

Runnymede Borough Council

Housing Services Improvement Plan

September 2026



Introduction

Runnymede Housing Services Improvement Plan

What tenants told us – What we're doing

Over the last year, we have listened to tenants, reviewed our services and developed a Housing Improvement Plan to help us deliver the improvements that matter most to residents. This has also been approved by the Regulator of Social Housing.

The Plan focuses on six key objectives, all based on what tenants have told us is important:

- ▶ Safe, well-maintained homes
- ▶ Reliable repairs and services
- ▶ Better communication
- ▶ Being listened to and involved
- ▶ Putting things right when things go wrong
- ▶ Being treated fairly and with respect

Over the following pages, you will see each objective and what tenants have told us good services should look and feel like when these improvements are delivered.

Thank you to everyone who has helped shape the Plan through our tenant groups, Tenant Experience Panel and communications network.

If you would like to get involved or simply want to tell us what you think of the improvement plan, we would love to hear from you.

All the ways you can contact us are on page 9 of the document.

You can also view information about the Housing Improvement Plan through reports to the Council's Housing Committee. (QR code on page 9)

Housing service

Runnymede Borough Council

Strategic Objective 1

Deliver effective, transparent and risk-based governance that provides assurance of compliance with the Consumer Standards

What does this mean for me?

The Council aims to be open, accountable and clear about improving services and keeping promises.

What you told us

You want to be listened to, taken seriously and kept involved in decisions that affect your home and housing services.

You told us that tenants need to see that feedback makes a difference and that involvement leads to action.

What you will notice

- ▶ More opportunities to share your views and experiences.
- ▶ Clearer feedback about what tenants have told us and what we are doing in response.
- ▶ Tenant views used to shape services, priorities and decisions.
- ▶ Better ways for tenants to influence how services are improved.
- ▶ Stronger evidence that the Council listens and acts on what tenants say.

When we've got it right

- ▶ I am listened to and taken seriously.
- ▶ I can see how tenant feedback has influenced decisions.
- ▶ I know how to get involved and share my views.
- ▶ The Council explains what it has heard from tenants and what it is doing in response.
- ▶ My views make a difference.

Strategic Objective 2

Address the root causes of the regulatory judgement and embed sustainable continuous improvement.

What does this mean for me?

The Council aims to learn from mistakes, listen to feedback and keep improving our services.

What you told us

You want us to learn from mistakes, feedback and complaints so that problems are fixed properly and are less likely to happen again.

You want problems to be put right quickly, fairly and with clear communication about what will happen next.

What you will notice

- ▶ Clearer ways to raise concerns, complaints and feedback.
- ▶ Better communication when something has gone wrong.
- ▶ More evidence that complaints and feedback are being used to improve services.
- ▶ Actions taken to address the causes of repeated issues.
- ▶ A stronger focus on putting things right and preventing problems from happening again.

When we've got it right

- ▶ When something goes wrong, it is acknowledged and put right.
- ▶ I understand what will happen next and when.
- ▶ I can see that feedback and complaints lead to learning and improvement.
- ▶ The same problems are less likely to happen again.
- ▶ I have confidence that the Council learns from experience and acts on what tenants say.

Strategic Objective 3

Ensure services are tenant centred, co designed, and demonstrably meet the Consumer Standards.

What does this mean for me?

The Council wants to listen to tenants, involve us in decisions and design services around our needs.

What you told us

You want services that recognise your needs, circumstances and experiences.

You want to be treated with dignity, respect and understanding whenever you contact us.

What you will notice

- ▶ More consistent service standards.
- ▶ Services that better reflect the needs of different tenants.
- ▶ Easier access to information and support.
- ▶ Staff taking account of individual circumstances.
- ▶ Clearer communication and better customer service.

When we've got it right

- ▶ I am treated with courtesy, respect and understanding whenever I contact the Council.
- ▶ I do not have to explain my circumstances repeatedly to get the help I need.
- ▶ Services recognise and respond to my individual needs.
- ▶ Information is clear, easy to understand and available in a way that works for me.
- ▶ I am confident that I will be treated fairly and consistently.
- ▶ I feel valued as a tenant and not just another case or reference number.

Strategic Objective 4

Provide safe, well-maintained homes through robust asset management and assured compliance.

What does this mean for me?

The Council will keep my home safe and well maintained; and deal with problems before they get worse.

What you told us

This is your most highly rated priority. You want to feel confident that your home is safe, repairs are carried out properly and problems are dealt with before they get worse.

What you will notice

- ▶ More proactive checks to make sure homes remain safe.
- ▶ Issues such as damp, mould and safety concerns identified and addressed more quickly.
- ▶ Better information about the safety and condition of your home.
- ▶ More planned maintenance to help prevent problems before they arise.
- ▶ Greater confidence that your home is being properly maintained.

When we've got it right

- ▶ I feel safe in my home.
- ▶ I know my landlord is carrying out the checks needed to keep me safe.
- ▶ Problems affecting my home are dealt with before they get worse.
- ▶ I receive clear information when safety issues arise.
- ▶ I trust that my wellbeing is taken seriously.

Strategic Objective 5

Deliver reliable, high-quality landlord services supported by effective systems, contracts and competent staff.

What does this mean for me?

The Council promises to provide reliable services, fix things properly and keep me informed.

What you told us

You want repairs completed on time, with clear updates throughout the process.

You told us that when things go wrong, frustration increases when you do not know what is happening or when it will be put right.

You also want it to be easier to know what help is available, what you can expect from us and who to contact when you need support.

What you will notice

- ▶ Better communication about repairs, appointments and service requests.
- ▶ Clearer information about what services you can expect and how to access them.
- ▶ Easier ways to report problems, request services and track progress.
- ▶ Clear updates when work is delayed or plans change.
- ▶ More issues resolved first time, with fewer outstanding cases.

When we've got it right

- ▶ I can report a repair or request a service easily.
- ▶ I know what is happening and what to expect when.
- ▶ I am kept informed if something changes.
- ▶ Repairs and service requests are completed within a reasonable timescale.
- ▶ I do not have to repeatedly chase for updates.
- ▶ I know where to go for help and can easily find the information I need.
- ▶ I understand what services are available to me and what I can expect from them.
- ▶ I have confidence that issues will be resolved.

Strategic Objective 6

Operate fair, transparent and learning led landlord functions that meet regulatory expectations.

What does this mean for me?

The Council promises to treat me fairly, act transparently and learn when things go wrong.

What you told us

You want clear, honest updates about how housing services are doing, what is improving and what still needs to change.

You told us that trust depends on seeing promises followed through and understanding how improvement is making a difference.

What you will notice

- ▶ Regular updates about progress against the Improvement Plan.
- ▶ Clear information about what is going well and where further work is needed.
- ▶ Better information about how services are performing and improving.
- ▶ More openness about decisions, priorities and the reasons behind them.
- ▶ Clearer service standards so you know what you can expect from us.

When we've got it right

- ▶ I know how housing services are performing.
- ▶ I can see what is improving and what still needs to change.
- ▶ The Council is honest when things have not gone well.
- ▶ I understand what the Council has promised to do and how progress will be reported.
- ▶ I trust my landlord to do what it says it will do.

For all information contained within this document contact:

Runnymede Borough Council

The Civic Centre
Station Road
Addlestone
Surrey KT15 2AH

Tel 01932 838383

email: Listening@runnymede.gov.uk

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Listening@runnymede.gov.uk



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