



Annual Report

2024 - 2025

Welcome

Thank you for taking the time to read this Annual Report for the financial year April 2024 to March 2025.



It's been a big year. You'll notice first and foremost that we are now Homes in Somerset, demonstrating our growth beyond the former Sedgemoor area, and our close partnership working together with Somerset Council.

Our customers continue to drive our performance, and it's by hearing our customers' voices and working together with our dedicated Involved Customers, meeting with members of our communities, hosting regular walkabouts, skip days and opportunities for feedback, that helps us grow as an organisation.

Our Tenant Satisfaction Measures, generated by our customers' feedback, showed this year how we are continuing to outperform our peers on a national level, bucking the trend and beating our own satisfaction scores by 2.6%. We take these results on board and continue to strive to provide what our customers ask of us.

Rolling out a comprehensive retrofitting programme in line with decarbonisation targets means we have a fund dedicated to making our customers' homes more energy efficient and environmentally sound – in turn this can help us beat fuel poverty and support our customers to get the best out of their homes.

Feedback from our customers who have received these works, including solar panels, new insulation, and heating systems, have praised both Homes in Somerset and our trusted contractors, as well as embraced homes that are fit for the future.

We've achieved the Gold standard for Health and Safety by world leaders in the sector, RoSPA; been accredited with the Gold standard by the Domestic Abuse Housing Alliance for our level of commitment and care towards our customers – with the feedback praising our

strong commitment to being survivor-led and working in partnership with agencies. Our Income Team this year also achieved their best results for arrears ever. Reaching a figure of 0.59% against a target of 2.0%. It also far exceeds the top quartile nationally which is 1.64% and is well within the top 25% of the social housing providers who submitted their results to data company Housemark for the month of March 2025.

We have now welcomed Somerset Council's Development Team and we've been managing more developments on behalf of the council.

All our developments are now built with the future in mind, and we are committed to safe and healthy homes for all our customers.

We've held our Star Awards, celebrating our customers, local heroes, garden competition winners and those who make a difference to our communities; we've held Board Away Days to shore up future strategy, plans and improvements to enhance the service we provide to our customers; and we continue to engage with our customers through the Sedgemoor Tenants Assurance Committee, and by sharing information through our website, regular e-bulletins, a twice-yearly newsletter, and of course, here, in our Annual Report.

As we look towards next year, Somerset Council is carrying out an Options Appraisal to determine the best way to deliver housing services going forward, with Savills appointed as the consultant to review this work.



It's always a pleasure to look back on a successful year, but it's safe to say this past year has been one of our biggest to date, with so many fantastic achievements to write about and a whole raft of exciting developments that lie ahead.

Peter Hatch Chief Executive
Paul Stephenson Chair

Income and Expenditure

The table shows what income we collected and what expenditure we incurred during 2024/25.

The majority of the funding we receive comes from the rent and service charge income customers pay to Somerset Council.

Income

Management Fee	£10,745,000
Capital Funding for Improvements	£7,349,000
Other Income	£1,088,000
Interest	£160,000
Total	£19,342,000

Expenditure

Property Repairs and Maintenance	£4,629,000
Capital Funding for Improvements	£7,349,000
Staff Costs	£4,167,000
Service Level Agreements	£1,283,000
Housing Management Costs	£1,743,000
Total	£19,171,000

Income in excess of expenditure £171,000



New Name, Same Great Service

Customers might notice that we are now called **Homes in Somerset**. We are pleased to announce that we changed our name from **Homes in Sedgemoor** to **Homes in Somerset** on April 1, 2025.



While this Annual Report reflects on our successes between April 1, 2024 and March 31, 2025, we felt it was important to share this news under our new name.

The decision to change our name followed the approval of the transfer of Somerset Council's Development Team to our organisation.

The team oversees current and future development programmes for new affordable homes across Somerset.

This change also aligned with our Corporate Strategy aim of supporting our sole shareholder,

Somerset Council, and better reflected the expanded geographical area across which Somerset Council operates.

We are delighted that Somerset Council entrusted us with this, and while we have a different name, we remain firmly committed to providing our customers and communities with the same, excellent services they have come to expect from us.

