

INFOCUS

Customer magazine

Summer 2026
Edition four

Meet your Customer Voice team

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shopping
voucher

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Community
Champions

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Hello,

Welcome to our summer magazine! I'm really pleased to share this edition with you, and to say a big thank you to everyone who has taken the time to tell us what matters most to you.

Your feedback is making a real difference. Our latest Tenant Satisfaction Measures show that customer satisfaction has improved, and throughout this magazine you'll see examples of the changes we're making because of what you've told us. That includes the 557 customers who shared their views in our 'help us plan for the future' survey, everyone who came along to our summer roadshows, those who joined scrutiny sessions, and everyone who has shared their experience through complaints, surveys or conversations with us.

One message has come through clearly – good communication really matters. You want to know what's happening, who is dealing with your query, and what will happen next. In this edition, we're sharing some upcoming changes to our Customer Services team which are designed to help make things clearer and easier for you.

You can also read about the new MyAccount Rent Hub, meet our Customer Voice team, find out how we're learning from complaints, and see how our latest satisfaction scores are improving. We know we haven't got everything right yet, but we hope these updates show that we are listening, learning and taking action.

Please keep sharing your views with us, whether that's through My Voice, surveys, scrutiny sessions or over the phone. Your feedback helps us improve the services you use every day.

You may also notice that the magazine has a fresh new look. We were ready for a refresh, and we're pleased to say that both the magazine and its packaging are now fully recyclable.

I hope you enjoy reading this edition.

Helena Thompson

Group Director of Customer Experience



Thank you for helping us plan for the future

Wow, an amazing 557 of you kindly took the time to share your thoughts and ideas in the survey we included with the last magazine!

The 'help us plan for the future' survey had three simple, but thought-provoking questions. What should we start, stop and continue doing?

You told us we should...

- start being faster with our repairs service and offer better appointment times.
- stop being 'digital only' and keep paper and phone options for those who need them.
- continue to provide reliable repairs and meaningful support.

There were also three recurring themes that kept popping up in your answers, showing us what's most important to you – fairness, communication and accountability.

Fairness

You told us you're happier when our services are adapted to your individual needs and that this makes you feel listened to and treated fairly. When you're not happy with something we've done, it's often because you feel you haven't been treated fairly in comparison to others.

Communication

You told us you want things explained clearly and respectfully, in a way that's relevant to you. When messages are generic or unclear, your trust in us drops.

Accountability

You told us to be clear about who is doing what, making sure things get done, and taking ownership so you can trust your concerns and queries are being taken seriously.

These are just a handful of the hundreds of comments, so we'd like to say a massive thank you to everyone who took part. This feedback will help us set our goals and priorities for the next few years, which we'll officially launch in our next 'corporate plan' in May 2027.



Congratulations to our winners



As a thank you for taking part in the survey, all entries were placed into a prize draw to either win shopping vouchers or a laptop! Customers from Kilsby, Walgrave and Weedon Bec won the £100, £200 and £250 shopping vouchers, and Sharon from Northampton won a laptop – well done all and thank you again to everyone who took part!

MyAccount is now the MyAccount Rent Hub

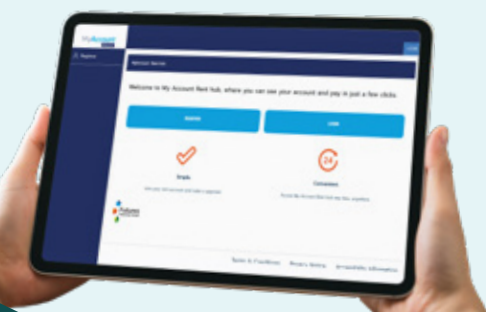
A slimmed down version solely to check your rent balance and make payments.

You might already know that we closed down MyAccount in April, as feedback from customers told us you weren't able to successfully book repairs on it – which was its main purpose!

We pressed the big red button and replaced most MyAccount features with online forms on our new 'Customer Contact Hub' on our website, so you can still easily book repairs, update your details and make payments online.

