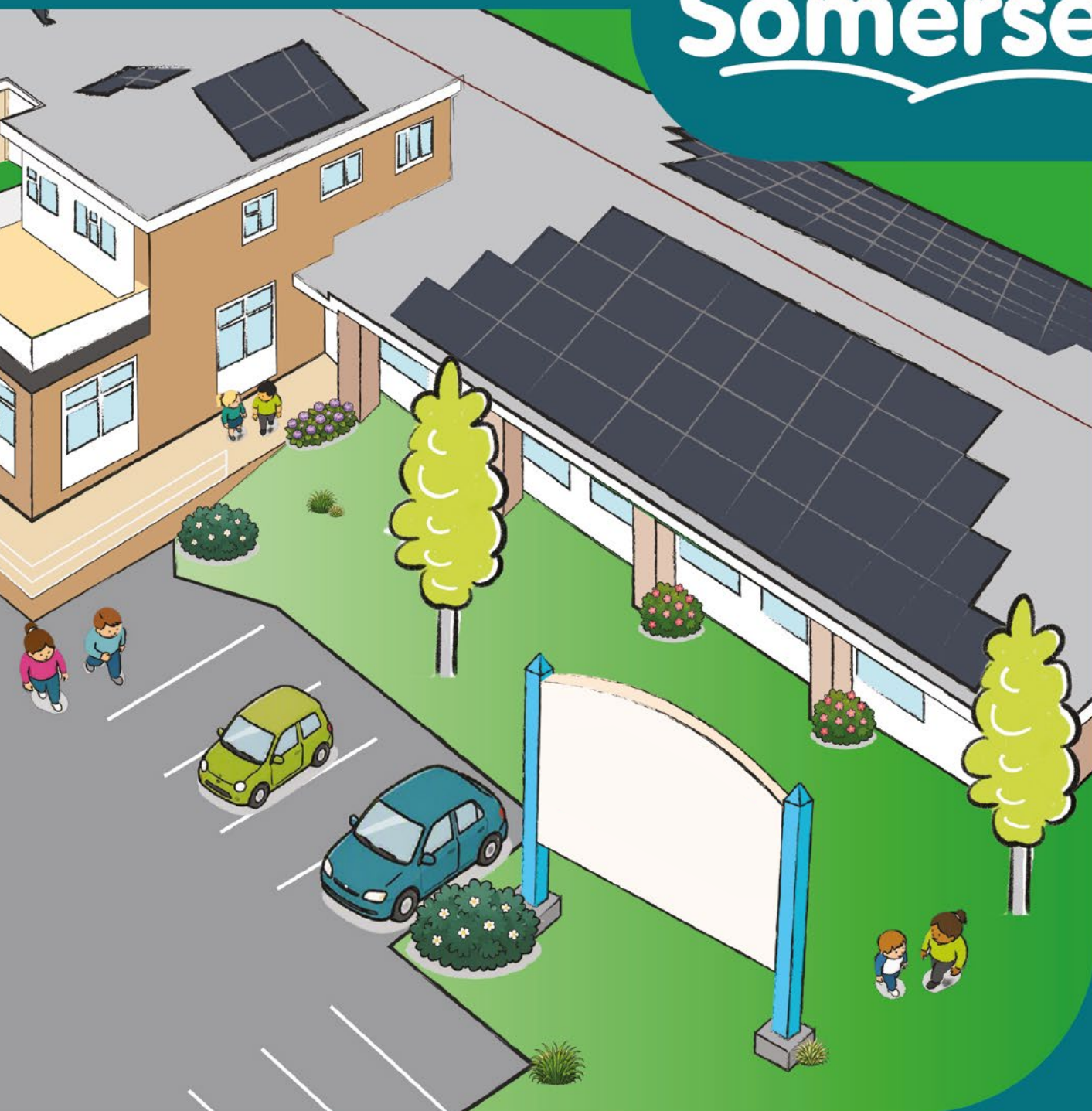




Annual Report 2025 - 2026

Welcome

Thank you for taking the time to read this Annual Report for the financial year April 2025 to March 2026, reflecting the period of us managing 4,000 homes on behalf of Somerset Council. The figures from our new status as a 10,000-home ALMO will be reflected in the next Annual Report.



Dear tenants,

We are extremely proud to provide this annual report to you and highlight just some of the incredible things we have achieved in the last 12 months.

This has been a year like no other as we supported Somerset Council with their Options Appraisal and, following the decision in March, carefully prepared for the integration of the directly managed homes into Homes in Somerset this September.

Whilst preparing for the integration, we are extremely pleased to report that in the last 12 months we continued to deliver high quality services. We are particularly proud of the extensive way we have continued to listen to tenants, and how we have shaped services as a result. We hope that this report provides a small glimpse of this important part of our job as managing agent.

From September 1, Homes in Somerset will welcome many more tenants and some 6,000 additional homes. We will also welcome many new colleagues with extensive housing experience. The Options Appraisal confirmed that both services provided a good quality service to tenants so our aim after September is to keep everything running smoothly and to improve where you tell us it is most needed. Of course, we have been working very closely with

the directly managed service for many months to ensure that we have aligned many important areas prior to September but we recognise that there is more to do in order to ensure that every tenant continues to receive consistent and dependable services.

None of the successes highlighted in this report are possible without your help and contribution so we want to thank everyone who joined us in meetings, gave their feedback or simply completed a survey in the last year. Thank you to our involved customers, both on the Sedgemoor Tenants Assurance Committee (STAC) and on the Service Improvement Panel (SIP) – your input is invaluable.

Finally, a huge thank you is due to our colleagues and board members who have worked tirelessly in the last year to support the organisation and maintain our high quality services. Their dedication to serving you each and every day is amazing.

Our next annual report will update you on progress across our enlarged organisation. We want to thank again Somerset Council for their continued support and their confidence in our ability to manage their entire council housing stock. We are both honoured to have this opportunity, and we look forward to taking the organisation forward and delivering the very best services to you.

Peter and Paul.

Income and Expenditure

The table shows what income we collected and what expenditure we incurred during the 2025/26 financial period.

