Together with tenants charter

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Together with tenants

housing.org.uk/TogetherWithTenants

Updated in 2026 by **listening, learning** and **acting** on your feedback

ForHousing

Together with tenants charter

The Together with Tenants Charter was first developed with tenants to make sure your voices helps shape our services and influences the decisions we make. Since then, we've continued to listen to your feedback through surveys, tenant involvement activities, scrutiny reviews, complaints and conversations in neighbourhoods. In 2026, we've updated our commitments using what you've told us is most important, focusing on the areas that matter most to you today, including communication, neighbourhoods and communities, the environment, neighbourhood management, homes and repairs.

This charter will:

- Set out what you can expect from us
- Show how your feedback has shaped our commitments
- Explain how you can influence services and decisions
- Help hold us accountable for delivering improvements
- Keep you updated on the progress we're making

We'll continue to work alongside you, report on our progress and share how your feedback is helping us improve our services.

A message from Graeme & Donna
Customer Committee Members

As members of ForHousing's Customer Committee, we're pleased to introduce this refreshed Together with Tenants Charter. The Customer Committee is made up of tenants and Board members who work alongside ForHousing to make sure tenants' voices are heard and help hold the organisation to account for delivering its commitments.

The commitments in these pages have been shaped by what tenants have told ForHousing matters most. By sharing your experiences, ideas and feedback, you've helped identify what's working well and where you'd like to see improvements. Those conversations have directly influenced the commitments in this Charter.

One of our key roles is making sure tenant feedback helps shape decisions and improvements. We'll continue to work alongside ForHousing, reviewing progress and making sure tenants remain at the heart of the services they provide.

We'd like to thank everyone who took the time to get involved, whether by completing a survey, attending an event, sharing feedback or taking part in customer involvement activities. Every conversation has helped shape the commitments you'll find in these pages.

Together, we'll continue to make sure tenants remain at the heart of decision making.

Graeme Foster
Board Member,
Chair of Customer Committee
and Audit & Risk Committee

Donna O'Neill
Board Member,
Customer Committee Member and
Audit & Risk Committee Member

A message from Martyn Hague
Executive Director of Customer

The Together with Tenants Charter is part of a national initiative developed by the National Housing Federation to strengthen the relationship between social housing landlords and their tenants. ForHousing adopted its first Together with Tenants Charter in 2023, working alongside tenants to make clear the commitments we were making and how tenants can hold us to account for delivering them. Since then, we have reported annually on the progress we've made and the difference those commitments have had.

In 2026, we reviewed and updated the Charter to make sure it continues to reflect what matters most to you. Working alongside tenants and colleagues, we gathered and analysed feedback from a wide range of sources, including customer satisfaction surveys, complaints, tenant involvement activities and engagement in local communities. We also carried out additional community engagement across our neighbourhoods and spoke to people in places they already meet, such as community groups, coffee mornings and family activities. To ensure as many voices as possible were heard, we also launched a survey, with 586 customers sharing their views.

The commitments in this Charter have been shaped by what you've told us. They build on the things we're doing well, while focusing on the areas where you want to see further improvements. They reflect the issues that matter most to you, from communication and repairs to neighbourhoods, communities and customer influence.

To provide assurance that we're delivering on these commitments, we'll continue to share regular updates and publish an annual report outlining the progress we've made and the impact your feedback has had on our services.

I'd like to thank everyone who helped shape this Charter. Whether you were part of the working group, spoke to us in your community, completed a survey or shared your experiences with us, your feedback has played an important role in developing the commitments you'll find in these pages.

I look forward to continuing to work alongside you to make sure tenants remain at the heart of what we do, using your feedback to shape services, strengthen communities and improve the places you call home.

Theme 1
Communication & visibility

You told us that:

- You value how easy it is to contact ForHousing, with lots of different ways to get in touch.
- Sometimes it's not clear what to expect from our services, particularly how long things will take and when you'll hear from us. You'd like more timely, regular communication.
- You want reassurance that when you raise a query or request with us, action is being taken to resolve it.
- ForHousing colleagues are friendly, polite, helpful and professional.
- You'd like to see improvements to the My Account+ app to make it easier to use.
- You want to understand how your feedback influences the way we work and make decisions.
- You'd like more opportunities to influence decision-making, especially decisions that affect your local community.

