

You wanted us to continue prioritising the repairs and maintenance of your homes.	<ul style="list-style-type: none"><li>• We will continue to prioritise repairs to your home and maintenance of your homes (for example replacing kitchens and bathrooms).</li><li>• But we would like more feedback on these services, so will work with tenant volunteers and use your feedback to better understand how we can improve our repairs and maintenance services.</li></ul>
Some of you told us that your home would be unsuitable for you in 5 years' time.	<ul style="list-style-type: none"><li>• We will talk with more tenants about this concern, to find out how we can best support you to stay in your home or to move to a more suitable home if necessary.</li></ul>
We need to make sure your homes are affordable.	<ul style="list-style-type: none"><li>• Our Payment Advice Team and other support staff will help tenants with managing their money.</li><li>• We will work with specialist agencies who can help tenants with finding the best energy tariffs.</li><li>• We will involve our tenants in reviewing our Service Charges, to make sure they are fair and affordable.</li><li>• We will offer money saving tips sessions in our Little Shed community space.</li><li>• We will work on improving the energy efficiency of your homes by assessing building fabric options and renewable technology (eco friendly) options, and carry out energy efficiency works where suitable.</li></ul>
Protecting our environment and reducing energy use was important to you.	<ul style="list-style-type: none"><li>• We will ensure your homes are as energy efficient as possible, this may include works to the building fabric and/or installing renewable (eco friendly) technology.</li><li>• To achieve this will take some time, but we will keep you updated on any plans we have for your home.</li><li>• We will have a dedicated tenant group to help us prioritise our work, develop new projects and share this information with tenants.</li></ul>
Listening to your views and improving our services was important to you.	<ul style="list-style-type: none"><li>• We will continue to work with our Get Involved Tenant Groups, increasing the numbers of tenants involved and taking RHA out to tenants through RHA On The Road.</li><li>• We are creating clear Service Standards for all service areas, and will make sure we share these with you so you know exactly how we will respond to your queries, how we manage repairs and maintenance and offer excellent customer service.</li><li>• Increase the amount of monthly surveys we carry out, to make sure you can give feedback regularly and help us improve our services.</li></ul>
Tenants living in some properties are less satisfied with our services	<ul style="list-style-type: none"><li>• We will contact tenants we know are less satisfied with our services, to find out how they think we can be better.</li><li>• We will increase the number of satisfaction surveys we carry out and work with our Get Involved Tenant Groups to look at what you as tenants are telling us – what we do well and what we need to improve.</li></ul>
We could offer more digital and online services.	<ul style="list-style-type: none"><li>• We are developing a new Tenant Portal (an online dedicated area for tenants) and will share more information on this when it is ready to use. You'll be able to use the portal to report repairs or anti-social behaviour, to pay or ask questions about your rent, to contact staff members, to find out about involvement opportunities, and much more.</li><li>• We will continue to share information on our social media pages.</li><li>• We have a digital project called Get Connected, which provides digital tables and free data, and we will continue to be part of a project called Digital Fridays- offering computer skills classes to anyone who wants to learn more about computers, tablets and smart phones.</li></ul>