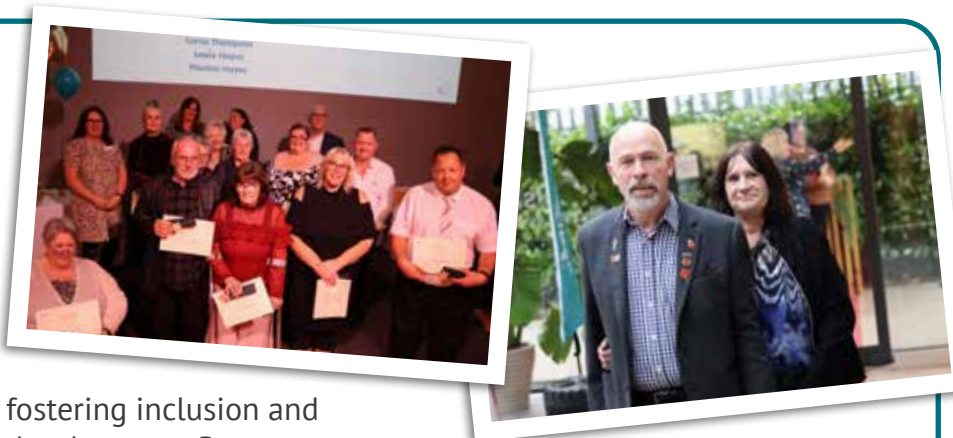
We are excited to continue to provide safe, affordable, healthy homes to our customers while developing new homes and communities.

Star Awards 2024

The Homes in Somerset Star Awards was a glittering celebration of the community's unsung heroes.

Hosted by ITV's Ben McGrail, the evening acknowledged individuals and groups who made a difference throughout the year. Strive Award winners, Garden Competition winners, and HiS Involved Customers were also recognised with certificates and gifts for their valuable contributions.

The Community Impact of the Year Award honoured Dan Rogers as the winner for his outstanding dedication to delivering free football sessions for children of all backgrounds in Bridgwater,



fostering inclusion and development. Runners-up were Lewis and Pauline Hayes of East Bridgwater Pantry.

The Unsung Hero of the Year Award was awarded to Jacqueline and Leslie Bennett, a couple whose selfless care for their communal garden has transformed it into a haven for residents. Bob Elston was named runner-up.

The prestigious Star of the Year Award went to Steve

Manley, caretaker at Hamp Academy and active community volunteer, recognised for his ongoing acts of kindness and service, while runner-up was Pauline Hayes.

The event was made possible thanks to sponsors MD Group, Envirocall, Environtec, Resource, Southwest Trade Frames, G & S Scaffolding Solutions and CEF.



Home Safety

Customer safety is our top priority. We work tirelessly to ensure customers' homes are safe for them, their family, and all their guests. We truly appreciate our customers' cooperation in allowing us to conduct these essential safety checks.

Fire Safety		Fire risk assessments completed		Fire actions completed		Fire system testing	
		Target	Actual	Target	Actual	Target	Actual
		100%	100%	100%	99.36%	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%	93.21%
Asbestos Safety		Blocks to have a management survey		Domestic properties to have a management survey			
		Target	Actual	Target	Actual		
		100%	100%	100%	97.23%		
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%	98.35%	100%	91.46%		
Gas Safety		Properties with a current gas safety certificate		Commercial properties with a current gas safety certificate			
		Target	Actual	Target	Actual		
		100%	99.89%	100%	100%		
Lift Safety		All lifts to have been inspected (6 monthly/annual)					
		Target	Actual				
		100%	97.40%				

Keeping water safe in communal schemes

Routine Legionella monitoring is crucial for maintaining safe water systems within communal buildings. Our Compliance Team manages these regular checks with minimal disruption, including temperature readings, visual inspections, and flushing of outlets. These measures prevent harmful bacteria, protecting residents from Legionnaires' disease. Recently, during a visit to an Extra Care Scheme, a contractor identified a failed return pump in the hot water system, causing poor circulation. The Compliance and Building Safety Officer promptly coordinated pump replacement, requiring a five-hour planned shutdown. Residents were kept informed and supported. The system was restored the same day, and safety has been maintained since, demonstrating the value of proactive monitoring.

Keeping customers safe

While most customers engage well with compliance safety appointments, there are occasional cases where access is repeatedly refused, leaving vital compliance checks outstanding and homes potentially unsafe.

In one case, a property had been overdue for an Electrical Installation Condition Report for several months. Despite numerous contact attempts and home visits, access continued to be denied. The Compliance Team took the lead in coordinating a response working closely with the Housing Officer and Legal Team to escalate the matter and secure an injunction through court.

