

TENANT ENGAGEMENT

Annual Review 2025/26

How tenants shape change



TENANT ENGAGEMENT EXPERTS
tpas
member 2026-2027



Babergh & Mid Suffolk
District Councils

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Introduction



This report shows how your feedback has helped shape and improve housing services over the past year (April 2025 to March 2026).



Everything we do is shaped by what you tell us. Whether you've completed a survey, taken part in a meeting, joined a project, or spoken to us in your community - your views helped us understand what's working well and where we need to do better.

Over the last year, we've been working hard to:

- Listen carefully to your experiences.
- Learn from feedback and complaints.
- Involve tenants in decisions that affect your homes and services.
- Make real improvements you can see and feel.

This includes improving repairs, making changes to how we communicate, investing in neighbourhoods, and giving tenants more opportunities to influence what we do.



We've also been developing how we work with tenants - moving beyond simply asking for feedback, to working in partnership with you to shape services together.

This review highlights what we've achieved together, what we've learned, and what we're doing next.

Thank you to everyone who has taken the time to get involved - your voice is making a real difference.

Our Top Five Achievements

#1 More ways to get involved

- We spoke to tenants over 3,500 times and involved 1,200+ tenants directly across the year.
- Offered 124 different ways to have your say - from surveys and meetings to community events.

What this means for you: It's now easier than ever to get involved in a way that suits you.

#2 Your voice is leading to real changes

- Tenants helped lead in-depth reviews of our complaints process and communication. This resulted in 26 improvements being identified - many of which are already in place.

What this means for you: Your feedback isn't just heard - it leads to real changes in how we work.

#3 Better services based on your feedback

- You told us what we need to improve, and we acted. We've made repairs quicker, improved how we communicate, and strengthened how we handle issues like anti-social behaviour.

What this means for you: Services are becoming more reliable, responsive, and easier to use.

#4 Improvements in your neighbourhoods

- We carried out community action days and improvement projects across many estates - clearing spaces, improving safety, and upgrading shared areas.

What this means for you: Cleaner, safer, and more pleasant places to live.

#5 Tenants shaping decisions at every level

- Tenants have been involved in designing services, reviewing policies, and even helping with recruitment.

What this means for you: Tenants are now playing a bigger role in decisions that affect your home and services.

We've moved from listening to tenants to working in partnership with them to shape and improve our services.

Tenant Influence at a glance

• • • • •

3,553

engagement **conversations**

124

different opportunities offered to engage with us

1,201

tenants engaged with our **opportunities offered**

26

scrutiny recommendations agreed for improving our services

18

Greater Places **projects delivered** improving neighbourhoods

41

communities visited to hear what is important in your community

6

Community Action Days delivered

3,187

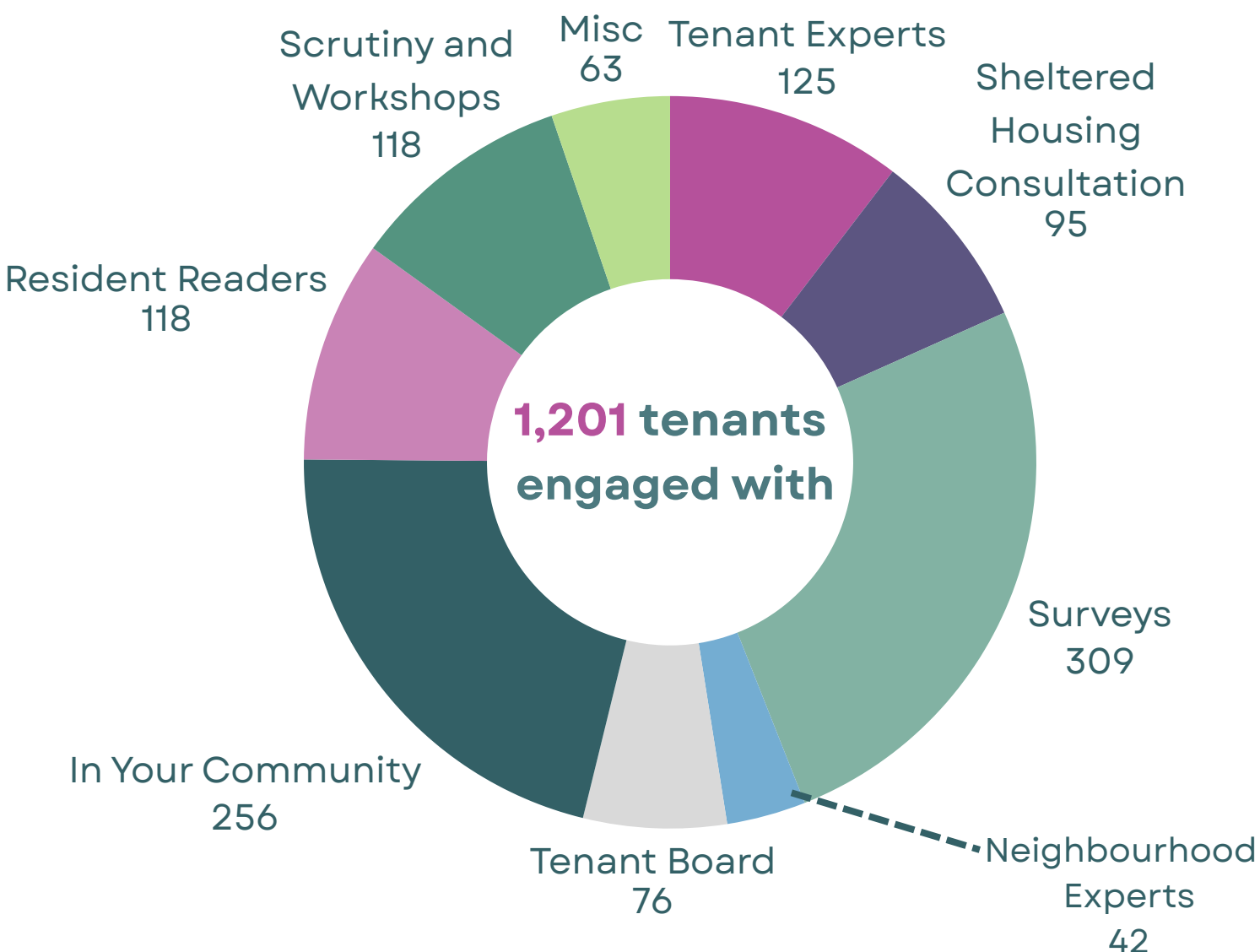
tenants gave feedback on our services through **surveys**

599

complaints investigated and **actions** put in place to ensure we learn lessons

Engaging with our Tenants

We engaged with tenants and residents 3,553 times - this means more tenants than ever are sharing views with us.



We also spoke with 2,352 of you through our Getting To Know You project!

What that delivered



We have:

- Completed two scrutiny projects (where tenants review our services in detail), with a total of 26 recommendations from tenants to improve our services.
- Visited 41 communities to talk about your local areas and get your say on how we can improve the spaces around your home.
- Completed eight Resident Readers projects and awarded the 'Approved by tenants' tick.
- Worked on four tenant-focused projects covering adaptations, complaints, property maintenance, and home swaps.
- Held 10 Tenant Board meetings, two pre-meetings and two focused group sessions.
- Offered tenants **124** different ways to engage with us throughout the year in various ways either face-to-face opportunities such as workshops, meetings and in their communities or online through surveys.
- Out of the 1,201 tenants who engaged this year, **618** tenants live in Babergh and **407 live** in Mid Suffolk. **176** tenants took part in surveys anonymously.

We're always looking for tenants to get involved and share their ideas on how we can improve our services.

If you're interested, [please complete our interest form](#), and we will get back to you.

We sent 15 email campaigns, with a further six targeted email campaigns about specific news items over the year.

As of April 2026, we have 6,406 tenants signed up to receive the Bulletin, this is an increase of 481 tenants from March 2025.

We use our bulletin to promote our services and keep tenants informed about things that impact them. The bulletins have been opened 34,077 times. We have included information on:

- Our new repair pledges.
- Recruiting tenants to join the Tenant Board.
- Our new repairs system and what it means for tenants.
- Promoting ways tenants can get involved in reviewing complaints, communications, property maintenance survey and tenant incentives.
- Updates on the "Getting to Know You" project.
- Information on damp and mould contractors and how to report issues.
- Our performance and Tenant Satisfaction Measures outcomes.