Income

Management Fee	£12,223,000
Capital Funding for Improvements	£9,302,000
Other Income	£418,000
Interest	£125,000
Total	£22,068,000

Expenditure

Property Repairs and Maintenance	£4,209,000
Capital Funding for Improvements	£9,302,000
Staff Costs	£5,316,000
Service Level Agreements	£1,502,000
Housing Management Costs	£1,739,000
Total	£22,068,000

Income in excess of expenditure	£0
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The majority of the funding we receive comes from the rent and service charge income tenants pay to Somerset Council.



Since April 2023, Somerset Council, which owns more than 10,000 homes, has operated two models of housing management after bringing together the services of the former Sedgemoor and Somerset West and Taunton Councils, the only two district councils which owned housing stock.

The housing management services were split, with around 6,000 homes managed in-house by Somerset Council, and around 4,000 homes managed by us, Homes in Somerset, a not-for-profit arms-length management organisation (ALMO) wholly owned by Somerset Council.

In May 2025, the council advised it would conduct an independent Housing Options Appraisal, carried out by external consultants Savills, to identify how these services could be aligned, ensure consistency and deliver best value for money for all Somerset Council and Homes in Somerset tenants and leaseholders in the future. Stakeholder and tenant engagement took place in the form of in-person meetings at local venues, online sessions and surveys to gather views and understand what really matters to our tenants and leaseholders.

At the meeting of the Somerset Council Executive on March 11, 2026, members supported the recommendation made by Savills to place the management of all of Somerset Council's housing with us.

In accordance with Section 105 of the Housing Act 1985, a final stage of consultation with Somerset Council tenants and leaseholders also began on February 25, 2026, and closed on April 8, 2026. Responses to this consultation showed support for the approach. We received formal regulatory approval for the change in August.

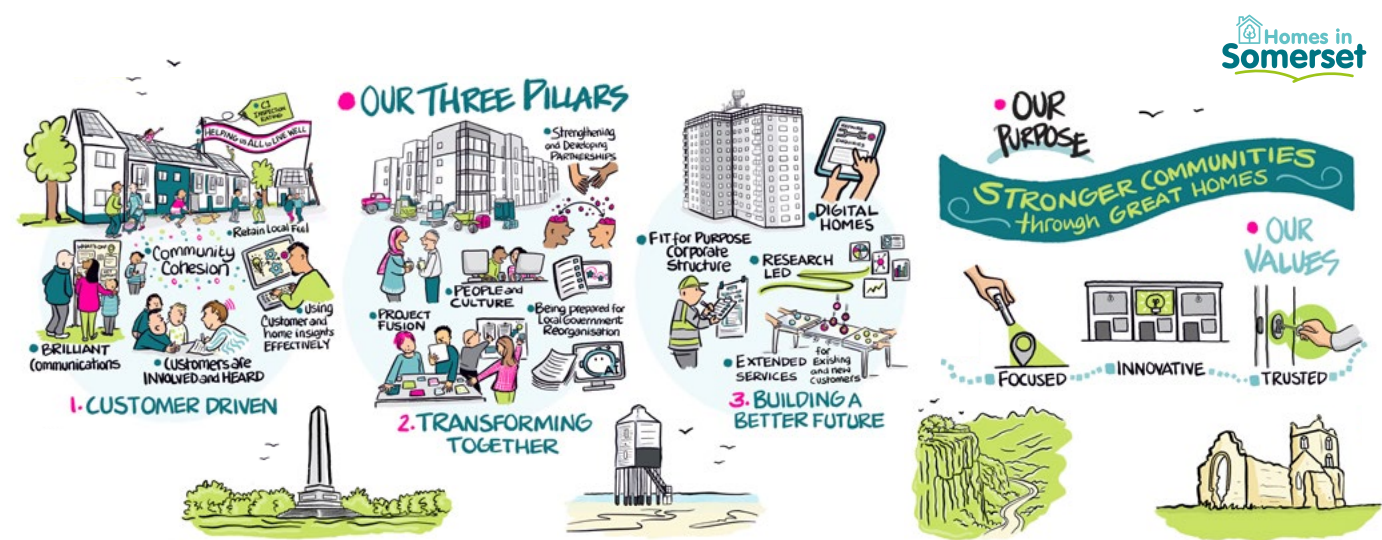
At Homes in Somerset, we welcome the decision and from September 1, 2026, these changes came into effect.

More information about the Housing Options Appraisal can be found on our website, at www.homesinsomerset.org.

CORPORATE STRATEGY 2026-2031

We were pleased to officially launch our new Corporate Strategy in July 2026. Although it was launched after April 2026, we have included it in this Annual Report to show the direction we will be taking over the next five years. A fuller review of how we delivered against our previous Corporate Strategy will be included in next year's Annual Report. Off the back of

the previous Corporate Strategy we performed strongly across core housing outcomes, with high statutory compliance across gas, fire, electrical and safety regimes. We established strong partnership working, demonstrated clear strengths on our domestic abuse response, and strong customer engagement. We also have built a strong customer feedback culture.



Customer safety remains our highest priority. We are committed to ensuring that every home is safe for tenants, their families and visitors, and we work proactively to carry out the essential checks and actions needed to maintain compliance. We are grateful for our tenants' continued cooperation in enabling us to undertake this important work.

Fire Safety		Fire risk assessments completed		Fire actions completed		Fire system testing	
		Target	Actual	Target	Actual	Target	Actual
		100%	100%	100%	99.77%	100%	100%
Water Safety		All relevant sites to have a risk assessment		Legionella actions completed		Monthly water temperature checks	
		Target	Actual	Target	Actual	Target	Actual
		100%	100%	100%	100%	100%	96.44%
Asbestos Safety		Blocks to have a management survey		Domestic properties to have a management survey			
		Target	Actual	Target	Actual		
		100%	100%	100%	100%		
Electrical Safety		All homes to have an electrical installation condition report (5 yearly)		All blocks to have an electrical installation condition report (5 yearly)			
		Target	Actual	Target	Actual		
		100%	97.33%	100%	93.49%		
Gas Safety		Properties with a current gas safety certificate		Commercial properties with a current gas safety certificate			
		Target	Actual	Target	Actual		
		100%	99.75%	100%	100%		
Lift Safety		All lifts to have been inspected (6 monthly/annual)					
		Target	Actual				
		100%	99.40%				

Strengthening fire safety through effective contract mobilisation

During 2025/26, we introduced a new fire safety servicing contract with Severnside to maintain fire alarms, emergency lighting and automatic opening vent systems in our homes.