Once access was granted, the Compliance and Building Safety Officer attended alongside contractors to ensure the check

could be carried out safely. Several electrical issues were identified and resolved. During the visit, it also became clear that the customer was struggling and had been avoiding access due to the condition of their home.

By taking a sensitive, person-centred approach, the Compliance Team was able to reassure the customer, who accepted further support following the visit. Since then, they have remained engaged and are receiving the help they need.

This case shows how persistent, joined up working not only improves safety but also creates opportunities to offer wider support, ensuring residents are safe, secure, and supported in their homes.

Repairs and Maintenance

We consistently strive to provide our customers with safe, affordable, and healthy homes.

We take pride in our collaboration with customers and partner contractors to execute responsive repairs in a timely and efficient manner, as reflected in our overall customer satisfaction with responsive repairs results.



Working with MD Group

Last year, we spent just under **£3m** on repairs and maintenance with MD Group.

Repairs and maintenance (emergency, same day and routine)	£1,156,000
Small works (planned)	£903,000
Voids (standard)	£910,000

HEALTHY HOMES



New repairs portal

Committed to being customer driven and finding better ways to use our resources, we worked in partnership with VerseOne to launch a new, modernised, user-friendly repairs portal.

We launched the new system at the beginning of 2024, which allows customers 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.



Upgrading Homes

To ensure our customers' homes are safe, healthy and fit for the future, each year we implement a comprehensive planned works programme that we are proud to deliver. In the 2024/2025 period, our capital expenditure amounted to more than **£7m**, which was invested in upgrading both residential properties and communal areas.

We actively listen to our customers' suggestions and feedback to ensure the homes we provide meet their needs for the future. Last year, this commitment was reflected in our investment, as we spent:

Last year, our capital expenditure was **£7,349,000**



£1,175,309
on roofs



£710,610
on new windows



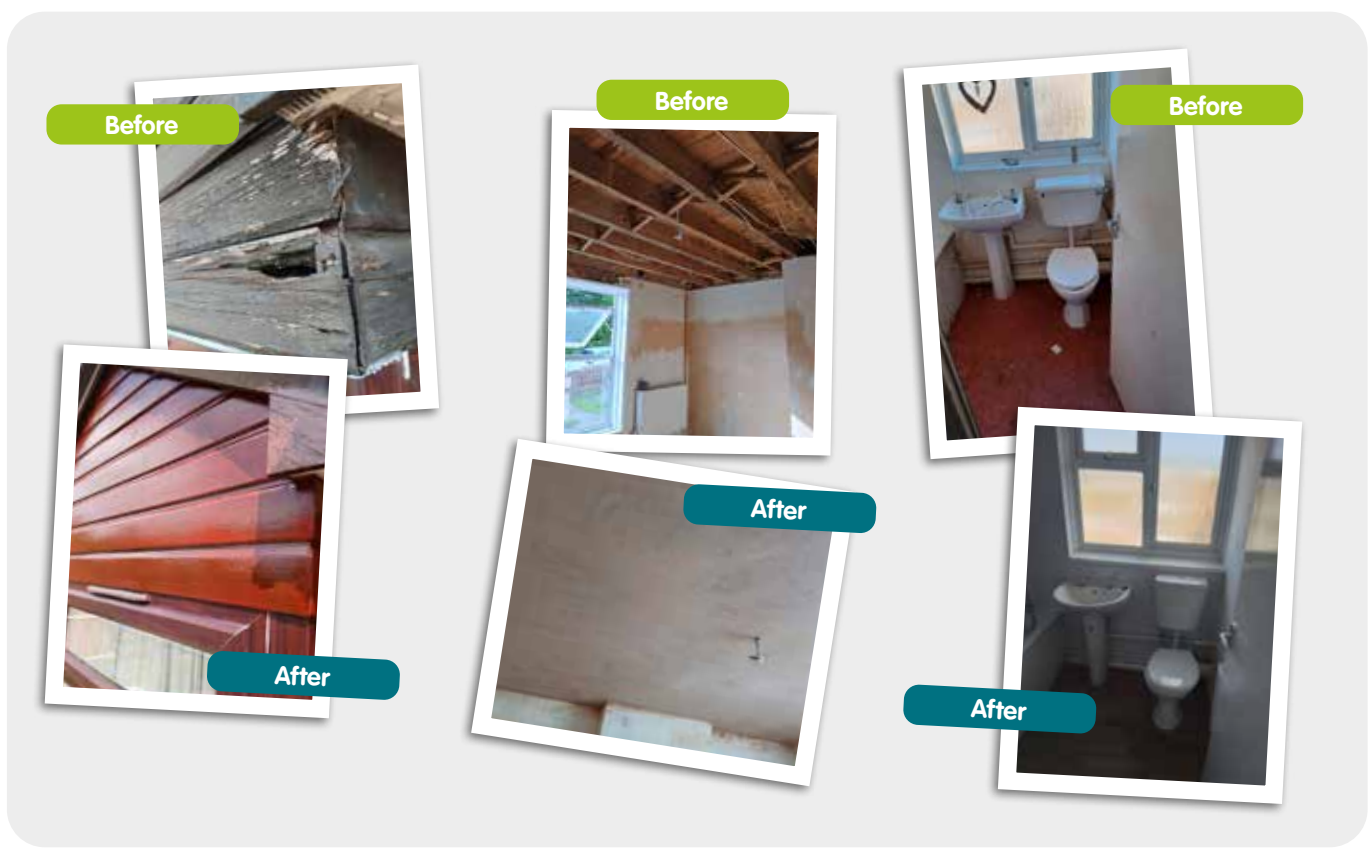
£105,233
on new doors



£485,104
on new bathrooms and wet rooms



£583,995
on new kitchens



Developing New Homes



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

We supported Somerset Council's spend of
**£25.6m to develop
125 new homes**

We secured
£7.75m
of grant money

**45 new
homes**
were delivered
this year

Growing the service

As we move forward into 2025, we are committed to growing our Development service.

The council decided to transfer its own in-house housing development service to Homes in Somerset to create a single development team. This new team came into being on April 1, 2025.

We secured an additional **£83m** capital investment in the council's 2025-26 Housing Revenue Account budget set to help build more council homes.

We are currently delivering a **£142m** new build housing development programme, which will deliver around **570 homes**.

We have expanded our operating area to cover the whole of Somerset.

Development Committee

We've formed a new Development Committee established to oversee and guide development activities undertaken by Homes in Somerset on behalf of Somerset Council. This is in accordance with the obligations set out in the Service Level Agreement.

The committee will work with the council to create the Development Strategy.

The scope of the Committee responsibilities includes, but is not limited to, new housing developments, regeneration projects, property acquisitions and disposals. More information about the Development Committee's objectives can be found at www.homesinsomerset.org.

We hope the new Development Committee helps us to continue to provide safe, fit-for-the-future, healthy homes for our current and future customers.

New homes completed

Bigwood and Staples, Bridgwater

We oversaw the completion and handover of 29 new homes on the site of the former Bigwood and Staples warehouse in Bridgwater.

This scheme in the heart of Bridgwater, which regenerated a parcel of land that sat abandoned and derelict for over 20 years, was made possible by a £4.4m investment by Somerset Council, as well as external subsidy support from Homes England (£2m) and a further £86k from the EDF Housing Mitigation Fund.



The new homes, which have breathed new life back into the area, were specifically designed to support and accommodate adults with learning disabilities, families and individuals who needed a spare bedroom to allow carers to stay overnight.



Penlea House

We are pleased that the construction of the 33 new flats at Penlea House, Bridgwater, continues to progress smoothly.

An investment of over £5 million is enabling the delivery of high-quality, energy-efficient homes, including 10 properties specifically designed to be wheelchair-adapted and accessible.

Last year, we marked a significant milestone with the Penlea House Topping Ceremony and we anticipate that the homes will be ready to let by autumn 2025.

Other completions



We completed Wave 1 of the Bespoke Homes project this year.

This initiative has seen us build new homes or extend existing properties, which are adapted specifically for families with unique housing needs. This project included the construction of two six-bedroom bespoke disabled adapted homes.

Work on Wave 2 has started, which will provide another four bespoke homes.

We completed the final **6 new homes** at Cricketers Farm, Nether Stowey.



We took possession of the final **3 homes** as part of the Local Authority Housing Fund for displaced people.



We completed **3 more new homes** at Carrots Farm, North Petherton

Sustainability by Design

Passionate about playing our part to reduce fuel poverty, we are continuing with Sustainability by Design as one of our core strategic objectives, meaning we are committed to working with like-minded partners to make our customers' homes environmentally friendly and affordable.

