

OCTAVIA



CUSTOMER PRIORITIES FOR OUR SOUTH WEST REGION

2026 - 2031



Foreword

“Our South West region stretches from the high-rise blocks of Bristol to the seaside towns of Dorset, the market towns of Somerset, and rural villages reaching into Devon. Because our communities are so diverse, the needs of our customers can be very different, and this helps shape how we provide support across the region.

Members of our South West Regional Panel have co-created a priorities that focus on the local issues that matter most to people. The aim is to make sure all customers feel included, build trust, and strengthen connections within our communities so we can make a real difference to everyday lives.

These priorities demonstrates our commitment to listening more closely and shaping services around the people who use them. As your landlord, we’ll continue to provide all the services customers rely on, but these five key themes give us extra focus to help improve homes, communities, and the places you live.”



Dasos Christou
Regional Managing Director

“We’ve been really clear about what we need from our neighbourhoods and the services that support us. We’ve asked for a better understanding of our day-to-day experiences, including unseen needs, digital confidence, and what’s happening locally.

The customer priorities for the south west region sets out clear promises around keeping homes safe, clean, and well-maintained, improving repairs communication, and making sure neighbourhood standards are met. Regular checks and customer walkabouts will help keep everyone involved and accountable.

I’m passionate about encouraging opportunities for customers to lead the way through resident groups, community champions, and a more representative panel. Your feedback and experiences will continue to drive improvements and our role as panel members is to hold Abri to account so that your communities feel safe, welcome, and somewhere you’re proud to live.”



Ashley Christophers
South West Regional Panel

Customer priorities for the South West 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. These services will be 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 set of priorities is focussed on the local needs and priorities of our communities in our South West region.



Get to know our customers and our communities

We will:

- Use key information about vulnerability, disability and unseen needs so we can adapt our local services appropriately.
- Build on neighbourhood intelligence to better understand issues and opportunities in the region to make networks and services more accessible.
- Understand customers' digital capability to help those who are less digitally confident receive equal access to services and information.



Promote inclusive neighbourhoods

We will:

- Create partnerships to benefit customers and communities, working as a key stakeholder alongside organisations with a shared social purpose, promoting safety, respect, and accountability in all communities.
- Foster connected, confident, and inclusive communities, helping to reduce social division by promoting positive interactions and creating neighbourhoods where customers feel safe, valued, and part of the place they live, ensuring that new neighbourhoods are supported to build a sense of belonging from the start.
- Monitor and respond to hate-related incidents and provide clear communication that promotes unity and connection, helping customers understand and access opportunities that bring communities together.

Safe and sustainable homes

We will:

- Continue investing in communal areas to ensure they offer a clean and well-maintained environment and deliver a programme of communal improvements to enhance quality of life for residents.
- Improve communication with customers about outstanding communal repairs and progress updates through the development of a digital dashboard, and track customer satisfaction to understand customer experiences across key services.
- Through regular walkabouts with residents and stakeholders we will develop local action plans to build shared understanding and accountability.
- Establish a resident group in complex blocks to strengthen local voice, safety and community connection.



Our local partnerships

We will:

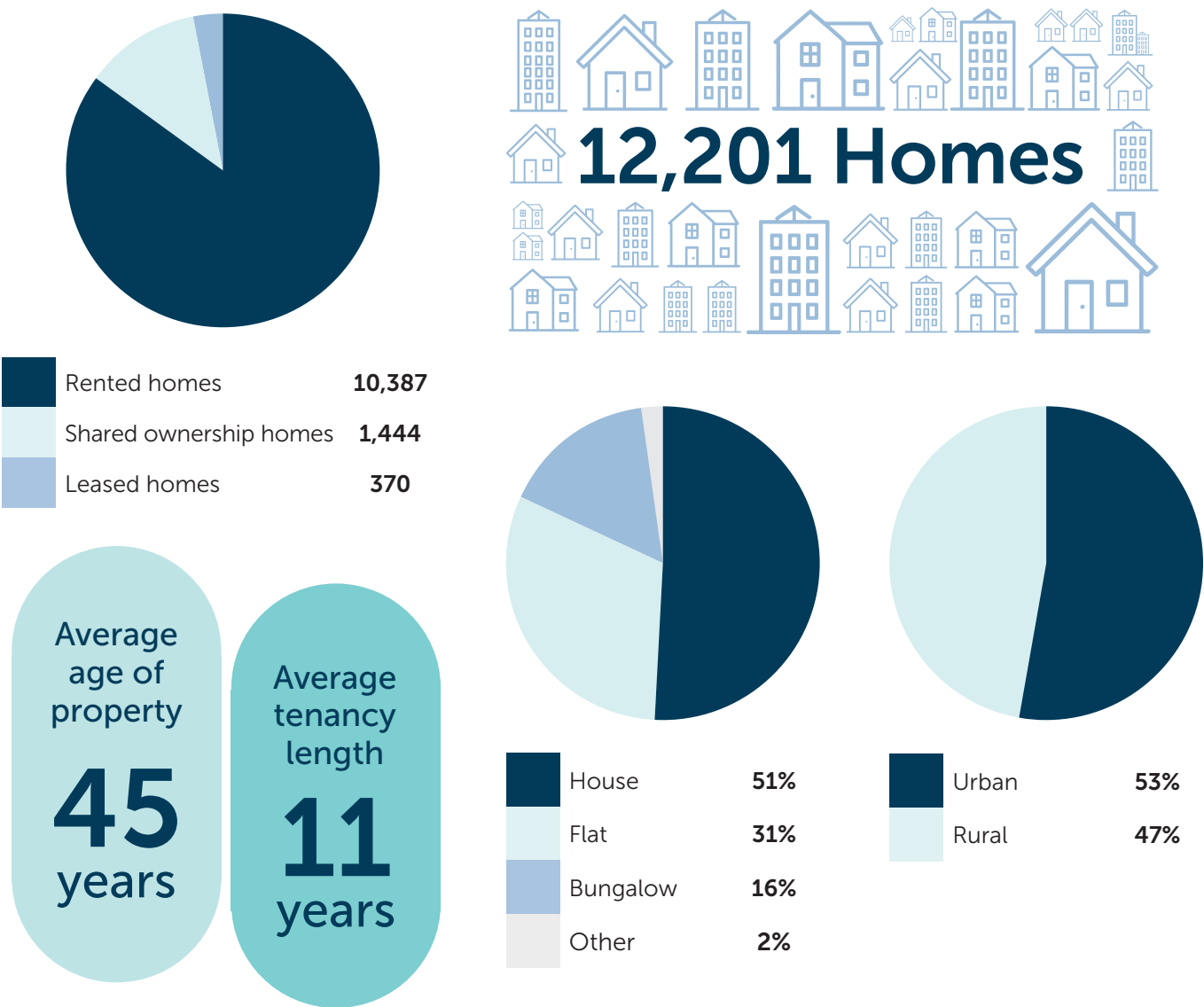
- Strengthen local partnerships to maximise community impact by connecting with local organisations and promoting these opportunities to customers.
- Build strong, influential relationships with local authorities, to play an active role in shaping and informing local priorities and action plans across the South West.
- Enhance community safety through close collaboration with the Police, sharing information appropriately and working together to prevent and respond to local issues.
- Connect customers with inclusive community support, by partnering with local charities and organisations that offer advice and activities.