Our Compliance Team carefully reviewed records, updated information and ensured essential safety checks continued without disruption. Working closely with Severnside, we also introduced improved reporting processes to help monitor inspections, identify issues and make sure repairs are completed quickly.

The new contract has improved the accuracy of our safety records and strengthened our oversight of fire safety. Regular review meetings now support continuous improvement and provide greater confidence that these important systems are properly maintained, helping keep tenants, families and visitors safe.

Improving security and access across our homes

Homes in Somerset has made strong progress in upgrading door entry and fob access systems across a number of schemes, helping to improve safety, reliability and the overall tenant experience.

The programme was introduced to replace ageing technology and address increasing maintenance challenges, while creating a more flexible and efficient approach to managing access.

Modern systems have now been installed at several locations, offering enhanced security and making it easier to issue and manage resident fobs. Working closely with contractors,

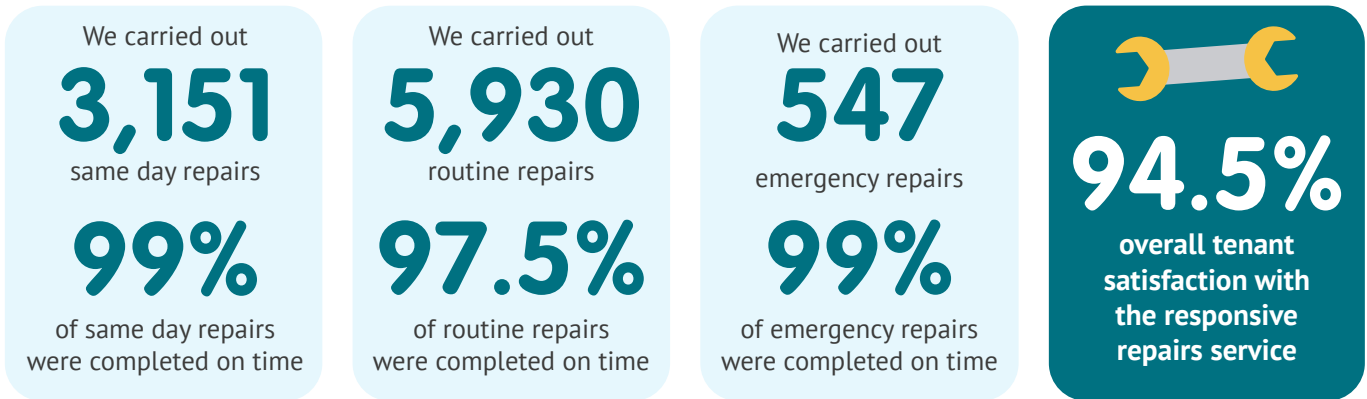
the Compliance Team delivered the upgrades smoothly, keeping disruption to a minimum and maintaining building security throughout.

The programme also included transferring existing access data, commissioning new equipment and supporting tenants through the change. A key improvement is the ability to manage access remotely at some sites, enabling quicker programming of replacement fobs and faster support for tenants. This investment reflects Homes in Somerset's continued commitment to modern, secure and tenant-focused services.

Repairs and Maintenance

We are proud to provide tenants with safe, affordable and healthy homes, and to deliver repairs and maintenance services that make a real difference to everyday life.

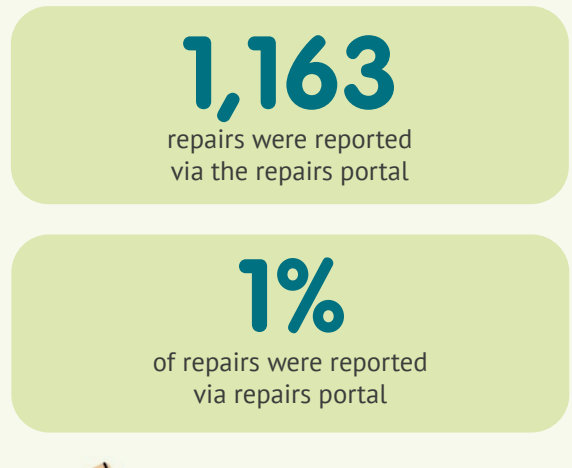
By working closely with tenants and our partner contractors, we continue to complete responsive repairs quickly, efficiently and to a high standard. Our strong tenant satisfaction results reflect this positive partnership approach and our ongoing commitment to getting things right for tenants.



Repairs portal

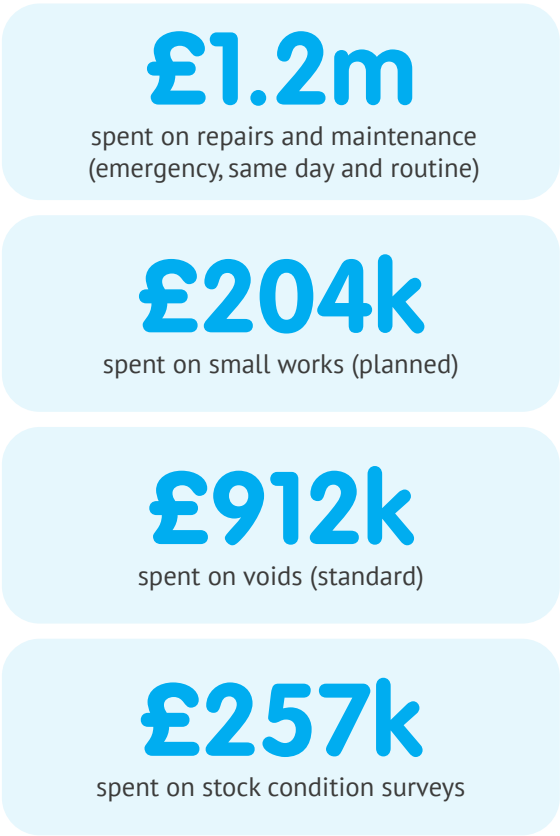
Committed to being tenant driven and finding better ways to use our resources, our repairs portal allows tenants to book an appointment at a time and date that suits them, track progress and chat to the engineer on the day of their appointment via LOCALZ. Repairs also log automatically in our system and in our main repairs contractor's system.