Many of you reached out to say how handy MyAccount was to check your rent balance whenever you wish, so our Digital team quickly got to work to bring these important features back in a new MyAccount Rent Hub.

While we've turned MyAccount off (and partly on again) we'll soon be asking for your feedback on which online options are important to you, to help us as we explore other options in the future.



How to sign-up or log in to MyAccount Rent Hub

Go to www.myaccount.futureshg.co.uk.

If you were registered with MyAccount before, you can use your same login details!



Ch-ch-ch-changes

We're sorry, there might be longer than usual call waiting times this summer, but we promise it's for a good reason!

We're making some big changes to our Customer Services team (the lovely people you speak to when you call us), so when you ring them after Monday 3 August and it's a query we can't answer there and then, that same team member will now be your main point of contact until your query is fully resolved. They'll be the one to contact you with any updates, and they'll also check how and when you prefer to be contacted, so you won't have to ring us.

We're making this change after seeing an increase over the last year in customer complaints and feedback left in surveys that mention the frustration of being passed between teams, not knowing what's happening next, and having to call us more than once to get an update.

We trialled this new 'single point of contact' method with a couple of our Customer Services team members over a few months and the results showed it should help with all the above issues. There'll be no more passing you between teams when you call and having to explain your situation again, no more calling us to ask for an update, and you should always know what's happening next because we'll tell you every time we speak to you.

As the team will be working differently, we expect there might be longer call waiting times than usual while we settle into this new way of working – we're looking forward to delivering an even better customer service for you!

We're hiring Community Champions

Hours: 10 hours a month

Where: In the community you live

Salary: £1,600 a year

Are you passionate about your community? Do you want to make a difference where you live? Then we'd really love to hear from you!

We're looking for more customers to become 'Community Champions', who represent their neighbours, bring ideas to life and help us to support your community best, all while joining a friendly bunch of colleagues.

What you'll do:

- Bring people together by supporting community events and activities.
- Listen to customers and share their feedback and ideas with us.
- Connect people to services and support in the community.
- Influence change by making sure customer voices are heard.

Don't worry, you won't be by yourself in any of this as you'll work closely with our Customer Voice team and other community champions throughout our areas.

If you're interested or have any questions

Please email influence@futureshg.co.uk.



Meet your Customer Voice team

You might have already met these smiley faces before as the team's been in place since the start of this year, but in case you haven't we'd like to introduce you to the people that are making sure the customer voice is at the forefront of our decisions.

Corinne, Joe, Charlotte, Janene and Sophie are responsible for giving customers lots of opportunities to get involved, share feedback and shape our services.



Corinne
Customer Voice Manager

"My role is all about making sure our customers are heard and that their opinions help shape the services we provide. Our team is here to listen, gather feedback and involve you in decisions that matter."



Sophie
Community Engagement Officer

"I'm spending lots of time getting to know local groups, charities and organisations to build links with so that we can make a difference in the community together. We want to make sure we're working on the things that matter to you in your community."



Janene
Community Engagement Officer

"There's no standard day in my role and I can usually be found working closely with our internal teams to help bring to life projects or service ideas that our customers have told us are important to them."



They look after all our customers roles, including our new community champions, scrutineers (more on these on the next page), and our online community My Voice.

They also gather insight and data from day-to-day customer interactions, surveys, estate walkabouts, and are out across our communities, working with local groups, councils and other organisations.



Charlotte
Customer Led Scrutiny Facilitator

"I'm focused on making sure your voices are heard and play a key part in reviewing our processes, helping us improve the way we work and that our services benefit you as much as possible."



Joe
Customer Feedback Coordinator

"My day-to-day involves collecting and analysing feedback from our multiple satisfaction surveys. Knowing that hearing customers' voices can impact the decisions we make as a business encourages me every day."

Summer roadshow success

Did you go to one of our summer roadshows? Thank you to everyone that popped along to one of our ten events we held across our local communities over the last few months.

The events gave customers a chance to meet and speak to the people behind the services they use, from our repairs and grounds maintenance teams, to our communities colleagues, and even our CEO! Members of our Customer Voice team were also there, to help keep track of any feedback so we can turn this into meaningful action – as well as serving lots of tea, coffee and of course, biscuits.

