

Annual Stonewater self-assessment against Together with Tenants Charter

Stonewater is an adopter of the National Housing Federation's [Together with Tenants Charter](#).

Our Strategic Plan and Customer Strategy highlight our strategic objectives to deliver customer-centred services and quality homes and neighbourhoods, alongside maximising value. Ensuring customer voice shapes our services and that all customers can hold us to account is central to Stonewater's operating model.

Our Customer Voice Policy, supported by our annual Customer Communications and Engagement Plan, outlines how we will utilise Customer Insight, Engagement, learning from Complaints and Communication to involve customers in decision-making to improve services and driving customer satisfaction.

Our Customer Voice Policy commits us to maintaining compliance with the Together with Tenants Charter. This will also support us to demonstrate compliance with the Regulator of Social Housing's Consumer Standards, particularly the Accountability, Transparency and Influence Standard.

Requirement	Compliance	Evidence	Overview/narrative
1. Accountability: Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality	Yes	<p><i>Policy and delivery framework:</i></p> <ul style="list-style-type: none">• Customer Voice Policy• Customer Communications and Engagement Annual Plan• Annual outturn review of Customer Engagement and Communication delivery• Introduced new Bi-annual Scrutiny Panel recommendation progress report <p><i>Customer voice at Customer Experience Challenge and Assurance Panel (CXCAP):</i></p>	<p>Our governance framework ensures that customer voice is integral to our service decisions and supports customers in holding us accountable.</p> <p>This initiative is spearheaded by CXCAP and the Customer Scrutiny Panel. We have collaborated with customers to develop a comprehensive engagement offer, providing diverse opportunities for customers to participate in</p>

<p>of their homes and services.</p>	<p>We have customer members of CXCAP, making recommendations to Board about our customer experience related services. These customers are invited to attend and participate in Customer Scrutiny Panel to further ensure customer voice shapes service improvement.</p> <p><i>Role of the Customer Scrutiny Panel:</i></p> <p>Our Scrutiny Panel undertakes reviews of our services and makes recommendations on improvements to CXCAP and Board. This includes detailed deep dive reviews and 'spotlight' reports.</p> <p>We monitor the completion of accepted Scrutiny Panel recommendations, reporting progress annually to CXCAP, Scrutiny Panel and customers.</p> <ul style="list-style-type: none"> • Scrutiny Panel terms of reference • Scrutiny Reviews and arising action plans • Scrutiny Panel Annual Review <p>Which are all made available publicly on our Scrutiny Panel webpage.</p> <p>https://www.stonewater.org/customers/get-involved/scrutiny-panel/</p> <p><i>Stonewater's engagement offer:</i></p> <p>Customer Engagement Guide, which includes Scrutiny Panel.</p>	<p>shaping services in a manner that suits their preferences.</p> <p>Our engagement options are outlined in our <u>Customer Engagement Guide</u>.</p> <p>We systematically review the impact and outcomes of engagement activities, along with customer feedback on their effectiveness. This evaluation is conducted regularly, including in our annual outturn report.</p> <p>Areas for improvement and focus in 2025/26:</p> <p>We've introduced bi-annual reporting of progress around Scrutiny Panel recommendations to CXCAP in 2025 to support timely delivery of customer-led service improvements.</p> <p>We are exploring how we can strengthen relationship between involved customer groups.</p>
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		<p>We support several key customer panels, linked to customer priorities and supporting legal and regulatory compliance. This includes</p> <ul style="list-style-type: none"> the Customer Building Safety Group, which brings together customers within our high-rise blocks to inform our Building Safety Resident Engagement Strategy (Building Safety) and ways of working. Mount Green Housing Association's Resident Forum, which represents Mount Green's residents through scrutinising and reviewing Mount Green operations. <p><i>Independent audit</i></p> <p>November 2024 Engagement Audit- Substantial Assurance</p>	
<p>2. Communication: Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including</p>	Yes	<p><i>Policy and delivery framework:</i></p> <ul style="list-style-type: none"> Customer Voice Policy Customer Communications and Engagement Annual Plan Resident Engagement Policy (Building Safety) <p><i>Performance information:</i></p> <ul style="list-style-type: none"> Tenant Satisfaction Measure performance included in postal mailouts to all customers 	<p>Communicating effectively with customers is an organisational priority. Our Customer Voice Policy outlines how we approach customer communication, which is critical to our wider service delivery.</p> <p>This includes ensuring accessible information about performance, service standards</p>