Between April 2025 – March 2026:



Working with MD Group

Last year, we spent just under £2.573m on repairs and maintenance with MD Group.



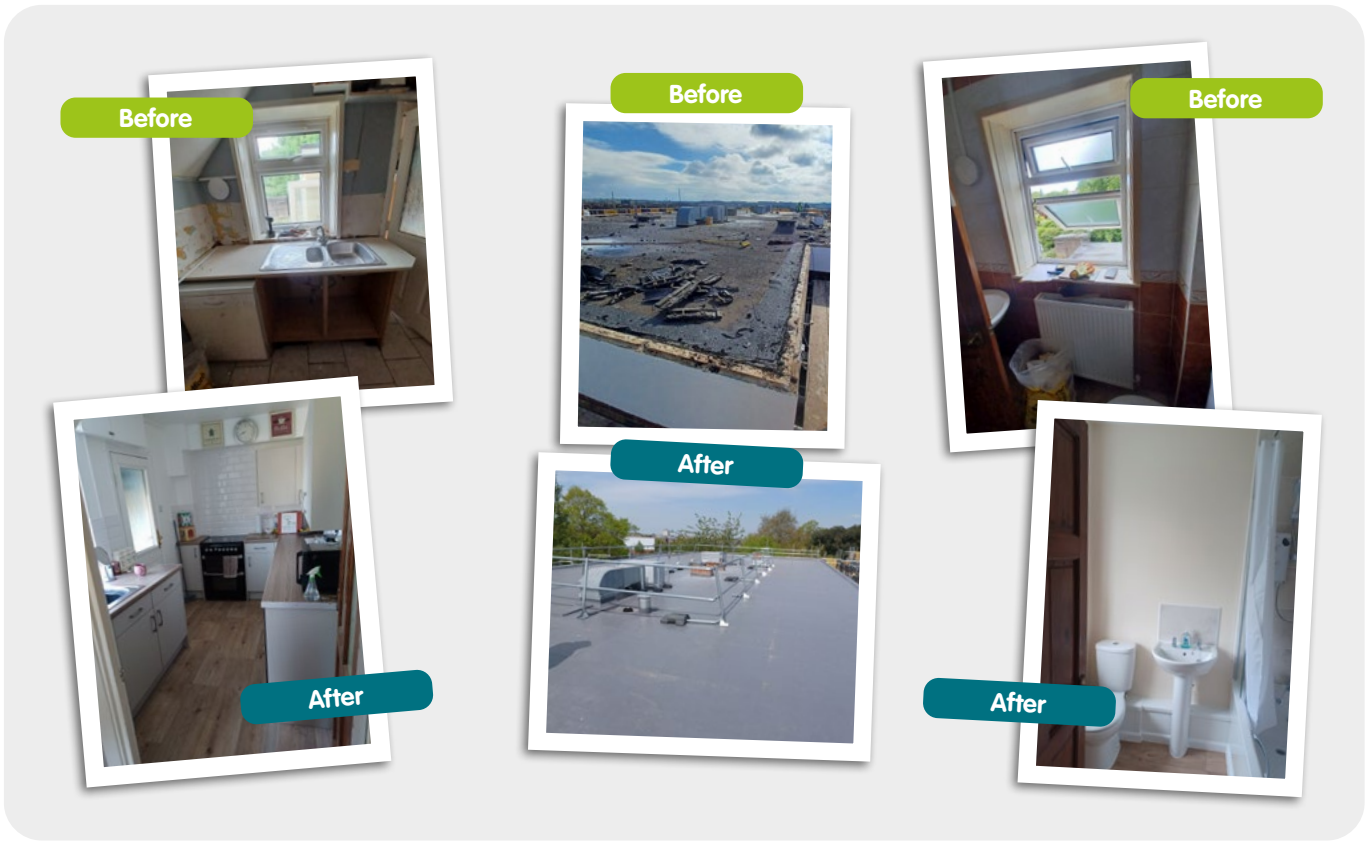
Upgrading Homes

We're proud to invest in tenants' homes, helping to keep them safe, healthy and fit for the future.

In 2025/2026, we invested more than £9m through our capital programme, making positive improvements to homes and communal areas while using tenant feedback to help shape the work we deliver.



Last year, our capital expenditure included:



Developing New Homes



Over the past year, we have continued to deliver Somerset Council's new programme which aims to build 580 new homes by 2031.

We are passionate about building sustainable, fit for the future and strong communities by providing high-quality council homes at genuinely affordable prices that local people can access, in the places they need and want to live.

Looking forward, we have adopted a joint Social Housing Development Strategy between ourselves and Somerset Council, and this opens the way to reaching an ambitious 580 new council homes by March 2031.

Development Team accolades:

Completed **54** new homes which were all let at affordable rents across several developments including Rainbow Way and Lavinia House

Nominated for a **Development Award** at our Rainbow Way project in Minehead

Winner of CPRE Love your Countryside – Housing Solutions Award, and shortlisted for Michelmores - Residential Project of the year (36 homes and over)

Purchased **13** homes on behalf of Somerset Council to support the Displaced People Team

Rainbow Way development

Somerset Council, in collaboration with Homes in Somerset and Classic Builders (build contractor), delivered Rainbow Way, a development of 54 new homes comprising of 33 flats and 21 houses which have been let to local people with a strong connection to the Minehead area. Eight of these new homes came under our management.

This development secured an award from **CPRE Somerset Love Your Countryside Award** in the **Housing Solution** category:

"Judges were particularly impressed with the high environmental standards of the build and the fact that they clearly fulfil a local need."



DEVELOPING NEW HOMES

These were the first council homes to be built in West Somerset for more than 30 years and provided a mix of one-to-four-bedroom homes, all at affordable rent.

