

Annual Report for Residents 2024/25

SAFER HOMES, SUSTAINABLE COMMUNITIES

This year we continued to deliver on our five-year strategy, which runs until 2026, built around three promises: keeping you **Safe**, improving your **Satisfaction**, and building a **Sustainable** future.



CELEBRATING 30 YEARS
OF HOUSING SOLUTIONS

Safe Homes and communities you can thrive in

We have focused on improving the safety and quality of homes, tackling damp and mould, and taking stronger action against anti-social behaviour.

We made some good progress

- 100% of homes now meet the Decent Homes Standard
- £3.3 million invested in fire safety upgrades
- 87.4% satisfaction with repairs service
- 88.1% of residents feel their home is safe

Repairs and damp/mould

Urgent repairs were completed on time in almost all cases. Proactive inspections cut damp and mould cases by 32%.

Tackling anti-social behaviour

All cases were acknowledged within 24 hours, with 16 injunctions and 3 possessions issued. Satisfaction with how we handle ASB rose to 66.8%.

CCTV at five fly-tipping hotspots helped save £10,000 in clean-up costs.

100%

of homes now meet the
Decent Homes Standard

88.1%

of residents feel
their home is safe

Satisfied

Services that work for you

We've worked hard to make our services easier to use, resolve issues quickly, and give residents more opportunities to shape what we do.

- 84% overall satisfaction
- 77.3% feel we listen and act on feedback
- 100% of complaints resolved on time

Resident engagement

More than **400 community events** were held, and **13 resident panels** ran across the year, including the launch of our Young Residents Panel.

Financial support

Our welfare team unlocked **£323,000** in extra income for residents and provided over **£20,000** through the Resident Fund. Rent arrears remain low at **1.58%**.

Digital services

Nearly all services are now online, with payments averaging **£487,000 per month**. However, only **21%** of repairs are logged digitally, so we'll focus on raising awareness of online options.





Sustainable Communities built to last

We've strengthened our financial position, invested in homes, and delivered energy-efficient housing.

- **£23 million** invested in homes
- **43** new affordable homes built
- **£8.3 million** in social value created

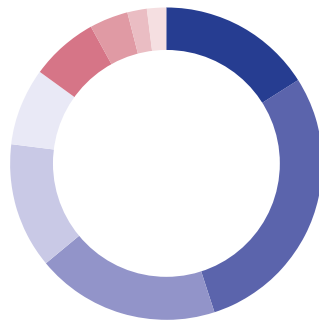
Energy efficiency

All new homes achieved an **EPC B or higher** rating, and we're on track to upgrade all existing homes to **EPC C by 2030**.

Financial strength

We generated **£61.2 million** this year, reinvesting **£17.6 million** in upgrading homes and **£5.4 million** in new builds.

Here's a breakdown of how we spent £1.



- 16p on new homes
- 29p on interest
- 19p on management and other expenses
- 13p on planned maintenance
- 8p on routine maintenance
- 7p on estates
- 4p on IT services
- 2p on purchase of other assets
- 2p on other expenses

Looking ahead to 2026

As we enter the final stage of our strategy, we remain focused on the three promises that matter most: keeping you Safe, increasing your Satisfaction, and building Sustainable communities for the future.

Telephone: 01628 543101

Email: contact@housingsolutions.co.uk

