



**Yorkshire
Housing**

Customer engagement impact report

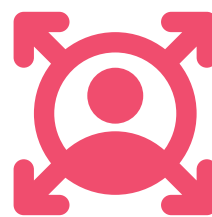
How customers have been involved in
shaping our services
July - September 2025
Quarter 2



Customer Engagement and Community Independence Teams

Yearly: How our customers are making an impact so far this financial year

April 2025 – September 2025



9,893*

Customers engaged



697

Unique customers engaged



19,795*

Hours of engagement



5

Focus groups and scrutiny sessions



1

Policy co-designed



7

Community grants



309

Extra care scheme events



1

Service shaped



1,045

Your Voice Matters customers



445

Joined Your Voice Matters this year



304

Your Voice Matters Facebook group



2,981

Hours of volunteering

*Figures include formal customer engagement and engagement with customers in the community, schemes and community centres. Some customers have been engaged multiple times.

Quarterly: How our customers are making an impact in quarter 2

Quarter 2, July – September 2025



4,501*

Customers engaged



8,918*

Hours of engagement



2

Focus groups and scrutiny sessions



1

Policy co-designed



4

Community grants



197

Extra care scheme events



1

Service shaped



322

New Your Voice Matters customers



29

New Your Voice Matters Facebook group customers



1,644

Hours of volunteering

*Figures include formal customer engagement and engagement with customers in the community, schemes and community centres. Some customers have been engaged multiple times.

Highlights of our engagement activity

Quarter 2, July – September 2025



Complaints forum

Number of customers engaged - 5

Hours of engagement – 10

Background

This quarter the Complaints Forum met with Sarah Lee, Director of Customer Channels, to review feedback from the previous quarter. It was a great example of senior leadership listening directly to customers and taking their concerns seriously.

Feedback and impacts

The Forum felt there was more they could be doing to help improve processes and services based on the feedback we get. Although they were giving valuable feedback on the stage one and stage two cases, this area is already heavily governed by the Housing Ombudsman Services. Following the session, it was agreed that changes were needed to help the Forum become more influential and impactful in other areas.

Next steps

As part of our ongoing development with the Forum, we're expanding the feedback that they focus on and review. Going forward, it won't be limited solely to reviewing a stage one and stage two complaint case. It will also include the other forms of feedback we get from customers, our suggestions and compliments. To match this shift in feedback that the Forum will review, we'll be reshaping and rebranding it as the Feedback Forum.

Big day out

Number of customers engaged - 98

Hours of engagement – 98

Background

When planning Yorkshire Day this year we'd taken on customer feedback from previous years. Customers wanted to see a clear impact of the day and wanted us to visit areas that we wouldn't usually go to, areas that felt somewhat forgotten. They also wanted to see that it wasn't just a one off event on August 1st, and that we were committed to making continual improvements throughout the year in a variety of locations in Yorkshire that showed a need for change and development.

Feedback and impacts

The Maltings - Our Empty Homes Team were kept busy relaying paving, fixing fencing, and sorting the odd little repair jobs that make a big difference to our customers. Other colleagues gave the car park a thorough sweep, planted some fresh foliage to brighten the area, gave the bin store a fresh coat of paint and chatted with customers.

Greatwood and Horseclose – The community was brought together for a day of fun to keep both adults and children occupied. There was a bouncy castle, lots of outdoor games, charity raffles, colouring station, bacon and sausage sandwiches and of course lots of Yorkshire tea. There was an excellent community vibe throughout the whole day.

Soothill - We teamed up with The Soothill Community Association and Dawatal Islam Mosque and the local Scouts group to plant a variety of flowers and foliage. We also did a litter pick, making sure the area was clean, tidy, and ready to be enjoyed. Alongside the garden activities, we carried out estate visits, giving customers the chance to chat with staff both at their homes and at the community centre.

Moor Lane – This area was highlighted as a location for Big Day Out as feelings of loneliness have been raised with colleagues, both directly and indirectly. Our aim was to brighten up the garden beds and connect with residents. We refreshed the flower beds with lavender and thyme and throughout the afternoon, we had some great chats with residents.