Corinne Dyke, Customer Voice Manager said: "I'd like to say a big thank you to all customers who took the time to come and see us. It was lovely to hear what matters most to them and see customers getting answers to questions from different team members in person."



Make your voice count – with My Voice!

You can earn points to swap for shopping vouchers on My Voice. Take part in surveys and polls, share your views and influence decisions about your home and community – and chat with other customers!

Whether you have five minutes to complete a survey or want to take a deeper role in discussions, there's something for everyone.

It's quick and easy to sign up, go to www.futureshg.co.uk/myvoice and start earning points right away!





Ahoy, scrutineers!

We've welcomed on board our first customer scrutineers to look at how we manage antisocial behaviour.

Customers who've reported antisocial behaviour (ASB) to us before, joined us at either an in person or online session to map out what they liked about the process and what we should improve.

What we're doing well

The scrutineers spoke highly of our staff, especially our Customer Services team and Communities Housing Officers. They said we're empathetic, patient and understanding, and the housing officers are supportive, do what they say they will, and give clear guidance on next steps.

The scrutineers said	What we're doing
"It was frustrating at times having to repeat information when calling our Customer Services as they didn't have access to the same information."	Our Customer Services team now have access to notes on ASB cases.
"We've got the tone wrong in some of our letters, especially using the word 'WARNING' which felt inappropriate."	Our Communications team are reviewing and rewriting all letters about ASB.
"Keeping a noise diary was time-consuming and sometimes overwhelming."	It's important we keep this as we need evidence, so we're looking at giving you a diary at an earlier stage to see if this helps.
"The Noise App we recommend to record noise disturbances doesn't capture the sound as clearly as experienced in person."	We've emailed a survey to all customers who've used the Noise App in the last six months to give their feedback.

Can you be our next scrutineer?

Help us with our website!

Our website has had a much-needed makeover. Not only does it now have a cleaner, more modern look, we've made sure some of the pages customers view the most are now just one click away from our homepage – making it easier for you to find the information and services you need as soon as you open our website.

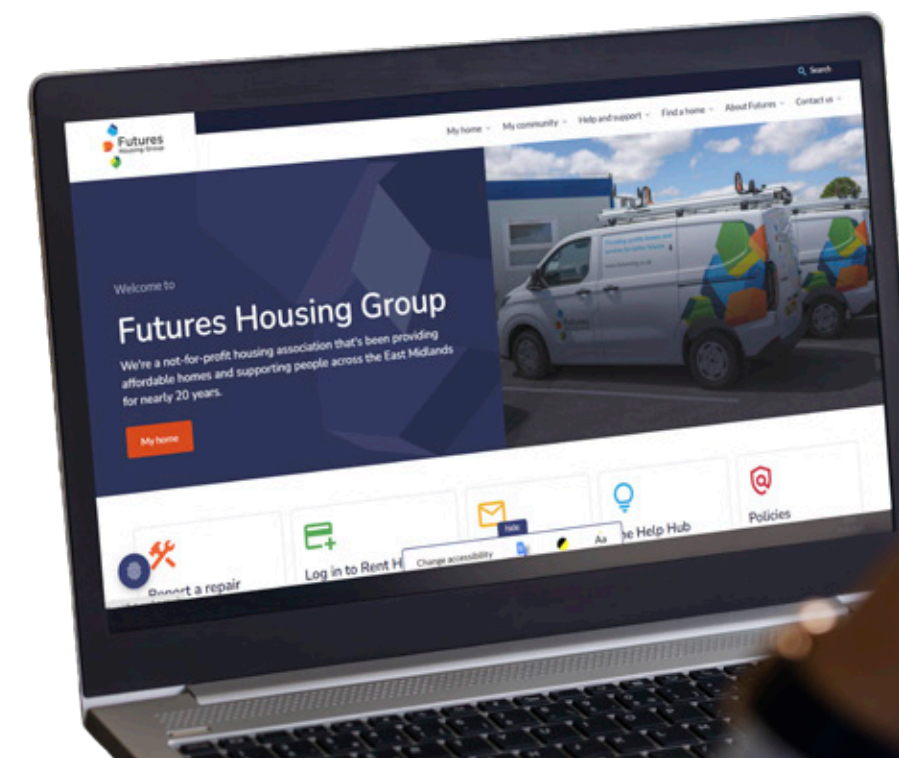
The next step is to run a scrutiny group to understand if the pages on our website are where you would expect to find them. In the session we'll give you cards with different website pages written on them, and we'll ask you to group them in a way that makes sense to you.

