

Tenant Annual Review 2024/25

Welcome to your Tenant Annual Review from 1 April 2024 to 31 March 2025. It tells you about how we have looked after you and your home throughout the year.

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We have agreed 4 new Customer Promises with our tenants to make sure everyone is listened to and that we act on your feedback:

- we promise we will always try to resolve issues you raise with us to your satisfaction
- we promise to adapt to you where possible to deliver a supportive service, which treats you fairly and takes into account your individual needs
- we promise to make it easy for you in all aspects of our service delivery. We will be patient, approachable and manage expectations
- we will say what we will do and by when

Alongside our Customer Promises, the government's 4 Consumer Standards set out in law how we must provide services to you.

You can find out more about the standards by scanning the QR code with your phone.



Repairs and home safety

We promise to keep your homes well-maintained and safe.

Well-maintained and safe homes are our highest priority. Last year we carried out 17,589 repairs, which included 5,049 emergency repairs.



79.6 out of 100 tenants were satisfied with their repairs

Keeping you safe

We carried out 9,973 checks to make sure our homes are safe and sound.



77.6 out of 100 were satisfied that their home is safe



6,987* gas safety tests



2,040* electrical tests



592* fire risk assessments



62* asbestos checks

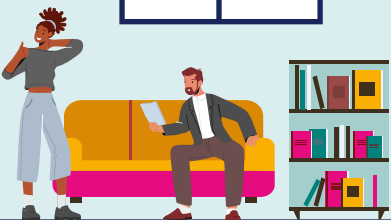


481* water hygiene checks

*These figures are Group-wide, including Progress Homes and RWP.

530
adaptations

33
new doors
7
new windows

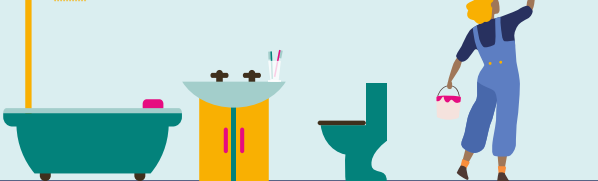


16 new roofs

70
new kitchens



57
new bathrooms



30 new homes

77
new heating systems



Tenant Annual Review 2024/25 (continued)

Your neighbourhood and community

We promise to work with you and other agencies to keep your community/neighbourhood safe and well-maintained.

We understand that the words 'community' and 'neighbourhood' might mean different things to different people. Your community may just be the people you live with and the support staff who help you. A neighbourhood for you could simply mean the flats in your scheme.

Our Customer Promise | Homes

How well are we doing?

- 0.1% of our homes do not meet the Decent Homes Standard
- 100%* of gas safety checks were completed
- 98.4%* of fire safety checks were completed
- 88% of planned investment in existing homes
- 77.5 out of 100 tenants were satisfied that their home is well-maintained



61.5 out of 100* tenants were satisfied that we make a positive contribution to communities/neighbourhoods



75 out of 100* tenants were satisfied that communal areas are kept clean and well maintained

Our Customer Promise | Communities/neighbourhoods

How well are we doing?

- 7.2% of reinvestment in new properties and existing stock
- 9.1 anti-social behaviour cases per 1,000 homes
- 75 out of 100 tenants were satisfied that communal areas are kept clean and well maintained
- 61.1 out of 100 tenants were satisfied with the approach to handling anti-social behaviour

Making our services better

We promise to be always respectful and supportive and involve you in improving services.

We value your thoughts and feedback. By listening to what our tenants have to say about our homes and services, we can do better and improve. This year, we received 52 complaints. 26 out of 100 of those were dealt within five working days. We also received 39 compliments about how happy you were with the work that we do.

We follow the Housing Ombudsman's Complaint Handling Code. You can watch our video about making a complaint and find out details about how to contact the Housing Ombudsman by scanning the QR code with your phone.



Involving tenants and community events

Our Customer Voice group checks on how well we are providing our services. Over the year, we organised 337* events for our tenants, both online and

in person, and 5,276* people attended. These included scrutiny events so that tenants could check on our work. We also organised 34* consultation events, for example about our tenant committee where we spoke to tenants for their feedback.

You said, we did

Tenants have told us they would like to be more involved with service changes, like changing our repairs contractors. Our tenant representative committee members have been involved with the recruitment of new repairs contractors. The group has been presented with a proposal for an improved repairs service. Feedback from committee members was included in the selection of new contractors.

You can report a repair by scanning the QR code with your phone.



Our Customer Promise | Culture

How well are we doing?

- 32.9 complaints per 1,000 homes
- 77.4 out of 100 tenants agree that they were treated fairly and with respect
- 61.3 out of 100 tenants were satisfied that their views were listened and acted upon
- 64.5 out of 100* tenants were satisfied that they were kept informed about things that matter to them

*These figures are Group-wide, including Progress Homes and RWP.