Exeter City Council

Council Housing & Development Services

Annual Resident Engagement and Feedback Impact Report

2025 - 2026

EXETER CITY COUNCIL HOUSING AND DEVELOPMENT SERVICES

Introduction

We are committed to working with our residents to shape and improve our services by offering a variety of ways to get involved.

Engagement happens at many levels, which could mean feedback delivered on the phone or during a home visit, via a complaint, at one of our housing surgeries or other events, or at a meeting with our formal engagement groups. We value all feedback, however received, and use it to make changes to improve, shape and deliver our services.

This report outlines the types of engagement activities that we have organised and the feedback that we have received in the last year. This report covers 1st April 2025 to 31st March 2026.

In this report, "residents" refers to tenants of Exeter City Council.

Why get involved?

Getting involved in the services that we deliver is an excellent way to influence change and drive improvements. Whether you have one idea or many, we will listen to your thoughts and report on any changes that we have made as a result.

We offer support so that anyone can participate in our engaged groups or attend any of our events. If you are a member of one of our groups, you can expect to receive:

- A tablet computer so that you can read agendas and minutes
- Childcare and other carers' expenses covered so that you can attend meetings
- Travel expenses such as parking, taxis and bus travel covered so that you can attend meetings
- £5 vouchers for groceries or shopping for every meeting you attended

Equalities, Diversity and Inclusion

We will work to ensure that the residents that we engage with are representative of the wider population, and that opportunities are advertised widely to everyone in many different formats. Where we identify gaps in representativeness, we will seek to address them.

We hold information on the protected characteristics of the individual members of the engaged groups, however, the number of people involved mean that this data is too small to publish in this report.

We do not hold information on protected characterises of people who attend our one-off events, such as coffee mornings and housing surgeries. We will be capturing this information where possible going forward so that we can ensure that the events and activities we organise are as inclusive as possible and that there are no barriers to participation. If possible, we will include these figures in future impact reports.

You can expect the following arrangements for all our formal group meetings, events and activities:

- Fully accessible venues, including access for wheelchairs and hearing loops

- A PA system for events over 40 people
- Support so that anyone can attend regardless of circumstances; this includes paying for and arranging accessible taxis, and providing payments for childcare and carers
- A warm welcome to carers of residents who attend events, activities and meetings, regardless of whether they are tenants themselves
- Telephone translation and in-person translation and interpretation services (if notified in advance)
- Paper and electronic copies of all documents, and large print (including braille) sent out in advance of meetings via post
- Where possible, activities held at a variety of times which includes in the morning, afternoon and evening

We are committed to removing barriers you might face in participating in our groups, events and activities. If you have any suggestions on how we could make our services more accessible or want to get involved in any of the groups outlined in this report, please let us know by emailing resident.involvement@exeter.gov.uk or calling 01392 265767.

How we measure our outcomes and impact

This document measures and evaluates the impact resident engagement has had on our service. It includes the ideas, views and feedback that we have collected over the last year. It demonstrates the benefits of working with us, and our commitment to ensuring that all voices are heard and acted on.

We have used the following criteria to assess the impact of our engagement sessions:

Metric	**Definition**	**Look out for**
Objectives	The purpose and intended goals of the resident engagement activity	• A clear summary of what the engagement activity is
Input	The resources invested to support the engagement activity (staff time, tools, partnerships)	• Which housing services and teams collaborated • How we have worked with our partners • Time and resources allocated
Activity	The actions taken to engage residents	• Types of engagement • Number of events/sessions held. • Range of formats (online, in person, hybrid)
Output	The immediate, quantifiable results.	• A record of service improvements or actions identified

Metric	Definition	Look out for
Outcome	The short to medium term benefits arising from the activity	• What service improvements occurred as a result of engagement
Impact	The longer-term strategic change. Where this cannot always be measured in a short period, we have indicated the change we expect to see.	• Impact on the wider community • Increase in future participation rates • Growth in social connections • Linking residents with local community resources. • Social value generated • Evidence of sustained service improvements.