You don't need to be confident online to take part, as you won't need to use a computer, and we'd love to hear from a mix of customers – from those who use the internet every day to people who don't feel as comfortable online!

As a thank you, those that complete a session will receive a £25 shopping voucher.

How to apply

Let us know you're interested by emailing influence@futureshg.co.uk or pop your name, address and contact details in the freepost envelope with this magazine. Contact us by 31 August.



How we're learning and improving



We aim to provide the best possible service to our customers, although we know sometimes things can go wrong. It's important we hear from you when this happens so we can put things right as quickly as possible and learn from any mistakes.

Here's some examples of improvements we've been able to make from feedback given in complaints.

"When I reported antisocial behaviour, I wasn't clear on what you could help with or what I needed to do, so the whole process felt a bit confusing."

We chose antisocial behaviour (ASB) as our first topic for customer-led scrutiny (see page 8). You asked for more information about the process and what you can expect at the point of reporting ASB to us, so we've created some advice leaflets to help.

"I don't know when my follow up repair work will be done."

We've changed our process for this and now if we need to come back again to finish a repair, we'll book the appointment with you in your home and leave a reminder card.

"I made a complaint, but it didn't feel like anyone looked at how the problem affected me or my individual situation."

When you report a complaint, we'll now talk with you about your circumstances and needs through an equality impact assessment. This assessment helps us understand how the issue has affected you and how best to communicate with you.

"I made a complaint about the contractor who did the repair, but it didn't always seem like they understood what went wrong or what needed to be done."

We now hold monthly meetings with our main contractors to make sure they're learning from their complaints. This is also something we'll be focusing more on over the next year.

"I was unsure what refusing a housing offer would mean for me. I didn't know if it would affect my chances or who I was supposed to speak to for advice."

We've updated the emails and letters we send about this so it clearly explains what will happen if you refuse an offer, and that it's the local council which makes decisions about housing applications, not Futures.



Amazing news – customer satisfaction is increasing!

Every year, all housing associations ask a sample of their customers to take part in a survey about their homes and services. The results make up our Tenant Satisfaction Measures (TSMs), which help show how well we're doing in areas like repairs, safety, complaints and communication.

We're very happy to announce our latest scores are in and satisfaction has increased in some of our main areas. Overall customer satisfaction has increased from 75% to 80%, and satisfaction with our repairs service has risen from 80% to 84%. Both scores are also above the average for housing associations, which is 72% for overall satisfaction and 74% for repairs.

While overall customer satisfaction is increasing, this still means around one in five customers aren't fully satisfied. Customer feedback shows that communication can be inconsistent at times, especially when things take longer than expected or when updates aren't clear. We're hopeful the changes explained in our Customer Services team on page 4 will solve this!

Check out our full Tenant Satisfaction Measures

You can easily find all of our results on our website! Just go to www.futureshg.co.uk/TSMs or scan the QR code.



We can now carry out home fire safety checks



We're now an approved partner agency with Derbyshire Fire & Rescue Service and we're talking with Northamptonshire Fire & Rescue Service to see if we can do the same there.

It all started after our Communities Manager, Carl Harper went to a Derbyshire Fire & Rescue Service (DFRS) partnership meeting and heard this shocking statistic - although rented properties make up only 32% of homes across Derbyshire, they account for 58% of all fires.

Carl said: "While this figure includes private renters as well as social housing, it suggests our customers might face a disproportionately higher risk of experiencing a fire in their home."

