



OCTAVIA



CUSTOMER PRIORITIES FOR OUR SOUTH REGION

2026 - 2031

Foreword

"We're proud to work in so many different communities in our South region. From the busy cities of Southampton and Portsmouth, the historic charm of Salisbury, the rural villages of the New Forest, and the coastal towns stretching from Bournemouth to Chichester, each with their own character and needs.

In developing these regional priorities, our South Regional Customer Panel has listened closely to what matters most to people living here. It responds to what many of you told us about wanting more connection within our neighbourhoods and more opportunities to get involved and shape local decisions. Together, we've created a new set of priorities with five key themes, all focused on improving our customers' lives and strengthening the communities you live in. These reflect your feedback and your voice."



Helen Wilson
Regional Managing Director

"The panel has been clear about what we need in the South region: better repairs, safer neighbourhoods, visible support, and services that are easy to access.

Your feedback on repairs, antisocial behaviour, rising costs, and the need for stronger communication has influenced the commitments set out in our priorities. It focusses on tackling cost of living pressures, improving energy efficiency, and supporting new communities from the start. The panel have worked with Abri to co-produce this document to make sure we capture the priorities of customers living in the South region. We will review the priorities yearly to ensure they are still right.

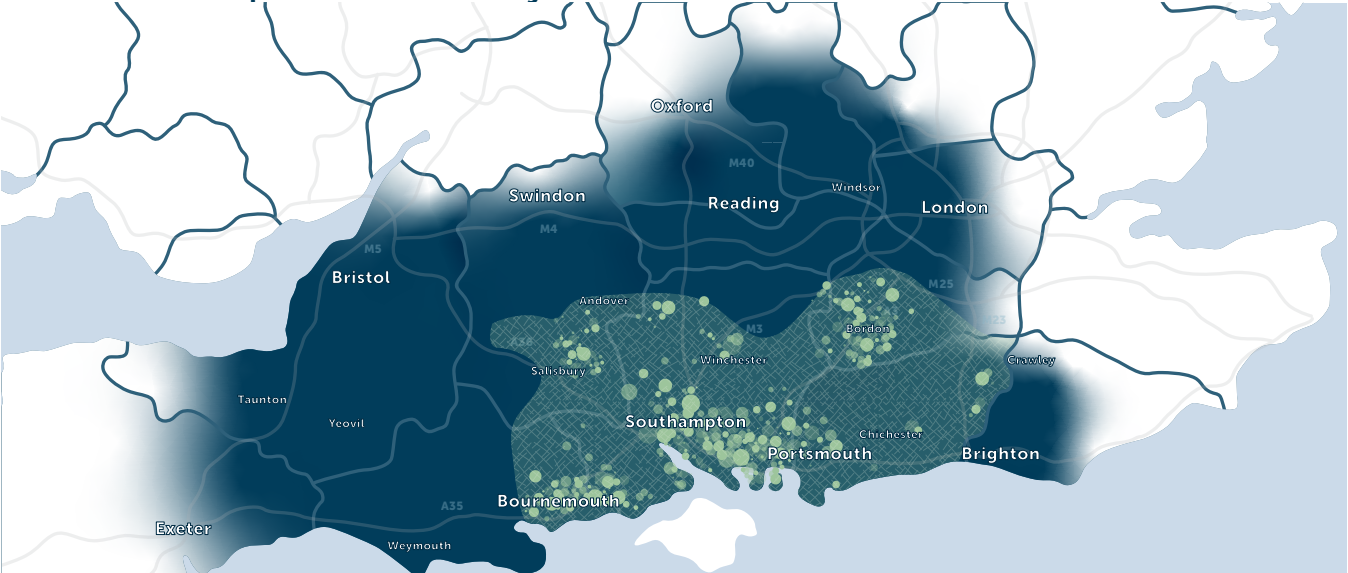
Our role now is to stay involved and continue holding Abri to account. Your insight has shaped these regional priorities, and it will guide how we measure progress and make sure real improvements are delivered. Together, we can help build neighbourhoods that are safer, more connected, and places we're all proud to call home."



Mike Collis
South Regional Customer Panel

Customer priorities for the South region

Abri exists to provide the very best homes and services we can



today, whilst pursuing the ideals that make tomorrow better. We're a large housing provider, spanning from London to Devon, Oxford to the south coast. We own and manage more than 58,000 homes and community assets and serve more than 113,000 customers.

We believe that:

- Everyone has the right to a safe, warm, affordable and sustainable home
- Homes and communities are places to belong, grow, and thrive
- Equal opportunity must exist for communities so everyone can have improved life chances

As a landlord, we provide safe, affordable, sustainable and healthy homes that are designed for long-term value and support wellbeing, independence and aspirations.