The homes were designed to be high-quality and energy efficient; key features that achieved EPC A and provide the tenant with minimal bills (if any), included:

- Photovoltaic solar panels which reduce energy bills
- Air source heat pumps that provide consistent, lower-level heat to make the home comfortable throughout the day
- Thermal storage with smart controllers that also monitor humidity
- Mechanical ventilation with heat recovery systems which improve air quality and help prevent damp and mould
- High performance insulation and glazing
- Airtight construction
- Clay porotherm heat retaining blocks
- Electric vehicle charging points for all houses and additional chargers for the communal car park

The scheme secured an infrastructure grant from Homes England.

Lavinia House development

The Oxford Inn was a former public house that was demolished and replaced with eight new homes, all at affordable rent. The new development comprises six flats and two houses and is built to a zero-carbon specification. The site also benefits from EV Charging.



Acquisitions

We purchased **13** homes (a mix of new and second-hand homes) to support the Displaced People Team. These homes were funded by central Government and were purchased across Taunton, Bridgwater and Yeovil.



Sustainability by Design

We are passionate about playing our part in reducing fuel poverty and helping tenants live in homes that are warmer, greener and more affordable to run. Through our strategic objective Sustainability by Design, which ran until July 2026, we worked with like-minded partners to improve the environmental performance of our homes and support better outcomes for tenants and communities.



Last year we installed:

1,372

solar panels on
160 properties

67

homes with cavity
wall insulation

47

homes with low
carbon heating

107

homes with increased
levels of loft insulation

Dunwear House retrofit works

Towards the end of a strong year for sustainability, we began our first carbon neutral retrofit project at Dunwear House in Bridgwater.

This flagship scheme includes 297 solar panels, upgraded insulation, new radiators, a 26kw air source heat pump, improved communal heating, higher performing windows and doors, low energy lighting and additional mobility scooter charging storage.

The block was selected because some homes were below EPC C, while its valued communal areas, laundry room and site office contributed to high energy use. The project is expected to save around £291,000 over 25 years.

Working with colleagues and contractors, we extended the original plan to include communal areas as well as homes. As a result, the scheme is expected to exceed its original Net Zero goal, reducing energy use, cutting bills and achieving -0.4 tonnes of CO2 produced per year.



Energy advice

Last year, we began offering an Energy Advice Service to all tenants. For all properties that have undergone sustainability works, we developed a three-stage advice framework to address and assess the level of need among residents. With this service designed to be flexible and responsive to individual circumstances, we can recognise the extent of the guidance required.

Westminster meeting hails Homes in Somerset "powerhouse" for the South West

Homes in Somerset championed social housing in the South West at an All Party Parliamentary Group meeting in Westminster in February, where it was the only ALMO represented.

Property Services, Investment and Sustainability Manager Rik Saunders and Retrofit Coordinator James Nagle joined housing sector representatives to discuss making homes fit for the future and built to last.

Homes in Somerset was described as a new "powerhouse" for the South West, with Dunwear House highlighted as retrofit in action.

The event enabled the team to share expertise, build partnerships and contribute to discussions.

The Year in Photos



Our Making a Difference Panel with 40 personal hygiene bags for the Nelson Trust



Board members visit the North Taunton Woolaway Project



Judging our 2025 Garden Competition



North Petherton litter pick



Customer Enabler Jade with a tenant at a litter pick



winner

Sarah's winning tenant Photograph Competition entry



Colleagues at one of our Skip Days in Sydenham



Customer Darren's Photograph Competition entry which came third

Tenant Involvement



We are proud to be a customer-first organisation that listens, learns and takes action based on tenant feedback.

We have continued to work closely with tenants and communities in a variety of ways, creating opportunities for people to share their views and influence the services they receive. We are always keen to welcome more tenants to get involved and help us improve and shape services for the future.

We have welcomed

5

new tenants to our involved groups

We have

30

formally involved tenants

We have taken part in or supported more than

82

tenant and communication engagement activities or opportunities

A total of

£7,000

Making a Difference funding was granted to 17 community groups*

We held

41

involved tenants meetings between April 2025 – March 2026

Sedgemoor Tenants Assurance Committee (STAC)

There have been five meetings held by STAC between April 2025 – March 2026.

STAC reports directly to our Board and ensures we are delivering against our agreed service standards and adhering to our policies and procedures.



In this time, STAC has:

- ✓ Welcomed four new tenant members
- ✓ Discussed and created the scope for two scrutiny events
- ✓ Participated in the Housing Options Appraisal engagement
- ✓ Developed further understanding and knowledge of the Regulator of Social Housing Standards
- ✓ Attended training sessions
- ✓ Monitored performance indicators and reviewed our key performance

*The Making a Difference (MaD) fund awards grants of up to £500 to local community groups through a tenant panel.

Community and partnership development

As a customer-first organisation, we know that strong community partnerships help us work together with local groups and organisations to better understand tenant needs, share knowledge and create more joined-up support that makes a positive difference in the neighbourhoods we serve.



We have attended

16

drop-in sessions working with our partners in the community

Attended

2

fun days to engage with families in our communities

Held

4

skip days in response to tenant requests

Held

2

community litter picks as part of a national big spring clean initiative

Installed

6

benches in communal areas following tenant feedback

Held

6

consultations with tenants to capture their views on our Customer Influence and Engagement Strategy and the Housing Options Appraisal

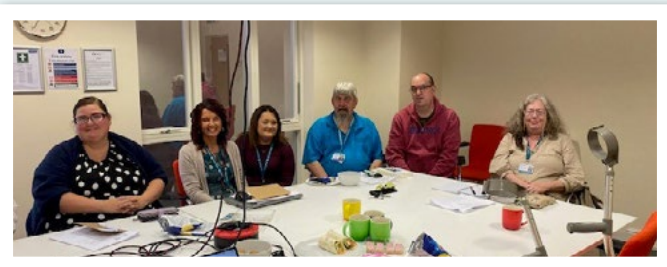
A record number of new entrants to the annual Garden Competition, attracting

17

new tenants to the competition

Joint Tenant Policy Group – Homes in Somerset and Somerset Council

Our Tenant Policy Group supports us in creating joint policies and processes that not only will work for us now but will be fit for purpose as we take on the management of more homes. This group plays a vital role in helping us shape our policies, ensuring that they meet the needs of our tenants and communities as well as meeting our regulatory and statutory requirements and the Housing Ombudsman expectations.



