



Get Involved & Influence Us

NEWSLETTER UPDATE OCT to DEC 2025 | EDITION 1

Welcome to our first quarterly newsletter where we will update you on the latest involvement activity and how you have helped shape our services:

Service Quality Committee

Our Service Quality Committee (SQC) is made up of ten tenants and leaseholders, two of which are also NPH Board Members. The SQC is a committee of the NPH Board.

Between October to December 2025 the SQC played a key role in scrutinising performance, policies and future plans including:

Scrutiny of:

- ▶ NPH performance targets
- ▶ Resident excellence strategy and service standards
- ▶ Complaints handling (including the complaints policy and reviewing real complaint cases)

Feeding back on policies:

Resident feedback helps ensure our policies are fair and easy to understand. The Committee have provided feedback on:

- ▶ Lettable standard
- ▶ Damp, mould and condensation
- ▶ Recharges
- ▶ Mutual exchange and work in practice for tenants



Scan for case studies of resident feedback and our responses



Meet some of the Committee

Sounding Board and focus groups

The Sounding Board is an online group of involved residents, and focus groups are smaller groups of residents who meet about specific issues. There are currently 427 residents involved in these.

Resident excellence strategy

- ▶ 18% response rate
- ▶ Residents asked for clearer service standards and more consistent communication.
- ▶ This feedback is shaping the 2026–2029 strategy.

Between October to December 2025 the Sounding Board and focus groups reviewed:

Social media survey

- ▶ 20 surveys completed
- ▶ Residents want more regular updates, clearer repair info, and shorter posts.
- ▶ We're using this to improve our online content.

Get involved in future consultations



Email us:
getinvolved@nph.org.uk



Call us:
0300 330 7003

Local engagement in your area

Through our Tenant Satisfaction Measures you've told us that it's important that you are able to speak directly with NPH officers face to face in your area, that's why we have a calendar of localised face to face events across Northampton.

At these sessions residents most commonly asked us about:

- ▶ Reporting repairs
- ▶ Grounds maintenance issues
- ▶ Money related advice and support
- ▶ Tenancy issues

Between October to December 2025, we held:

- ▶ Our quarterly engagement café
- ▶ 28 drop-in sessions across Northampton
- ▶ 30 community cafés across Northampton

Scan for our latest quarterly events calendar to find out when we'll be in your area

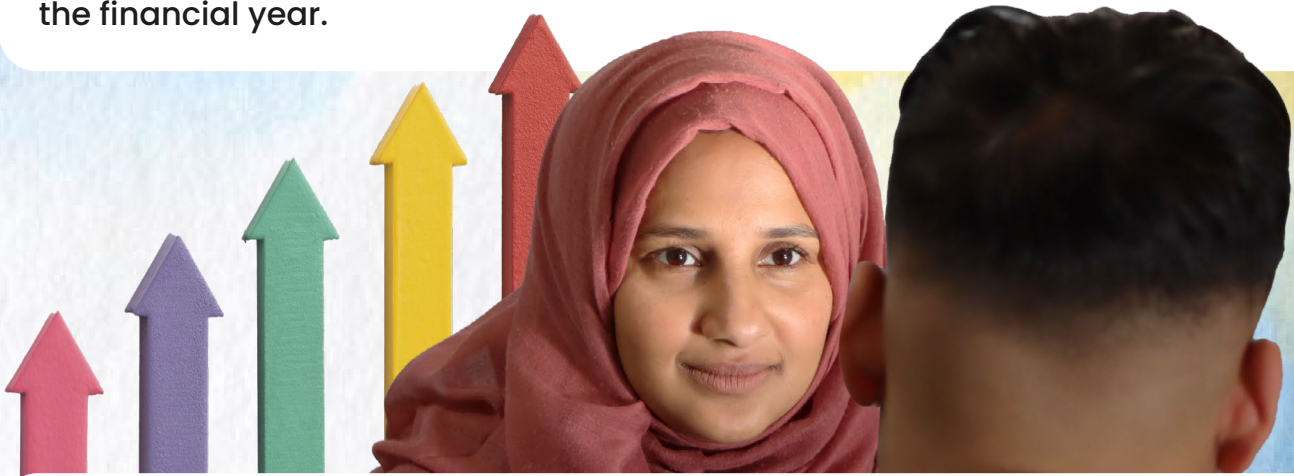


Acting on your feedback

Acting on your feedback is helping us improve our performance

Tenant satisfaction measures (TSMs)

The Regulator of Social Housing (RSH) require us to report against 22 key measures, of which ten are management information measures and twelve are satisfaction-based measures, collected through a tenant perception survey. The tenant perception survey is carried out by Acuity, an external market research company and involves surveying over 1000 of our tenants by telephone during the financial year.



On the next page you'll see the latest tenant satisfaction survey results. These results are based on 625 survey calls completed between April and December 2025. If you receive a call from +441604986002, please answer and have your say. We can arrange calls at a convenient time, and we can support you if English is not your first language.

We've improved in all but one measure from the year before. Your feedback is helping us focus on what matters to you most.

