

Lessons Learned and Service Improvements 2025/26

Category	Sub-category	Key Lessons Learned	Service Improvements / Actions	Owner	Target Timescale
Repairs delivery/ quality	Heating and Hot Water	Inspection failures: not whole-property; poor follow-up; communication gaps.	Review/update inspection templates; train officers; dedicated team & phone line for chase; improve communications.	Property Director	June 26
Repairs delivery/ quality	Property Services	Poor oversight of outstanding/recall repairs; delays due to lack of alternatives; wrong raise process.	Improve oversight; weekly review of outstanding and recall repairs; internal inspections; reinforce correct order raising.	Property Director	May 26
Repairs delivery/ quality	Contractors	Material unavailability; coordination & communication failures.	Ensure materials available; set contractor communication standards; review processes and documentation.	Property Director	May 26
Repairs delivery/ quality	Development	Residents lack clear info/contacts for development repairs.	Clarify communication channels for residents on development repairs.	Development Director	March 27
Request for repair/ renewal denied	Property Services	Incorrect information to contractors; unclear decisions & timescales.	Train on recalls & timescales; review planned works procedures; improve communication clarity and timeliness.	Property Director	May 26

Damp and mould	Property Services	Policy/procedure not followed correctly.	Review damp/mould procedures and policy; reinforce compliance through effective training.	Property Director	May 26 (training) Sept 26 (policy)
ASB	Housing	Late identification of communal area issues.	More frequent/thorough communal area inspections enabled through ActiveH mobile and empowering staff to change frequencies of inspections.	Housing Director	Complete
Estate Services	Housing	Insufficient engagement/oversight at scheme level.	Tenancy audits and scheme drop-in sessions.	Housing Director	Complete
Staff Behaviour/ Attitude	Contractors	Non-adherence to standards; visits without training.	Provide additional training/guidance for contractors on correct processes and standards.	Property Director	June 26
Staff Behaviour/ Attitude	Housing	Policies out of date or unrealistic.	Update policies (e.g. pet policy) for clarity and realism.	Housing Director	on policy review dates
ASB	Housing	ASB training needed regarding noise complaints	Deliver ASB training on noise complaints	Housing Director	Sept 26
Allocations	Housing	Need to review/update policy and procedure; include information leaflet.	Review and update policy/procedure with information leaflet.	Housing Director	Complete
Application of policy	Home Ownership	Communication regarding major works needs improvement.	Improve major works communication and provide regular updates.	Housing Director	complete

			Separate communications are now sent and leaseholders with highest increases in costs offered online meetings.		
Estate Services	Housing	Housing Officers to avoid personal email for resident communications.	Remind/train Housing Officers to stop using personal email and encourage residents to do likewise.	Housing Director	complete
Repairs delivery/ quality	Contractors	Poor contract management identified; need new measures and managers.	Introduce new measures and employ/appoint managers to improve contract management.	Property Director	complete
Repairs delivery/ quality	Contractors	Contractor failures; consider enforcement of penalties.	Enforce penalties on contractors for failures.	Property Director	complete
Staff Behaviour/ Attitude	Housing	ASB cases must be proactively reviewed when a Housing Officer leaves.	Implement proactive review and communication of ASB cases following officer departures.	Housing Director	complete