The policy group has been:

- Reviewing existing tenant policies (including repairs, allocations and tenancy management)
- Contributing to the development of new policies
- Providing feedback on draft policies and consultation materials
- Identifying gaps or unintended impacts in proposed changes
- Supporting communication and rollout of finalised policies

Tenant-led scrutiny

Driven by tenants, we believe in tenant-led scrutiny, whereby those who use our services can, and should, hold us to account. Our Scrutiny Committee members take an independent view of our performance and utilise best practices from other organisations to ensure that we continue to deliver excellent, sector-leading services.

STAC commissions two tenant-led scrutiny events each year and, during the last financial year, these two events focused on lettings and voids and Domestic Abuse Services.

Lettings and Voids Scrutiny

The lettings and voids process is a crucial aspect of housing management, ensuring that properties are efficiently re-let and maintained to high standards. The scrutiny of the lettings and voids process focused on the voids standards, tenant experience, and the quality of information provided.

The session included engaging presentations on a variety of topics, with outcomes including:

- Customers were assured that all compliance surveys were completed and certificates obtained before letting a home
- The panel recommended additional staff training and awareness on water and heating systems, enabling more employees to respond to tenant queries during visits
- Panel members welcomed the inclusion of planned works schedules in the incoming tenants’ pack, as this helps tenants understand when kitchens, bathrooms, and windows are due for replacement
- Customers emphasised that resolving issues promptly at move-in is crucial for their perception of Homes in Somerset and for establishing a positive relationship from the outset
- All tenants involved in the review had positive feedback regarding the welcome pack for tenants, noting that it provides reassurance for new tenants about the safety of their home

Domestic Abuse Scrutiny

This year, tenants took part in a scrutiny session focused on Homes in Somerset’s domestic abuse response. The session explored what tenants expect from a good response, reviewed our current policy and case management approach, considered barriers to reporting domestic abuse, and identified ways to strengthen support for survivors and improve outcomes.

Following the scrutiny, the following recommendations have been put in place:

- Add a ‘safe word’ to the Domestic Abuse Policy to provide reassurance and safety for survivors during case management
- Make domestic abuse content clearly visible on the website front page to improve accessibility and visibility of support
- Add “If you are in danger, call 999” messaging at the start of domestic abuse web content to clarify emergency response expectations
- Clearly identify which external services offer 24-hour support on our website to help survivors access support when needed
- Contact survivors as part of the case review process to enable feedback and learning from lived experience
- Provide domestic abuse awareness training for contractors to support consistent, informed responses



Estate walks

Estate walks are a valuable way for us to build stronger, more connected communities and maintain a visible, approachable presence in the neighbourhoods we serve. By spending time on our estates, our Community Enablers and colleagues can speak directly with tenants, listen to their views and celebrate what matters most to them. These conversations help tenants feel heard, valued and involved in shaping their local area, while encouraging pride in where they live and supporting everyone to play a positive role in keeping our communities welcoming and well maintained.



Between March 2025 – April 2026, we:



Supporting Tenants

Our Neighbourhood Team works closely with agencies and charities across Somerset to help tenants access the right support and continue to love where they live. By taking a customer-first and person-centred approach, we are able to listen, understand individual needs and provide support that makes a positive difference to tenants' lives.

Last year...



- We responded to **97** antisocial behaviour cases from **867** reported incidents
- Main case types continue to be noise nuisance with **27** cases logged, verbal abuse with **22** cases logged, and drug related antisocial behaviour cases with **9** cases logged
- We closed **82** antisocial behaviour cases
- We made **13** court referrals for an injunction and/or possession action
- We completed **2** antisocial behaviour-related evictions
- We attended **5** antisocial behaviour case reviews, helping to manage complex cases
- We improved the average turnaround time for closed antisocial behaviour cases from **91.7 days in 2024–2025** to **64.3 days in 2025–2026**
- We managed **63** property condition cases, **117** untidy garden cases, **69** support monitoring cases and **44** concern for welfare cases
- **52** tenants used the Noise App
- **1,108** recordings were made on the Noise App (the majority of these were of animal related noise)

Did you know?

We continue to support tenants experiencing vulnerability, including those affected by domestic abuse, safeguarding concerns, mental health needs, addiction, financial hardship and difficulties maintaining their home or garden. Where needed, we work with partner agencies to put support in place and help tenants sustain their tenancies.

Supporting a tenant to sustain their tenancy

During the year, the Housing Team supported tenants with increasingly complex needs, including vulnerability, mental health, safeguarding concerns, financial hardship and difficulties maintaining their home or garden.

In one case, a tenant was struggling to manage the condition of their home and outside space, which had started to affect their wellbeing, safety and ability to sustain their tenancy. Rather than taking enforcement action as a first step, the Housing Team worked with the tenant to understand the barriers they were facing and put practical support in place.

The team coordinated support with tenancy sustainment colleagues, contractors and partner agencies, and agreed a clear action plan with the tenant. This included regular contact, support referrals and practical help to improve the condition of the home and reduce the risk of the issues returning.

As a result, the tenant was able to make progress, the immediate property condition concerns were reduced, and the tenancy was better supported. The case highlighted the importance of early intervention and partnership working.



Independent Living Service

Our Independent Living Service (ILS) provides person-centred support to help tenants live independently, confidently and safely for as long as they choose. Our friendly Independent Living Officers take the time to understand each tenant's individual needs and work alongside them to provide tailored advice and assistance. From rent, benefits, repairs and maintenance to wellbeing and staying connected, the service helps tenants feel supported, valued and never alone.

822

tenants received the ILS service

1

tenant receives support through the Gold service

59

tenants receive support through the Silver service

762

tenants receive support through the Bronze service

Voicescape

In addition to our visiting team, Independent Living tenants are supported by our Voicescape welfare call service. Customers receive a regular call, where they can opt for support if needed. This provides a level of reassurance and enables us to direct our services to where they are most needed.

Last year:

5,664

voicescape calls were made to tenants

472

calls were made each month, on average

324

call-backs for support were made

Handyperson service:

780

jobs completed for tenants by our handyperson

480

communal jobs completed by our handyperson

Did you know?

