



## You Said We Did 2026/27

You Said	We Did
<p>You said... through various tenant consultation meetings and through a survey looking at the Tenant Voice Strategy that we should do the following:</p> <ul style="list-style-type: none"> <li>☐ Keep it simple &amp; inclusive – cut the jargon, make involvement clearer, and use local spaces like communal halls more often.</li> <li>☐ Be visible &amp; flexible – offer more face-to-face options and reach people who don't take part as often.</li> <li>☐ Show the impact – provide quick updates, plain-English comms, and a balance of digital and non-digital ways to get involved.</li> <li>☐ Boost tenant voice – more opportunities for tenants to lead scrutiny and use lived experience to shape improvements.</li> <li>☐ Be clearer &amp; more transparent – explain the purpose, process and expected outcomes of involvement activities.</li> <li>☐ Use feedback better – analyse it consistently, make decisions fair and open, and hear from voices we're currently missing.</li> </ul> <p><b>(Policies and Procedures)</b></p>	<p>To deliver the overall aim of this Strategy our approach is built around a set of key objectives that reflect what matters most to our tenants and the outcomes they expect from us. The objectives to deliver this overall aim are:</p> <ul style="list-style-type: none"> <li>☐ We will make involvement easy and accessible for all;</li> <li>☐ We will strive to ensure involvement leads to real change—and tenants can see the impact;</li> <li>☐ We will make sure tenant involvement reflects the full diversity of our communities – not just the people who usually take part.</li> </ul> <p>You can find the new Tenant Voice Strategy on the following link:  <a href="#">St.Leger Homes   Policies and Strategies</a></p>
<p>You said... through various tenant consultation meetings and through a survey looking at the Communications Strategy that we should do the following:</p> <ul style="list-style-type: none"> <li>• Clear, accessible, jargon-free communication.</li> <li>• Updates delivered reliably across their preferred channels.</li> <li>• Digital is welcome – but must not be the only option.</li> <li>• Many still rely on letters, HouseProud, phone calls and face-to-face contact.</li> <li>• Keep everyone included, including those who need alternative formats.</li> <li>• Be proactive: explain next steps and follow through.</li> <li>• Make “You Said, We Did” more visible and show real impact.</li> </ul> <p><b>(Policies and Procedures)</b></p>	<p>To deliver the overall aim of this Strategy our approach is built around a set of key objectives that reflect what matters most to our tenants and employees and the outcomes they expect from us. The objectives to deliver this overall aim are:</p> <p>Communicate clearly, accessibly and consistently          Listen actively and respond respectfully          Be open, honest and transparent</p> <p>You can find the new Communications Strategy on the following link:  <a href="#">St.Leger Homes   Policies and Strategies</a></p>



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<p>You said... through various tenant consultation meetings and through a survey looking at the Embedding Respect – Tackling Stigma in Social Housing Strategy that we should do the following: Local feedback from Customer and Staff Working Group, tenants, complaints analysis, and engagement forums including the One Voice Forum highlighted the need for a localised approach to dignity, respect, and stigma reduction.</p> <p>Policies and Procedures)</p> <p><b>You said... through various</b> tenant consultation meetings and through a survey</p>	<p>This new strategy has been developed to challenge and reduce stigma by reshaping perceptions, empowering tenants, and embedding respect, inclusion, and fairness in all services.</p> <p>You can find the Embedding Respect – Tackling Stigma in Social Housing Strategy on the following link: <a href="#">St.Leger Homes   Policies and Strategies</a></p> <hr/>
<p>looking at the Housing and Neighbourhood Management Policy that we should do the following:</p> <ul style="list-style-type: none"> <li>• Ensure homes and neighbourhoods are safe, well-maintained, and supportive of sustainable living.</li> <li>• Promote tenant engagement, respect, the Good Neighbourhood Charter and inclusion while tackling issues that affect quality of life.</li> <li>• Provide a consistent framework for managing properties and neighbourhoods in line with legal, regulatory, and organisational standards.</li> </ul> <p><b>(Policies and Procedures)</b></p>	<p>The new Housing and Neighbourhood Management Policy sets out how SLHD will deliver its responsibilities by providing a clear, consistent, and a customer-centred framework of how it manages its homes, neighbourhoods, and communities.</p> <p>You can find the new Housing and Neighbourhood Management Policy on the following link: <a href="#">St.Leger Homes   Policies and Strategies</a></p> <hr/>
<p>You said... at a tenant consultation meeting looking at the 2026/27 Rent Increase Consultation that you agreed with the rent increase and that the priorities for investment should cover:</p> <ul style="list-style-type: none"> <li>• ‘Decent Homes’ standard – over 20 years since the start of decent homes work (kitchens, bathrooms, windows, doors...)</li> <li>• Energy efficiency / cost of living</li> <li>• New legislation for building health, safety and compliance (Awaab’s Law, Fire safety)</li> <li>• Higher demand for properties - balance current tenant and property requirements with additional homes</li> <li>• Higher expectations around property and service standards</li> </ul>	<p>Feedback from customers supports our rent increase and we have included their priorities for investment.</p>



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<ul style="list-style-type: none"><li>• Higher demands on services – more repairs, complaints, transactions, homelessness, etc.</li><li>• Cost of regulation</li></ul> <p>Tenant involvement, engagement and feedback</p>	