If you would like to sign up to My Home Bulletin, or to see the previous editions, [visit our website to find out more](#). For tenants who aren't online, we will be launching a printed newsletter later this year.

Tenant Satisfaction



We regularly ask you how satisfied you are with our services. These are called Tenant Satisfaction Measures (TSMs) - national measures used to check how well housing services are performing.

The TSMs are used by the Regulator of Social Housing to monitor how well landlords are doing at keeping homes in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management.

A summary of our 2025/26 performance:

- Overall, satisfaction has improved in most areas, especially repairs.
- Most measures are now at or above the targets set by Portfolio Holders and the Tenant Board.
- Our building safety compliance (how we keep your home safe) remains consistently excellent.
- Although our complaints handling satisfaction is still low, the speed and quality of responses has dramatically improved.
- Fewer homes now fall below the Decent Homes Standard, showing the progress we are making in investing and maintaining your home.

Babergh 2025/26 scores compared with 2024/25 scores

642 tenants were surveyed and satisfaction was rated as:

- Overall tenant satisfaction rose from 63% to 69%.
- Repairs satisfaction increased from 64% to 70%.
- Time taken for repairs jumped from 57% to 66%.
- Feeling homes are well maintained improved from 60% to 69%.
- Feeling safe at home increased from 71% to 74%.
- Feeling listened to rose from 48% to 53%.
- Satisfaction with being kept informed increased from 66% to 71%.
- Being treated fairly and with respect rose from 70% to 74%.
- Communal area satisfaction increased from 58% to 64%.
- Neighbourhood contribution rose from 52% to 62%.
- Anti-social behaviour handling remained steady at 58%.
- Complaint handling satisfaction remains low at 34% but has improved from last year.

Our performance

- All building safety checks (gas, fire, asbestos, Legionella, lifts) are at 99.9-100%.
- Non-emergency repairs completed on time rose sharply from 47.5% to 76.7%.
- Emergency repairs completed on time improved from 78.9% to 91.9%.
- Homes not meeting the Decent Homes Standard reduced from 16% to 10.2%.
- Stage 1 complaints responded to on time jumped from 56% to 90%.
- Stage 2 complaints responded to on time increased from 86% to 96%.

Mid Suffolk 2025/26 scores compared with 2024/25 scores

622 tenants were surveyed and satisfaction was rated as:

- Overall satisfaction increased from 66% to 70.8%.
- Repairs satisfaction rose from 65.2% to 72.5%.
- Repair times satisfaction increased from 52.7% to 65.7%.
- Home maintenance satisfaction increased from 66.9% to 72.5%.
- Feeling safe at home increased from 76.9% to 79.3%.
- Feeling listened to rose from 54.7% to 57.9%.
- Kept informed increased from 68.4% to 73.5%.
- Being treated fairly and with respect rose from 73.8% to 76.6%.
- Communal area satisfaction jumped from 68.2% to 80.4%.
- Neighbourhood contribution increased from 55.7% to 61%.
- Anti-social behaviour handling rose from 56.8% to 60.8%.
- The only measure that dipped slightly was complaint handling, which fell from 34.8% to 31.9%.

Our performance

- All building safety checks (gas, fire, asbestos, Legionella, lifts) are 100%.
- Non-emergency repairs completed on time rose sharply from 46.5% to 82.5%.
- Emergency repairs completed on time improved from 72.1% to 91.1%.
- Homes not meeting the Decent Homes Standard reduced from 15.4% to 12.7%.
- Stage 1 complaints responded to on time jumped from 56% to 88.5%.
- Stage 2 complaints responded to on time increased from 89% to 96%.

Looking ahead

While we've made good progress this year, there are still some areas where we need to do better. We want to be honest about this and explain what we're doing to improve.

Complaints

Although we are responding to complaints more quickly, we know that many tenants are still not satisfied with how their complaint is handled overall.

What we're doing to improve:

- Taking a closer look at complaints and feedback to understand what's not working and why tenants are unhappy.
- We will make better use of what we learn from complaints and share updates with you on what has changed as a result.
- Our Complaints Taskforce will continue to review complaints to make sure they are handled properly and in line with the Housing Ombudsman's standards.

Homes that don't yet meet the Decent Homes Standard

We've made good progress in reducing the number of homes that don't meet the Decent Homes Standard. However, we are still above our long-term target of 1%, so there is more to do.

What we're doing to improve:

- Improving our data so we have a more accurate picture and can focus work where it's needed most.
- Giving priority to homes where vulnerable tenants are living in colder or poorer conditions, so these are improved first, when our new contractors are in place.
- Working closely with tenants who need new kitchens and bathrooms, offering support and flexibility to help reduce the number of refused upgrades.

Listening to tenants and acting on feedback

Whilst we are starting to see improvement in this area, it is still one of our lowest-scoring measures. We know we need to do more to show that we are listening and acting on what you tell us.

What we're doing to improve:

- Introducing estate walkabouts, where tenants can meet with Community Housing Officers and Tenant Engagement Co-Ordinators to share feedback in person.
 - Launching a quarterly newsletter to show how your feedback has influenced decisions and improved services.
 - Introduced a tenant incentive scheme to recognise and thank those who share their views and get involved in shaping our services.
-

Anti-social behaviour (ASB)

Satisfaction with how we deal with anti-social behaviour is improving, but it is still below the level we want.

What we're doing to improve:

- Being clearer about what action we can and cannot take, so expectations are understood from the start.
 - Reviewing and improving our policies so it's clear how we handle anti-social behaviour.
 - Making sure urgent cases are identified and dealt with more quickly.
 - Increasing our visibility on estates through regular walkabouts.
-

Communal areas

We know that some tenants are not happy with the condition of the communal areas around their homes, and we want to better understand why.

What we're doing to improve:

- Using feedback and data to identify areas with higher dissatisfaction and planning targeted estate walkabouts.
- Working with our public realm team to create clear service standards for things like grass cutting and other grounds maintenance, so you know what to expect.

What we've done with satisfaction feedback this year

We've made it easier to book repair appointments, so you can arrange a time when you report the issue. Repairs are being completed more quickly, meaning less waiting.

We're also keeping you better informed with text messages to confirm your appointment, remind you, and let you know when we're on our way.

We've used feedback and survey results to help take a closer look at how we're doing. This has included our Tenant Board reviewing complaints, communication, and feedback over the last year.

We've worked with tenants to agree clear standards for our services, based on your feedback and survey results. These standards will help you understand what you should expect from us, and we will regularly share how we are meeting them. These will be published in the Summer.

The Tenant Board uses your feedback and survey results to hold us to account. They set us challenging targets and regularly check how well we are doing against them.

Our Housing Complaints Taskforce looks at complaint feedback and trends every three months. They use this information to spot what's going wrong and make changes to improve our services.

We're continuing to work with the Stop Social Housing Stigma campaign. This includes involving tenants in recruiting new staff, to make sure they have the right attitudes and values.

Feedback surveys



We really value the feedback our tenants provide us. We ask for feedback on:

- your recent repair
- your move to one of our homes
- your experience reporting an anti-social behaviour complaint
- your recent gas service
- your recent electrical testing

This feedback helps us to spot issues and address them quickly. The Tenant Board also monitors survey feedback to help identify areas for scrutiny projects. We publish [results from these surveys on our website](#).

Who we heard from:

- 105 tenants gave feedback after moving into a new home.
- 39 tenants shared their experience of anti-social behaviour cases.
- 196 tenants gave feedback on our gas servicing contractor.
- 1,504 tenants gave feedback on their repair.
- 79 tenants shared their feedback on our electrical servicing contractor.

What's working well:

Many tenants have told us:

- Our staff are helpful and professional.
- Repairs and servicing are generally completed well.
- Improvements made from feedback are making a difference.

What needs to improve:

You highlighted some key areas where we need to do better:

- **Communication** – especially keeping you informed and providing clear advice.
- **Information at key stages** – areas include when moving into one of our homes or during an anti-social behaviour case.
- **Property condition at letting.**

In some areas, satisfaction has improved, but in others there has been a drop – so we know there is more to do.