Customer voice and influence

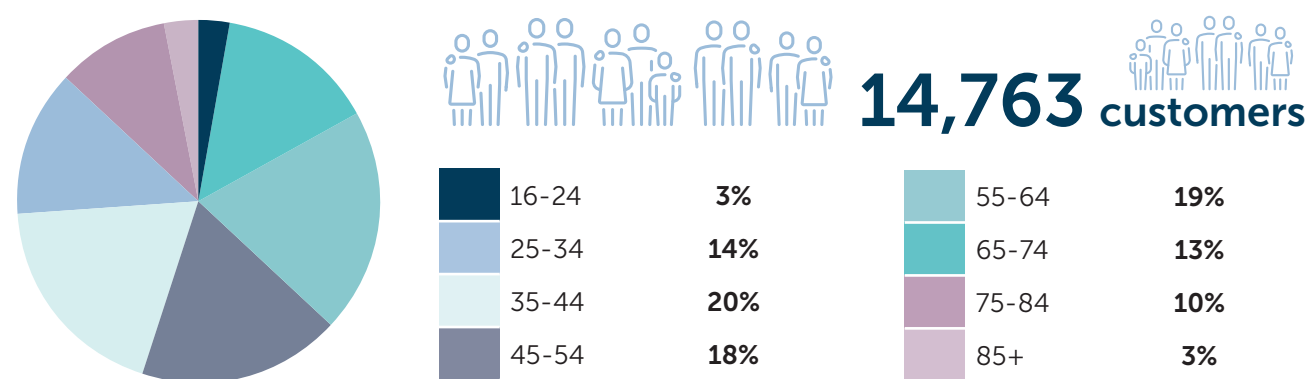
We will:

- Strengthen local resident voice and influence by promoting the creation of resident-led groups.
- Ensure we have representative customer involvement and encourage customers from underrepresented areas or communities to get involved.
- Build community leadership by recruiting local community champions who can inspire participation and support neighbourhood improvements.
- Deliver community events that help shape local action plans and bring residents together to influence decisions.
- Drive continuous improvement by clearly demonstrating how we learn from complaints and customer insight to improve services.

Our homes in the South West



Our customers in the South West



Leaving things better than we found them

We want everyone living in the South West to feel supported, listened to and proud of their community. To do this, we’re collecting more information about who our customers are and what support they may need, so we can tailor our services and respond quickly when something goes wrong. We’ll continue to invest in our homes and communal areas, making sure they’re safe, clean and well looked after.

At the same time, we’re upping our presence in neighbourhoods, making it easier to report issues and ensuring repairs that affect safety are dealt with as a priority. We want every area to meet our Neighbourhood Standard, with regular checks to keep standards high, so we’ll develop local action plans to support this.

Customers will see more opportunities to get involved - whether that’s joining the regional panel, becoming a community champion, or helping shape local plans through events and walkabouts. Your feedback will help us improve our services, strengthen communities and make neighbourhoods great places to live.

The priorities have been developed with the regional customer panel. Through their ongoing input we will develop neighbourhood action plans that reflect relevant priorities, and together we will track progress and continue to push a better customer experience.

Working together towards the same goals!

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.