Tenants' Voice

What we did

Objectives

Tenants' Voice are a group of tenants who meet with officers at the City Council. The objectives of the group are to:

- Provide critical reviews of Exeter City Council's Housing Service, including any new policies, procedures and strategies that impact on our residents
- Establish priorities for reviewing performance
- Commission reviews to improve the service delivered to residents
- Act as a critical friend to ensure that the housing service meets expected standards

Input

The Tenants' Voice group is made up of 12 residents from across the city. They are joined by various officers from across the Housing Service, depending on what topics they are considering. Staff who regularly attend Tenants' Voice meetings include Housing Community Initiatives Officers, Housing Lead Performance Strategy and Resident Involvement, Responsive Repairs and Void Lead and Tenancy Services Team Lead. Mears and Liberty Gas, Exeter City Council contractors, have attended subject-specific meetings.

Activity

The group meet every two months for two hours. Usually this is at Exeter City Council's offices on Paris Street, but occasionally this will be at a hotel or other venue. Meetings are hybrid so that residents and staff can attend virtually if necessary.

To view any of our meeting minutes, please visit our Housing Hub Housing: Tenant Services | Engage Exeter.

In 2025 /2026 the group met on the following dates:

- 10th April 2025
- 19th June 2025
- 7th August 2025
- 11th November 2025
- 1st December 2025
- 18th February 2026

The group looked at the following topics:

- Recharges Policy
- Compensation Policy
- Allocations Policy
- Hate Crime Policy
- Disrepair Policy
- No access Policy
- Service Standards
- Tenant Satisfaction Measures
- Parking
- Housing pages on the website

What it means for you

Output	Outcome	Impact
Service standard measurements should be shared with residents, not just internally.	This information has been added to our website.	You will be able to better understand how we measure ourselves and what you can expect from our service.
We should raise awareness about gas safety.	We participated in Gas Safety Week and pledge to do so every year. In addition to an online campaign, our gas contractors, Liberty, have held a number of gas safety awareness sessions at 3 locations on our estate.	You will have more information about gas safety and the purpose of annual gas safety checks. This awareness campaign will help reduce the number of residents who refuse access for annual gas safety checks, which will improve safety and reduce cost to the Council.
Liberty Gas should be flexible in their appointments, including to amend appointments to suit the needs and availability of residents.	Our contractors will work with residents and offer to amend appointments if necessary. All contractors will tailor their service to take account of the diverse needs of our residents,	We will improve the number of gas safety visits made on first visit, saving contractor time and Council money, while ensuring your homes are safe.

	including any vulnerabilities within the household.	
The Vulnerabilities Policy should ensure contractors (as well as ECC staff) take account of any vulnerabilities within the household.	The policy now refers to contractors as well as ECC staff. All contractors and staff will tailor their service to take account of the diverse needs of our residents, including any vulnerabilities within the household.	You can expect a more tailored approach from our contractors and staff will take account of your needs. You will be treated with fairness and respect.
The Domestic Abuse Policy should acknowledge that victims of domestic abuse extend to those in the household who are impacted by it.	Our Domestic Abuse Policy has been reviewed to cover “people who are impacted by domestic abuse.” We have also clarified that a child is a victim of domestic abuse if they witness abuse between (for example) their parents.	You should feel assured that we are considering the entire household in our approach to domestic abuse, and that we acknowledge the impact it has not only on the victim but on others in the household.
Residents may be confused about which department they should contact for various issues, and we should provide more clear information.	A fridge magnet has been produced which explains who to contact at the Council. This has been circulated at ECC events. Contact details are also now highlighted in every edition of the tenant magazine.	You are now provided with a range of methods to contact the Council. This will relieve frustration and lead to quicker resolution of issues.
The Housing pages on the website can be difficult to navigate, and information is often difficult to locate. It needs review.	We worked with residents to reorganise the housing pages on the website so that it has a better layout and the content is reviewed for accuracy.	You can now find accurate information quickly and easily. This will relieve frustration and lead to quicker resolutions to issues.
More tenants should be represented on the Council Housing and Development Board	We now have two tenants on the board, which means greater tenant input.	This will increase the resident “voice” and influence.