Using feedback from these surveys, we have:

- Designed a new case audit process for anti-social behaviour cases, ensuring Team Leaders check that action plans are completed and vulnerability matrixes are in place. This means you receive an excellent service and communication is clear from the very start. We will also agree contact methods and how frequently you will be kept informed.
- Provided information to the Tenant Board to support their scrutiny projects, including updates on all previous work and supporting their upcoming review into how we manage empty homes before a new tenant moves in.
- Hold our contractors to account by using your feedback and complaints to challenge performance and drive improvements.
- Moved our gas servicing programme to the summer, allowing us to respond more quickly to repairs needed during colder months, when demand is higher.
- Celebrated our successes with staff, especially where your feedback has highlighted compliments and positive experiences.

Tenant Board



The Tenant Board is a group of seven tenants who:

- Represent other tenants.
- Review performance.
- Hold the housing service to account.
- Lead improvement projects.

They hold a meeting each month and help make sure your voice is heard.

There have been 10 Board meetings this year. You can [view presentations from Board meetings, along with minutes of meetings, on our website.](#)

Over the last year, the Tenant Board has:

- Reviewed our survey results and challenged us about what we are doing with feedback.
- Led and completed scrutiny projects on communication and complaints.
- Reviewed methodology and the survey results for the Sheltered Housing Review before it went to Cabinet for approval.
- Taken part in our mock regulatory inspection with HQN.
- Set us ambitious performance targets.

- Regularly reviewed our performance.
- Supported our work with Stop the Social Housing Stigma project.
- Influenced the Mutual Exchange Policy and Aids and Adaptations Policy.
- Learnt more about income from rent and how this is known as the Housing Revenue Account.
- Attended Overview and Scrutiny Committee twice to present their scrutiny findings and asking for actions to be endorsed.



The Board made a short video last year to promote their work as part of the TPAS National Involvement Week. Click the image to watch.

Want to find out more about the Tenant Board?

If you would like to find out more about the Tenant Board, you can call us on 0300 123 4000, option 3 or [complete an online application form](#).

Looking forward

The Tenant Board will carry out at least two detailed tenant reviews (scrutiny projects) this year.

The first project will focus on how we let empty homes and take place between April and September. A second project will be chosen by the Board in the summer, and will run from October to February 2027.

The Board will also use what they have learned from a recent independent review (the HQN mock inspection) to improve their work. This includes continuing to hold pre-meeting sessions so members feel prepared and confident in discussions.

Every three months, the Board will review our progress to make sure we are meeting housing standards and continuing to improve our services. They will also keep monitoring our performance and your feedback, making sure this is used to make real improvements.



Tenant Scrutiny

Scrutiny is a way for tenants to work with us to review services in detail. Panels of tenants work alongside our staff to review an area and identify what works well and what could work differently.

These projects are used to examine how well we're meeting tenant needs. Recommendations then form an action plan that is used to improve the service.

SCRUTINY ROADMAP



Over the last year, the Tenant Board has led on two projects. The first project investigated the customer journey when a tenant makes a complaint, how it is resolved and our performance on complaints.

The second project investigated the Councils' communication with tenants and what improvements could be made for those calling into customer services, using email and live chat and making a complaint.

You can [view all reports from scrutiny, along with actions plans on our website](#).

Communication scrutiny - October 2025

The Tenant Board completed a detailed review after identifying that communication was a key concern across our services. This was picked up in feedback from surveys and previous scrutiny projects.

They looked at service data, tenant feedback, and real examples of how we communicate (phone, email, live chat and complaints) to see where improvements were needed. They found three issues:

- Replies were often slow.
- Call-backs were sometimes missed.
- Information wasn't always clear or consistent.

This made tenants feel frustrated and reduced their trust in the service. Based on what tenants told us, we created a plan to improve communication and how we handle enquiries.

Some improvements have already been made, and others are still being worked on. Most improvements should be in place by September 2026, with some longer-term improvements continuing after that.

Number of recommendations made: 16
Number completed: 5
Number in progress: 0
Number outstanding: 11

What we've done so far:

- We've completed 5 out of 16 improvements.
- Made the live chat service easier to use and more personal.
- Removed the chatbot and replaced it with direct contact with a person.
- Started using complaints and customer data together to better understand issues.
- Continued checking calls through the 'Golden Call' scheme to make sure staff are clear and empathetic.
- Updated recorded messages so tenants get more up-to-date information.

Complaints scrutiny – Summer 2025

Tenants on the Tenant Board carried out a detailed review after seeing that satisfaction with our services was still low in some areas, based on our regular surveys.

They looked at service data, listened to tenant feedback, and held workshops to better understand what was causing concerns and where improvements were needed. The main issue identified was communication, along with the need to be more consistent, understanding, and professional when handling complaints.

Based on what tenants told us, we created an action plan with 10 key improvements to how we manage complaints.

So far, five of these actions have been completed, and the remaining five are in progress. We expect all improvements to be in place by September 2026.

Number of recommendations made: 10
Number completed: 5
Number in progress: 5
Number outstanding: 0

What we've done so far:

- Created a group of Tenant Complaint Experts who review complaints and check the quality of our responses. Their feedback is shared with our Complaints Taskforce.
- Made sure we learn from complaints and use these lessons to improve how we work.
- Reviewed and improved our Compensation Policy so it is clearer and fairer.
- Made sure complaints are regularly discussed with our contractors, so they understand issues and improve their performance.
- Strengthened how we monitor and manage complaints across all our services.

What this means for you:

- Tenants are now directly involved in checking how complaints are handled, helping to make sure responses are fair and of a good standard.
- We are learning from past complaints and using this to improve our services.
- Our compensation policy has been updated to be clearer and fairer, so you know what to expect.
- We are working more closely with contractors to make sure they fix issues and improve their service.
- We are keeping a closer eye on complaints across all services to make sure they are handled consistently and properly.

Update on anti-social behaviour scrutiny project

In February 2025, the Tenant Board carried out a detailed review of how we deal with anti-social behaviour (ASB).

They held two focus groups with tenants to look at how we work, how we communicate, and who is responsible for different parts of the service. From this, they made 31 recommendations to improve how we support tenants. These were approved by the Tenant Board, senior housing staff, and councillors.

As of May 2026, all 31 improvements are underway and 25 have been completed.

What we've improved so far

- We now agree with you early on how you would like us to contact you and keep you updated.
- We create clear action plans, so you know what will happen and when.
- You will usually have one main point of contact, so you don't have to speak to different people each time.
- Staff have received training to improve communication, understanding, and professionalism.
- We've improved support for victims by working more closely with services such as mental health support, mediation, social care, victim support, and the police.
- We are taking earlier action to resolve problems before they get worse.
- We have updated our policies and created a Good Neighbourhood Toolkit to help prevent and deal with issues.

Number of recommendations made: 31
Number completed: 25
Number in progress: 6
Number outstanding: 0

“

We are aware of the impact anti-social behaviour (ASB) can have on our tenants and our communities. I am pleased to report that our tenant scrutiny action plan is nearly complete. This has seen a change in our services and while these changes are in place they need to be fully embedded. Our officers have received training on how to manage ASB and have further training in place to support them as well. However, this is not the end of the process.

We are working to ensure that we continue to learn and develop our approach. We will be monitoring through new performance measures which will provide us with assurance that we are doing what we say we will. We will also monitor our satisfaction results and complaints when they are made. We will continue to amend and change our services from your feedback and will look to address anti-social behaviour in our homes and estates. If you're a victim of anti-social behaviour we want to hear from you so we can address the issues you're experiencing.

– Head of Housing Management

”

What our tenants say about scrutiny...

“

“Just wanted to say thank you so much for such an interesting informative day with you all. I so enjoyed meeting Harriet and Sarah who I sat with, who obviously really care about tenants and their own particular teams.”

“I came away thinking people really do think it is important to try and get things as right as they can. Well done all of you. We tenants do understand it is not easy and it involves large work loads and dealing with all kind of problems on a daily basis.

“Says everything too, regarding your achievements from the data we saw that there is a smaller amount of complaints needed thus far this year which have been progressed to the Housing Ombudsman.”