Rye Lane - Our operatives completed internal and external repairs for customers. Some litter picking and tidying up went on and teams did some door knocking to have conversations with our customers.

Charnwood - The office was cleared out, de-cluttered, cleaned and restocked. Colleagues worked to trim back hedges and bushes and sand then paint the benches to give the outside space a fresh new look.

Flockton Court - A coffee morning was held in the recently refurbished community room. We welcomed some new faces at the session with some games of darts. Colleagues chatted

with customers about security changes to the building and other upcoming events. A place inspection was conducted and some door knocking to have chats with customers who didn't want to venture to the communal room.

Next steps

We'll be planning more action days in 2026 to help improve communities. We'll be listening to customers feedback from Your Voice Matters Facebook, surveys and conversations we have with customers when we're out and about, to help us decide which locations would benefit most from a day of action.

Review Crew

Number of customers engaged - 5

Hours of engagement – 30

Background

Our Director of Homes, Adam Hinchcliff, reached out to us asking for support from our customers to review our responsive repairs policy and chargeable repairs policy. Adam wanted feedback from customers on the policies in general but also their thoughts on the potential of combining both policies together into one more simple and streamlined policy. We arranged an in person session with five members of the Review Crew to meet with Adam Hinchcliff, Adam Littlewood (Head of Repairs and Maintenance) and Gary Jones (Head of Mechanical and Electrical Services) to discuss the policies and give their feedback.

Feedback and impacts

Prior to the session the customers were provided with the current versions of our responsive repairs policy and chargeable repairs policy alongside the new proposed version. The new version combined both policies into one policy and streamlined them into a shorter version. This gave the customers chance to familiarise themselves with the proposed changes and come to the meeting prepared to have an open and honest conversation about the policies and discuss their feedback. The overall feedback from the customers was that combining the policies together to make one simpler and overall shorter policy was a good idea. They were also very happy with the use of a table layout to clearly identify who would be responsible, customer or YH, for each type of repair. For a full list of recommendations from this session, check out “The ‘so what’ of our engagement activity” starting on page 12 of this report.

“In section 5.3 it states a ‘category one hazard’, what does this mean exactly? You should include information to explain this more clearly for customers.”



“Having a shorter policy is a good idea. Combining the responsive repairs policy and chargeable repairs policy into one and shortening them will make it easier for customers to read.”

“The responsibilities table is a great idea, it makes it very clear who is responsible for each type of repair. It would also be good to have the table available on the customer portal and website for customers to access easily so they don’t have to look through a whole policy to find it.”

Next steps

The feedback from the session has been passed over to Adam Hinchcliff, Adam Littlewood and Gary Jones. Where possible, they’ve already implemented changes to the policy that the customers suggested. They’re still working on some of the suggestions as these require input from other teams but we’ll be feeding these changes back to the Review Crew by the end of November 2025.

Flockton summer party

Number of customers engaged - 20

Hours of engagement – 60

Background

At the start of 2025 our customers at Flockton Court and Flockton House in Sheffield raised with us that they felt forgotten about by Yorkshire Housing. They gave feedback that there needed to be a stronger colleague presence in their area and that this lack of consistent presence had led to a lack of community spirit. No one used the communal space and customers were instead opting to stay in their flats alone, which was also contributing to an increase in loneliness with customers living there.

Several initiatives have been undertaken throughout this year to help with the lacking community spirit and loneliness in this area.

- The communal room was refurbished to make it a much more welcoming space for customers to feel comfortable in.
- To combat loneliness in the area, colleagues worked with two customers, Mick and John, to capture iconic photos of Sheffield that were used as part of the communal room redecorations.
- Colleagues have regularly started using the office and communal room to work from and advertise drop in sessions to give customers the chance to come and chat face to face. A series of drop in sessions were held until 8pm based on feedback from customers in the area. This also helps reinforce the Yorkshire Housing presence in the area.
- Ask Nick was held from the community room and some of the customers even had the chance to chat with Nick in person.

To help bring together all the activities that had been happening throughout 2025 a summer party was arranged for Flockton Court and Flockton House. The event aimed to further foster community connections, encourage conversation, and promote greater use of the updated communal area. Customers had the opportunity to meet their neighbours, engage with Yorkshire Housing staff, and learn more about upcoming sessions in Flockton and surrounding areas.