From your feedback we know that many of you want us to do more to deal with anti-social behaviour (ASB). We are increasing our work to help residents understand what ASB is and how to report it to us. When you tell us about problems, we can act on them quickly. We also continue to work closely with other partner organisations to deal with ASB as effectively as possible.

We'd love to hear from you



Visit us:
nph.org.uk



Call us:
0300 330 7003



/NPHConnect



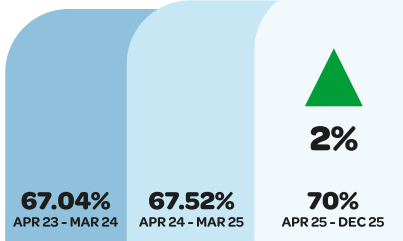
/NPH_news

Get involved:

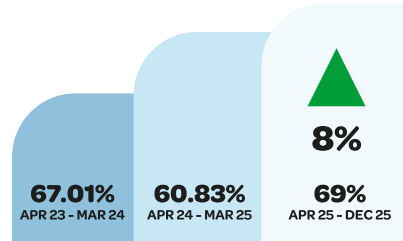


Influence us:

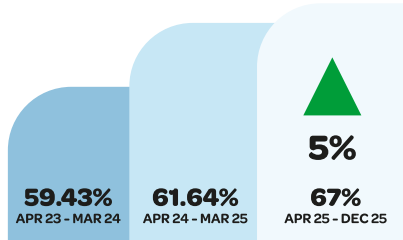




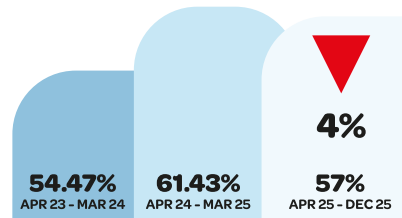
TP01: Overall service from their landlord



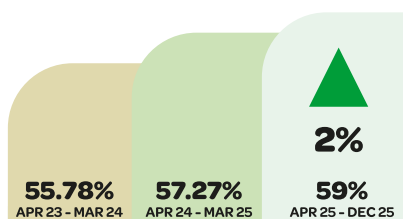
TP10: Communal areas clean and well maintained



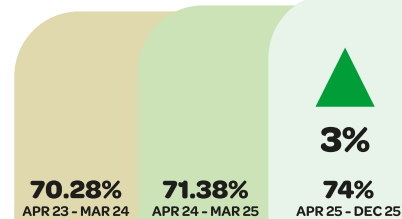
TP11: Positive contribution to the neighbourhood



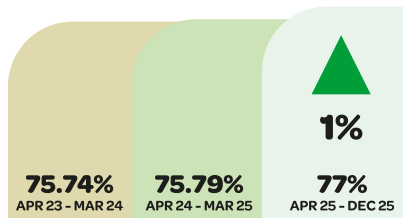
TP12: Approach to handling anti-social behaviour



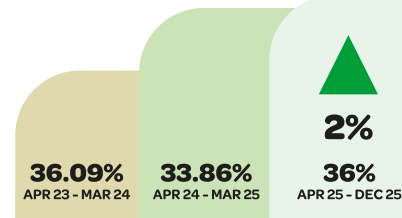
TP06: Landlord listens to tenant views and acts upon them



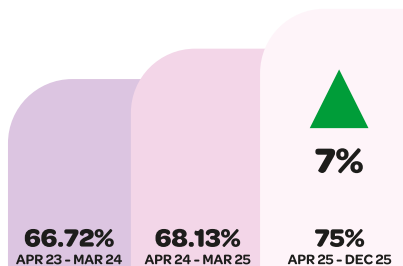
TP07: Keeps tenants informed about things that matter to them



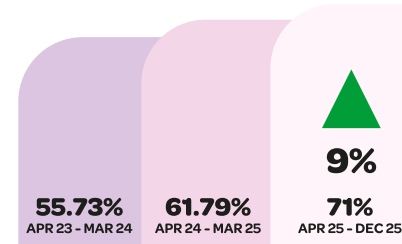
TP08: Treats tenants fairly and with respect



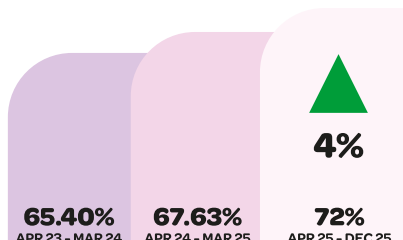
TP09: Approach to complaints handling



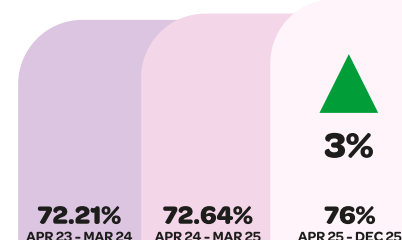
TP02: Overall repairs service



TP03: Time taken to complete most recent repair



TP04: Home is well maintained



TP05: Home is safe

Great Neighbourhoods

Work collaboratively to provide great neighbourhoods where residents are proud to live

Great Services

List and act on our residents views to provide great services

Great Homes

Provide great homes that are safe, sustainable and high quality