”

“

“I really enjoyed yesterday. Thank you so much for organising all of this, it has personally made me feel very valued.”

”

“

The workshop today was great, I thoroughly enjoyed it. I am certainly looking forward to the next one. It was really interesting to meet and listen to the people attending and hear all the different perspectives. Thank you once again for the invite.”

”

Learning from Complaints



We want you to tell us when something goes wrong so we can put it right and learn from it.

When we receive a complaint, we conduct a full investigation and put things right. We also learn from these mistakes to try and stop the issue happening again.

Improvements made from complaints include:

- We've improved communication around gas-servicing appointments. Our contractor now sends text reminders so you know when to expect the visit.
- A new van stock system means operatives can carry more parts and fix more issues on the first visit.
- We've improved how homes are advertised for letting, helping to reduce delays before new tenants move in.
- We now give tenants an information leaflet after damp and mould work is completed. It explains the next steps and what to do if the damp or mould comes back.
- We now have a programme to regularly service solar panels.
- We want to support every tenant with their tenancy and create a proactive tenancy-management approach, which includes regular visits so we can spot and deal with any issues early. This will be launched in the summer of 2026.
- We're developing new policies – including temporary move, mutual exchange, updated Anti-Social Behaviour guidance, and a hoarding policy – so tenants know exactly what they can expect from us.
- We've created a 'Good Neighbour' toolkit, developed with tenants, so minor issues can be handled quickly and by tenants themselves. The toolkit also sets out how to escalate things when extra support is needed.
- Our "Getting To Know You" project was started to ensure that we hold data about our tenants to support with providing high quality, person-centred services.

Complaints performance

Our Complaints Taskforce meets every three months to review complaint data, monitor trends and response times, agree and track preventative actions, gather tenant perspectives and discuss reports published by the Housing Ombudsman.

We have a Tenant Board representative who attends every meeting, and we also have Complaint Tenant Experts who review complaints and provide valuable feedback on our responses (a recommendation from the tenant-led scrutiny project). You can [view minutes from these meetings on our website.](#)

In 2025/26, we received fewer Stage 1 housing complaints than the previous year, with a total of 599.

Complaints about repairs and maintenance have gone down for the second year in a row. We received 194 complaints this year, which is much lower than the 443 complaints reported two years ago. This suggests that our recent changes are starting to make a difference.

Our performance on responding to complaints within timescales has improved significantly this year, with both Stage 1 and Stage 2 exceeding our target.

Stage 1 performance saw the biggest improvement, increasing from 56% to over 90% in Babergh, and up to 88.5% in Mid Suffolk, showing a step change in how we are dealing with complaints made by our tenants.

Compliments

We also receive compliments from our tenants about our services. These help us to see what is working well. Here are just a few we've received this year.

“ I had my solar panels cleaned and serviced today. The Operative, who cleaned the panels, got on with the job, and was very polite. He left the panels sparkling! Then there were two other members of staff that serviced the panels in the loft. I didn't know they were there, they were so polite. It is rare these days to have have such polite men, that get on with their jobs with absolutely not hassle whatsoever. Five stars!”

“ Just wanted to say how well the two electricians did today putting in new storage heaters. They were efficient, professional and really nice. They also cleared up after themselves, which I thought you would like to know. A good job well done and hopefully in the winter a saving on my electricity bill much needed! Thanks to all concerned.”

“ Our Housing Officer really showed such kindness and empathy while we were trying to sign our tenancy. They went out of their way to sort out problems and made us feel supported and listened too. Their continued contact is invaluable as we are dealing with such a difficult situation and knowing our Housing Officer is there for us really helps. A big thank you! ”

“ Since I've moved in, my Income Officer has been very helpful, and pointed me to the right website. They also followed up when my Housing Benefit application was sorted. Thank you!”

“ Just want to say thank you for listening to our concerns and dealing with our issues. The estate is so much better now which benefits all residents of our estate. There has been no more night time visiting as far as I am aware and I really appreciate the updates and the work done to achieve this. Thank you on behalf of all the residents on our estate.



Community Action Days

Our Community Action Days help us to address issues in our communities, and areas are chosen by reviewing feedback from our Tenant Satisfaction surveys.

This year, we have held six Community Action Days, three in each District.

Working with our Public Realm team, we cleared communal areas to improve their appearance and removed bulky waste and fly-tipping. We also gained plenty of information in feedback from tenants to direct improvements through our Greater Places project.

Before each event, we make sure local tenants know what's planned and encourage them to talk to us, so we can understand what would help improve their area.

Any staff member, councillor, or tenant can volunteer to help at these events. We have found that it is a great way to work with communities and identify improvements we can make. Turn the page to discover more about what we've achieved.

Our Community Action Day achievements

Location	About the area	What we achieved
Cordell Place, Long Melford	A group of bungalows, with a communal garden space, that had a very overgrown car park where not all the spaces were usable as a result.	<p>Tenants told us on the day that the car park should be for tenants only, but other people were using it. In response, we've put up new signs and added white lining.</p> <p>All the pathways tenants use to walk into town had become overgrown with vegetation and moss, so we cleared them and made them safe again.</p>
Chelsworth Avenue, Great Cornard	Overgrown vegetation within communal areas, with overgrown hedges blocking pavements.	We cut back the overgrown vegetation and hedges to make the pavements easier to use, and we made a couple of pathways used by older tenants safe again.
Maple Way, Eye	A small area that is in the corner of an estate of houses. Overgrown parking areas, with fly-tipping also an issue.	<p>We spoke to lots of tenants on the day and managed to clear bulky items as well as fly-tipping.</p> <p>Parking areas blocked from use by overgrown vegetation were returned to use improving parking for everyone.</p>

Location	About the area	What we achieved
Trinity Walk and Jubilee Place, Stowupland	A mixed area with flats, houses and a sheltered scheme with pavements needing attention to make them safe for older residents.	We cut back hedges along pathways so tenants - especially those living in the Sheltered Scheme – can use the pavements safely. We also made pavements accessible and tidied up the communal areas between the flat blocks.
Cavendish and Minden, Sudbury	<p>This area has been subject to specific anti-social behaviour action days in the past, working alongside Suffolk Police.</p> <p>Various changes had been made as a result of tenant feedback and we wanted to revisit to assess them and improve a communal garden.</p>	<p>We cleared a drying area in the communal garden which was blocked with a huge amount of overgrown vegetation.</p> <p>Several vulnerable tenants were struggling to use the communal garden as paving was covered in moss so we cleared it and made it safe.</p>
Twinings, Stowmarket	<p>Following a small scale event here, we identified there was a need for another day to have more impact.</p> <p>The area had lots of fly-tipping and communal pathways were covered in moss and weeds.</p>	<p>Pathways cleared and made safe and for all tenants., especially some vulnerable tenants with mobility issues.</p> <p>The area has since remained in good condition with no fly-tipping reoccurring.</p>

What this means for you:

Your voice shaping changes

We listened to tenants before, during and after events. You told us what needed fixing, your feedback shaped the work, and some improvements were directly requested by tenants.

What this means for you: You have a real say in changes made to your area.

Visible improvements to neighbourhoods

We cleared fly-tipping and rubbish, cut back overgrown vegetation, and made paths, parking areas and walkways safer.

What this means for you: Your neighbourhood is cleaner, easier to use and safer for everyone.

Improvements that last

Many areas had real upgrades: new fencing, lighting and CCTV, improved parking and road markings, better bin stores, bike racks and drying areas.

What this means for you: Longer-term improvements, not just one-off fixes.

Better satisfaction overall

We've seen an overall increase in satisfaction with neighbourhoods in our Tenant Satisfaction Measures as a result of these events.

What this means for you: More of you are feeling positive about where you live.

Building stronger communities

Community Action Days bring people together: tenants, staff and volunteers working side by side, with support from organisations like Suffolk Police and local groups.

What this means for you: A stronger sense of community and more support where it's needed.

Tackling anti-social behaviour

We've worked with partners to improve lighting and visibility, install CCTV and barriers, and focus on known problem areas.

What this means for you: Safer neighbourhoods and action on problem behaviour.



Greater Places is the name of our environmental improvements budget.