We continued our journey to get all our properties reaching an Energy Performance Certificate of a minimum score of C by 2030. Throughout 2024/25, we began our Social Housing Decarbonisation Fund Wave 2 retrofit project to deliver energy saving measures to 139 properties. We have since further requested to increase this by around 100 additional properties and will continue to deliver this until January 2026. We are also looking forward to delivering a further 250 in our successful government bid for Warm Homes: Social Housing Fund Wave 3. In addition to this, we will begin delivering retrofit to homes through ECO4 in 2025/26.

As part of the retrofit programme, each home is assessed to determine which energy saving measures may be most beneficial. Some homes will now be benefitting from Solar PV Panels to reduce bills and also provide additional income from feeding unused electricity back to the energy provider. Other improvements we have made include increased insulation in the loft space, extracted poor performing and refilled with new cavity wall insulation, upgraded ventilation and installation of High Heat Retention Storage Heating. All of these measures help us provide warmer homes with a lower carbon footprint and help to reduce energy bills.

Last year we installed:

- 144 solar panels
- 10 homes with cavity wall insulation
- 3 homes with room in roof insulation
- 55 homes with high heat retention storage heaters
- 109 homes with increased levels of loft insulation



Greener communications for a healthy planet

Following a meeting with our Service Improvement Group, the Communications Team reviewed the delivery of marketing materials, and it was agreed that a paperless e-bulletin for our customers would be launched – something we're now happy to offer in conjunction with a print version of our Neighbourhood Matters newsletter every six months.

Where we do use print marketing materials, we work with We Are Resource, which is a "Carbon Balanced Printer" that works in partnership with the World Land Trust and uses FSC sustainable papers, as part of a commitment to being as green as possible.

By using carbon balanced paper between April 2024 and March 2025, Homes in Somerset has balanced, through the World Land Trust, the equivalent of 766kg of CO2, which will enable World Land Trust to protect 146m² of critically threatened tropical forest.



Did you know?

As of March 2025, 1,281 customers access our services digitally through the Customer Portal.

The Year in Photos



Customers and colleagues at one of our Estate Walks



Contractor Environtec donating to Hamp Pantry following the Star Awards 2024



One of our customer Christmas events with Chief Executive Peter Hatch (left)



Customers at the Homes in Somerset Star Awards 2024



Chichester Close Communal Hall opening



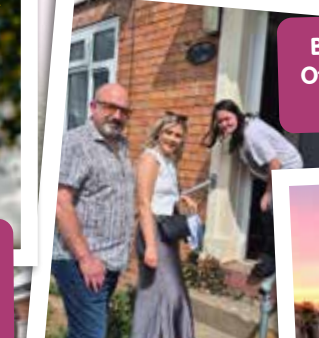
Penlea House Topping Ceremony



Overall Garden Competition Winner 2024



Light Through a Leaf, by Shania, the winner of the Photo Competition 2024 Under 16s category



Board member Paul and Housing Officer Sian with a customer during our customer insights project



Sunrise at Huntworth by Chris, the winner of the Photo Competition 2024



The grand opening of the new homes at the former Bigwood and Staples site in Bridgwater

Customer Involvement



Homes in Somerset is a customer focused organisation which listens and acts on our customers' feedback.

We have engaged with our community in a variety of ways to ensure their voices are heard, and we are always looking for new people to become involved to help us shape our services.



Sedgemoor Tenants Assurance Committee (STAC)

6 meetings held by STAC between April 2024 – March 2025

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:

- Monitored their own performance indicators

and reviewed our Key Performance

- Reviewed our Customer Influence and Engagement Strategy Action Plan
- Discussed and created the scope for our next two scrutiny events

- Developed further understanding and knowledge of the Regulator of Social Housing Standards
- Reviewed Housing Ombudsman determinations

Customer-led scrutiny

Driven by our customers, we believe in customer-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 ensures that we hold two customer-led scrutiny events each year and, during the last financial year, these two events focused on Building Safety and Antisocial Behaviour.



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

Building Safety Scrutiny

This review, focusing on resident engagement in building safety, was part of our response to the Building Safety Act 2022, which introduced stricter safety requirements for Higher-Risk Buildings, such as Westfield House.