Feedback and impacts

We were pleased to see strong interest in future activities, with several attendees signing up to get involved. Feedback from the event was overwhelmingly positive with customers happy to see just how many people had gathered together.

“Seeing more and more people coming down and being introduced to new people was lovely. I’ve never seen so many people using the communal space.”



“There’s never been so many people in the communal room – I enjoyed meeting new people!”

“Seeing how many people attended the session was great. Everyone enjoyed themselves and were chatting with each other.”

Next steps

- We're holding a drop in session on October 22nd to discuss the next steps with the customers around food nights, get to know your neighbours evenings and games sessions.
- To keep the community spirit alive and active at Flockton and combat loneliness, we're arranging with Manor and Castle Development Trust for their men's support group to visit Flockton, which will further support our customers.
- Wessex Archaeology are hosting monthly history talks called 'Dig In' in the communal room as part of their work on the Sheffield Castle site, which customers are invited to take part in.

Lendales CommuniTEA

Number of customers engaged - 8

Hours of engagement – 8

Background

A customer who's part of Your Voice Matters (YVM) made a comment in the YVM Facebook group about how they felt their area was being overlooked in terms of garden maintenance. They felt that no Yorkshire Housing colleagues had visited the area in person to see the struggles the customers were facing. Based on this feedback a visit was scheduled with our Tree Team Leader to investigate the issues raised. Some immediate issues were addressed during this initial visit but it was clear that the community wanted the chance to speak with Yorkshire Housing further about their area.

A CommuniTEA event was arranged to facilitate these conversations. Members of the Estates Services Team and a Housing Officer joined the event to offer first hand advice and solutions for problems that were raised by the customers.

Feedback and impacts

Customers raised issues around the following areas:

- A fence blocking access to a BT utility access point that could be a gate instead.
- Overgrown trees causing gutters to become blocked with leaves.
- Overgrown bushes blocking access to paths for customers with mobility scooters.
- Improving the look of the area by gravelling on overgrown customer gardens that weren't being maintained.

Customers were happy they were given the chance to speak face to face with us even when they initially didn't feel they'd have much to say.



"I didn't think I'd have anything to say, but I haven't stopped talking! It's so great you've put this on." – YH customer

Next steps

We made sure all the issues raised by the customers were logged on Salesforce where applicable so they can be resolved. We're also looking into ways we can fund the other changes suggested by the customers. For example, it's a customer's responsibility to maintain their personal gardens. However there are some customers who're struggling to keep up with the maintenance and their gardens have become overgrown and untidy. We're investigating how we can support these customers, potentially with social value funding, to replace the areas with gravel instead which would require a lot less maintenance to keep it looking clean and tidy. We're working with our Estates Services Team to put together a plan for this.

Brew and a chat

Number of customers engaged - 14

Hours of engagement- 14

Background

We want to make sure that our customers really feel listened to and heard by all of our colleagues. We also want to make sure that our Heads of Service, Directors and even CEO are brought back to purpose and get the chance to connect with customers and remember who we're here to help. To do this we hold brew and a chat sessions where customers can have a cuppa and chat with one of our senior leadership team about all things Yorkshire Housing. Allowing our colleagues to hear what it's like being a Yorkshire Housing customer, what matters to them and how YH are impacting their lives.

The sessions that took place during quarter 2;

- Nick Atkin, Chief Executive visited Brunell Gardens in Bradford.
- Sarah Evans, Executive Director of Customer Experience visited Garth Court in Huntington.
- Gavin Hoban, Director of Places and Customer Engagement visited Stoney Hill in York and BEAP (Bangladeshi Education Achievement Project) community centre in Bradford.

Feedback and impacts

Customers and colleagues had some really open and honest conversations, with some tough questions being asked by our customers.



“Why spend time and money evicting people for antisocial behaviour, only to fill the flats with the same people and the same behaviours?” – YH customer

A detailed report was created after Nick's visit at Brunell Gardens to log the issues that were raised by the customer including anti-social behaviour, repair concerns, and tenancy questions. These were raised on Salesforce where applicable with the relevant departments so that their progress could be tracked and monitored.

