SUMMER TENANT UPDATE 2026

Teachers' Housing Association

Welcome to the Summer Edition of our Tenant Update

We hope you're all enjoying the summer so far, despite the weather keeping us on our toes with a real mix of sunshine and showers! In this update, we'd like to share some of the key activities and developments from Teachers' Housing Association over the past few months. Inside, you'll find an overview of:

- An introduction to our new corporate plan
- Maintenance Update - investment delivered in 2025/26, priorities for 2026/27 and our outline five-year investment plan
- An update on the work of the Tenant Influence Panel
- Tenant Satisfaction Measures, including the tenant perception survey
- Staffing update

Corporate Plan

We're delighted to share a copy of our strategic corporate plan, which has now been approved by the Board and will shortly be published on our website. In developing the plan, we worked closely with staff, the Tenant Influence Panel and our Board to review the organisation's vision and mission, and to agree a new set of values and strategic objectives.

This strategy sets a clear direction for the organisation, it allows tenants and the Board to hold the management team accountable for delivering our objectives. We know there is still more to do to achieve these goals and fully reflect our values. Even so, we believe this is a strong and positive strategy that will help drive the organisation forward.

Maintenance Update

In the Winter Update, we shared the high-level findings from our stock condition survey and outlined our investment priorities for our properties as detailed in the Asset Management Strategy.

In the last update we also highlighted the plans for this financial (2026/27) and we are pleased to confirm that the Board has approved £1.6 million in capital investment for this financial year. Furthermore, through our business plan, we have identified a further £7 million that we will invest in our properties over the next five years.

We're currently working with an organisation called FFT, who are experts in property asset management, to help us plan our investment programme to ensure we prioritise properties that are most in need and procure contracts that deliver both value for money and high-quality outcomes for our tenants.

We recognise that tenants have been waiting patiently for us to confirm where and when this investment will be made and we're sorry if this is taking a little longer than you'd hoped. We have, however, undertaken various works whilst the planning and procurement process is underway. So far, we've spent around £650,000 on capital investment last year which, amongst other items, included 40 boiler replacements, 18 kitchen upgrades, 21-bathroom upgrades, and full replacement of two roofs .

Once we have finalised this year's programme, we will share it with you. The Executive Leadership Team will be out and about over the summer to talk through the investment plans for your property and discuss our corporate plan in more detail. We're looking forward to catching up with you then!

Tenant Influence Panel

The Tenant Influence Panel continues to meet on a quarterly basis via Teams and membership includes tenants who live in our general needs and sheltered accommodation. The Panel has been invaluable in helping us to scrutinise our performance and services. Working together, we have developed a new handbook for tenants and a code of conduct for contractors, both of which will be launched shortly.

The Panel has also provided feedback on our newsletters; helped shape our revised corporate strategy including our vision, mission and organisational values; and input into the new website.

We're looking for new Tenant Influence Panel members, especially tenants living in our general needs housing. Our Chair, Debbie Quinlan, a current tenant and panel member, is happy to speak to anyone who may be interested in joining. Please get in touch with us to learn how you can help make a difference and we can put you in contact with Debbie if you'd like to find out more.

Tenant Satisfaction Measures

This summer, we will be publishing our Tenant Satisfaction Measures (TSM) results, including feedback from the biannual perception survey that many of you recently completed. Thank you to everyone who took the time to share their views with us – your feedback is invaluable in helping us improve our services.

While we are still reviewing the full results, the feedback received so far highlights some key areas where we know we need to do better. In particular, tenants have told us that we need to improve our communication, both from Head Office and across our individual departments, so that information is clearer, more timely, and more consistent. We also recognise that we need to strengthen the way we handle complaints. This remains a key priority for us, and we are committed to making improvements in this area. We will share more detailed findings, along with the actions we plan to take, when we publish the full results later this summer.

Staffing Update

As part of our plans to help us improve the quality of our services to you, we have launched a series of events and training sessions for our staff.

For the first time as an organisation, we met in person in April (see pic) to learn more about our future plans and key operational areas, including repairs, safety checks, complaints, anti-social behaviour and launch our new organisational values.

Our new organisational values can be summed up as "TIDE". They reflect how we want to work together and they mean:

- **Trustworthy** – We're clear, transparent and do what we say
- **Inclusive** – We're inclusive to all and put people first by listening and understanding
- **Determined** – We make it happen
- **Evolving** – We learn and adapt to improve our services

We are now working to embed our values and have embarked on a series of training sessions for our staff. All staff training so far has included equality, diversity and inclusion. Next up is a series of training sessions for all staff around Customer Service. We hope that you'll see this reflected in the services we provide you.

Get In Touch!

We hope you find these updates helpful. If you have any questions or ideas about what we could include in future editions, or you are interested in joining our Tenant Influence Panel please let us know.

Phone: 020 7440 9440
Post: Teachers Housing Association, 3rd Floor, Headland House, 72 Acton Street, London, WC1X 9NB
Website: www.teachershousing.org.uk
Staff: Please speak to any member of our on- site teams

General enquiries:
Email: enquiries@teachershousing.org.uk
Website: https://teachershousing.org.uk/contact/(form available to complete)

Repairs (including any property issues such as damp and mould):
Email repairs@teachershousing.org.uk
Website https://teachershousing.org.uk/report-a-repair/ (form available to complete)
Note if your repair is an **emergency, immediately call on 0207 440 9440 (this number is available 24 hours a day for emergency repairs)

Complaints or compliments

Email complaintsandcompliments@teachershousing.org.uk

Website https://teachershousing.org.uk/contact/complaints-compliments/ (form available to complete)

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