The session included engaging presentations and interactive group activities, which covered a range of topics. We also had group discussions on communication methods, customer involvement, access issues, and ways to improve engagement. Some of the outcomes included:

You said ...

- Our communication methods, including braille and translations, are inclusive, but engagement with customers whose first language isn't English could be improved.
- Initial contact is positive, but we need to address the number of customers refusing access.
- We need to improve communication around planned work.
- Contractors could improve communication to meet individual customer needs.
- Our website could use more safety information to keep everyone informed.

In response, we ...

- Reviewed key letters and introduced translated call cards.
- Better understand why customers refuse access through our Customer Insights project and we also reviewed our Standard Operating Procedures and introduced a new access policy.
- Improved the consistency in our communications by reviewing our Standard Operating Procedures and introducing a Retrofit Customer Liaison Officer.
- Worked with contractors to ensure customers are communicated with effectively.
- Worked hard to improve the safety information on our website, which has since been updated.

Customer involvement within the Antisocial Behaviour, Hate Crime and Good Neighbour Management Process

This workshop reviewed current practices using case studies to assess Homes in Somerset's service for antisocial behaviour, hate crime, and good neighbour management. Customers attended and collaborated with colleagues to recommend service improvements.

The main themes noted through the sessions were:

- Communication is key to customers facing antisocial behaviour, and customers felt that communication throughout a case, even when there were no real updates, was important.
- Policies outline the clear response times and responsibilities when customers are reporting antisocial behaviour and hate crime.
- Customers felt there were appropriate ways in which antisocial behaviour and tenancy breaches could be reported, including via the website, calling us or reporting it online.

Estate walks

Last year, the Community Enabler Team took on the organising and delivering of the estate walks, which have gone from strength-to-strength. Working closely with Housing Officers, Clean Surroundings, Councillors, community groups and Involved Customers, the team has worked hard to resolve issues quickly and efficiently and customers feel listened to.

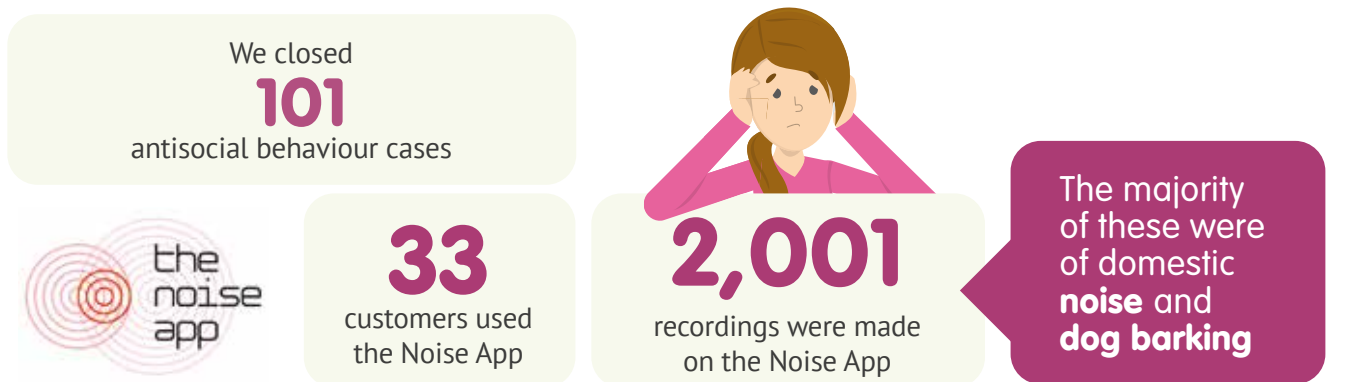
Over the past year, we have:



Supporting Customers



Our Housing Team works hand-in-hand with a variety of agencies and charities throughout Somerset to make sure our customers get the right support and continue to love where they live. By focusing on a customer-driven and person-centred approach, we are able to better engage, listen to, and support our customers, making sure everything we do is in their best interests.



Did you know? We supported **37** domestic abuse survivors, offering support where necessary

Transforming lives through tenancy support

Nicola, our dedicated Tenancy Sustainment Officer, made a life-changing difference for a couple living in one of our Independent Living properties.

Previously disengaged and facing serious hoarding and property condition issues, the couple were referred to Nicola by their Housing Officer. Nicola took it upon herself to build trust and offer consistent, compassionate support.

