

Quarterly Resident Voice

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Executive Summary

During Q2 2026, resident feedback was gathered through:

- Tenant Satisfaction Measures (TSM) surveys.
- Resident voice activities and scheme visits.
- Resident tea mornings and engagement sessions.
- Compliment slips and informal feedback.







Overall Feedback

Overall feedback demonstrates high levels of satisfaction with accommodation, safety, support services and staff relationships. Residents consistently reported feeling respected, listened to and supported in achieving greater independence. Areas for improvement were also identified, particularly around pest control, complaint handling, communal maintenance and ongoing resident engagement.



Key Themes



✅ Residents feel safe in their homes.
✅ Staff are approachable, supportive and responsive.
✅ Supported housing is helping residents achieve positive outcomes and independence.
✅ Residents value calm, quiet environments and strong relationships with staff.

⚠️ Opportunities exist to broaden face-to-face engagement and resident involvement.



What Residents Told Us

The strongest theme across all feedback sources was that residents feel safe, respected and supported.



Residents described staff as:

·Approachable.
·Caring and professional.
·Fair and respectful.
·Available when support is needed.

Compliment slips from Dalton Housing residents highlighted that residents feel valued and supported, with several residents scoring accommodation, safety, support and overall service highly.

Examples Included:

·"Feel supported and valued."
·"Very happy to be part of Dalton Housing."
·"I feel very safe and well supported."
·"There is always help available when I need it."
·"Staff are very supportive and have the tenants' welfare at heart."



Impact on residents



Creating Welcoming Environments

Residents at Kent, Enfield, Burnley and Peterborough schemes also reported that support had contributed significantly to improved wellbeing, independence and successful move-on outcomes.







Positive Outcomes and Increased Independence

The following pages contain additional Resident success stories!

(names have been anonymised)





Resident Success stories

Residents giving back

Mr A arrived at Bancroft House as an elderly veteran experiencing severe alcohol dependency and significant health challenges. Through engagement with support services and partnership working with NHS professionals, he achieved sobriety, improved his health and regained his independence. He has since moved into his own over-55s accommodation and now volunteers at Bancroft House, supporting other veterans on their recovery journeys.

Resident Success Stories

Continued



Mr D was referred following a custodial sentence and was determined to rebuild his life. During his stay, he focused on improving his mental health, rebuilding family relationships and developing employability skills. Through partnership working, Dan qualified as a Personal Trainer and Mental Health First Aider. He has now moved into his own accommodation, secured employment within the fitness sector and continues to pursue positive personal goals.

Mr B was referred following a serious health condition that left him facing homelessness after an extended hospital stay. Morgan House provided safe and stable accommodation while he continued essential medical treatment. With support from housing and healthcare professionals, Joe rebuilt his confidence and independence and has successfully moved into his own home.





Resident Sucess stories

Continued

Regaining Connections

After becoming homeless following a relationship breakdown and alcohol misuse, **Mr C** initially struggled to engage with support. Following a second opportunity to access services, he fully committed to his recovery journey, remained alcohol-free, attended support appointments and secured full-time employment. Working collaboratively with local partners, he successfully moved into his own accommodation and rebuilt important family relationships, including reconnecting with his daughter.







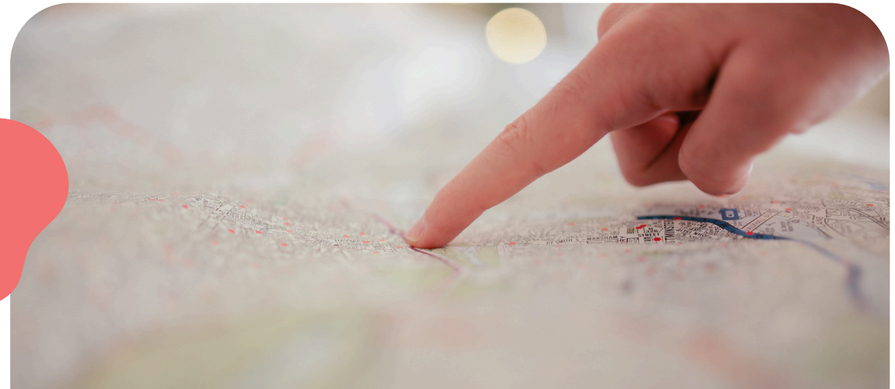
Wider Resident Outcomes

Resident success is not limited to individual case studies. Across our services, residents have:

- Moved into independent accommodation.
- Reconnected with family members.
- Returned to employment.
- Participated in education and training programmes.
- Undertaken volunteering opportunities.
- Improved their physical and mental wellbeing.
- Developed confidence, resilience and independent living skills.

