



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"> • Keep it simple & inclusive – cut the jargon, make involvement clearer, and use local spaces like communal halls more often. • Be visible & flexible – offer more face-to-face options and reach people who don't take part as often. • Show the impact – provide quick updates, plain-English comms, and a balance of digital and non-digital ways to get involved. • Boost tenant voice – more opportunities for tenants to lead scrutiny and use lived experience to shape improvements. • Be clearer & more transparent – explain the purpose, process and expected outcomes of involvement activities. • Use feedback better – analyse it consistently, make decisions fair and open, and hear from voices we're currently missing. <p>(Policies and Procedures)</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"> • We will make involvement easy and accessible for all; • We will strive to ensure involvement leads to real change—and tenants can see the impact; • We will make sure tenant involvement reflects the full diversity of our communities — not just the people who usually take part. <p>You can find the new Tenant Voice Strategy on the following link: St.Leger Homes Policies and Strategies</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"> • Clear, accessible, jargon-free communication. • Updates delivered reliably across their preferred channels. • Digital is welcome — but must not be the only option. 	<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> <ul style="list-style-type: none"> • Communicate clearly, accessibly and consistently • Listen actively and respond respectfully • Be open, honest and transparent

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<ul style="list-style-type: none"> • Many still rely on letters, HouseProud, phone calls and face-to-face contact. • Keep everyone included, including those who need alternative formats. • Be proactive: explain next steps and follow through. • Make “You Said, We Did” more visible and show real impact. <p>(Policies and Procedures)</p>	<p>You can find the new Communications Strategy on the following link: St.Leger Homes Policies and Strategies</p>
<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>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: St.Leger Homes Policies and Strategies</p>
<p>You said... through various tenant consultation meetings and through a survey looking at the Housing and Neighbourhood Management Policy that we should do the following:</p> <ul style="list-style-type: none"> • Ensure homes and neighbourhoods are safe, well-maintained, and supportive of sustainable living. • Promote tenant engagement, respect, the Good Neighbourhood Charter and inclusion while tackling issues that affect quality of life. • Provide a consistent framework for managing properties and neighbourhoods in line with legal, regulatory, and organisational standards. <p>(Policies and Procedures)</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: St.Leger Homes Policies and Strategies</p>
<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"> • ‘Decent Homes’ standard – over 20 years since the start of decent 	<p>Feedback from customers supports our rent increase and we have included their priorities for investment.</p>

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<p>homes work (kitchens, bathrooms, windows, doors...)</p> <ul style="list-style-type: none"> • Energy efficiency / cost of living • New legislation for building health, safety and compliance (Awaab's Law, Fire safety) • Higher demand for properties - balance current tenant and property requirements with additional homes • Higher expectations around property and service standards • Higher demands on services – more repairs, complaints, transactions, homelessness, etc. • Cost of regulation <p>Tenant involvement, engagement and feedback</p>	