



Consultation Report

How Trust feeds back to our tenants

At Trust, we engage with our tenants in many varied ways and use a number of different feedback routes to help tenants to understand the difference that their input makes:

- **This Is Our Life** - this is our primary mechanism for recording tenant suggestions at a local level. The format allows tenants to be regularly updated on the progress towards implementation of their suggestions, or, if implementation is not fully possible, why this is the case.
- **Focus Groups** – we hold 8 Focus Groups every year and their discussions are relayed to all tenants through our Trust Talk newsletters, detailing how tenants’ suggestions have, or will influence organisational practice.
- **Team 13** - our tenants’ value-for-money group – meets 6 times per year with our Director of Finance and Business Services. Their input on tenants’ priorities directly influences her business planning and they influence our rent consultation processes and documentation. Again this is captured in a Trust Talk update article. The outcomes from the Rent Consultation are reported to tenants in the Spring edition of Trust Talk, explaining how the Board considered the feedback ahead of making its decision on rent levels.
- **Customer Panel** – the Chair of our Customer Panel writes a column for each Trust Talk, updating all tenants on the progress of each ongoing scrutiny project, and the implementation of actions arising from previous recommendations.
- **Customer Satisfaction Survey** – we report back at a very local level on the findings of our annual satisfaction surveys and discuss the findings with tenants. The yearly organisational collation of results is also reported to tenants, with improvement actions identified.

Plans for improvement include:

- Using Trust Talk, our newsletter, as a mechanism to regularly print anonymised case studies arising from complaints – what the complaint was, how we dealt with it and what will change because of it.
- Publishing a Feedback page in every edition of Trust Talk – “What difference have you made?” This will capture examples of what has changed because of tenant input at a local and at an organisational level.
- Using our Customer Satisfaction Survey data to better understand lower levels of satisfaction, encouraging tenants to think about
 - “What would “very good” look like?”
 - “What needs to improve and how can we make that happen?”