Tenants' Voice: Special Project Group

What we did

Objectives

As a sub-group of Tenants' Voice, the Special Project Group:

- Undertakes critical reviews of Exeter City Council's Housing Service (commissioned by Tenants' Voice)
- Produces reports which outline their approach to each review and lists the conclusions and recommendations
- Presents their findings to Tenants' Voice and senior officers of the Council

Input

Any of the 12 members of Tenants' Voice can participate in the group review. Usually, we have 4-5 members attending meetings. We involve staff from various service areas; this year that included our Integrated Asset Contract Officers, Housing Community Initiatives Officers, and our Occupational Therapist. We are also able to involve residents as part of case studies and in future will be conducting our own surveys on the new Housing Hub.

Activity

This group is project-based. In 2025/2026 they completed two critical reviews of our service. You can read the in-depth reports of these reviews on our website.

The topics covered were:

- Damp and mould
- Aids and adaptations

In 2025/2026 the group met on the following dates:

Damp and mould project:

- 23rd May 2025
- 11th June 2025
- 19th June 2025
- 1st July 2025

- 1st August 2025

Aids and adaptations:

- 10th December 2025
- 15th January 2026
- 29th January 2026
- 11th February 2026
- 11th March 2026

What it means for you

Project: Damp and Mould

Output	Outcome	Impact
The Housing Service should develop stronger links with organisations like energy charity ECOE Advice. Staff should attend training and awareness sessions and consider referrals as part of their procedures in cases where residents are struggling to heat their homes.	We are now working closely with ECOE Advice and have a method of signposting those struggling with the cost of heating their home. All frontline staff have been given bespoke training by ECOE so that they understand what they do and how to make a referral.	We are now able to connect you with support if you are struggling to afford your energy bills. This will have a positive impact on household finances, your home, and could result in a reduction in rent arrears.
Create an awareness campaign through InSight Magazine around the use of extractor fans – to encourage residents to report those that are not working properly or require cleaning or maintenance (filter changes).	An awareness campaign about extractor fans is in the Spring 2026 edition of InSight magazine and will raise awareness about their importance. Residents are now more informed. An article about Awaab's Law has also been published.	Instances of damp and mould in bathrooms should reduce as residents make better use of extractor fans. You will have access to more information about our responsibilities under Awaab's Law.
Improve communications and continuity by providing residents (who have reported damp and mould) with copies of damp and mould reports and records of meetings / conversations.	Residents will now receive a record of any report of damp and mould that they make.	This has improved our communication with you.
To also ensure continuity, consider a single point of contact throughout difficult / lengthy cases.	A dedicated email address has now been set up: (housing.dampandmould@exeter.gov.uk)	This has improved our communication with you.

Reports should have a section for tenant comments, including noting concerns and vulnerabilities	Staff have adopted new forms aligned with Awaab's Law for consistent survey and reporting procedures starting September 2025. Reports now include sections for comments, allowing residents to express concerns and vulnerabilities clearly. There is now a suite of vulnerability markers on our housing database.	This has improved our communication with you. By taking account of your vulnerabilities we will improve how we tailor our service to meet your needs.
Update the housing website and leaflet to encourage residents to contact us in the first instance of discovering damp and mould.	We have amended our published material to ensure residents are encouraged to contact us straight away.	You should feel comfortable and encouraged to report damp and mould. We should receive more reports and be able to offer more solutions.
Staff should use sensitive wording around damp and mould to ensure that they do not suggest a lack of cleanliness / hygiene as a cause. Staff should also set clear timescales expectations.	We have changed our terminology and coached our staff and contractors to no longer use terms such as "mould wash." Staff on first contact now provide tenants with information about expected timescales.	You should feel less shame and stigma around experiencing damp and mould. We should receive more reports, and able to offer more solutions, and have less repeat phone calls due to clear timescales.
Investigate whether the use of damp and mould data (along with other indicators such as EPCs) can be used to prioritise properties for new energy efficiency measures as part of our Retrofit project.	We are now using damp and mould data and EPCs to target properties for retrofit works.	Improvement works are now prioritised for the homes that need it most.

Project: Aids and Adaptations

The Tenants' Voice: Special Project Group completed a review into the Aids and Adaptations service. This review completed in March 2026 and led to the creation of a set of recommendations and actions, soon to be implemented.