Our handyperson service helps ILS tenants with a variety of jobs, such as installing curtain poles, adjusting heating systems, checking Lifelines and unblocking plugholes. This service is particularly popular with our new tenants and those moving home.

New key management system

We have introduced a new approach to tenant key management to make emergency access safer, quicker and more reliable.

Previously, tenants' keys were held in our offices, which could make accessing them difficult in an emergency. In some cases, this led to delays or the need for costly repairs where urgent entry was required.

To improve this, we are now fitting each property with a key safe, which will only be used in emergency situations. Access to the codes will be strictly limited to ILS, Lifeline and the Ambulance Service.

This change will help provide peace of mind for tenants, support faster emergency response and reduce the risk of unnecessary damage to homes.

Lettings



233

homes let between 2025/26

73

days, on average, to re-let homes (standard re-lets)

95.8%

of tenants were satisfied with the letting process

92.44%

of tenants were satisfied with the condition of their home

54

new homes

41

mutual exchange requests completed

Our lettings process

Tenants told us they had a positive experience when moving into their new homes. Many said the lettings process felt simple and well supported, with colleagues on hand to answer questions and help things go smoothly. People also told us their homes felt clean, welcoming and ready for them to settle into. This feedback shows how important a good lettings service is in helping residents feel comfortable, confident and at home from the very beginning.

Some of our tenant feedback includes:

"I am so happy, I love the place and the people. All the staff have been very helpful."

"I feel like I have won the lottery."

"I am very happy, it is like the house is brand new."



Supporting with domestic abuse

Housing Officer Sian demonstrated support and professionalism when she helped a vulnerable tenant secure emergency accommodation in a refuge where she could have the opportunity to start bidding to have a tenancy in her own name.

Without confiding in family or friends about the abuse, our tenant had been in touch with Sian regularly, over five weeks, so Sian could help her move out of the flat, move in with her friend, get support from her GP, and bid on new properties for herself.

Sian said: **"It was important for me to ensure as a survivor of domestic abuse that she received the service that she should expect. It was vital for me to continue to support her by contacting other professionals on her behalf, as she said, without that support she would have likely returned to the relationship and the abuse. I wanted to ensure that she was fully supported to know that it wasn't her only option to return to that relationship."**

The tenant shared her gratitude to Sian:

"Sian instantly listened, gave me reassurance and support... I wouldn't have been strong enough not to go back without her."

Income and Rent Collection

We collect rent on behalf of Somerset Council and receive a management fee to deliver housing management services.

This funding enables us to maintain tenants' homes, carry out essential repairs and invest in the communities we serve. During the last financial year, rent was charged over **50** weeks.

Average Weekly Rents excluding service charges 2025/26

Bedrooms	Affordable Rent	Social rent	Total
0	N/A	£76.54	£76.54
1	£114.73	£92.45	£93.02
2	£148.68	£101.24	£104.15
3	£176.82	£111.98	£113.48
4	£233.22	£123.84	£130.37
5	N/A	£138.25	£138.25
6	£237.98	£138.14	£204.70
Total	£151.10	£101.46	£103.13

Income

99.58%

of rent charged in 2025/2026 successfully collected

0.56%

current tenant rent arrears for 2025/2026

6

tenants evicted for rent arrears

£31,310

We recovered of rechargeable repair costs

Welfare and benefits

We made

12

employment, benefit and welfare referrals to support partners

We supported

233

tenants with new Universal Credit claims

£16,000

of Discretionary Housing Payments awarded in total

We issued

170

foodbank vouchers



Did you know?

During the winter of 2025/26, **58** tenants received grants to the value of over **£17,000** in partnership with Somerset Community Foundation and their Surviving Winter Scheme to enable the over 60s to keep warm. Additionally, **45** tenants received grants to the value of nearly **£18,000** to help with living expenses after experiencing short term financial crisis.

Case study

Miss G from Bridgwater was experiencing significant anxiety about her planned migration from Housing Benefit to Universal Credit. Due to the complexity of her claim, there were delays in receiving her first payment, which meant her rent account fell into arrears for the first time. Her Income Officer visited her at home and helped correct the housing element of her claim, ensuring she received the full support she was entitled to. As a result, Miss G received a backdated payment and set up a Direct Debit to keep her rent account in advance, preventing arrears between payments and immediately reducing her worry and stress.

Customer Services and Feedback

Our dedicated Customer Services Team plays a vital role in helping tenants access the support and information they need.

Customers can contact us through the channel that works best for them, including telephone via our Contact Centre, email, social media, or our in-person reception service.

By taking a whole-systems approach and listening carefully to tenant feedback, we continue to focus on resolving enquiries quickly and effectively. This means we successfully dealt with 82% of tenant enquiries at the first point of contact, helping to provide a responsive and tenant-focused service.



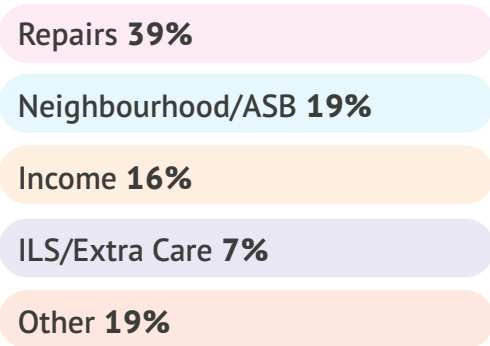
Last year...



75% of calls were answered within two minutes

We received and actioned **26,807** emails

What tenants called us about...