Carl wanted to make sure our teams have the knowledge and confidence to assess fire risk and give customers practical advice and help them stay safe in their homes.

Carl added: "I discussed this with Derbyshire Fire & Rescue Service, and they've since delivered fire safety training to several of our teams. We're now

an approved referrer and partner agency and have access to their online portal so we can complete their 'DIY online home fire safety checks' for customers in their homes."

The online form gives room-by-room fire safety advice and tailored recommendations based on the home and household. If a medium or high fire risk is found, an automatic referral is sent to DFRS, and we'll then work with them to reduce the risk for our customers.

Want us to carry out a fire safety check?



Call us on **0300 456 2531** or tell us online at **www.futureshg.co.uk/get-in-touch**.

Want to carry out the check yourself?

It only takes 15 minutes! Go to **www.safelincs.co.uk** to get started.

Are you a carer?

A new fire safety toolkit has been launched for carers. It's created by Derbyshire Fire & Rescue Service, although is suitable wherever you are in the UK. The toolkit includes a leaflet, a video, a video transcript, and a British Sign Language version is also available.

Go to www.derby-fire.gov.uk/safety/advice-for-carers.

Having a clear-out?

Have you had this before? You've saved up and got a new fridge, or sofa, or mattress, but once the new one is proudly in place you realise you don't know what to do with the old one.

Don't worry – your local council will help! They've got something called a bulky waste collection, where, for a small fee, they'll come and take away any large items you tell them about. Check your local council's website for prices, but one item is usually around £20-£30 to get rid of. Or, if you're getting rid of old furniture, local charities might offer a free collection service if it's undamaged.

If you're looking for recycling tips, here are a few of our favourites:

- Flatten cardboard boxes to make them easier to fit in your recycling bin
- Keep a Bag for Life next to your door so any junk mail can go straight into it to be recycled later
- Keep a folded-up carrier bag in a pocket, your handbag or the boot of your car – that way, if you need to unexpectedly get a few bits, you're not paying extra for another bag and you don't have to recycle it!



Who do you think you are?



Remember, if you ever get a knock on the door from someone who says they're from Futures, ask to see their ID. Genuine Futures employees will always have IDs and will be happy for you to check.

If you're ever in doubt, call our Customer Services team on **0300 456 2531** to check. You don't have to let anyone into your house if they can't prove they're with Futures.

Having a good summer... together!

With the longer days, less rain, and warmer temperatures, summer is often a time to sit and relax in the garden as the world goes by. You'll probably see more of your neighbours than you did in the winter, with children on their summer holidays and people eager to make the most of the weather.

Here's how to have a great summer and make friends while you're doing it.

Having a barbecue

Maybe everyone's decided Saturday is the best time to get together for some burgers and veggie skewers at your place, but you know your neighbour might be taking advantage of the sun to do all their washing. Why not nip round the day before to let them know, or even invite them? That way, their sheets won't smell of burgers, and you might find that you and next door have a lot in common.

Party time!

Lots of people love a drink and a dance on a warm summer's night, but your neighbour might be up early for work the next day. Give them a call to let them know about the party before it happens, including what time you'll be wrapping it up. They'll thank you for it, and you won't have to deal with any unexpected guests when you're trying to get a merry friend into a taxi at the end of the night.

Cars and parking

It seems that everyone has more get-togethers in the summer. If you have guests and there aren't assigned parking places, it's nice to warn your neighbours they might not be able to park in the same place as normal for a few hours. Nobody likes to get back from a trip to the supermarket and find they have to walk a long way with heavy bags. Likewise, if you find that you can't park outside your house as normal, don't get upset – your neighbour's guests won't stay forever.

Noise nuisances

There will be days when your neighbour doesn't close their window, and sings along with Whitney Houston at the top of their lungs. Or you'll have got everything ready for a nice snooze in the sunny garden, and then next door starts a family party. The key thing is not to get angry. It's just one day, and they weren't doing it to be rude to you! If it's a really bad time, popping round quickly can often sort out a little issue.