We have listed the outputs below, and we will report on the impacts and outcomes in next year's report once they have been delivered or implemented.

Officers and tenants will:

- Increase staff awareness and knowledge of this area of the service
- Provide a range of options for gathering tenant feedback
- Review the Aids and Adaptations website information, incorporating tenant feedback
- Review the Aids and Adaptations information in the Tenant Handbook, incorporating tenant feedback
- Review the Aids and Adaptations performance Key Performance Indicators (KPIs), and provide feedback to Operational Management Team and other relevant governance groups
- Ensure Exeter City Council and its contractors adhere to the standards and expectations set out in our Housing Service Standards
- Publish an article in Insight Magazine, promoting the service and expectations
- Utilise all communications for maximising awareness and expectations of the Aids and Adaptations Service
- Ensure consistent communication is delivered throughout service, following the Housing Procedure Manual
- Conduct a review of the minor adaptations process
- Conduct a review of the major adaptations process
- Promote the service from within the community, using tenant groups and Community Champions
- Review communications sent out to tenants, to ensure consistency and accessibility
- Explore opportunities for safely gathering tenant vulnerability data

Complaints & Performance Group and learning from complaints

The Complaints & Performance Group is made of five tenants and officers from the Housing Complaints team. The group review and feedback on our housing key performance indicators (KPIs), scrutinise our learning and service improvements and examine closed redacted complaints to identify further opportunities for improvement.

What we did

Objectives

The Complaints and Performance Group:

- Takes a Tenant & Leaseholder view of performance across the Housing Service
- Establishes priorities for reviewing performance
- Assesses performance against expected standards. For example, Service Standards, annual targets, Tenant Satisfaction survey results and benchmarking data provided through Housemark (an online platform where we can compare our performance with other landlords)
- Acts as a critical friend to ensure that the Housing Service delivery meets expected standards.

Input

The group is made up of five residents, though there is space for up to 15.

Staff involved include Housing Community Initiatives Officers, Housing Policy Officer and Housing Business Support Officers.

Activity

The group undertook the following work in 2025/2026:

- Reviewed Stage One and Stage Two responses as well as cases that have gone to the Housing Ombudsman

- Reviewed our “response guidance” template to ensure it is in clear English and that staff ensure that they are communicating clearly
- Provided feedback on Housemark monthly performance data.

They met on the following dates:

- 8th January 2025
- 16th April 2025
- 21st October 2025
- 1st December 2025 (joint with Tenants’ Voice)
- 17th February 2026

Learning from complaints

When a resident or leaseholder contacts us with a complaint, it is treated as an opportunity to find ways to improve the service. We really value that communication, and a great deal of time is spent investigating to see where we can prevent similar complaints arising in the future; after all, if we’re doing something that is clearly wrong, we need to put it right.

When a resident contacts us with a complaint, it is treated as an opportunity to find ways to improve the service.

We have new measures in place so that we can continue to learn from the complaints that we received. The outcomes of these measures will be reported on in the next Impact Report. These include:

- Holding regular “Complaints and Learning Clinic” internally to analyse and interrogate our complaints received and responses given
- Proactively identifying trends in complaints received to prevent future instances
- Training for new staff and refresher training for all officers involved in responses

What it means for you

Over the last 12 months we have identified the following ways to improve our service, either internally or via the Complaints & Performance Group:

Output	Outcome	Impact
From our Complaints data, we found we had a high volume of upheld complaints in relation to communication.	We have completed communication improvement work internally, ensuring that interim updates are provided during complaint investigation.	We are seeing a slight reduction in upheld complaints due to communication
Compensation and responses were not tailored to tenants or those in the household	We’ve reviewed our compensation policy and ensured better alignment with the Housing Ombudsman’s Redress Policy	We have seen a reduction of escalations to Stage Two due to dissatisfaction with the compensation offered.