It pays for improvement works to Housing Revenue Account assets and can cover all capital costs linked to these projects.

We've worked closely with tenants to identify projects they feel will make the biggest difference in their community.



This year, we have...

Identified improvements across 22 estates

and completed 18 projects across our schemes to improve communal spaces and support tenants' wellbeing.

Projects completed include:

- New seating area at Gayford Court, Hadleigh.
- New bin stores, rotary lines and bike racks at Gainsborough Road, Stowmarket.
- Vegetation clearance on estates to reduce ASB in Rede Way, Great Cornard.
- New rotary lines, path, bins and signage in Blackfriars, Sudbury.
- Water butts installed at Hurstlea Court, Needham Market.
- Benches, shed, planters and a greenhouse for the residents at Partridge Court, Stowmarket.
- Improved and safer bin store area for Playford Court, Sudbury.
- New fence for safety reasons at Newel Court, Hadleigh.
- Benches and new path to muster point at St Peters Close, Claydon.
- White lining for parking completed across 14 sites across the two Districts.
- Garden regeneration and repaired planters at Manns Court, Elmswell.

What this means for you:



Safety and security

Overgrown hedges cleared, improving visibility across estates and reducing hiding spots and opportunities for anti-social behaviour and making you feel safer, especially at night.



Health and wellbeing

Seating areas, benches and communal furniture encourages outdoor use and social interaction. This supports mental wellbeing by creating relaxing communal spaces. This helps to reduce isolation, particularly for our older residents.



Greenhouses, planters and garden regeneration promotes gardening and physical activity. This builds community engagement and pride in surroundings, as well as improving the appearance of estates.

New bike racks help promote cycling and healthier lifestyles.

Accessibility

New paths and improved access routes to make movement around estates easier and safer for all tenants.



All improvements help to:



- Create more opportunities for residents to meet and interact.
- Strengthen community pride and ownership.
- Encourage shared responsibility for communal areas.

Our Culture

We worked with the following teams to embed tenant engagement into our practices:

Website Team

Our team worked with members of our Tenant Board to review the website and carry out quality assurance testing.

The team have also created two new tenant engagement pages for Tenant Board and Scrutiny. [Visit our new pages!](#)

Tenancy Services

Housing Officers are involved in all Community Action Days and help to speak to residents about any concerns they have. They also put forward suggestions for the Greater Places scheme, based on conversations with tenants in their patches.

We've worked with the Income and Sustainment lead to consult with sheltered tenants about decommissioning nine sheltered schemes.

The Tenant Board have been involved in recruitment for senior roles in the Tenancy Services team, including all Lead/Management roles and the Head of Tenancy Services. This ensures we are employing staff with the right attitudes.

Communication Team

Our Communication Team supported Tenant Engagement Week and created a recruitment video with our Tenant Board and shared success stories on our social media channels.

"I really enjoyed the testing session with Sarah and Stella on Friday. The enthusiasm in the room was brilliant and I would be happy to help facilitate any future sessions with tenants.

– Website Team member

Across the Housing service

We have worked with teams across Housing so that tenants have a say on information and letters, including policies and procedures. These include:

- New tenant welcome letter
- Health and Safety and Repairs leaflets
- Temporary Move Policy
- Anti-Social Behaviour Policy
- Aids and Adaptation Policy

Public Realm Team

Continuing to provide support and advice on Community Action Days. We also work closely with the team to understand where improvements can be made on our estates.

Councillors

Councillors regularly attend walkabouts and site visits in areas that need more support.

Councillors who sit on the Overview and Scrutiny Committee review our tenant engagement scrutiny work twice a year. Portfolio Holders for Housing, for both councils, attend Tenant Board meetings.

Councillors are invited and regularly attend tenant engagement workshops, focus groups and Community Action Days.

"Please pass on our heartfelt thanks to both Gerry and Sara who were a real asset to the interviews today. They were really kind and encouraging to the candidates and asked insightful questions.

– Community Housing Manager

Outside organisations

We have also worked with the following organisations:

Suffolk Police

Worked with the police, alongside residents and Housing Officers to understand how we can make improvements to our areas to reduce Anti-Social Behaviour.

TPAS

Attended the regional meeting to share and learn about best practice. We also got involved in National Engagement Week, and our involved tenants regularly attend workshops and training sessions.

Stop the Social Housing Stigma

We continue to work with Stop the Social Housing Stigma campaign group and attend regular meetings.

This summer we will be getting involved in some of their new projects including a project on language and communication.

Housing Quality Network (HQN)

The Housing Quality Network completed a mock inspection and gave feedback on how we could improve our tenant engagement practices.

We are working on implementing all of their feedback. So far we have improved how we deliver information through our Tenant Board by implementing pre-meetings.



Feel Good Suffolk

The team joined our Community Action Days, liaising with tenants and residents about the services they provide. They also surveyed tenants on their health and how they use the local services in the Babergh and West Suffolk area.

The Housing Ombudsman

Worked alongside the Housing Ombudsman to organise a "Meet the Ombudsman" session with Ipswich Borough Council.

Other Social Housing landlords

We continue to work with other Local Authorities to understand how we can work together and share learning about Tenant Engagement.



Stop Social Housing Stigma Campaign

Stop Social Housing Stigma is a tenant-led campaign, presenting a positive image of social housing and its tenants, challenging the stigma associated with social housing.



The Stop Social Housing Stigma (SSHS) campaign works with the University of Durham, Sheffield Hallam University, the Chartered Institute of Housing (CIH), TPAS and YD Consultants. We joined the campaign as a member and then went on to be one of their 'Pioneer Travellers'. This is a group of landlords working on their pilot programme to help develop positive actions that can be taken for the wider Social Housing sector. [Read more about Stop Social Housing Stigma on their website.](#)

We have been working through the actions of our stigma action plan, which came from the Stop Social Housing Stigma workshop we held with tenants and staff at the end of 2024.

There are 22 actions on the plan. Completing these will help to reduce stigma against our housing tenants. The key areas include staff training, communication plans, recruitment, repairs and planned works timescales, and how we continue to promote the Stop the Social Housing Stigma Campaign.

11 of the recommendations on the action plan have been completed as of May 2026. The other 11 actions are nearly completed and will be finished by the end of 2027 at the very latest.

Looking forward

Over the summer, we will be taking part in the next project from the campaign around language. This will involve staff and tenants and we will use the findings from this project to make changes in what language we use when communicating.

Work will also continue to finish the 11 actions outstanding on our action plan.

You Said, We Listened

Project	You Said	We Listened
Tenant Engagement Incentives	<p>You would be more likely to participate in tenant engagement activities if there was a gift card incentive to recognise the time and commitment made. You also told us you want to be told more about how engagement makes an impact to our services and you would be more likely to participate in tenant engagement activities if there were more child friendly options.</p>	<p>Our new incentive package went live in April 2026. It ensures all of our engagement roles have an incentive for participating and recognising the valuable contribution each tenant makes. From summer 2026, we will be publishing a quarterly tenant engagement newsletter which demonstrates how tenant voice has made a difference. Within the new engagement package we have also said we will investigate how we make our scrutiny workshops more child friendly.</p>
Compliance Leaflets	<p>You reviewed our compliance leaflets and told us that:</p> <ul style="list-style-type: none">• You wanted contact information on all leaflets.• Dust sheets should be used to protect furniture.• There was no mention of kitchen sockets.• The fact sheet should include the cost and impact of refitting carpets and redecorating after a full rewire.• The fact sheet doesn't fully reflect the disruption, mess, and poor experiences that some tenants had during their re-wires.	<p>We added contact information on all leaflets and our webpages. We've updated the guidance to confirm that dust sheets will be used during works. We've added wording explaining that the number of kitchen sockets depends on the size of the kitchen, but we aim to install four double sockets, two fused spur sockets, and a separate circuit for the cooker. We've updated the information advising that flush rewiring would require redecoration, and this is one of the reasons why we do not offer this type of rewiring. We've worked with our Electrical Contract Manager to ensure all other issues raised have been investigated and put right.</p>