Gavin spoke with customers at Stoney Hill who had expressed that they felt 'forgotten' by Yorkshire Housing. They addressed the ongoing grounds maintenance concerns and damage to the peace garden we'd recently co-developed. A customer led solution was discussed around removing the service charge, which would allow the customers full ownership of the green space maintenance. Having colleagues there in person gave the customers the chance to not only discuss the issues but show them first hand so that a solution could be agreed.

Customers at Garth Court spoke with Sarah about failures in communication and the best methods for customers to be communicated via. It was discussed that it would be useful to add to the Activity Co-ordinators newsletter and also purchase a new notice board for the site. Concerns were raised over repairs such as issues with doors closing, uneven paving slabs and communal room roof issues.

Next steps

We're looking at expanding the brew and a chat sessions to take them to more isolated communities. We'll be gathering data on which areas feel less connected with Yorkshire Housing and reaching out to customers in those communities with the offer of a brew and a chat session.

Customer videos

Number of customers engaged – 3

Hours of engagement - 6

Background

We've been working the Communications Team to organise the video interviews of customers. We'll be creating two separate videos that will be used for two separate purposes. The first video will be used internally as part of the on boarding process for new colleagues. It'll be used to help our new colleagues understand what matters most to our customers, what our customers think great service feels like, and to help them start with the right mindset from day one. All with the aim of helping us be the UK's best housing provider. The second video will be used for our Social Housing and Me video series. This video will be shown externally and explain how social housing provides not just a home, but vital support and stability for our customers. It'll challenge the negative views and stigma around social housing and highlight its positive impact on people, families and communities. We've visited three customers' homes to conduct the interviews.

Feedback and impacts

We've had some great feedback from the three customers involved so far. They're happy to have been given the chance to tell their stories about social housing, challenge the stigma around it and help our colleagues have the right attitude from the get go.



"I took part because I'm keen to challenge some of the stigma and assumptions that surround social housing. We aren't second class citizens living in substandard homes on rough estates. Social housing residents are ordinary people living good honest lives, working and raising their families. Social housing providers are building and maintaining homes that are warm, well maintained and modern. And communities are proud of where they live and look after their local areas. At least it's like that where I live, and I love it!" - YH customer

Next steps

We're using some of the video content to share during National Customer Service Week on social media platforms. They'll then be edited for use in the colleague onboarding process and for use on social media platforms to help explain how social housing stigma is still affecting people. We're in the process of recruiting one more customer for the videos to make sure that we have diverse representation of our customer base in the videos.

Community grants panel

Number of customers engaged – 9

Hours of engagement – 44

Background

We offer grants to support our customers and local community group projects like improving green spaces, setting up new groups, putting on activities or lunch clubs. To make sure the money is fairly distributed, we have a panel of customers who review and score each application alongside Yorkshire Housing colleagues. This helps decide where the money will have the biggest impact.

Customers are sent the application information to review and score in their own time online. They're then also given the opportunity to join an online session, either in the morning or evening to suit their needs, to further discuss the pros and cons of each application.

4

Panels were held to discuss the grant applications

11

Decisions were made on grant applications

During quarter 2, eleven applications were reviewed by the panel and four sessions were held to discuss the applications in question. Customers are supported by colleagues in the sessions but are encouraged to make the decisions on the applications themselves.

Feedback and impacts

The panel focus on making sure that the successful applications will have a positive impact on local areas, particularly where Yorkshire Housing customers can benefit from funding that's provided to the projects. The panel made the decision to fully or partially fund four of the applications for the following projects:

- Skipton Pride
- Dales Youth
- Project Marigold
- Otley Larder

3

Grant projects were fully funded

1

Grant project was partially funded

4

Grant projects were not funded

3

Grant projects required additional information to make a decision

The current amount awarded for the year so far is £13,247. Not only is the community grants panel helping the projects that apply for funding, it also adds value for the members of the panel.



"It's been so interesting and I love that I can just take a step back and read with an open mind and then think all the points over first." – Community grant panel member

“I just like helping and I try and look at all angles open minded and without judgement and if something doesn't sit right there's usually a reason why.” – Community grant panel member

Next steps

We'll be continuing to use the panel to review the grant applications. This gives our customers the chance to say where the funding is best awarded to provide additional resources and the most impact in our customers communities.

