



Join the Conversation

NEWSLETTER UPDATE JAN to MAR 2026 | EDITION 2

Welcome to our second 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 January and March 2026, our Service Quality Committee (SQC) continued to review how we are performing and where we can improve:

Scrutiny of:

- ▶ Checking how well we meet our performance targets
- ▶ Reviewing what works and what needs to improve in complaints
- ▶ Looking at anti-social behaviour trends and our response
- ▶ Testing how easy our website is to use

Feeding back on policies:

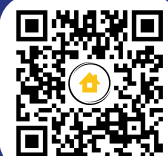
Resident feedback helps make sure our policies are fair and easy to understand.

The Committee has provided feedback on:

- ▶ WNC Allocations Policy
- ▶ Repairs and Maintenance Policy
- ▶ High-rise building safety engagement strategy
- ▶ Resident Excellence Strategy
- ▶ Neighbourhood Policy



You Said, We Did. Scan to see the real changes from your feedback.



Meet some of the Committee

Sounding Board, Surveys and Focus Groups

The Sounding Board is an online group of residents, with smaller focus groups for specific issues. There are currently 427 residents involved, and from January to March 2026, they reviewed:

Repairs and Maintenance Policy

What we did:

- ▶ 4 surveys with our Sounding Board
- ▶ 46 surveys completed by residents
- ▶ 7 surveys completed by leaseholders
- ▶ 3 focus groups with 20 residents

What you told us:

- ▶ The policy is clear and easy to understand
- ▶ It gives helpful detail about repairs
- ▶ You liked the focus on residents
- ▶ Some people asked for a shorter version

We will use your feedback to improve the policy.

Sounding Board being refreshed

We are changing our Sounding Board and looking for new members:

- ▶ **Join in your way** – choose what interests you and take part when it suits you.
- ▶ **No pressure** – you don't have to respond to everything, and you can leave at any time.



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 January to March 2026, we held:

▶ Our quarterly engagement café in February

▶ 23 drop-in sessions across Northampton

▶ 27 community cafés across Northampton

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



Mutual Exchange Event - Town Centre



Thursday 13 August • 12:00–2:00 pm

The Gatherings, Grosvenor Shopping Centre, Northampton, 2 Union Street, Northampton, NN1 2EW

A mutual exchange is when you swap homes with another tenant. It can be a quicker, easier way to move. If you want to move, this could help you.

Our Mutual Exchange team can answer questions and give support.

There is no need to book, just come and see us!



Meet some of the team

Acting on your feedback

Acting on your feedback is helping us improve our performance

Tenant satisfaction measures (TSMs)

Over the coming weeks, we'll be sharing more information about how we're performing and the areas we're focused on improving.

We know that performance figures and statistics aren't everyone's favourite read, but they help provide a clearer picture of the services you receive and the progress we're making.

By sharing this information regularly, we want to help you better understand what's working well, where improvements are needed, and how we're continuing to improve services. Keep an eye out for updates soon, we'll be breaking things down in a simple, easy-to-understand way.

We'd love to hear from you



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