You Said, We Listened

Project	You Said	We Listened
Aids and Adaptations	<p>You wanted the process to be quicker, clearer, and easier to access when applying for aids and adaptations.</p> <p>You also wanted a way to challenge decisions.</p>	<p>We've reduced timescales so that urgent cases are dealt with within two weeks and standard cases within eight weeks.</p> <p>We're introducing an online self-referral form and adding clear information to our websites.</p> <p>We've introduced a review process, so you can request a review if you're not happy with the decision made.</p>
Decommissioning nine Sheltered Schemes	<p>With planned changes to digital services by BT, some of our schemes would need significant investment to continue offering alarm and pull-cord services. We therefore needed to understand whether tenants still required these services, as keeping them would mean higher service charges.</p> <p>A total of 94 tenants took part in a consultation about the potential decommissioning of their sheltered scheme. You told us how you use the services included in your sheltered support charges – such as pull cords and wellness calls – so we could make informed decisions.</p>	<p>We presented your feedback to Cabinet, who made an informed decision to decommission the nine sheltered schemes. We then provided structured support to each scheme based on what tenants told us they needed. A small number of tenants who required a move to another sheltered scheme received personalised support. Housing Officers also attended resident meetings to introduce themselves. We set up a local lettings policy so that these decommissioned schemes are reserved for older tenants, ensuring they continue to meet older residents' needs.</p>

You Said, We Listened

Project	You Said	We Listened
Neighbourhood Experts	<p>Key highlights:</p> <ul style="list-style-type: none">• Newell Court tenants wanted to replace the hedge around the scheme with a fence to ensure it was safer for residents and the community.• Cordell Close tenants told us about inconsiderate parking and use by non-residents.• Gayford Court tenants wanted a space at the top of the garden that everybody could use.• Partridge Court tenants told us they wanted easier access to the garden space and asked if we could install automatic doors and a greenhouse for gardeners.• Blackfriars - one block of tenants wanted a shed installed to store gardening equipment.• Rede Way tenants told us they felt unsafe walking outside due to the overgrown greenery on the estate.• Jubilee Court tenants wanted a BBQ for social events and for the fence to be renewed. Tenants also wanted more plants in their garden as it was a focal point for socialising.	<ul style="list-style-type: none">• Newell Court tenants were consulted on the type of fence at a residents meeting in December 2025 and this was installed in March 2026.• Cordell Close: signage installed and lining of parking spaces so people could park more considerately.• Gayford Court: we designed a space where people could relax that could be seen from all areas of the garden. We ensured the rotary line wasn't visible from the area, as per tenant requests.• Partridge Court: we are continuing to investigate ways to make the garden more accessible and have provided a greenhouse and benches.• Blackfriars: installed a shed with coded access.• Rede Way: external regeneration was completed, reducing the overgrowth to clear sight lines and improve lighting.• Jubilee Court: BBQ and cover gifted with BBQ policy and fire safety assessment in place. The fence was repainted by staff volunteers. We donated planting for the communal garden area.

You Said, We Listened

Project	You Said	We Listened
Complaints Experts	<p>Following the tenant scrutiny on complaints, one of the actions identified was to have tenants more involved in the review of complaint responses in a regular and managed way.</p> <p>As a result, we have now recruited a group of 'Complaints Experts' - tenants who provide feedback on our complaint responses.</p>	<p>Complaints Experts receive a selection of redacted complaints and responses on a quarterly basis. They review these and then complete a survey giving us their views. We have improved timeframes for responding and changed some of the wording on response templates to be clearer.</p> <p>We have updated guidance on using more empathetic language and ensuring apologies are clear.</p> <p>We are also being clearer with tenants about what preparation they need to do before a repair is carried out - particularly when scaffolding is required.</p>
Temporary Move Policy	<p>You told us the name "decant" was too impersonal and you wanted more clarity on what "Band F" meant. You also shared your own personal experiences of a temporary move.</p>	<p>The policy name has been changed to Temporary Move Policy, from Decant Policy.</p> <p>More clarity on Band F is now listed within the policy and all experiences have been responded to directly by the Housing and Communities Lead.</p>

Equality, Diversity and Inclusion

We want to make sure everyone has a fair chance to be heard and access our services. We also want to actively involve tenants from representative backgrounds in our decision-making processes, to ensure a more inclusive and representative approach to influencing service design.

It is our responsibility under the Public Sector Equality Duty and the Consumer Standards to ensure that we deliver fair and equitable outcomes to all tenants.

How we use the information

We use the data to help shape services and to ensure our tenant can access services, for example:

- Translation and accessible formats support - communicating in a way that suits each individual.
- Accessibility adjustments.
- Targeted engagement activity.
- Tenancy audit programme.
- Completing equality impact assessments; a structured process that ensures policies and decisions are fair, inclusive, and compliant with equality law by identifying and addressing their effects on different groups.

Our current tenant profile

We have a combined population of 8,393 tenants: 4,228 in Babergh and 4,165 in Mid Suffolk. On the following page, you will see a breakdown of our current tenants.

We still have some small gaps in our data, and have plans to resolve this through our Tenancy Audits Programme which will start in 2026. We need to verify:

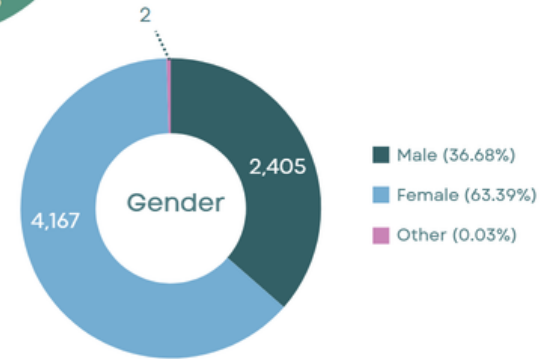
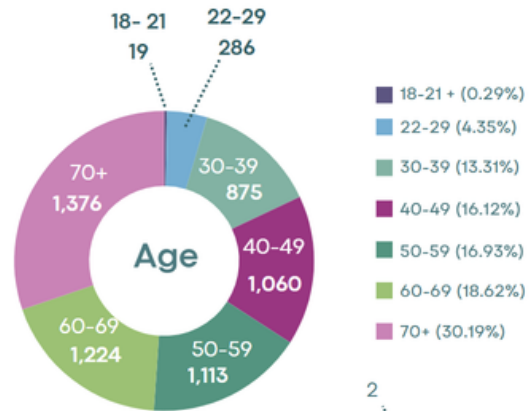
- 12 dates of birth
- 201 ethnicities
- 124 languages
- 637 vulnerabilities

Our current tenant profile

Language	Total
English	6,377
Not recorded	124
Polish	23
Ukrainian	8
Romanian	7
Lithuanian	5
Turkish	5
Portuguese	4
Afrikaans	2
Bengali	2
Irish	2
Italian	2
Pashto	2
Spanish	2
Thai	2