<p>important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues.</p>		<ul style="list-style-type: none"> Customer Annual Review. This is available in accessible formats. Quarterly briefings for Scrutiny Panel on performance to inform their service reviews. Updates on performance against our Customer Commitments, including on the Customer Hubb <p><i>Service information:</i></p> <p>Numerous customer guides outlining services including rent and service charges, repairs and damp, mould and condensation guides. These are made available in physical copies including accessible formats. We also undertake</p> <ul style="list-style-type: none"> Regular customer newsletters. Programme of Live and Direct events, hosted on Facebook, themed around customers' priorities. Updates on Customer Hubb, social media and letters/updates on key issues, including for example, our complaints service in September 2024. Regular scheme and site updates and communications including newsletters, posters, events and meetings. <p>Specific examples include:</p> <p>Somerset Pilot Newsletter Christopher Thomas Court Newsletter</p>	<p>and how Stonewater is run is made available to customers in a timely way.</p> <p>Areas for improvement and focus in 2025/26:</p> <p>We have a roadmap in place to ensure that we can communicate with customers individually and according to their diverse needs.</p> <p>To support this, we completed a customer data enrichment exercise in 2025 to improve our understanding of communication preferences and reasonable adjustments. This will be further enabled by the adoption of a new CRM from 2025/26.</p>
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<p>3. Equality, Diversity and Inclusion: Housing associations will be inclusive organisations which seek views from all groups. Approaches to resident involvement will be inclusive by engaging with residents from a range of backgrounds and experiences. Consultations with residents will include outreach to underrepresented communities, including through targeted communications.</p>	<p>Yes</p>	<p><i>Policy and strategy framework:</i></p> <ul style="list-style-type: none"> • Social Housing Equality Framework • Customer Voice Policy • Vulnerable Persons Policy • EDI Strategy • EDI Policy • Equality Impact Assessments • Customer Communications and Engagement Annual Plan <p><i>Proactive approach to inclusive engagement:</i></p> <p>We take proactive steps to ensure our engagement is inclusive and this is a priority within our Policy and annual work plan. Progress includes:</p> <ul style="list-style-type: none"> • Promoting reasonable adjustments to customers in a new guide, arising from Scrutiny Panel recommendations • EDI reviews of key services e.g. complaints, engagement, lettings, anti-social behaviour and domestic abuse • Customer Inclusion Group • The Customer Data Enrichment, which will allow us to better understand customer EDI data and support more targeted involvement • Proactive targeting of customers to ensure all views are considered/shape our work - for example co-opting a young supported living 	<p>Stonewater actively demonstrates a commitment to inclusivity and seeks to engage customers from diverse backgrounds. We are on track to achieve the Social Housing Equality Framework 'Excellence' level by 2027.</p> <p>Our approach is increasingly sophisticated, we have an EDI dashboard highlighting the characteristics of our customers and we conduct reviews to ensure key services are accessible and involve customers in enhancing our accessibility and inclusivity measures.</p> <p>We are nationally recognised as leaders in EDI, which enables us to build effective and trust-based relationships with our customers. This recognition is integral to our social purpose and our commitment to our colleagues.</p> <p>Areas for improvement and focus in 2025/26</p>
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	<p>customer to the Scrutiny Panel to share their unique views and experience.</p> <p><i>Learning and development:</i></p> <p>Ensuring our colleagues are trained and can proactively make reasonable adjustments is a priority across all our services. In order to do this, we have put in place:</p> <ul style="list-style-type: none"> • Reasonable Adjustment training for all colleagues, including specific training for front line colleagues. This will soon evolve into learning for managers who have colleagues who need reasonable adjustments. • We have a rolling EDI learning plan that we review monthly to ensure we are addressing learning needs, such as inclusive recruitment, managing/supporting Neuro-divergent colleagues and supporting customers with mental health challenges. • We have trained a group of Customer Inclusion Champions to support colleagues who support us to respond to complaints linked to discrimination concerns, ensuring we provide the right customer experience whilst ensuring colleagues feel confident to have challenging conversations. <p><i>Campaigning for inclusion and visibly championing EDI:</i></p>	<p>We aim to expand the reach and diversity of the customer inclusion group to enable them to do focused reviews around language, literacy and cultural issues as well as disabilities.</p>
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4. Quality: Residents can expect their homes to be good quality, well maintained, safe and well managed.	Yes	<p><i>Policy and delivery framework:</i></p> <ul style="list-style-type: none"> • Response Repairs Policy • Damp, Mould and Condensation Policy • Asbestos Policy • Fire Safety Policy • Gas Safety Policy • Electrical safety policy • Water Hygiene policy • Building Safety policy • Health and Safety Policy • Lifting Equipment Policy • Adaptations Policy • Homes Strategy 2024-2029 • Decent Homes Standard reporting • Neighbourhood Management Policy & Neighbourhood Planning Project 	<p>Our Homes Strategy (2025-2030) focuses on maximising value for customers by using data and insights to guide investment and reduce waste. We will ensure all homes are safe and decent, increasing our investment and adopting new technologies to enhance decision-making and maintain a robust business plan. The strategy introduces transparent communication, giving customers access to property data and opportunities to scrutinise our plans. We will survey 95% of properties at least once every five years,</p>