We also used some of the grants panel members as a test case for scoring the garden awards. This went really well and means that we'll look to use the grant panel in a similar way for future projects like this too.

Parkfield Court tea and toast

Number of customers engaged – 6-9 per session

Hours of engagement – 18-22 per session

Background

Every Monday Parkfield Court hold a tea and toast morning where customers can spend time in the communal room socialising over a cuppa and slice of toast. These sessions are held to encourage customers to venture out of their homes into the communal area to socialise and build community spirit.

Feedback and impacts

The session regularly has between six to nine customers attending each week. It helps build the community spirit of the scheme and tackles loneliness for customers who otherwise may not speak to another person that day.



“If Kelly doesn’t come on a Monday to host the tea and toast morning I don’t really have any reason to come out of my flat. Sometimes I won’t see anyone all week.” – YH customer

Next steps

The sessions will continue each week with a view to encourage new customers to come and take part.

The ‘so what’ of our engagement activity



Quarter 2, July – September 2025

Check out the difference our customers have been making with the feedback they’ve been providing. Some of the projects included in this section are from previous quarters as changes have only recently been made based on the feedback customers have given.

Diversity Counts group	
Being visible in ethnic minority communities and having an in person presence is important to help build trust.	We’ve attended community events in Manningham where we have a high density of ethnic minority customers to advertise our services.
It would be good to see Yorkshire Housing forming partnerships with organisations who’re already working in the community of Manningham.	We’ve formed new partnerships and started working with Bangladeshi Youth Organisation and Bangladeshi Education Achievement Project (BEAP) who are already working in the community.
Having safe spaces where we can come and engage with Yorkshire Housing is really important.	We’ve started holding drop-in sessions in partnership with BEAP every Wednesday from 12-2pm.

Review Crew – Repairs policy	
1.1 Could this be changed to, ‘Our promise at Yorkshire Housing is to provide customers with homes and places they can be proud of. We aim to deliver the best repairs service in the UK to support our ambition of being the best Social Housing Provider in the UK.’	We’ve changed this wording in the policy.
2.6 How will customers know to follow this policy? It should be provided to them sign up or they should at least be made aware of it from the start of tenancy.	Our process for tenancy sign up and when a customer decides to leave is currently being reviewed as part of another project. We’ve passed on this recommendation to the team leading on that project so that it can be reviewed as during the project. The repairs and chargeable repairs policy will go live before the tenancy sign up project has finished. So we’ll make sure any necessary updates are added to the policy as an amendment when it’s been confirmed.

Review Crew – Repairs policy

3.1 ‘customer obsessed’ is not a positive phrase to use, obsession has negative connotations. This should say something like ‘customer focussed’ instead.	We’ve passed this feedback on to Brand and Communications. But as customer obsessed is one of our strategic priorities we’ll be leaving this in for now.
3.4 It needs to include that the communication will be done via the individual customers preferred method of contact. ‘Communication will be clear and timely and via the customer’s preferred method of contact.’	We’re currently undertaking a customer census so that we can gather each customers preferred method of contact. Even after the census had been conducted we may not have this data for all our customers. So where possible we’ll be able to do this, and the wording will reflect this, ‘Communication will be clear and timely and where possible, via the customer’s preferred method of contact.’ Some compromises may be needed dependent on the urgency of the communication required.
3.6 What does this mean in practice for customers? Can we elaborate on this to explain it more for customers.	We’re enhancing how we use data and introducing smart technology to take a more pre-emptive approach to repairs, aiming to prevent issues before they arise. This is the start of our journey to replace items, where ever possible, before they become faulty preventing the need for customers to report responsive repairs.
5.3 ‘Emergency responsive repairs - we will aim attend your home within 4 hours to make everything safe, and where possible we will complete the work within 24 hours.’ It’s reassuring to state that the aim is 4 hours, this shows that you’re trying to do better than industry standard and will make customers happy. However, it needs to be more clear that it’s from when YH are notified, ‘once reported to us, we’ll aim to attend your home within 4 hours...’ The phrasing could be used in 7.1 too.	We’ve changed the wording to make sure it’s clear for customers that it’s 4 hours from the time it’s reported to us, ‘Once reported we will aim attend your home within 4 hours to make everything safe, and where possible we will complete the work within 24 hours.’
5.3 ‘category one hazard’, what does this mean? Info needs to be included to explain this.	We’ve elaborated on this to give more clarity to customers, ‘A Category One Hazard, which is an immediate risk to a person’s safety within their home, that is determined within Awaab’s Law, may be identified at the point of call or an attendance to the emergency repair.’

