



Customer scrutiny

Yarlington Housing Group

Yarlington Housing Group (YHG) are a not-for-profit community benefit society who build and manage new homes. YHG wanted to improve their residents' scrutiny group. So they asked residents themselves about how best to go about it. They used Citizen Space to create an online survey and, in their own words, received 'some great feedback'. YHG made changes to the scrutiny group directly in response to this input – for example, focusing on issues that mattered most to residents, including repairs, maintenance and anti-social behaviour.

"Through consultation, we have worked in partnership with our customers to design a new system that will see their voice and their needs even more at the forefront of decision making."

- Director of Customer, Communities and Enterprise, Yarlington Housing Group