It's our aim to deliver reliable, responsive and empowering services that are delivered with empathy and respect. Our services area shaped by data, local needs, and, most importantly, feedback from you when we consulted with customers on our plans for our new corporate strategy. Your wellbeing will be supported through community services that go beyond housing - helping people improve their health, education and independence.

This document is focussed on the local needs and priorities of our communities in our South region.



Where we live: our homes and communities

We will:

- Invest in our homes, supported housing schemes, and communal areas to ensure they are well maintained, clean, safe and align with the Estate Standard.
- Improve the speed and quality of our repairs service and strengthening communication throughout the customer journey.
- Proactively prevent and address antisocial behaviour, fostering welcoming, inclusive neighbourhoods by promoting shared values and celebrating diversity.
- Encourage customers to take shared ownership of neighbourhood standards and help us to monitor them.
- Invest in neighbourhoods and identify where we need to prioritise our efforts by developing improvement plans.
- Strengthen community development by creating spaces for people to connect and offering activities that reduce social isolation and support health and wellbeing.



How we help: local partnerships

We will:

- Strengthen existing and develop new partnerships to deliver services that help customers thrive and enhance life opportunities.
- Work proactively with partner agencies including fire and emergency services, local food banks and the Citizens Advice Bureau to ensure vulnerable customers receive the support they need and are safe in their homes.
- Increase partnership working with agencies like the police and local authorities who also have powers to prevent and deal with anti-social behaviour across our communities.
- Work closely with managing agents to uphold and improve neighbourhood standards where we have contracted them to look after our buildings.
- Partner with customer groups to make sure customer voice informs decisions and shapes service delivery.

How we live: the cost of living

We will:

- Target our community investment and tenancy sustainment to help customers manage the pressures of the cost of living crisis, including promoting responsible spending and borrowing and improving access to low-cost food.
- Actively promote our services through a variety of communication methods, making sure we reach rural communities and support all our customers to understand what support is available and how to access them.
- Explore new partnership opportunities with agencies that can help customers in remote areas access cost of living support and essential services.
- Make sure we communicate clearly what service charges are for and how they are calculated.



How we listen: customer voice and influence

We will:

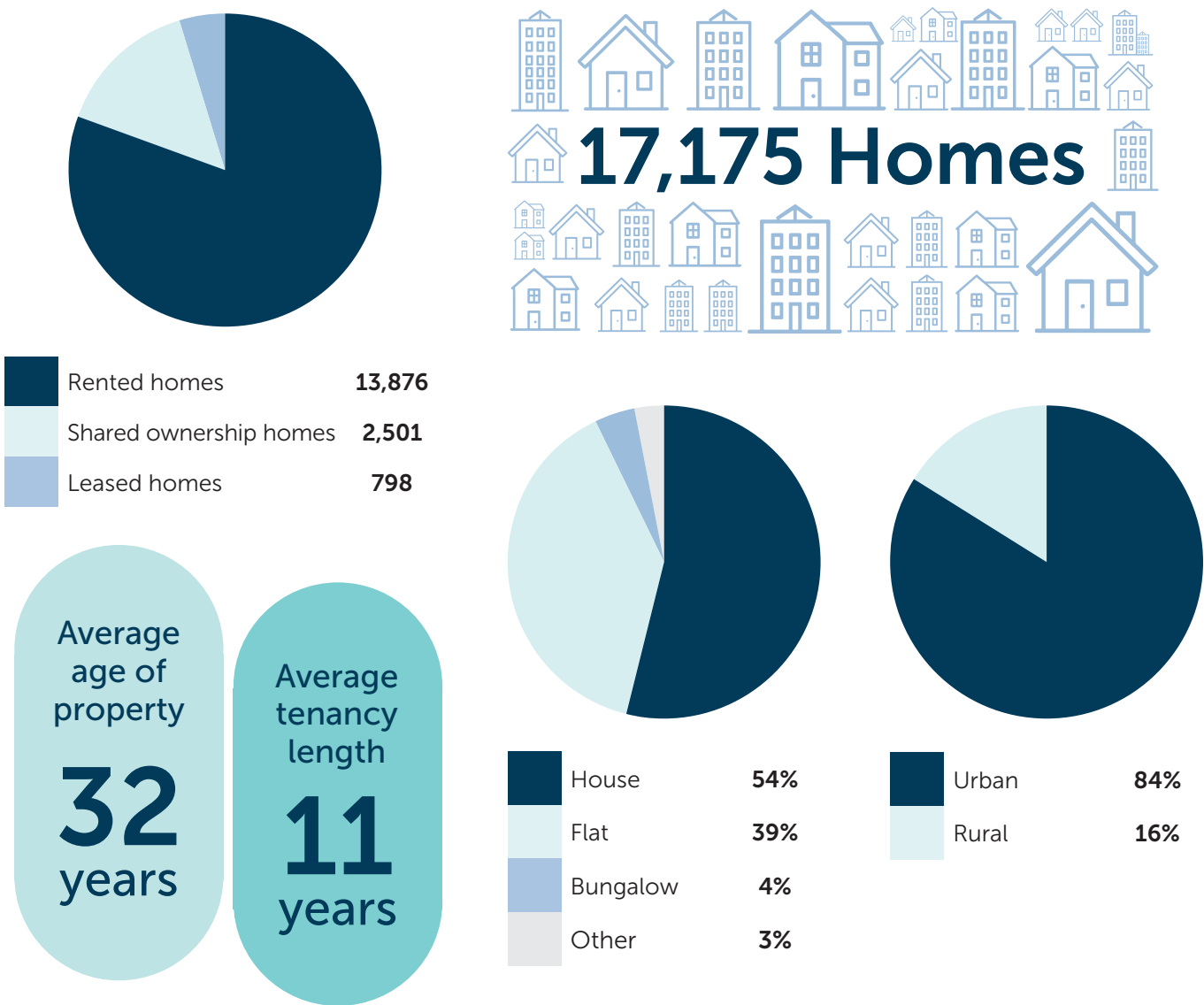
- Have a visible presence in our neighbourhoods and make it easy for customers to connect with Abri colleagues.
- Strengthen our understanding of customers by collecting key information about vulnerability, disability and unseen needs so we can adapt our local services appropriately.
- Make sure we connect and provide opportunities for our rural communities to have a voice so they can influence our services.
- Promote the Customer Panel so it's accessible to everyone, ensuring it's representative of our communities.
- Expand opportunities for customer involvement to help monitor service standards and champion local ownership.