Review Crew – Repairs policy

5.3 Routine responsive repairs should be completed quicker than 28 days.	We've adjusted the wording in this section to emphasise that it will be done as quickly as possible, but that some repairs will always be more complex and take more time, 'We will make an appointment for the work to be completed as quickly as reasonably practicable, but within 28 days. Some routine repairs may take longer due to the scale and complexity of the work. Our aim will always be to complete asap but with varying priorities of work taking precedent this isn't always possible, and we may need to use the 28-day target to manage expectations.'
7.2 If the appointment can't be arranged at the first point of contact and it will be done during a follow up call, YH should confirm a time line for when the follow up call will take place.	We've updated this and included information about it, 'Ideally this will be at the first point of contact, where this isn't possible for whatever reason, YH will contact you within an agreed timescale, dependent on demand, to arrange this.'
16.1 make sure there is a hyperlink to the Defects Policy so that customers can access it easily.	We're investigating with our Communications Team to see if this is possible.
17.3 is the 'customer scrutiny group' in reference to the Review Crew and the session held on July 30 th ? If yes, should it specifically reference the Review Crew?	We've updated this to state the Review Crew.
Having a shorter policy is good. Combining the responsive repairs policy and chargeable repairs policy into one policy and shortening them will make it easier for customers to read.	We'll keep this change and combine the policies into one.
The policy could be more customer friendly. Although combining and shortening the policies is a great step, could it be made even easier for customers to understand. Could the table of responsibilities be made more customer friendly (nicely designed) and this could be used as the customer guide version for customers who don't have time to read a full policy?	We'll be working with our Brand and Communications Team to create a page on the website that gives customers an easy-to-read key points version. We'll also be looking to showcase the customer friendly version on the app once it's been developed and in the sign-up process for new customers.
A contents page would be useful so that customers are able to find the correct page of information they need easily.	A contents page won't be added at this stage but we'll evaluate this for our policies and if we're able to we'll introduce it at a later date. A shorter

Review Crew – Repairs policy	
	customer friendly page will be available that should cover only the key points and without the need for a contents page.
It would be good to have the responsibilities table available on the customer portal and website for customers to access easily.	This will be available in a customer friendly version on the website, the customer app when built and considered as part of the documentation during the sign up process for new customers.
There are minor grammar and punctuation mistakes throughout the policy, make sure it's proof read thoroughly and checked.	The final version will be thoroughly checked for minor grammar and punctuation mistakes.
It can be worrying as a customer to call up about what you believe to be an emergency repair. If you state that it's an emergency but then the work operative arrives and states it not, you'll then get charged. It needs to be made more clear what is classed as an emergency repair.	The responsibility for deciding if something classes as an emergency or not is held with the Customer Experience Centre (CEC), not the customer. The customer won't be charged for a decision made on an emergency by the CEC.
A quick read customer guide version should be produced to highlight the key points that customers need to know without having to read through the full policy. This could be some key points and then the responsibilities table (Appendix A).	We'll be creating a customer friendly version that will be available on the website. It'll also be available on the customer app once it's been developed and it's being considered to be provided as part of the document pack in the sign up process for new customers.
There is nothing mentioned in the policy about keeping pets out of the way when repairs operatives are undertaking work.	We've added in some information about this under section 2.7, Responsibilities.
There's no mention of clearing guttering or the removal of moss on roofs. This should be added as a yearly check as preventative that can lead to DMC issues.	We've explained the process for gutters in Appendix A. Cyclical moss clearances from roofs is not being considered at this time, if moss is causing damage to a roof that is causing ingress of water this will be rectified as part of the repair.
Rechargeable repairs section – this covers how the customer will be held accountable but not how YH will be held accountable. There should be something included to show how the customer can hold YH to account.	This is explained in '13, complaints and appeals'.
Regulation and legislation – do customers really need to know this information? Could it be removed as it's just making the policy longer.	We've moved this section to the appendices.
Regulations and legislations, YH should look at improving these standards beyond what is set down by the government.	We aim to be better than what's set out by the regulator, e.g. attending emergencies in 4 hours where possible.

