

How residents have influenced our service 2024/25

A huge thank you to all the residents who have taken the time to take part in a survey or workshop this year. Here are some of the ways it has made a difference.





The Difference



Made By Residents

Engagement framework level

Enhanced the communications Cornwall Housing provide to residents through our website, magazine, letters and leaflets.

- Our Communications Crew:
- Air-source heat pump leaflet and video
- Website content
- Autumn magazine
- Digital Switch article
- Rent and service charge changes 25/26 letters

Level 3

Helped to improve fire safety in our communities, including more clarity on the Stay Put guidance and self-closing fire doors.

Resident feedback and engagement that led to content and design changes.

Level 2

Influenced the new repairs contract tender, including setting over 20 standards and supporting the recruitment process.

- Day to day feedback from residents who use the service was used to identify knowledge gaps and create the survey.
- 25 residents took part in a repairs workshop
- 191 residents took part in the home safety check survey
- 12 of these then joined online discussions about the survey results
- 2 of whom joined the interview panel.

Level 1, 2, 3 and 4

Helped support the emerging Neighbourhoods Strategy

Day to day feedback from residents helped inform the development of the survey - 299 residents took part in the survey

Level 1 and 2

Reviewed and improved the “No access repairs” template letters, and undertook other action to try and reduce no access for repairs.	Reviewing the data on no access repairs, and reaching out and speaking to 25 residents (who had been identified by contractors as not providing access for a repair).	Level 1 and 2
Influenced the customer services improvement plan	Reviewed and improved the “No access repairs” template letters, and undertook other action to try and reduce no access for repairs.	Level 4
Helped us review our performance level and suggested service improvements	Over 1000 residents took part in the ‘Your Call’ TSMs survey	Level 2
Provided insight into Cost-of-Living impacts and concerns to influence our communications plan	Feedback from tenant interviews and surveys, and day to day feedback reviewed.	Level 1 and 2
Monitored Cornwall Housing performance and decisions and hold us and the Council to account	Tenants Forum review quarterly performance reports, and engage with both Cornwall Housing and the Council about service change, rent setting and business plans.	Level 4
Supported a complaints review for quality assurance and made service improvement recommendations.	Tenant Forum members reviewed 10% of all Q3/ Q4 complaints	Level 4
Supported the Asset Management Strategy	Day to day resident feedback through complaints and the Your Call Survey	Level 1
Standards for homes that are ready to let are monitored and checked	Tenant Forum members have visited empty homes and checked them against the re-let quality standards, and feedback any issues or questions.	Level 4

Helped their local communities by volunteering to create hubs, run activities and provide networks for the local residents.

- Residents volunteer to run the Oaklands Community Centre, Callington
- Community Room, Kinsman Hub and New Beginning Community Association in Truro
- Bederkesa (Bodmin) residents are setting up a new Residents Association (RA), and residents of Wadebridge and Falmouth also run local RAs

Level 3

Helped repairs, M&E and complaints service managers understand performance level and identify what improvement is required

Residents have provided feedback through satisfaction surveys; complaints, gas servicing and CFL repairs.

Level 2

Reviewed new Compensation Policy and recommended changes to the process for obtaining photographic evidence.

Involved residents feedback that led to content changes

Level 4



We want to hear from a wide range of residents – get involved and make a difference:

Email: myviews@cornwallhousing.org.uk