The support included:

- Weekly visits
- Hands-on help decluttering

- Extra bins arranged
- Emotional support provided
- Hospital appointments booked
- Benefit applications completed
- Referrals made to Citizens Advice, Age Concern, doctors, and a micro provider

Thanks to Nicola's relentless commitment, the property is now in great condition, and the couple are actively engaging with our Independent Living Team, a micro provider and other external agencies for ongoing support.



Independent Living Service

Our Independent Living Service (ILS) is here to offer person-centred, tailored support packages designed to help customers live independently for as long as they choose.

Our friendly Independent Living Officers are dedicated to understanding our customers' unique needs and working alongside them to provide the best possible assistance. We're here to help with everything from rent and benefits to repairs, maintenance, and well-being, making sure customers never feel alone or isolated.

Last year, we were also pleased to support customers through our Hardship Fund and Winter Warm Fund, helping to provide vital support to those who needed it.

913

customers received the ILS service

57

customers receive support through the Silver service

856

customers receive support through the Bronze service

Voicescape

In addition to our visiting team, our Independent Living customers 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:

35,688

calls were made to customers through the Voicescape service

2,974

calls were made each month, on average

777

customers benefit from the Voicescape service

Case Studies

When we visited a customer who was struggling to maintain their home, had little food in the house and seemed confused, our Housing Officer, with their consent, called 111, consulted a doctor, and eventually called an ambulance so they received a check over.

The customer now has rapid response care in place, morning and afternoon, and is being assessed to establish any further medical needs.

While waiting for the ambulance, our team member tidied up and put out the rubbish; she also contacted the customer's daughter and between them they put the home into order and stocked up food supplies.

A customer was struggling to manage their electricity account on a pay-as-you-go basis and frequently found themselves out of credit and without electricity. The customer called our team to ask for help as they were finding it difficult to deal with the utility company themselves. Our team member called the provider for them and identified a monthly payment tariff which allowed the customer to pay automatically. The customer agreed it would work very well for them and would free them from worry.

Handyperson service

Our Handyperson service supported ILS customers by completing **1,135 jobs**. The service offers help with a variety of jobs, such as installing curtain poles, checking Lifelines and unblocking plugholes.



Lettings

Our Housing Team works closely with new and existing customers to ensure the lettings process is smooth and efficient, which is evident in our high satisfaction score.

 **349 homes**
let between 2024/25

48 days
on average, to
re-let homes

94.6%
of customers were satisfied
with the letting process

80.2%
of customers were satisfied with
the condition of their home

 **74**
new homes into our
management

41
mutual exchange
requests completed



A Fresh Start: Supporting a new customer into their first home

When a customer, new to social housing, moved into one of our managed properties, they were excited—but also overwhelmed. It was their first tenancy, and they were unsure how to navigate the basics of living independently. From setting up utilities to managing benefits, the challenges quickly became stressful.

Recognising the signs, our Housing Officer stepped in with compassion and practical support. During a home visit, they worked closely with the customer to address their concerns and build a strong foundation for their new start.

We supported the customer by helping to:

- **Set up gas and electricity accounts** with the best available tariff

- **Ordered essential furniture**, including a new cooker and bed with mattress
- **Signposted to charities and organisations** for additional furniture support
- **Updated Universal Credit details** to ensure correct housing costs were recorded
- **Maintained regular contact** to check in and offer ongoing reassurance

Thanks to this tailored support, the customer is now settled, confident, and thriving in their new home.

This is what housing support looks like—practical help, emotional reassurance, and a commitment to making sure no one feels alone in their journey.



Income and Rent Collection

We collect rent and pay it to Somerset Council. The Council then gives us some of the rent back as a Management Fee so we can look after our customers' homes, carry out repairs and do work in our communities. Last year, rent was charged over 51 weeks.

Average Weekly Rents

Bedrooms	Affordable Rent	Social rent
0	N/A	£74.13
1	£109.53	£89.26
2	£145.50	£98.23
3	£172.56	£108.87
4	£227.09	£119.83
5	N/A	£123.33
6	£231.28	£134.50
Total	£146.46	£98.74



Income

101.03%
of rent charged
in 2024/2025
successfully collected

0.63%
current tenant
rent arrears for
2024/2025

3
tenants evicted for
rent arrears

£2,000
reduction in former
tenant arrears

£34,852
of rechargeable repairs was recovered (which is
almost double what we collected in 2023/24)

Welfare and benefits

We made
17
employment, benefit
and welfare referrals to
support partners

We supported
392
customers with new
Universal Credit claims

£12,914
of Discretionary
Housing Payments
awarded in total

We issued
189
Foodbank vouchers

Did you know?