Children playing out

It's great when kids get off their phones and head out to play with their friends. No matter if you're nine or ninety, we all need to spend time with our mates. So instead of reporting a group of children for gathering in the street or the park, remember how nice it was to be out with your friends during the school holidays. Chances are the kids on your street don't plan on getting into trouble, and just want to have a chat without their family being able to hear!

What if a good summer goes bad?

Of course, some people can get a bit carried away with the good weather. Someone having parties every night that go on way too late, vandalising equipment, buildings and cars, or dumping rubbish, isn't something you should ignore. This is antisocial behaviour (ASB), which we take seriously at Futures.

- Neighbours shouting and using offensive language often, especially if it makes you feel scared to go outside.
- People leaving things like letters, old furniture and other rubbish on your street.
- Lots of noise, from music, shouting, or dogs barking, over a long period of time.
- People taking drugs in public spaces.

If something is making you feel uncomfortable, then please don't wait until it gets worse. Get in touch with us on **0300 456 2531** or speak to your local Communities Housing Officer to see what can be done. We'll get back to you within five working days, visit you to have a chat about what's been going on, and take it from there.

Remember – have a great summer, and help all your neighbours to have a great summer too!



Keeping your home safe... together!



Making sure you live in a safe and comfortable home is our top priority and each year we carry out over 15,000 safety checks and inspections in properties to help with this.

These checks take care of gas servicing, electrical testing, fire safety inspections (and more!) and are an important part of your tenancy. They're about keeping you, your family, visitors and neighbours safe.

To help us with keeping your home safe we ask you please:

- Allow us access to your home for these checks.
- Report any safety concerns or repairs straight away.
- Let us know as soon as you can if you need to rearrange the appointment.

If you work full time and struggle to take time off during the working week, let us know - we may be able to schedule an appointment for these safety checks at another time for you.

Need help or have questions?

If you're worried about a visit or need help, please talk to us. We'll do everything we can to make the process smooth and stress-free.



Need to rearrange an appointment?

That's no problem! The quickest and best way to do this is by calling us, as emailing and using our online forms can take a few working days for our teams to see it.

Last year, 5,562 pre-booked repairs appointments were missed as we didn't know you weren't home. We'd love to try and get this number down next year, so please call us on 0300 456 2531.

When you've booked a repair with us we'll always send you a reminder by text either one and/or two weeks before, and a final reminder the day before your appointment – just in case you have an “Oh no, I forgot that was tomorrow!” moment like we all do at times!



Someone's knocking on the door, somebody's ringing the bell...

On the day of your appointment, here's what will happen:

1. We'll call you when we're on our way with an estimated time of arrival.
2. The team member will knock on your door (or ring your bell). If there's no answer, they'll try calling you again and check your record, in case there's a note to say to knock extra loudly or use a different door.
3. They'll wait at least five minutes to give you time to get to the door.
4. After five minutes, they'll knock again.
5. If there's still no answer, we'll pop a postcard through your door to let you know we were here and how to get back in touch.



Thank you!

You've been saying lots of lovely things to our Repairs and Grounds Maintenance team members when they're out and about. If you have a few minutes to spare, we'd really appreciate it if you can fill in our online compliments form (or call us) so we can keep a record of this and make sure the right team members hear your thanks! Go to: www.futureshg.co.uk/compliments.



Building better homes for the future

We’re using feedback from customers who’ve recently moved into one of our new homes to help shape where and how we build for our upcoming development plans.