with vulnerabilities or additional needs.	We have streamlined our compensation policy and updated our response guidance to include a table with specific factors for investigating officers to consider when providing compensation	Staff are now better trained, leading to higher quality complaint responses and greater confidence in handling cases.
Complaint responses were unclear due to jargon used. Our responses could be more reader-friendly or written in “plain English”.	Housing Complaints conducted a meeting with investigating officers to ensure responses were crystal clear using plain English to fit audience.	You can expect better communication, which may reduce future complaint escalations. You will now receive clearer, more accessible responses written in plain English; this may result in improved satisfaction
Would like meetings to be more regular and to coincide with Complaints and Performance Group being one week and Tenants’ Voice for better cross-reporting.	We’ve made our meetings more regular so we’re less pressed for time as we don’t need to cover everything in one meeting.	The group is now able to cover more topics and achieve more outputs and outcomes over time.
Complaints and Performance Group wanted to review wider Assets data.	In upcoming meetings, we will be reviewing the complete Assets Key Performance Indicators (KPI) data.	Better resident oversight over our performance.
More tenant feedback is needed so that the group has a broader understanding of tenant satisfaction with complaints, which complements the results of the Tenant Satisfaction Survey.	A complaints “transactional” survey has been set up, so that everyone who complains has the opportunity to feed back about the process, not just those contacted for the annual survey.	We will be able to learn more from our complaints and improve our processes.

Resident Communication Group

What we did

Objectives

The Resident Communication Group:

- Looks at our publications from a resident perspective
- Reviews our website and online presence
- Sees copies of standard letters and leaflets and recommends tenant-friendly language
- Acts as an editorial board for InSight magazine

Input

The group is made up of 5 residents. Exeter City Council's Housing Community Initiatives Officers also attend.

Activity

The group usually meet in a local community centre space (Weavers Court). This year they undertook the following work in 2025/2026:

- Produced 2 copies of InSight magazine
- Reviewed the Tenant Annual Report
- Helped to revise the Housing webpages
- Helped us develop a new Housing Hub
- Reviewed wording of our damp and mould leaflet and standardised letters
- Reviewed wording of our planned works FAQ document

They met on the following dates:

- 25 July 2025
- 5 August 2025
- 4 September 2025
- 4 February 2026

What it means for you

Output	Outcome	Impact
Produced two copies of InSight magazine.	All residents have received a copy of the magazines, which has been developed with tenants and leaseholders to ensure topics are useful and written in tenant-friendly language.	You will be more informed, and important messages are communicated in clear and effective ways.
Produced the Tenant Annual Report.	All residents have received a copy of the report.	You will be more informed. We are transparent about our performance, and you have the opportunity to review it. Important messages are communicated in clear and effective ways.
Feedback into our website review.	The website is now more tenant-friendly, better organised into clear categories, and contains correct and up-to-date information.	You should expect to find the information you need quickly and efficiently.
Helped develop the Housing Hub	We now have an online engagement hub that residents can use to access consultations, engage with our service, and connect with other engaged residents.	You have more opportunities to participate, to provide feedback, to view and complete consultations and to form networks.
Reviewed the wording for tenant publications and letters.	We have adjusted the language that we use to make it more friendly and inclusive.	You can expect future letters and publication to be easy to understand and inclusive. This will improve our communication.

Council Housing and Development Advisory Board

What we did

Objectives

The Council Housing & Development Advisory Board meet quarterly to review the challenges faced in delivering landlord services. Members share their advice and support to ensure the best service is provided, and the group makes recommendations to our Council Executive committee.

The group provides oversight of all areas of our Housing service, including:

- Management and maintenance
- Housing development plans and capital works programmes
- Budget monitoring
- Resident engagement and satisfaction

Input

The board is made up of two tenant representatives, five elected members, including the Executive Member Portfolio Holder for Housing, Development and Services, external advisors/stakeholders and the Director responsible for Council Housing and Housing Development. Appropriate Officers are invited to attend meetings of the Board when relevant.

Activity

The board meets quarterly in the evening to review progress and reports on the performance of the Housing service. Meetings are held in the Civic Centre offices, and there are facilities for these to be hybrid meetings for those who cannot attend in person.