We will commit to:

- Continuing to provide a variety of ways for you to get in touch, including through our Customer Connect Hub, email, webchat, face-to-face appointments, local drop-ins and annual tenancy visits.
- Continuing to work with you to improve our communication, including reviewing correspondence with tenants to improve clarity, updating our website to make response times clearer and improving our internal systems so colleagues can provide timely updates.
- Implementing an AI communications tool to support colleagues in providing clear, consistent and helpful communication.
- Maintaining high standards of customer service by implementing the Government's Competence and Conduct Standard, making sure colleagues have the right knowledge, skills and behaviours to support tenants.
- Implementing our updated colleague Code of Conduct, which has been reviewed by both tenants and colleagues.
- Learning from complaints and sharing with our Customer Committee how we've used feedback to improve services every quarter.
- Regularly reviewing the My Account+ app and making improvements to how it works, while continuing to develop opportunities for you to get involved and help shape our services.
- Keeping you informed about how your feedback is making a difference through regular website updates, annual reporting and feedback to involved groups.
- Contacting you if you tell us you're dissatisfied through a survey, so we can better understand your experience and identify opportunities for improvement.
- Exploring ways to strengthen your influence over decision-making, including opportunities to work alongside our Board, take part in scrutiny activities and help shape how funding is spent in local neighbourhoods through participatory budgeting.
- Delivering our lesser heard groups action plan to make sure more tenants from different backgrounds and communities can get involved and influence our services.

Theme 2
Neighbourhood & community

You told us that:

- You really value your local community, including the groups, buildings and activities that bring people together, and you told us there's a strong community spirit where you live.
- You'd like to see more activities that reflect local needs, including support for young people, opportunities to bring different groups together and more community events.
- You'd like better communication and information sharing about community events and activities, including through community noticeboards.
- Community anti-social behaviour remains a concern for you and you'd like to see stronger partnership working to address local issues.

We will commit to:

- Continuing to work alongside local community groups to develop, deliver and promote activities that make a difference through our Community Development Team and community funding.
- Exploring how we can maximise the value of our contractors by supporting social value projects that benefit tenants and local communities.
- Exploring ways to support youth provision and activities in local neighbourhoods, working in partnership with other organisations and local communities.
- Working in partnership with the Police, Local Authorities and other organisations to deliver targeted activities and interventions to tackle community anti-social behaviour, including diversionary projects for young people.
- Making it clear which incidents we can investigate, which are the responsibility of the Police, and how we can support you.
- Working with partners to share information and data about anti-social behaviour hotspots and respond to local concerns.

Theme 3
Environment & neighbourhood management

You told us that:

- You really value your local green spaces and parks and want to see them well maintained and invested in.
- The way your local environment looks and feels is important to you, and you'd like to see more focus on improving kerb appeal.
- There is inconsistency in our approach to grounds maintenance. While some areas are happy with the standards and appreciate the green spaces, tidy communal areas and clean streets, others have highlighted concerns about overgrown gardens, hedges and trees, and the maintenance of communal spaces.
- In some areas, communal spaces are well maintained, but this isn't consistent across all neighbourhoods.
- You'd like to see stronger action taken on fly-tipping and neighbours who don't look after their gardens or shared spaces.

We will commit to:

- Developing local partnerships to tackle environmental issues, building on the Keeping Clifton Clean project, which brings organisations together to tackle local environmental concerns.
- Supporting community groups to develop and deliver environmental projects through advice and community funding.
- Undertaking quarterly neighbourhood walkabouts and inspections with partner organisations to identify environmental concerns and take action.
- Undertaking regular inspections of high-rise and low-rise flats to help make sure communal areas are clean and well maintained.
- Improving how we communicate with commercial tenants, local businesses and communities about environmental improvements in their area.
- Involving tenants in the procurement of new contractors for our grounds maintenance and cleaning services.
- Working with our tenant inspectors to help make sure grounds maintenance and cleaning services are delivered to a good standard across all neighbourhoods.
- Working in partnership with organisations responsible for services that affect local neighbourhoods and the environment, helping influence improvements where we can.