At Burnley services, veterans have successfully moved into their own homes and several former residents now volunteer to support others using their lived experience. At Morgan House, residents have progressed into independent accommodation or returned to family life, demonstrating the positive impact of structured support and recovery-focused housing.
These outcomes demonstrate that stable accommodation, person-centred support and effective partnership working continue to help residents achieve meaningful and sustainable independence.





Residents Value Their Homes and Communities

Residents frequently reported:
Peace and quiet.

- Feeling safe.
- Positive relationships with neighbours.
- Convenient locations.
- Clean accommodation.
- Accessible support services.

Many residents specifically highlighted housing officers and support staff for providing practical assistance and emotional support.
Several residents described their accommodation as "home" and stated they felt comfortable approaching staff with concerns.

What Residents Want

Residents often fed back that they want practical items resolves more quickly, and with greater communication



Residents also requested:

- Flat refurbishments.
- Storage improvements.
- New kitchens.
- Garden maintenance.
- Flooring adaptations.
- Enhanced security measures, including improved locking arrangements.

These comments demonstrate that residents are keen to contribute ideas which improve the quality of their homes.







Residents Want Their Feedback to Lead to Visible Action

Some residents expressed a desire for:

- Better complaint resolution.
- Clearer communication regarding outcomes.
- More face-to-face engagement opportunities
- More regular visits from housing representatives.

One resident suggested that in-person conversations can often provide more meaningful feedback than written surveys and enable residents to share experiences more openly.

Actions we have taken

During this quarter we have responded positively to resident feedback and needs.

Improving Resident Engagement

- Dalton Housing introduced resident tea mornings to create informal opportunities for feedback and discussion.
- Mental health discussion groups were facilitated at Dryhill.
- Housing staff undertook direct resident visits across schemes.
- Residents were supported to raise concerns and complaints confidently.

These actions have strengthened trust between residents and housing teams.





Responding to Individual Needs

Examples include:

- Installation of handrails and accessibility adaptations.
- Support for specialist bathroom adaptations.
- Rapid replacement of communal equipment where resident wellbeing was impacted.
- Working with families to improve flooring solutions for residents with additional needs.

These actions demonstrate a person-centred approach to housing management.





Supporting Independent Living

- Residents were assisted into employment.
- Training and education opportunities were provided.
- Residents were supported to access move-on accommodation.
- Strong partnership working enabled residents to access specialist healthcare, recovery services and community support.

These interventions have resulted in numerous successful move-ons and improved resident outcomes.





Adressing Concerns & Complaints

- Resident concerns regarding property issues and behaviour were investigated.
- Housing teams worked alongside support providers to identify solutions.
- Residents were encouraged and supported to report issues.
- Residents have reported increased confidence in raising concerns as a result of staff support.

What We Will Do Next Quarter

Based on resident feedback, we will focus on the following priorities:

1. Strengthen Resident Engagement

· Continue tea mornings and resident forums.
· Increase face-to-face engagement opportunities.
· Ensure residents receive feedback on actions taken following consultations.

2. Improve Communication

· Provide regular updates on repairs, complaints and environmental issues.
· Communicate progress on ongoing actions more clearly.
· Increase visibility of housing officer visits.

3. Address Environmental Concerns

· Review communal area standards.
· Prioritise security improvements where concerns have been identified.

4. Enhance Resident Involvement

· Develop resident scrutiny and feedback opportunities.
· Encourage residents to help shape service improvements.
· Promote multiple ways for residents to provide feedback.

5. Support Positive Move-On Outcomes

· Continue supporting education, employment and wellbeing opportunities.
· Expand partnership working.
· Celebrate resident success stories to inspire others and demonstrate positive outcomes.





Conclusion

Resident feedback this quarter shows that residents generally feel safe, respected and supported within IronOak and partner-managed services. Residents consistently praised staff commitment, the quality of support provided and the positive impact housing services have had on their lives.

Feedback has also identified areas where services can improve, particularly around communication, complaint resolution and environmental issues. By listening carefully and acting on what residents have told us, we will continue to strengthen services, improve resident satisfaction and support more positive outcomes in the months ahead.

You Said – We Did – We Will Do remains central to our approach, ensuring resident voices continue to shape the future of our services.

Safe Homes, Strong Foundations