Review Crew – Repairs policy	
Appointments, this should also include information about missed appointments and what the next steps are. This should be explained from both sides, if YH misses an appointment or if the customer misses and appointment.	We've added to the appointments section to explain the responsibilities and processes in more detail.
Appendix B – This flow chart needs to be much more clear and easy to read. Could it be designed to be YH branded?	This will be better designed and easier for customers to read in the final version of the policy.
Appendix A - Could the responsibilities table be at the start of the policy as this is most likely what customers will be looking for when they read through the policy.	We've added in notes on the front page of the policy that direct customers to Appendix A so they can skip to that section earlier on if they wish.
Appendix A – 'Pests', should this clarify what is classed as a pest?	We've added in some extra examples of what classes as a pests, 'Pest (vermin, insects, ants, bees / wasps)'
Appendix A – 'Plumbing', 'blocked toilets, sinks...' It's correct that this should be a rechargeable repair of the customer has caused the blockage and it was avoidable.	We'll keep this update in the new version.
Appendix A – 'Kitchen', 'Cookers', should this not include all white goods, not just cookers?	We've updated this to state white goods so that customers won't think that it's only cookers.
Appendix A – 'Pests', 'infestation at a single property', can info be added in here about who they can contact to get help e.g. local council.	We've added in extra details to this section.
Appendix A – 'communal areas', where does the asterisk on 'driveways' link to? It's not clear.	We've made sure this is separated to 'point of tenancy' and 'customer installed'.
Appendix A – 'Property walls', 'Skirting boards, picture rails and battens', customers may not know what a batten is, can we be more clear?	We've changed the batten to wooden fixture to make it more clear for customers.
Appendix A – 'Kitchen', 'Any surface that has been painted or wrapped', customers may not know what 'wrapped' is, can we explain this more?	We've changed the wording to make it more clear, 'Any surface that has been painted, wrapped or amended in any way.'
Appendix A – make the indicators ticks instead of crosses, this will be more clear to understand for customers.	We've changed this so that 'ticks' are used in the boxes to indicate who is responsible for each repair.
Appendix A – The vulnerable customer column should only be available for internal YH use. For the customer facing version just include the YH and customer responsibility columns. However, make sure that you link to the vulnerable customer policy so that	We'll only make the vulnerable customer column available internally for colleagues to use. It won't be visible on the customer version but we will make sure that vulnerable customers know how they can reach out to us if they have

Review Crew – Repairs policy	
customers who feel they are vulnerable can reach out to YH to discuss if we're able to help further.	reasonable adjustments or questions about other ways we can help.

Customer Summit	
This feedback will be acted on for the next customer summit in November	
It felt like some of the sections were a bit rushed and there wasn't enough time to hear fully about the subject.	We're reducing the number of subjects to two so that colleagues don't feel rushed and can go into a bit more detail.
Give customers the chance to ask more questions throughout the session and not just at the end.	We've reduced the number of subjects so that both customers and colleagues don't feel rushed and so there is plenty of time for customers to ask questions.
When advertising the next summit to customers it would be useful to know what the subjects are going to be. This might draw in more customers if they have an interest in those subjects.	We'll be listing the subjects of the summit from the start of advertising it to customers.
Make it more interactive for customers by using things like more polls.	We'll be including more polls in the session so that customers who don't want to speak up and ask a question can still participate.
Focus subjects on seasonal themes that are relevant to customers at that specific time of year.	One of the subjects we'll be discussing during November's summit will be Awaab's law and damp, mould and condensation (DMC). This time of year sees an increase in DMC cases and Awaab's law will be implemented at the end of October, making this subject relevant.