

Grosvenor Hart Homes Customer Voice Session – Annual Review 2026

Brief Summary of Tenant Feedback

Date: 14 May 2026

Purpose: To gather tenant feedback to shape the **content, structure and style** of the GHH Annual Review 2026 in line with regulatory expectations on transparency and customer influence.

1. Overall Tenant Feedback

Across the session, tenants expressed a clear preference for a **shorter, more engaging and accessible Annual Review**, with a stronger focus on:

- **Tenant voice and lived experience**
- **Clear evidence of impact**
- **Visual and easy-to-read content**
- **Practical, relatable information**

2. Feedback on Other Annual Review Examples

Tenants reviewed annual reports from other housing providers and shared what they liked and didn't like.

What tenants liked:

- Use of **QR codes** to access additional content
- **Real photos of homes** rather than stock images
- Inclusion of **shared ownership options**
- Reference to relevant legislation (e.g. **Awaab's Law**)
- **Less jargon** – easier to read than GHH's current report
- **Colourful and visually engaging design**
- Information was **clearly broken down and well structured**
- **Rent breakdown** helped tenants understand where money goes
- Report **flowing well**, was easy to read and engaging
- Inclusion of a **group photo of tenants**
- Clear **"contact us" information** on the final page

Learning for GHH:

- Use more **authentic images and real examples**
- Explore digital features (e.g. QR codes) to enhance engagement
- Reduce formal tone and jargon
- Balance senior leadership content with **tenant perspectives**
- Improve flow and structure

- Include transparent financial information
- Add **clear contact details**
- Use real photography to reflect the tenant community

3. Feedback on Content for the 2026 Annual Review

Tenants provided specific feedback aligned to proposed report sections.

Highlights from FY26

Include **Community Curriculum highlights**. Show: Activities delivered, Levels of participation, Impact on tenants

Looking Forward

- Include **small-scale, local plans** that matter to tenants
- Examples:
 - Garden improvements
 - Community-based initiatives

Performance – Impact

- Include more **clear and measurable data**
- Use **percentages and simple statistics**

Specific requests:

- Include **TSM results (Tenant Satisfaction Measures)**
- Present data in a clear, easy-to-understand format

Preference for:

- Evidence of outcomes
- Visual/accessible presentation rather than complex detail

Performance – “You Said, We Did”

- Strong support for a dedicated **“You Said, We Did” section**
- Clearly show:
 - What tenants said
 - What GHH did in response

Seen as essential for:

- Transparency
- Accountability
- Demonstrating the value of tenant engagement

4. Structure, Style and Tone

Tenants consistently highlighted the need for:

- **Plain English** (reduced jargon)
- Shorter sections and clear layout
- **Visually engaging content** (photos, colour, graphics)
- Use of **real tenant stories and examples**
- A logical flow that is easy to follow

Additional suggestions:

- Include **real tenant images** rather than stock photos
- Use design elements (e.g. colour, visuals) to increase engagement
- Consider digital enhancements (e.g. QR codes)

5. Key Themes and Takeaways

Tenant feedback indicates that the Annual Review should:

- Be **clear, concise and engaging**
- Focus on **real impact and outcomes**, not just activity
- Demonstrate **how tenant feedback influences decisions**
- Include:
 - Community impact (e.g. Community Curriculum)
 - Local, meaningful improvements
 - Transparent performance data (including TSMs)
- Reflect **tenant voice throughout the document**

6. Next Steps

- Incorporate tenant feedback into drafting of the Annual Review
- Continue tenant engagement on:
 - Content
 - Structure
 - Language
- Share draft with Customer Voice group for review
- Final publication scheduled for **September 2026**