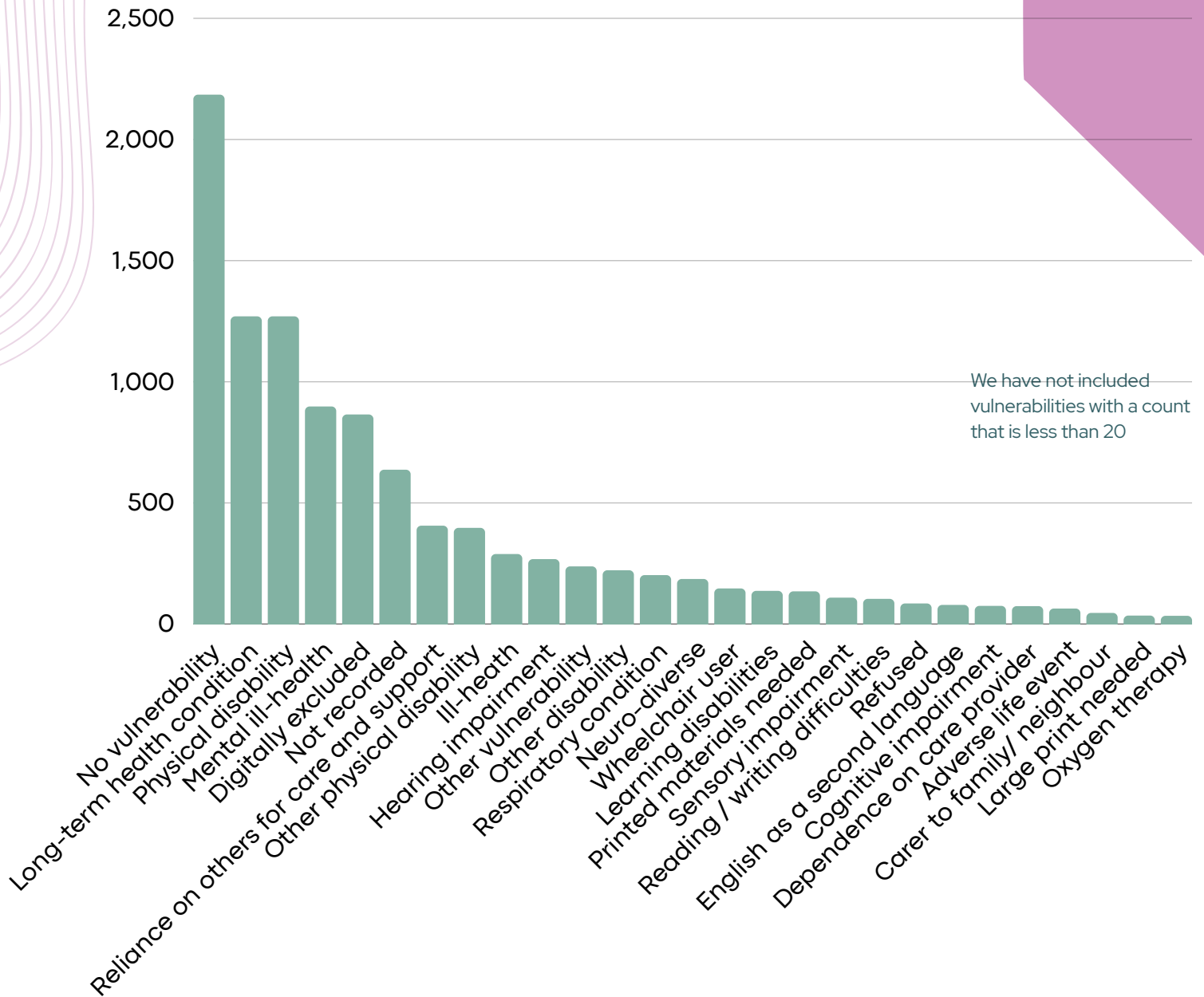
We have a small group of tenants whose first language is French, Malay, Chinese, Swedish or Urdu.

By understanding our tenants' language preferences, we can communicate in the language they feel most comfortable using, helping them access services more easily.



Ethnicity	Total
White British	5,933
Not recorded	201
Refused	147
White Other	123
Other	27
White Irish	27
Black African	20
White and Black	17
Any other mixed	14
Black Caribbean	13
Gypsy Romany Irish	13
White and Black	11
White and Asian	8
Asian Bangladeshi	7
Asian and any other	6
Black and any other	4
Asian Indian	2
Chinese	1

Our current tenant profile

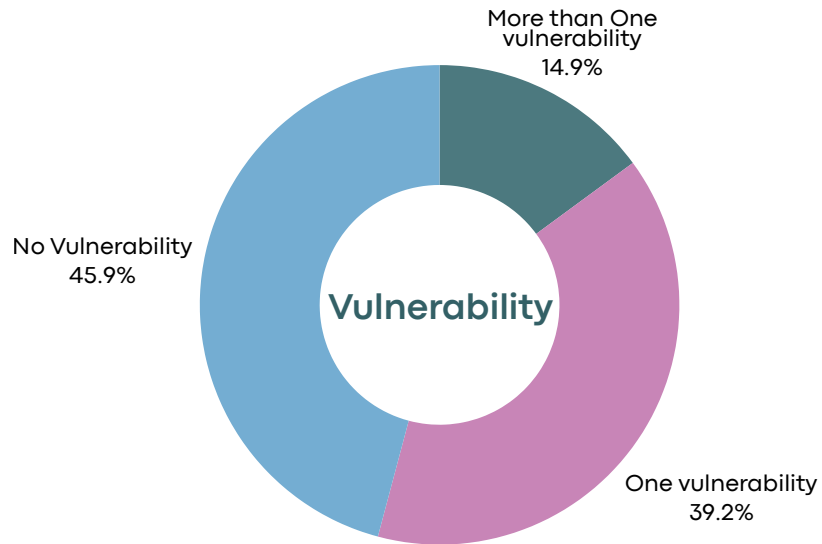
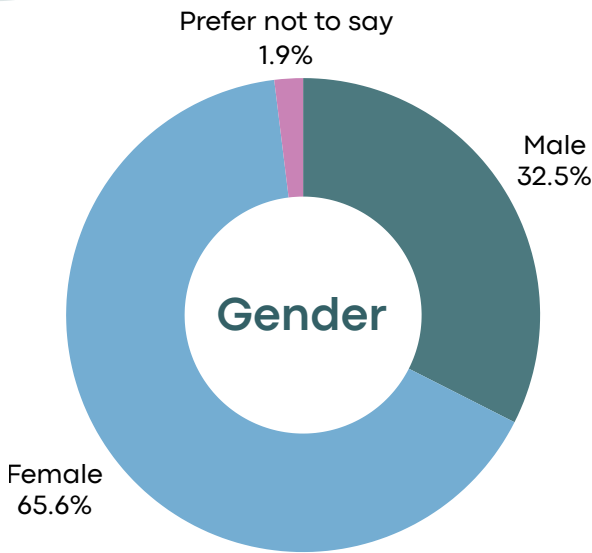


This shows the vulnerabilities that have been reported to us by our tenants. They have asked that we consider these when delivering services to them. It should be noted that one person may experience multiple vulnerabilities.

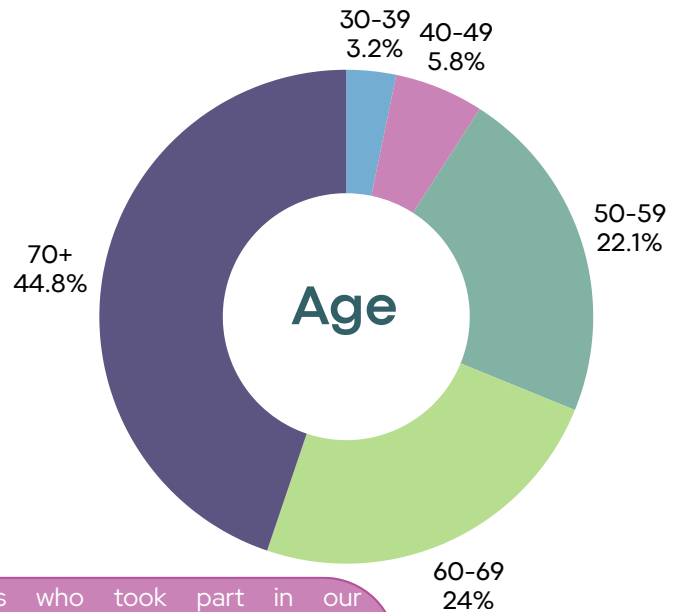
Tenants can report vulnerabilities to us at any time, and our staff ask tenants about reasonable adjustment requests upon every interaction with us. We recognise that vulnerability can change and therefore we need to adapt to what you need from us at that given time.

In 2025, we started looking more closely at who takes part in tenant engagement, to check whether we are hearing from a wide range of tenants.

The graphs below show who got involved in our tenant engagement groups during 2025-2026 (154 tenants in total - 94 live in Babergh and 60 live in Mid Suffolk).



Ethnicity	Total
White British	141 (91.56%)
Prefer not to disclose	8 (5.1%)
White & Asian	2 (1.3%)
White Other	2 (1.3%)
Indian	1 (0.65%)



All tenants who took part in our engagement groups speak English as a first language, and none told us they needed support with English as an additional language.

Our engagement reflects our overall tenant population in terms of ethnicity and gender. However, we know we need to do more to hear from tenants of different ages and those who speak other languages. We want to make sure every tenant has a voice in the services they receive. Our new Tenant Engagement Strategy, launching in 2026, will set out how we will achieve this. This year, we have also introduced a new incentive package and worked with tenants – including those we don't hear from as often – to understand how we can encourage more people to get involved and recognise their time and contribution.