	<ul style="list-style-type: none"> • Anti-Social Behaviour Policy • Mount Green Housing Association's Good Neighbourhood Management Policy <p><i>Understanding customer experience:</i></p> <p>We use a number of KPIs including</p> <ul style="list-style-type: none"> • Relevant Tenant Satisfaction Measures • Transactional customer satisfaction • % of homes surveyed and decent <p><i>Customer voice:</i></p> <p>We capture Customer Voice relevant to repairs, investment and building safety in many ways. This includes:</p> <p>Scrutiny Panel, Customer Building Safety Group and other involved groups.</p> <p>We have co-created customer guides to key services including Estates Services, Repairs, Damp, Mould and Condensation.</p> <p>We communicate critical updates about safety, including annual fire action and evacuation information to relevant customers, bespoke information for customers in our high-rise residential blocks and a recurring seasonal fire safety customer campaign which is relevant to all customers.</p> <p>We provide extensive services to customers to support successful neighbourhoods. This includes</p>	<p>using these insights alongside tenant feedback to inform investment priorities. A holistic approach underpins the strategy, supporting partnership working, communal space maintenance, and tackling anti-social behaviour, building on our existing Neighbourhood Project Plan and Good Neighbourhood Management Strategy.</p> <p>Areas for improvement and focus in 2025/26:</p> <p>Continue to deliver 100% compliance and decency</p> <p>Deliver stock condition survey targets and ensure timely customer access to data</p> <p>Deliver improvements to investment programming systems and analysis</p> <p>Plan to expand investment levels to meet Decent Homes 2 and MEES</p> <p>Meet fully the requirements of Awaabs Law</p> <p>Review of Operating model alongside new customer strategy, improving connection</p>
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		<p>involving customers in service design for our housing management policies and strategies, for example, Anti-Social Behaviour and Neighbourhood policies, customer guides and Service Model Pilot in Somerset.</p> <p>We also work with customers to build successful local partnerships, including Stonewater Neighbourhood Community Day programme and the Customer Champion volunteer programme.</p>	<p>to customers and their communities and ultimately service delivery.</p>
<p>5. Relationships: Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency.</p>		<p><i>Policy framework:</i></p> <ul style="list-style-type: none"> • Customer Voice Policy • Vulnerable Persons Policy • EDI Policy <p><i>Understanding customer experience:</i></p> <p>We seek customer feedback through our Tenant Satisfaction Measure performance around respect (TP08) alongside our wider KPIs, complaints and insight/</p> <p><i>Culture and performance:</i></p> <p>We emphasise the importance of respect-based relationships through our Customer Promise, which underpins:</p>	<p>Our Strategic Plan highlights the importance of our Customer Promise. Delivery is underpinned through our strategies, policies and procedures, including Customer Voice, EDI and Vulnerable Persons Policies.</p> <p>Our Customer Promise is “We’re proud to make things personal. If it matters to our customers, it matters to us”. This complements our organisational values, including ensuring we always act in an ethical way. Demonstrating alignment with our values is a PDR objective for every colleague.</p>

		<ul style="list-style-type: none"> • Performance Development Review (PDR) objectives linked to Customer Promise, Stonewater values and professional standards • Use of quality assurance frameworks and other measures to ensure we treat customers with respect in our day-to-day work e.g. check vulnerabilities as part of complaints handling. • Extensive training, such as : <ul style="list-style-type: none"> ◦ My Customer Promise Training – including specific training around tackling stigma in social housing ◦ My Customer Promise Training for contracting partners alongside Toolbox talks ◦ Extensive mandatory Reasonable Adjustments and EDI training in place, including for all frontline colleagues. ◦ Equality, Diversity and Inclusion colleague champions are being recruited to influence business culture. <p>Internal audit – services to vulnerable customers - 'substantial assurance'</p> <p><i>Advocacy:</i></p> <p>We are supporters of Stop Social Housing Stigma Campaign.</p>	<p>We support initiatives to promote inclusive society and seek to influence decision-makers to make policy decisions to support our customers and their wellbeing.</p> <p>Areas for improvement and focus in 2025/26</p> <p>To further enhance our understanding of our customers' perceptions of respect, our Scrutiny Panel will conduct a review in 2025. This review will focus on analysing responses to the annual Tenant Satisfaction Measure TP08 question, which asks whether customers agree that their landlord treats them fairly and with respect.</p>
Together with Tenant Charter	Comply	Evidence	Narrative/explanation