In 2025 /2026 the group met on the following dates:

- 26th June 2025
- 2nd October 2025

- 12th February 2026

They looked at the following topics:

- Major development schemes
- Budgets monitoring
- Housing Key Performance Indicators (KPIs)
- Tenant Satisfaction Measures (TSMs)
- Tenants' Voice feedback and policy reviews
- Repairs, maintenance and compliance performance
- Complaints handling and Ombudsman self-assessment
- Anti-social behaviour and tenancy management performance
- Regulation and preparation for Regulator of Social Housing inspection
- Local Government Reorganisation updates

What it means for you

Output	Outcome	Impact
The group requested more oversight of our development schemes and requested additional updates on the appointment of the main contractor for our next major new-build development (Whipton Gardens).	Members remain informed on project progress.	Stronger oversight of development projects and reduced risk of delays.
There is a need for further government clarification on Renters' Rights Act enforcement powers.	This preparation ensures ECC is ready for new statutory duties.	There is a greater level of compliance and readiness for legislative changes.
The group requested more information about homes repurchased from former Right to Buy owners.	A greater transparency on stock acquisition and asset management.	This will help strengthen long-term planning for housing supply.
A review of progress against the latest Tenants' Voice: Special Project Group report in 12 months (you can read more about this report in this report)	This will further enhance our accountability and tracking of progress.	Actions identified in the report will result in a long-term reduction in damp and mould risks and improved wellbeing.

Events & Activities

What we did

Objectives

We aim to provide a series of useful events and activities which allow us and our contractors to engage with our residents in the communities and neighbourhoods that they live in.

Input

We held 15 one-off events across 12 estates, with a total recorded attendance of 194 residents.

Housing Community Initiatives Officers and the Tenant Liaison Officers facilitated these events, alongside Housing Officers and Older Persons Property Services Officers. Partnership events included representatives from Exeter City Council's Cleansing department, Devon and Cornwall Police, Mears, Community Builders, and Devon Wildlife Trust.

We also supported 142 regular wellbeing classes and activities in many of our communal spaces, with a total of 767 attendees.

Activity

One-off events included:

- 9 housing surgeries / tenant drop-ins where we provided direct support to our residents
- 5 coffee morning/ tenant meetings to discuss estate-specific topics, including supporting the formation of a Resident Association, and discussing local anti-social behaviour issues. 5 coffee mornings / tenant meetings to discuss estate-specific topics, including supporting the formation of a Resident Association, and discussing local anti-social behaviour issues.
- An environmental engagement day to discuss a community project with Devon Wildlife Trust
- A free bulky waste collection day on one of our largest estates

Exeter City Council's Housing Service also supported a number of sessions held in our community spaces which were offered free-of-charge to our residents. These sessions continue to be well received; some of the positive feedback includes:

- "Relaxation, focussing on the activity for an hour and nothing else," said a resident who attended qigong, a type of gentle exercise, at the Weavers Court community room.
- "Exercise for body and brain, friendship," said a resident who attended a seated exercise session held in the Bodley Close community room.

What it means for you

Output	Outcome	Impact
We held 9 housing surgeries.	We were able to speak to 161 residents, providing individualised support, and were able to identify tenancy or building concerns.	This will help build stronger relationships, reduce conflict, and may lead to improved satisfaction with our service.
We held block/area specific meetings, including one to support the formation of a residents' association and two coffee morning to address communal concerns. Topics discussed included security of access to communal areas and local anti-social behaviour prevention and reporting, community initiatives, resident moves, involvement opportunities, and parking	These events supported direct discussion of communal issues and identification of required actions for property management.	We will strengthen our relationship with you and communicate better.
We held a free bulky waste collection on one of our largest estates.	Two dustcarts collected 9.88 tonnes of waste. Two vans took a total of six loads of an estimated four tonnes of waste to the recycling centres.	Clean-ups and environmental engagement contribute to improved local pride and reduce complaints. This will also lead to fewer instances of fly tipping, litter and waste left in communal hallways.
We connected one of our communities with Devon Wildlife Trust.	Devon Wildlife Trust is also now connected to one of our communities.	You can expect improved environmental enhancements and advice in local areas.

Bespoke Services

Tenant Liaison Officer

We offer a bespoke service designed specifically to support some of our most vulnerable tenants through complex or long-term projects. We have one dedicated officer in this role. This personised service is delivered by the Tenant Liaison Officer (TLO) who acts as a single point of contact between tenants, council departments and our contractors when required. This personalised service is delivered by the Tenant Liaison Officer (TLO) who acts as a single point of contact between tenants, council departments and our contractors when required.

