombudsman Complaint Handling Code. We are also looking and reflecting on our lessons learnt from complaints made, which we will collaboratively scrutinise alongside our Tenant Engagement Panel. |
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## COMMUNAL AREAS

December 25 - March 26

| YOU SAID  | WE DID                                               |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Communal areas are cluttered and unsafe.                                                     | ➤ Caretakers now remove rubbish and flammable items immediately on site.                                                                |
| You wanted clear rules about what can be kept in communal areas.                             | ➤ We are introducing a zero-tolerance approach and creating clear signage for every block.                                              |
| You needed consistent action taken when items are left in share spaces.                      | ➤ Photos of personal items are now sent straight to Housing Officers so action starts the same day.                                     |
| You wanted residents property informed before clearance work happens.                        | ➤ A block-wide letter has been drafted telling residents to remove items and warning that anything left will be taken away.             |
| Processes between teams weren't joined up.                                                   | ➤ A cross-team process is being developed, with a task/finish group meeting in February to finalise responsibilities and communication. |
| Blocks needed a coordinated start to reducing clutter.                                       | ➤ We are planning an initial 'blitz' of identified blocks, focusing on highest-priority buildings.                                      |

July 25 – September 25

|                                                                                      |                                                                              |
|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| You didn't like the build up of rubbish around the bin area.                         | ➤ We introduced new bins with labels to support correct disposal of rubbish. |
| Fly tipping in an area and non residents using the bin area wrongly.                 | ➤ We introduced a new lockable bin area that Tenants could access.           |
| There were issues with items in the communal area with no means to clear by tenants. | ➤ Set up an event to provide a skip to clear the communal area.              |



## FAIRNESS & RESPECT

December 25 - March 26

| YOU SAID  | WE DID                                            |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Concerns around the councils plans with sheltered accommodation were raised.                 | ➤ A series of workshops were held for our sheltered tenants to provide an opportunity for questions to be answered by council staff. |

October 25 - December 25

|                                              |                                                                  |
|----------------------------------------------|------------------------------------------------------------------|
| You didn't know who your housing officer is. | ➤ We planned 'Meet your housing Officer' events around the town. |
|----------------------------------------------|------------------------------------------------------------------|

### WE ARE DOING

We will continue to plan such events through 2026.

July 25 – September 25

| YOU SAID  | WE DID                                                                                 |
|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| We don't fully consider your needs within our communication methods.                         | ➤ We have taken measures to improve our knowledge of our tenant's vulnerabilities and protected characteristics. This enables us to tailor our services to tenants needs. |



## ASB HANDLING

April 25 - December 25

| YOU SAID      | WE DID                 |
|--------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Issues around ASB – arson, bin issues, safety checks were raised by tenants.                     | ➤ We provided further information on how to report ASB, What is ASB and how the process works to tenants. |
| WE ARE DOING  |                                                                                                           |
| We have a planned ASB Talkabout Session to be held in 2026.                                      |                                                                                                           |

April 24 - July 25

| YOU SAID                                                                                                                                                                                                                                                                                                                                                                                         | WE DID  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| You're not happy with our dealing of ASB issues and communicating updates.                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                            |
| WE DID                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                            |
| We are looking at implementing stages of process to record and manage ASB cases and communicate updates to tenants. We are also introducing a new IT system which will be focussed on robust case management principles including consistent risk assessments and mutually agreed action plans. We have also introduced the noise app as a mechanism to accurately record instances of noise related ASB which will in turn help us to support those experiencing this type of ASB. |                                                                                            |



## COMPLAINTS HANDLING

December 25 - March 26

| YOU SAID  | WE DID NOT                                                                                                       |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Complaints should always be resolved at the first stage.                                     | ➤ Resolve all complaints at stage one, as some required deeper investigation or involved multiple service areas. We used escalation feedback to identify recurring themes and service improvements. |



## REPAIRS SERVICE

December 25 - March 26

| YOU SAID  | WE DID NOT                                                                                                       |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All repairs should be completed on the first visit.                                          | ➤ Achieve first-time completion for every repair, particularly those requiring specialist parts or follow-on works. We are reviewing how jobs are diagnosed to reduce repeat visits where possible. |



## NEIGHBOURHOOD CONTRIBUTION

April 25 - December 25

| YOU SAID  | WE ARE DOING                                                                            |
|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| You wanted the council to do more to improve your communities.                                 | ➤ Community based events and bringing to the table projects that are being facilitated via the Area Housing Panel to bring about visible improvement to Ipswich communities. |

April 24 - July 25

| YOU SAID  | WE DID    |
|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Tenants concerned about safety of children with the roads around Malcolm Way.                  | ➤ We carried out an event to promote road safety and reducing speed that involved the tenants. |



## REPAIRS SERVICE

March 26 - September 26

| YOU SAID  | WE DID  |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Repairs outstanding for long periods and miscommunication with tenants.                        | ➤ Improved process for progressing works and communication with tenants.                     |
| Repairs of items under warranty took too long.                                                 | ➤ Reviewing our Warranty Process.                                                            |

December 25 - March 26

|                                                                                                   |                                                                               |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| New tenants reported repairs that should have been completed prior to mutual exchange completion. | ➤ We have reviewed and updated how we evidence our initial inspection report. |
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October 25 - December 25

| Tenants said they were having issues with reporting repairs online or by phone.                                                                                       | ➤ As part of our community engagement events our repairs managers attended to assist tenants with raising repairs whilst on site.                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tenants were having difficulties in using our online service.                                                                                                         | ➤ We held a workshop in October 25 involving tenants and our Customer Services Team. Our Customer Services Team have also made many improvements to the service. |
| WE ARE DOING                                                                     |                                                                                                                                                                  |
| We are continuing to hold workshops. Our Customer Services Team plan to attend our 'Talkabouts' to help people access online services and help to resolve any issues. |                                                                                                                                                                  |
| Our Customer Services Team are planning on reintroducing the improved service at our February 2026 Tenant Engagement Panel meeting.                                   |                                                                                                                                                                  |

# YOU SAID, WE DID

Ipswich Borough Council are listening to our tenants to shape and improve our services as a Social Housing Provider

# YOU SAID, WE DID NOT