<p>6. Voice and influence: Housing associations will seek and value the views of residents and will use this information to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear.</p>	<p>Yes</p>	<p><i>Policy and delivery framework:</i></p> <ul style="list-style-type: none"> • <u>Customer Voice Policy</u> • Customer Communications and Engagement Annual Plan • <u>Customer Building Safety Strategy</u> • Annual outturn review of Customer Engagement and Communication delivery • Biannual Scrutiny recommendations progress reports <p>Performance is monitored by CXCAP and the Board.</p> <p><i>Understanding customer experience:</i></p> <p>We seek this in a myriad of ways, including our Tenant Satisfaction Measure performance around listening and acting on customer views (TP06) and keeping customers informed (TP07) and arising improvement plans. We also undertake a survey annually to understand customers' feedback about our engagement service.</p> <p><i>Ensuring inclusive participation:</i></p> <p>This is critical to our Customer Communications and Engagement Annual Plan and examples include:</p> <ul style="list-style-type: none"> • Annual review of engaged customers by protected characteristics to identify under/over 	<p>Our governance framework ensures that the customer voice significantly influences our decisions regarding our services and supports customers in holding us accountable. This initiative is championed by the Customer Experience Challenge and Assurance Panel (CXCAP) and the Customer Scrutiny Panel.</p> <p>Our Customer Voice Policy delineates our service offer and the methodologies we employ to assess our performance and the outcomes of customer engagement.</p> <p>We strive to ensure that our engagement offer is inclusive, making certain that all customers feel heard, valued, and empowered to participate.</p> <p>In addition to facilitating customer involvement, we also assess how representative our engaged customers are, allowing us to identify opportunities to further promote inclusivity.</p>
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		<p>representation and associated improvement plans to drive inclusion</p> <ul style="list-style-type: none"> • Promote training and provide equipment to support customers to get involved, including digital inclusion support • Customer Inclusion Group <p><i>Examples of effective customer engagement supporting service improvements:</i></p> <ul style="list-style-type: none"> • Annual Scrutiny Panel recommendation progress reports • Annual Scrutiny Review 	<p>Areas for improvement and focus in 2025/26</p> <p>We've put in place a target to increase the number of involved customers by 5% in 2025/26. To achieve this, we will work to upskill colleagues across our housing management services to incorporate local engagement opportunities within service delivery.</p>
<p>7. When things go wrong: Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong.</p>	Yes	<p><i>Policy and performance framework:</i></p> <ul style="list-style-type: none"> • See annual self-assessment against the Complaint Handling Code • Complaints, Compliments and Comments Policy • Compensation policy • Annual Complaints Performance and Service Improvement Report • Customer Voice Policy <p><i>Complaints KPIs:</i></p> <ul style="list-style-type: none"> • Tenant satisfaction measures CH01- Complaints acknowledged and responded to on time at stages 1 and 2 • 85% resolution at stage 1 	<p>Stonewater's Customer Relations Team is responsible for delivering Stonewater's complaints service. We updated our Complaints, Compliments and Comments Policy in line with the 2024 Complaint Handling Code in May 2024.</p> <p>We measure our performance against a suite of KPIs, including satisfaction, volume and complaints responded to on time which are reported as Tenant Satisfaction Measures.</p> <p>Our Annual Complaints Performance and Service Improvement report outlines our</p>

	<ul style="list-style-type: none"> • Tenant satisfaction measures CH02-Complaints/1000 at stages 1 and 2 • Transactional satisfaction • Tenant Satisfaction Measure TP09 – satisfaction with complaint handling & arising improvement plans <p><i>Housing Ombudsman Service (HOS) compliance:</i></p> <ul style="list-style-type: none"> • Annual Complaints Performance and Service Improvement Reports <ul style="list-style-type: none"> ◦ Stonewater ◦ Mount Green <p><i>Promoting accessibility:</i></p> <ul style="list-style-type: none"> • Customer complaints guide in 11 different languages and accessible formats • Promotion of Customer Complaints service e.g. in our Summer 2025 newsletter <p><i>Involving customers:</i></p> <ul style="list-style-type: none"> • Customer Complaints Learning Panel (CCLP) 	<p>commitment to learning from complaints and our self-assessment against the HOS Code.</p> <p>Our customer friendly guides are available in a range of formats, including different languages to ensure every customer can complain if they need to do so. Our CCLP ensures customers shape our learning from complaints.</p> <p>Areas for improvement and focus in 2025/26</p> <p>In 2025/26, we're adopting Salesforce CRM, starting with the complaints service. This is an opportunity to significantly enhance customer experience, including more communication, faster resolution and improved visibility.</p>
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