Tenant Satisfaction Measures (TSMs)

Tenant Satisfaction Measure	25/26	Target
TP01 Satisfaction with the overall service from their landlord	84.2%	84%
TP02 Satisfaction with repairs	84.6%	81%
TP03 Satisfaction with the time taken to complete most recent repair	86.3%	80%
TP04 Satisfaction that the home is well maintained	83.2%	80%
TP05 Satisfaction that the home is safe	86.2%	85%
TP06 Satisfaction that we listen to tenant views and act upon them	73.5%	73%
TP07 Satisfaction that their landlord keeps them informed about things that matter to them	82.0%	80%
TP08 Agreement that we treat tenants fairly and with respect	87.5%	85%
TP09 Satisfaction with our approach to complaints handling	36.4%	41%
TP10 Satisfaction that we keep communal areas clean and well maintained	77.2%	75%
TP11 Satisfaction that we make a positive contribution to the neighbourhood	74.4%	74%
TP12 Satisfaction with our approach to handling antisocial behaviour	63.8%	65%

Complaints

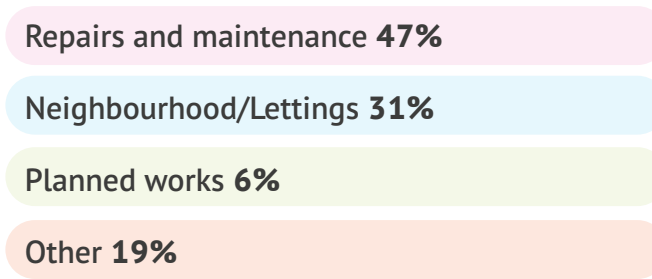
We are committed to listening to tenants and using their feedback to improve the services we provide. Complaints are an important part of this, helping us understand where we can do better and where changes are needed.

Between April 2025 and March 2026, we logged **139** initial complaints. We will continue to use these insights to strengthen our services and deliver better outcomes for our tenants.

Key themes for complaints over the past year were antisocial behaviour and neighbour issues, damp and mould, poor communication from us or our contractors and delays with works or repairs.



What the complaints were about...



Lessons learned

Our complaints learning panel has met on three occasions this year. To improve our review in this area bi-monthly meetings have been set-up to align with senior and leadership team meetings to ensure attendance going forward. Following on from complaints feedback we have ensured there is greater oversight and review processes in place for key service areas such as allocating homes and antisocial behaviour management.

Themed areas for review will be identified by our Customer Focus Manager, and from tenant feedback and tenant scrutiny events.

We now have a dedicated Homes and Lettings Surveyor within HiS, and supervisor within MD Group to ensure we are providing new tenants with an improved experience when they move into their new home.

We have also reviewed and changed the process for uncapping gas for new lets, so that there are no delays.

Our retrofit team has now taken on a dedicated contractor to facilitate these works, and they have a Customer Liaison Officer to support tenants throughout the works. We will continue to ensure a tenant focused approach and are completing tenant satisfaction surveys following on from works, so that we can gain valuable feedback from residents who have been through the process.

We are also improving our repairs service, with our Customer Services Team now booking appointments for routine repairs. This is also extended to our out-of-hours provision, and we are working with our provider, Orbis, to ensure that calls are answered promptly, and all emergency repairs are attended within four hours.

Our People

Over the past year, we have made strong and steady progress against all eight priorities in our People Plan, with most areas now between 70% and 100% complete.

Key achievements include improved colleague engagement, continued investment in learning and development, reduced staff turnover, and stronger recruitment and onboarding processes. Our Investors in People scores have also improved across all indicators, reflecting the positive culture we continue to build across the organisation.

While performance remains strong overall, we will continue to focus on reducing absence,

embedding equality, diversity and inclusion activity, and improving consistency in reward and recognition.

Together, this progress shows how our People Team is supporting a skilled, engaged and resilient workforce, helping colleagues feel valued and equipped to deliver our organisational objectives.



Between April 2025 – March 2026, we:

Delivered **303** training days

Welcomed **28** new colleagues

Retained **IIP Gold accreditation** with all **9** indicators improved compared to 2024

Continued training for our **13** Mental Health First Aiders

Have **98%** of colleagues engaging with our RewardWell platform

New Employee Assistance Programme

We strengthened our support for colleagues this year by launching a new Employee Assistance Programme (EAP) with Wisdom, working alongside our RewardWell platform. This gives colleagues easy access to a wide range of free, confidential support whenever they need it, whether they are at work or at home. From counselling and financial advice to wellbeing guidance and lifestyle tips, the EAP ensures colleagues feel supported, valued and equipped to look after their health and wellbeing.



Training underway for new EDI Group

We launched a new Equality, Diversity and Inclusion (EDI) working group linked to our EDI Strategy to help make Homes in Somerset an even more welcoming, inclusive and supportive place to work. The group brings colleagues together to share ideas, challenge thinking and help shape positive change across the organisation. Its focus is on building awareness, encouraging open conversations and making sure different experiences and perspectives are reflected in how we work. With training planned for later in 2026, the group is already helping colleagues feel more confident in understanding EDI and embedding inclusive practice into everyday decisions, supporting a culture where everyone feels respected, valued and able to thrive.

Our Communications

The Communications Team continues to promote the organisation and support its reputation through positive news sharing, events, and campaigns.

We joined the Campaign to Stop Social Housing Stigma to show solidarity with tenants and demonstrate that we are a listening organisation, sharing the campaign survey to understand better what it is that tenants need and want.

Throughout the recent Housing Options Appraisal, the team has been ensuring messages to both colleagues and tenants have been sensitive, timely, and measured. Some of the marketing materials we created last year include:



We are supporting the Retrofit Programme and our pledge to reduce fuel poverty by encouraging uptake of works through positive stories and case studies, promoting the work that has been completed, for example on the flagship Dunwear House scheme. We have also planned a campaign to encourage money saving and reduce fuel poverty through environmental awareness which we hope to roll out through the summer.

Carbon saving comms

By using We Are Resource as our dedicated printer, and choosing carbon balanced print for our summer magazine, we have balanced 267kg of CO2e and helped World Land Trust to protect and restore critically threatened land and habitats.



We hosted a councillor event which was hailed a huge success where councillors, Board members, and employees had the opportunity to learn more about the great work we're doing, and we have attended several development openings, walkabouts, and training sessions which offer opportunities for content across all our outputs, including Round Robin – our weekly internal newsletter, stakeholder e-bulletins, newsletter, website, and social channels.

Significantly strengthening socials

We continue to grow our social media presence, having introduced a new Instagram channel, and we are developing our LinkedIn output. Facebook continues to be a popular source of engagement for tenants, with **1,191,892** views on Facebook alone between April-March.



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