Theme 4
Your home and repairs

You told us that:

- In some cases we deal with repairs well, completing them quickly, to a high standard and responding promptly, especially in relation to emergency repairs. However, you feel our repairs service needs improvement, with long waiting times in some cases, delays in resolving issues and poor follow-up communication.
- You appreciate our approach to gas servicing and told us it is reliable and well managed.
- You told us you're frustrated when repairs aren't completed right first time, with some jobs requiring multiple visits. You'd like us to identify and address the root cause rather than carry out temporary fixes.
- You'd like better communication when you have a repair, including updates on progress, proactive communication about delays, clear timescales and better appointment notifications.
- While the appointment system works well for some tenants, you'd like more flexibility, including weekend appointments and more notice if an appointment needs to be changed or cancelled.
- You'd like better communication about planned improvements to your home, including kitchens, bathrooms and windows, so you understand the process and receive regular updates.

We will commit to:

- Improving how we deal with damp and mould, including clearly explaining any repairs needed, not closing cases until you've signed them off, and checking in with you after 12 weeks to make sure you're satisfied with the work completed.
- Implementing a new process that helps us identify tenants who have reported multiple repairs within a short period, so we can better understand the causes and take appropriate action.
- Reviewing our approach to follow-on works, including improving communication and supporting colleagues with the training they need to diagnose, plan and deliver repairs effectively.
- Implementing Awaab's Law, which introduces legal timescales for investigating and addressing serious health and safety hazards in homes, while keeping you informed about what's happening and what happens next.
- Continuing to listen to your feedback and make improvements to our repairs service, including how we schedule follow-on works, communicate next steps and respond when repairs aren't fixed first time.
- Working alongside tenant inspectors to review how we communicate with you about planned works and maintenance.
- Using repairs data and customer insight to identify homes requiring higher levels of repair and maintenance, helping us plan future investment and improvements.
- Using predictive analytics to help improve the planning and delivery of future maintenance and improvement programmes.

Theme 5
Your neighbourhoods
Fitton Hill

You told us that:

- Overall you are happy with the services that we provide but want to see improvements in how we deliver repairs and maintenance.
- You value the amenities available to you on your doorstep and want to see better overall cleanliness, improved kerb appeal and vacant buildings opened for community use.
- You would like ForHousing colleagues to be more visible in the neighbourhood and to meet you in local community buildings and facilities through regular drop-in sessions.
- You want to see more targeted community activities for older people and young people.
- You want to see stronger action taken on community anti-social behaviour.

We will commit to:

- Delivering the commitments set out in the Your Home and Repairs theme.
- Exploring opportunities to work in partnership with other organisations to improve access to community spaces.
- Continuing to deliver our neighbourhood model, with more housing officers, annual visits, regular walkabouts and neighbourhood inspections.
- Our Communities Team working in partnership with local groups and organisations to support local activities and access to funding.

Theme 5
Your neighbourhoods
Clifton and Swinton

You told us that:

- Overall you are happy with the services that we provide but want to see improvements in how we deliver repairs and maintenance.
- You are proud of your local area. It is friendly and safe, and there are great community assets to build on, such as green spaces, leisure facilities and sports opportunities.
- You would like to see improvements to the local environment.
- You want us to improve communication, particularly face-to-face communication with older or more vulnerable tenants, and reassurance that when requests or issues are raised, action is being taken.
- You want clarity about the process of getting aids and adaptations for your home, and better communication about who is responsible and how decisions are made.

We will commit to:

- Delivering the commitments set out in the Your home and repairs theme.
- Continuing to deliver our neighbourhood model, with more housing officers, annual visits, regular walkabouts and neighbourhood inspections, while working in partnership with other organisations to address concerns about the local environment.
- Engaging with tenants in our supported housing schemes about how they want to communicate with us and making improvements based on feedback.
- Establishing an aids and adaptations group to improve the process and communication, providing greater clarity around decision-making.

Theme 5
Your neighbourhoods
Eccles

You told us that:

- There is great community spirit in the area and a good environment with access to green spaces and canals.
- There is an opportunity to link in with other local initiatives, such as the regeneration of the town centre and the Pride of Place programme in Brookhouse.
- You would like to see more places to meet up and socialise, helping to address concerns about loneliness and isolation.
- You feel the area looks run down and that improvements are needed to the streetscene and public realm.