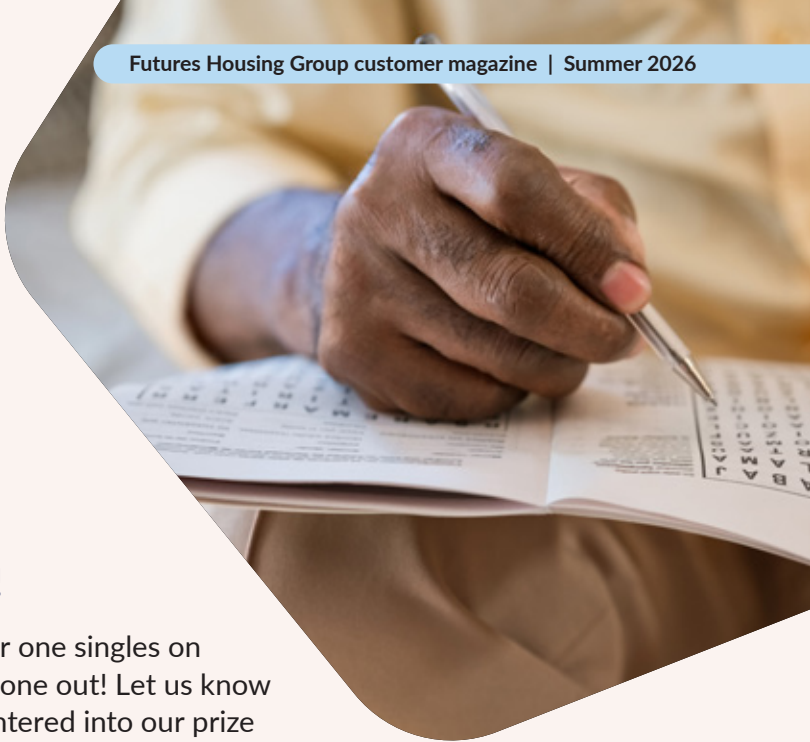
So far, feedback has been really positive with 93% of customers satisfied with their home overall and 95% satisfied with the sign-up process.

Our focus for new builds is always quality over quantity, making sure they’re well designed, safe, energy efficient and fit for the future. New building regulations will change how all new homes in England are designed and built from March next year, so our upcoming plan will meet the new ‘Future Homes Standard’.

This new standard is designed to end fossil fuel heating in new-build properties and build homes that have lower energy use to give lower running costs. This means new properties are likely to have air source heat pumps instead of gas boilers, solar panels, and better insulation and ventilation.

The Future Homes Standard is one of the biggest changes to new housing in a long time, and we’re looking forward to this as it means we’re building homes that are cheaper to run and better for the environment – a win for your pocket, and the planet!

In other good news, one of our new developments was recently shortlisted for an award. Bennett Street in Long Eaton, which we’re building with Lovell Partnerships, reached the final round for Residential Development of the Year at the Constructing Excellence Midlands Awards. We didn’t win this time, but we’re proud the quality of these homes has been recognised.



Puzzle time

You can win a £100 shopping voucher!

We’ve put some of the artists with the most number one singles on the UK chart into a wordsearch – but we’ve missed one out! Let us know which artist is missing from the wordsearch to be entered into our prize draw to win a £100 Love2Shop voucher.

Email the missing artist to communications@futureshg.co.uk or pop your answer (along with your name, address and phone number) in the freepost envelope with this magazine. You must be a Futures customer to enter. Email entries close **Friday 31 July**. Postal entries close **Friday 7 August**.

T	X	Q	K	C	P	P	Q	G	E	B	E	A	H	J
A	L	I	F	T	D	O	N	M	L	I	F	G	D	P
K	H	F	E	H	M	C	M	E	V	V	R	E	A	U
E	A	N	S	E	Q	L	T	L	I	D	I	M	W	M
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C	A	L	F	O	X	A	F	V	Y	B	N	M	Y	U
Q	N	W	E	D	S	R	T	M	A	D	O	N	N	A
R	N	T	Y	I	J	D	A	B	F	G	E	R	N	M
S	A	B	C	A	L	V	I	N	H	A	R	R	I	S

ELVIS PRESLEY
TAKE THAT
RIHANNA
WESTLIFE
MADONNA
ABBA
CALVIN HARRIS
ELTON JOHN
ED SHEERAN
THE BEATLES
CLIFF RICHARD
EMINEM

All answers in the wordsearch are either down or across.

For full terms and conditions go to www.futureshg.co.uk/competition.



Our normal opening hours

Monday to Thursday: 08:30am – 5pm

Friday: 08:30am – 4:30pm



www.futureshg.co.uk/get-in-touch



0300 456 2531



@futureshousing



Futures Housing Group