

Resident voice impact 2025/26 – You said, we did

How your feedback has helped make a difference this year

At the heart of everything we do is a commitment to listening to you – our residents – and acting on what you tell us. Your feedback helps shape the way services are designed, delivered, and improved. This document shows some of the ways your ideas, concerns and suggestions have made a difference across Portsmouth Homes during 2025/26.

Service improvements

- You said: following the introduction of our new Repairs and Maintenance policy. some repairs were taking too long. We did: we expanded the urgent repairs category so more issues are dealt with faster, including problems such as door entry systems.
- You said: you were not sure who your Housing Officer was. We did: we made roles clearer, improved communication, and supported staff through service changes.
- You said: you wanted clearer communication after issues like damp inspections. We did: we introduced clearer follow-up messages and improved communication tracking, and are looking at setting up text reminders.
- You said: focus groups should be more interactive and accessible. We did: we reshaped sessions with residents, so they are more meaningful and easier to take part in.
- You said: you wanted a stronger say in long-term investment plans. We did: we involved residents in setting the five key priorities in the Asset Management Strategy.
- You said: you wanted to see how contractors work in practice. We did: we organised visits to contractor offices, including Comserv and Mountjoy.
- You said: estates cleanliness needed closer scrutiny. We did: we supported residents to review the service and take forward recommendations with the teams involved.
- You said: you wanted to learn from other scrutiny groups. We did: we arranged a visit to Croydon Council so residents could see a different approach.
- You said: complaints should be reviewed from the residents' perspective. We did: we supported residents to review the complaints service, which included looking at promotion and communication, compliance with the policy, and gathering feedback through a questionnaire for recent complainants. We are

taking forward resident recommendations into our complaints improvement plan, which will see changes to our website and letter templates.

- You said: building projects should be better communicated and reviewed. We did: we used resident feedback to improve communication, shape priorities where consultation was possible, and review satisfaction after works are completed.

Neighbourhoods

- You said: you wanted cleaner, safer shared spaces. We did: we supported a resident scrutiny review into neighbourhood cleanliness, with recommendations taken forward to increase staff visibility, consider cleaning approaches, and strengthen communication.
- You said: you wanted more say in your neighbourhood. We did: we gave residents a role in choosing walkabout locations and followed up on the issues identified.
- You said: The Quads communal area felt unsafe. We did: we improved lighting, play areas, and outdoor space.
- You said: you wanted to speak directly with frontline neighbourhood staff. We did: we brought gardeners and wardens into resident meetings.
- You said: neighbourhood plans should reflect resident priorities. We did: we involved residents in helping to draft the neighbourhood business plan.
- You said: there should be more local social groups and activities. We did: we funded new resident-led groups through Community Funds 4U, including craft sessions in Wecock.
- You said: the Resident Participation Centre should offer more flexible and inclusive activities. We did: we introduced relaxed sessions, Mindful Moments, a Kids Club, and open days, with activities continuing to be chosen and led by residents.

Resident influence in decisions

- You said: you wanted a say in contracted services. We did: We involved residents in scoring contractors for the gas contract, influencing the final decision.
- You said: you wanted involvement in key decisions. We included residents in recruitment and procurement activity, including interviewing and appointing senior managers.
- You said: you were concerned about rent and service charge increases. We used your feedback from consultation sessions to inform Cabinet decisions.

- You said: service charge and rent proposals raised specific concerns. We passed service-specific feedback directly to the relevant teams for action.

Service design and access

- You said: you wanted services that were easier to access, with more visible officers in your community. We did: we used feedback to shape housing office locations, drop-in sessions, and service delivery.
- You said: you wanted more interactive ways to get involved. We did: we introduced hands-on sessions, visits and opportunities to meet staff and contractors.
- You said: you wanted to be involved in decisions about housing office closures. We did: we used feedback from workshops, community chats and meetings to shape closure decisions, future service locations and drop-in frequency.

Policies and communication

- You said: policies should be easier to understand. We did: we involved residents in reviewing policies, improving the language, accessibility and supporting guidance.
- You said: information should be easier to follow. We did: we introduced more Easy Read formats and improved the design of leaflets, posters and other communications.
- You said: you wanted more transparency about performance. We did: we started work with residents to improve how landlord performance and service information is shared, holding workshops to review what we report and test changes.
- You said: policy consultations should be easier to take part in. We did: we worked with residents to design the consultation feedback survey and the new consultation webpage.
- You said: communications should be easier to read and more appealing. We did: we used resident feedback to shape leaflets, posters, House Talk, and the overall look and feel of communications.
- You said: the Pets Policy should reflect resident views. We did: we used feedback from workshops and meetings to shape the draft policy and later revisions.
- You said: you helped us to review numerous policies and your feedback helped shape each one. Examples include: we made sure the Succession Policy was easy to understand; the Help to Move Policy and Working Together Hard to Access policies took into account individual circumstances;

and the Domestic Abuse Policy recognised how different age groups may be impacted. Look out for updates to the policy consultation page and in decision reports to see how each policy was informed by working with you.

Thank you to everyone who has taken the time to share feedback, join meetings, take part in focus groups, respond to consultations, or work with us in other ways this year.

Your involvement helps us make services better, fairer, and more responsive. Please keep sharing your views and helping us shape the future of Portsmouth Homes.