

RELIANCE  
SOCIAL HOUSING



# You said, We listened

*How your feedback is shaping repairs, support, safety and communication across Reliance Social Housing.*

**Available in:**



**Large  
Print**

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[www.reliancehousing.co.uk](http://www.reliancehousing.co.uk)



# About this Report

We take all tenant feedback seriously. Following our latest Tenant Satisfaction Measures (TSM) survey and insights from the Resident Panels/Hub, you told us where things weren't good enough — and we want to be upfront with you about what that means in practice

Overall, feedback was positive. This report focuses specifically on the areas where you said we needed to do better, what we've changed as a result, and — most importantly — what difference that should actually make to your day-to-day experience as a Reliance resident.

Some of what follows is already in place. Some of it is still being rolled out. We'll keep reviewing your feedback regularly and reporting back openly, including on the things that take longer to fix.

## Why these 4 Themes?

These are the areas most frequently raised across our TSM survey and Resident Panel/Hub sessions. All four matter equally.

**Repairs &  
Maintenance**

**Visibility of  
Support Workers**

**Visibility &  
Connection**

**Property Standards  
& Safety**

## THEME 1

# Visibility of Support Workers

Consistency and follow-through came through strongly in your feedback — knowing who your support worker is, and knowing what happens after you report something, makes a real difference to how supported you feel.

**You  
said**

**We  
did**

**For**

**You**

“I like having the same support worker — it helps when they know me.”

We've set clear expectations with Support Providers that residents should have a consistent, named support worker wherever possible.

You shouldn't have to repeat your situation to a new person every time. Continuity means your support worker already understands your circumstances.

“After I report something, I'd like a follow-up so I know what's being done and what happens next.”

We've set clear expectations with Managing Agents about consistent communication with residents after issues are reported.

You should hear back, rather than being left wondering if your report has gone anywhere. If you're not getting a follow-up, that's something we want to know about — contact us directly.

## THEME 2

# Repairs & Maintenance

Repairs are consistently one of the things that matters most to you — when something breaks, you want it fixed quickly, with as little disruption and chasing as possible. Here's where we've focused our effort, and what it should mean for you.

**You  
said**

**We  
did**

**For**

**You**

“Faulty appliances like washing machines and ovens aren’t being replaced or repaired quickly.”

We've set out clear timescales we expect Managing Agents to follow for appliance repairs and replacements, and we're auditing compliance more closely.

You shouldn't be left without a working appliance. If a Managing Agent isn't meeting the timescale, we'll know about it and can step in.

# Property Standards & Safety

Feeling safe and comfortable in your home and communal spaces is fundamental — and so is knowing what to do, and that something will happen, if that's not the case.

**You  
said**

**We  
did**

**For**

**You**

"I want a better communal area."

We've set clear expectations with all Managing Agents on the standard communal areas must be maintained to, and we're proactively checking compliance.

Your shared spaces should be cleaner and better maintained.

"I don't know how to report anti-social behaviour."

We've introduced new noticeboards that clearly explain how to report complaints, and the consequences of engaging in it.

You shouldn't have to guess whether something is worth reporting, or how. This should make it easier and quicker to raise a concern.

# Visibility & Connection

You told us you want to see more of the people behind Reliance, not just correspondence and policies. Visibility and genuinely knowing who you're moving in with both matter.

**You  
said**

**We  
did**

**For  
You**

|                                                                            |                                                                                                                                                                                        |                                                                                                                                                                                                     |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>"I want to meet more Reliance staff."</p>                               | <p>Our Executive and Board members attend resident hubs and panels more regularly, in person. Our Community Liaison Team are also carrying out more wellbeing visits.</p>              | <p>You'll have more direct opportunities to speak to the people making decisions, not just frontline staff — and to see that your feedback is reaching the top of the organisation.</p>             |
| <p>"I want to meet new tenants before they join my accommodation."</p>     | <p>We've asked Managing Agents to arrange a "meet and greet" where possible before new shared accommodation placements.</p>                                                            | <p>You should have an opportunity, when possible, to meet new housemates, before they move in.</p>                                                                                                  |
| <p>"It would be good if someone came out to see how things are going."</p> | <p>Our Community Liaison Team are carrying out more wellbeing visits, so we can check directly — not just rely on Managing Agent reporting — that you're receiving a good service.</p> | <p>This means better peace of mind for you knowing someone is regularly checking in on your wellbeing, catching concerns early and making sure you feel supported, safe and heard in your home.</p> |



# Our Commitment

This isn't a one-off exercise.

We'll keep listening through the TSM survey, the Resident Hub and everyday conversations with our teams — and we'll keep reporting back honestly, including where progress is slower than we'd like.

If something here doesn't match your experience, or you want to follow up on any of these points, please get in touch. Your feedback is what shapes the next version of this report.



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Alternatively, you can talk to us on WhatsApp, found on your noticeboard.

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