

Our governance service improvement plan: what tenants can expect

Between December 2025 and February 2026 Unity were inspected by the Regulator of Social Housing, and they highlighted areas of the service we must improve. As a result, we are working to a Governance and Service Improvement Plan (GSIP) designed to improve our homes, repairs service, complaints handling, communication and the way Unity is managed over the next ten months. This page explains the changes in plain language and shows how you can monitor our progress. We will update it regularly so you can see what has been completed, what is under way and what is coming next.

Status key: Completed In progress Planned Delayed or needs attention

Each update will show the latest position, what has changed since the previous report and any revised target dates. Where an action is delayed, we will explain why and what we are doing about it.

Tenant progress tracker				
What we are improving	What you should notice	Key work and target date	Current position	How you can check progress
1. Damp, mould and safer homes	Reports are acted on quickly, cases are tracked and tenants receive clear updates.	Introduce the improved damp and mould framework and case-tracking dashboard by September 2026. Complete the next phase of Awaab's Law preparations by 30 November 2026.	In progress. The framework and first-phase systems have been developed, and staff are putting them into practice.	Look for published response information, progress on outstanding cases and confirmation that urgent risks are escalated.
2. A better repairs service	Repairs are completed within clearer timescales, appointments and updates improve, and information about performance is reliable.	Implement the Repairs Service Stabilisation Plan by April 2027. Improve repairs data by September 2026 and tenant communications by October 2026. Independent assurance is planned for May 2027.	In progress. A stabilisation plan was produced and is being implemented to improve performance and data.	Monitor repair completion times, first-time fixes, overdue jobs, tenant satisfaction and the quality of appointment updates.
3. Better information about the condition of our homes	Unity has accurate information about its homes and uses it to plan repairs, improvements and long-term investment.	Use the new asset information for investment planning by November 2026. Publish and implement a new Asset Management Strategy by March 2027.	In progress. Stock Condition Information is currently being assessed to support a new draft asset management strategy. The draft will be ready for consultation in December 2026 and a new five-year investment plan by March 2027.	Look for clear investment plans, planned works information and evidence that decisions are based on reliable property data.
4. A stronger tenant voice	Tenants have more opportunities to influence decisions and receive clearer information about services and performance.	Implement the co-created Resident Engagement and Influence Strategy by March 2027.	In progress. A Performance Information to Tenants Framework has been agreed and the revised approach to informing tenants about our performance is being implemented.	Look for published opportunities to get involved, evidence of how tenant feedback changed decisions and regular performance updates.
5. Faster, fairer complaints	Complaints are acknowledged and answered on time, tenants are kept informed and lessons lead to service improvements.	Improve complaint response times by March 2027 and publish evidence of learning and service improvements by June 2027.	In progress. First and second quarter complaints performance were above target. Quality and learning from complaints are now the key priorities.	Monitor response times, overdue complaints, satisfaction with complaint handling and examples of changes made following complaints.
6. Clear service standards and performance	You know what level of service to expect and can compare our promises with actual performance.	Update the Repairs Policy by September 2026, republish service standards by October 2026 and introduce tenant performance reporting by December 2026. Align policies and reporting by March 2027.	In progress. The New Repairs Policy is complete and has been to Tenant Scrutiny Group for consultation on 2 September 2026. A Performance Information to Tenants Framework has been agreed and the revised approach to informing tenants about our performance is being implemented.	Look for a quarterly performance bulletin. Check published service standards against results for repairs, complaints and anti-social behaviour.
7. Enough staff and resources to deliver	Service performance is more consistent and strategic plans are realistic, with enough people, skills and resources to deliver them.	Use a new delivery confidence framework from September 2026 and complete an organisation-wide capacity review by March 2027.	In progress. The framework has been agreed by Board and a review of the delivery teams will start in October 2026	Look for fewer missed targets, clear explanations of pressures and action where resources are affecting services.

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8. Stronger checks, controls and risk management	Problems are identified earlier, agreed actions are completed on time and the Board has reliable assurance.	Track internal audit actions monthly and complete new recommendations within agreed timescales by May 2027. Strengthen resilience and risk planning by March 2027.	In progress. Internal monitoring arrangements are being strengthened.	Look for revised service standards that are easy for you to monitor. Look for improved performance reporting on our website.
9. Open reporting on the whole programme	You receive honest, regular updates, including where work is delayed or targets change.	Continue monthly senior review, quarterly committee reporting and regular tenant updates through December 2027.	In progress. Monthly meetings to review this plan have started and regular tenant reporting is being introduced.	Use this tracker to compare each update with the previous one and see completed work, delays, next steps and revised dates.

How tenants can monitor progress

- Check the status colour and target date for each area we are improving.
- Going forward you will be able to compare the latest update with the previous one.
- Review the service measures listed in the tenant progress tracker, including repairs, complaints and damp and mould.
- Look for evidence of what has changed for tenants, not only confirmation that a task has been completed.
- Where progress is delayed, check the reason, recovery action and revised date.

Have your say: Tenant feedback is essential to this plan. You can comment on the updates, tell us whether you are noticing improvements and take part in engagement activities. Contact Unity through any customer service channels or visit the resident involvement section of our website.

We will be talking to the Regulator of Social Housing about this plan and provide regular updates on this plan on our website.

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