We will commit to:

- Supporting you to build on the great community spirit through advice and access to community funding.
- Linking into the town centre regeneration and Pride of Place schemes, making sure that improvements benefit ForHousing customers.
- Working in partnership with community groups and organisations to provide and fund activities that help address loneliness and isolation.
- Undertaking regular multi-agency walkabouts in neighbourhoods to highlight concerns about the local environment and streetscene.

Theme 5
Your neighbourhoods
Irlam and Cadishead

You told us that:

- There is a great community spirit in the area, but there are also issues with loneliness and isolation, and a feeling that the area gets left behind when compared with the rest of Salford.
- You want more opportunities to provide feedback and have your voice heard.
- You would like ForHousing and partner organisations to make longer-term commitments to addressing social issues such as wellbeing, mental health and isolation.
- You want to see improvements in grounds maintenance.

We will commit to:

- Supporting you to build on the great community spirit through advice and access to community funding, while working with local organisations to address concerns about loneliness and isolation.
- Actively promoting our tenant involvement framework in Irlam and Cadishead and working to improve representation from the area.
- Undertaking regular multi-agency walkabouts in neighbourhoods to highlight concerns about the local environment and streetscene.

Theme 5
Your neighbourhoods
Little Hulton and Walkden

You told us that:

- You value the community spirit in your area and the strong local community infrastructure that provides valued services and support.
- You want to see the precinct better maintained, with more opportunities to work with ForHousing to make decisions, improved seating and better bin provision for the flats.
- You want to see more action taken to tackle community anti-social behaviour.
- You want to see improvements in grounds maintenance.
- You want more activities and events on the precinct and for it to be easier for community groups to organise activities.
- You want to see improvements in how we communicate with you.

We will commit to:

- Supporting you to build on the great community spirit through advice and access to community funding.
- Delivering the action plan developed following engagement on the Little Hulton precinct, supporting the community to organise events, improve seating and strengthen communication with local businesses.
- Working alongside our waste management service to support cleaner and better-maintained communal bin stores.
- Working in partnership with the Police and local authority to tackle community anti-social behaviour.
- Undertaking regular multi-agency walkabouts in neighbourhoods to highlight concerns about the local environment, grounds maintenance and how our streets look.
- Delivering the commitments set out in the Communication, Influence and Accountability theme.

Theme 5
Your neighbourhoods
Stockbridge Village

You told us that:

- You would like to see improvements in your experience as a customer of ForHousing, especially in relation to repairs.
- You value the amenities available on your doorstep and want to see them better maintained, with investment in shopping areas and improvements to the areas outside your home.
- You want to see improvements in grounds maintenance and the upkeep of communal areas.
- You want ForHousing colleagues to be more visible in the neighbourhood, with senior colleagues spending time in the local area.
- You would like a community space that is large enough for events, activities and socialising.
- You want better communication about how we will respond to major issues, particularly in high-rise homes, such as the loss of heating, water or electricity where we are responsible.
- You would like to see stronger action taken on community anti-social behaviour.

We will commit to:

- Delivering the commitments set out in the Your Home and Repairs theme.
- Exploring with you how we can improve local shopping areas and engaging with you on the future use of the old Skills Centre.
- Undertaking regular multi-agency walkabouts in neighbourhoods to highlight concerns about the local environment, grounds maintenance and streetscene.
- Continuing to deliver our neighbourhood model, with more housing officers, annual visits, regular walkabouts and neighbourhood inspections, while working in partnership with other organisations to address concerns about the local environment.
- Exploring funding opportunities and partnerships to support community spaces in the local area.
- Improving our communication and response times when major issues occur.
- Working in partnership with the Police and local authority to take action on community anti-social behaviour.

How we'll keep you updated

Your voice matters:

Thank you to everyone who helped shape this Charter by sharing your feedback and experiences.

These commitments have been developed using what you've told us matters most. We'll continue to listen to your feedback, work alongside tenants and share how we're making improvements, so you can see the difference your voice is making.

Want to continue shaping our services and communities? Find out more about the different ways you can get involved at:

www.forhousing.co.uk/getinvolved/

We'll continue to share how we're delivering these commitments and how your feedback is helping us improve our services and communities.

You can keep up to date through:

- Annual Charter updates
- Tenant involvement activities and events
- Updates on our website
- Regular feedback to tenants and involved groups
- Our Facebook pages: Salford, Fitton Hill and Stockbridge Village

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