The Tenant Liaison Officer's role is to inform and support tenants during periods of significant change such as relocations and bespoke work programmes.

What we did

Activities

Throughout the year, the Tenant Liaison Officer has delivered support on a range of projects. These include:

- Moving residents into alternative accommodation following the decommissioning of a building
- Supporting decanted residents to return to their homes following the completion of a large-scale renovation project
- Supporting the housing summer open days
- Attending drop-in sessions and regular tenant engagement sessions, including housing surgeries
- Providing additional assistance and support to residents who have certain lifts in their home so that they can continue to live independently in their own homes
- Tailoring tenant communication
- Communicating the new works programme with affected tenants

- Organising the waste and recycling awareness day
- Facilitating works with various housing teams to deliver continuous service improvement
- Organised welcome events to help new tenants settle into their homes.

Outcomes

The Tenant Liaison Officer has delivered measurable outcomes that have improved tenant awareness and satisfaction:

- 16 specialised moves from Rennes House and other areas of the city ensuring a smooth, supported and bespoke service
- 6 residents have received a single point of contact service helping to build trust and improve communication with residents and council staff
- 12 residents received coordinated support to understand their requirements in relation to their through-floor lifts which will help them to continue to live independently in their home
- Current planned works letters have been tailored to tenants ensuring they are clear and easy to understand
- Tenants can now expect more communication prior to works starting. This will in turn provide them with a better understanding of the works in their home
- Individual visits offering one-to-one support for those who struggle with mobility or health issues
- Liaised with developers, contractors and internal teams to ensure tenant needs remain at the centre of project delivery.

Case Study – “You said, we did”

A tenant-led meeting was held on a local estate in response to concerns raised about anti-social behaviour (ASB), security, and the condition of communal areas in a Housing Surgery.

As a response to the concerns raised, Exeter City Council officers and tenants held a special meeting to discuss the concerns, with 45% of households attending, demonstrating the importance of these matters to the community.

Concerns raised by tenants

- Communal area security and maintenance - Faulty communal door lock, littering, leaks, moss falling from gutters, and incomplete skirting boards
- Anti-social behaviour - Reports of suspected criminal activity, late-night visitors, possible overcrowding, and items being thrown from balconies
- Requests for information - Updates on planned works, scaffolding timescales, and solar panel removals.

What we did

Following the meeting, Officers:

- Raised a maintenance and repair orders to replace a broken door lock, clean the balcony, entrance and gutters, and install skirting boards
- Improved visibility and reassurance - PCSOs were contacted to request increased local presence and regular drop-ins
- Provided clear guidance - Officers outlined reporting channels, police powers, and how evidence supports tenancy enforcement. Diary sheets were distributed to help residents record issues.

Outcomes

- Residents gained improved understanding of how to report concerns and what action the Council can take
- The community agreed to support ongoing evidence-gathering through photos, videos, diaries, and reporting
- Tenants expressed confidence in using police and council reporting channels
- The session strengthened resident-officer relationships and helped set expectations for future joint working.

What next?

- Officers will monitor all raised repairs and actions to ensure delivery
- Residents will continue reporting tenancy and criminal concerns through the appropriate channels
- A follow-up meeting has been arranged with the residents to measure progress

The year ahead

We are excited to be able to offer a number of new initiatives. Over the next 12 months, look out for:

- An opportunity to join a new asset-based tenant group, that looks at health and safety, repairs, maintenance and our contracts
- An older-persons housing network
- A new engagement platform, Housing Hub, which will provide opportunities for residents to get involved in our service online by responding to questionnaires, feedback surveys, consultations and engaging with our other tenants

Thank you

Exeter City Council would like to thank all the residents who have been involved with the resident engagement team over the past year, whether by completing a survey, taking part in or being a member of a group.

Your feedback really has helped the council make meaningful service improvements.

If you would like more information about how to get involved, then please contact us via email at resident.involvement@exeter.gov.uk or ring 01392 265767.

We can provide this information in different languages and formats, including printed versions (including large print). braille, or electronically.

Exeter City Council

Council Housing & Development Services