Where we're going: new neighbourhoods

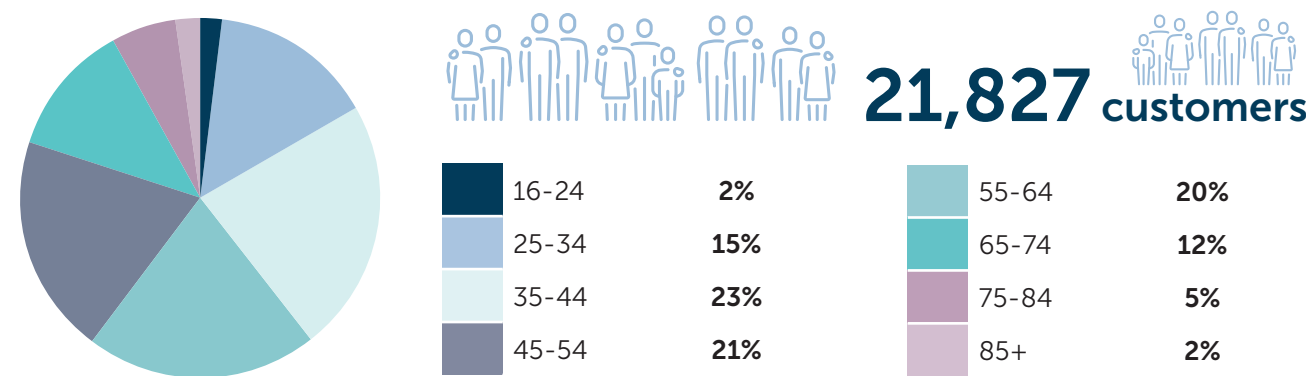
We will:

- Strengthen new neighbourhoods through targeted community investment and dedicated Housing support, ensuring residents feel connected, supported, and experience a level playing field across all tenures.
- Design and develop new neighbourhoods that deter antisocial behaviour, and provide proactive support to help new communities settle, grow, and integrate confidently into their local area.
- Make best use of our homes to meet changing needs and support customers that want to move to access their housing options

Our homes in the South



Our customers in the South



Leaving things better than we found them

By listening closely to what matters most to you, we'll create clear action plans that reflect your priorities and guide our work across our South region. The customer panel will monitor progress of the priorities against the action plans along with customer satisfaction with services. This is how we will measure success.

As we continue to invest in services, homes and community spaces, you'll see improvements in how we respond, how we communicate and how we work together to make neighbourhoods places you can feel proud of. Through stronger partnerships, targeted investment and meaningful customer involvement, we're committed to building communities that are confident, connected and resilient. And as new neighbourhoods grow, we'll make sure they are designed and supported in ways that help residents settle in, build relationships and feel part of a thriving community from the start.

Your feedback will play a key role in shaping these changes, helping us understand where we're getting things right and where we need to do more.

Our goal is simple: to make a positive, lasting difference for you and your community.

We're still listening so if you'd like to get involved with shaping the future priorities for the region, you can contact our Resident Involvement team by scanning this QR code or calling 0300 123 1 567.