Getting to Know You Project



In September 2025, we launched our Getting to Know You Project to make sure we have accurate, up-to-date information about all our tenants. This helps us understand who lives in our homes and how we can support them.

As part of the project, we also wanted to find out whether there are any reasonable adjustments you would like us to make when providing your landlord services – for example, communication preferences, accessibility needs, or anything else that would help you feel fully included and supported.

How are we using data to improve our services?

- We use your feedback to shape our services. This includes things like offering translation support, using your preferred way of contact, and making changes so everyone feels included.
- We work to keep tenants safe and provide support where it's needed, helping people to manage their homes without added stress.
- We reach out to tenants who are less often heard, making sure everyone has a fair and easy way to share their views.
- We share clear information with decision-makers, such as the Tenant Board, Cabinet, and Portfolio Holders so they understand tenant needs and can make fair decisions.

How are we gathering data?

- Collecting important information fairly – We gather data at key moments, such as when you sign up for a tenancy, during reviews, when you contact us, or when you use our services. This helps us understand who we serve and how to support everyone properly.
- Keeping information up to date – We regularly update this information through engagement activities, targeted campaigns, and conversations with tenants who contact our Customer Contact Centre.
- Building updates into everyday processes – We make sure data can be updated easily as part of normal activities, like tenancy audits or through online self-service options.
- Making sure information is accurate – We check the quality of the information we hold through validation, monitoring, and regular audits so that decisions are based on reliable data.

What's next?

- Checking how well services work – We regularly look at how our services are performing for different groups of tenants to make sure everyone is getting the support they need.
- Spotting issues early – We look for patterns, gaps, or risks so we can act quickly and make sure no one is left without access to important services.
- We are currently developing a formal Equality, Diversity and Inclusion Strategy which will set clear objectives, targets, and performance measures and define a structured approach to data collection, analysis, and reporting. This will help to embed accountability across our organisation and strengthen tenant voice and co-creation in shaping services.

Want to get involved?



We encourage our tenants to help shape the services they receive from us.

This means we will keep tenants informed about anything that affects their home or the services they receive, and we will provide opportunities for them to share their views and opinions.

There are many benefits to getting involved, including:

- Sharing what works well – and what doesn't.
- Holding us accountable for the services we provide.
- Helping us make positive changes in our communities.
- Accessing free training opportunities.
- Developing new, transferable skills.
- Meeting new people and building connections.
- Feeling empowered to influence neighbourhood improvements.

We offer gift vouchers for taking part in some engagement activities as we recognise the time and commitment each of our tenants makes to help improve our services for everyone. Tenants will never be left out of pocket for taking part, as we reimburse transport costs where travel is needed.

We provide a range of ways to get involved, at a level that suits each tenant and the time they have available.

[Read more about our Tenant Engagement opportunities on our website.](#)



How Tenant Engagement meets the Consumer Standards

This year, tenant engagement has been central to how we meet the Regulator of Social Housing's Consumer Standards. These standards focus on providing safe homes, high-quality services, and ensuring tenants are listened to, treated fairly, and able to influence decisions.

Transparency, Influence and Accountability Standard

We have strengthened how we listen to tenants and act on what you tell us. Over the past year, we spoke with tenants over 3,500 times and offered 124 different ways to get involved, making it easier than ever to share your views.

We are also making sure your feedback leads to real change. Tenant-led scrutiny projects into complaints and communication identified 26 improvements, many of which are already in place.

The Tenant Board plays a key role in holding the housing service to account. They review performance, challenge decisions, and set clear expectations for improvement.

We are committed to being open about how we are performing. We regularly share Tenant Satisfaction Measures (TSMs), helping both tenants and the Regulator understand how well services are working.

Safety and Quality Standard

Tenant engagement helps us improve the quality and safety of our services. Feedback from surveys, complaints, and engagement activities has directly contributed to improvements in repairs, communication, and overall service delivery.

This year, satisfaction has improved across most areas, particularly repairs and feeling safe at home. Performance has also improved, with more repairs completed on time and fewer homes below the Decent Homes Standard.

We use feedback to identify issues early, make improvements, and ensure that services are reliable, responsive, and safe.

How Tenant Engagement meets the Consumer Standards

Neighbourhood and Community Standard

We work closely with tenants to improve neighbourhoods and create safer, more welcoming communities. Through Community Action Days and the Greater Places programme, tenants help us identify local priorities and shape improvements.

This has led to visible changes, including cleaner communal areas, improved safety, and better shared spaces. Tenant feedback has also contributed to increased satisfaction with neighbourhoods.

We continue to work in partnership with organisations such as Suffolk Police and local teams to address issues like anti-social behaviour and improve community wellbeing.

Tenancy Standard

We are committed to ensuring tenants have opportunities to influence decisions that affect their homes and services. This year, we have continued to move beyond consultation towards working in partnership with tenants.

Tenants are involved in shaping policies, reviewing services, and supporting recruitment, ensuring that decisions reflect tenant experience.

We also offer a wide range of ways to get involved, supported by a new incentive package, so that participation is accessible and inclusive for as many tenants as possible.

Inclusion and Equalities

We are committed to making sure all tenants have a fair opportunity to be heard. Our Equality, Diversity and Inclusion work and the “Getting to Know You” project help us understand our tenants and tailor services to meet different needs.

We recognise there is more to do to reach some underrepresented groups and are using this insight to shape our future engagement approach and strategy.

In Summary

Tenant engagement is helping us meet the Consumer Standards by ensuring tenants are listened to, involved in decisions, and able to influence services. Most importantly, it is leading to real improvements in the quality of homes, services, and communities.

In summary, tenant engagement has influenced service improvements, neighbourhood investment, policy development, complaints handling and service standards, helping to build a stronger culture where tenant voice increasingly shapes decisions across the housing service.

Thank you to all tenants who have engaged with us this year and helped us to shape the services that you receive.

Looking forward



Our next review will cover the period of April 2026 to March 2027 and will be published early Summer of 2027.

Our focus for the following year:

- Completing a minimum of two scrutiny projects, including a review on how we let our empty homes.
- Continuing to ensure we are complying with the Regulator for Social Housing's Consumer Standards and keep you informed about that.
- Enhancing further how we engage with you in your communities.
- Working with tenants to refresh our Tenant Engagement Strategy ready to publish later this year.
- Delivering four Community Action Days to improve our neighbourhoods and estates.

If you'd like to play a part in improving our services, visit our website to explore the different ways you can get involved.

You can also contact us in the following ways:

Email: tenant.engagement@baberghmidsuffolk.gov.uk

Telephone: 0300 123 4000, option 3 and ask for a call back from the tenant engagement team.

Or you can complete our interest form and the engagement team will be in touch!

English	If you would like this document translated or require an accessible format such as large print or braille, please call 0300 123 4000, and select option 3.
Kurdish	ئەگەر دەتەوێت ئەم بەلگەنامەیە وەر بگێڕدریت یان پێویستت بە شێوازیکی دەستگەیشتن هەیە وەک چاپی گەورە یان نووسینی نابینایان braille، تکایە پەیوەندی بکە بە 0300 123 4000، و بژاردەی 3 هەڵبژێرە.
Polish	Jeśli chcesz, aby ten dokument został przetłumaczony lub potrzebujesz innego dostępnego formatu, takiego jak duży druk lub alfabet Braille'a, zadzwoń pod numer: 0300 123 4000 i wybierz wewnętrzy 3.
Portuguese	Caso pretenda esta informação traduzida, ou em formato acessível como impressão grande ou braille, por favor ligue para o número 0300 123 4000 e selecione a opção 3.
Pashto	که چیرې ددغه سند ژباړه غواړئ یا پې لویې چاپې یا بریل بڼې ته اړتیا ولری، مهربانې وکړئ 0300 123 4000 ته زنګ ووهئ او 3 اېشن یا غوراوی وټاکئ.
Romanian	Dacă doriți ca acest document să fie tradus sau dacă aveți nevoie de un format accesibil, cum ar fi caractere mari de tipar sau Braille, vă rugăm să apelați 0300 123 4000 și să selectați opțiunea 3.