During the winter of 2024/25, **30** tenants received grants to the value of over **£11,000** to help after experiencing short term financial crisis

Case study

When one customer reached state pension age their Universal Credit stopped, and they struggled to pay rent on a reduced income. Sharing information on how to receive Housing Benefit and Pension Credit, the customer's Income Officer worked with them and the benefits team at Somerset Council to secure the benefits which covered their rent in full, including a back-dated payment. With the arrears cleared, there was a large credit left on the account which the customer claimed as a refund.

Case study

One customer from Burnham-on-Sea was struggling to keep warm over winter as they were no longer entitled to a Winter Fuel Payment. Prioritising food and paying rent over keeping warm, they were really suffering. The Income Officer realised it was affecting the customer's health and wellbeing, so in partnership with the Somerset Community Foundation, we managed to provide some funding to enable them to heat their home and lighten the financial burden over the winter months.

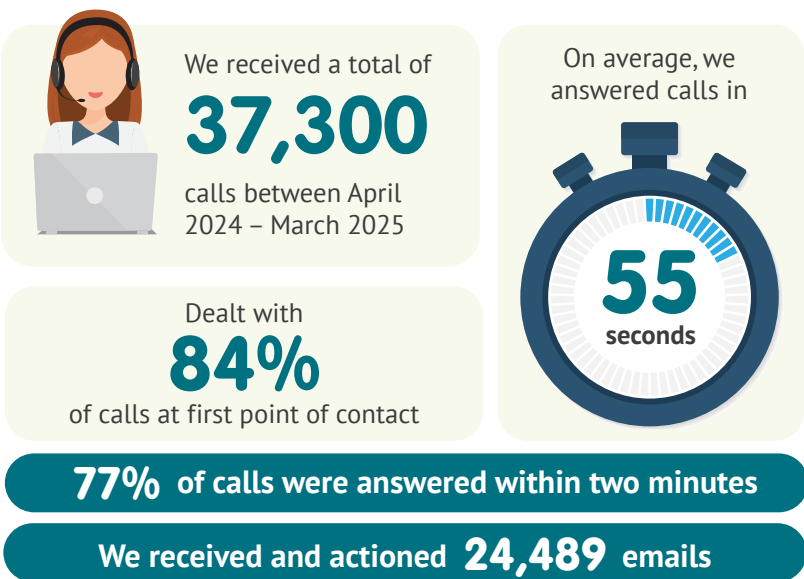
Did you know?

We also partnered with the Somerset Community Foundation for the first time, and we were able to gift over **£10,000** to **38** of our more elderly vulnerable customers, to help them keep warm over the colder months

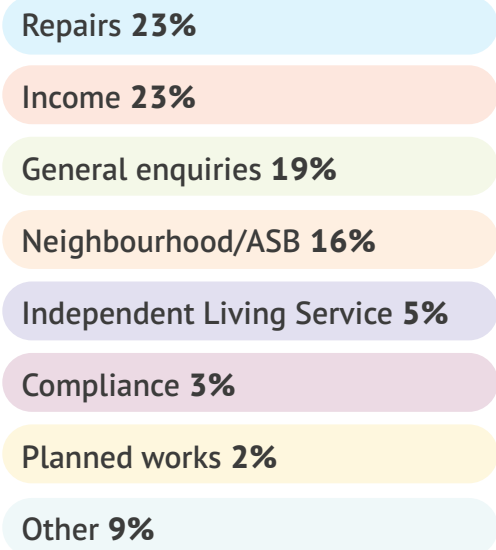
Customer Services and Feedback

Dedicated to answering at least 80% of enquiries at the first point of contact, our hard-working Customer Services Team answers queries using a whole-systems approach, in a way that suits customers.

Last year...



What you called us about



Tenant Satisfaction Measures (TSMs)

We were delighted with our overall satisfaction result of **83%** in our 2024-25 TSMs, which beat last year's score by 2.6%.

We continue to buck the national trend, with many of our results putting us in the upper quartile when benchmarked against similar sized organisations.

TSMs are a series of questions set by the Regulator of Social Housing, which provide us with valuable customer insights.

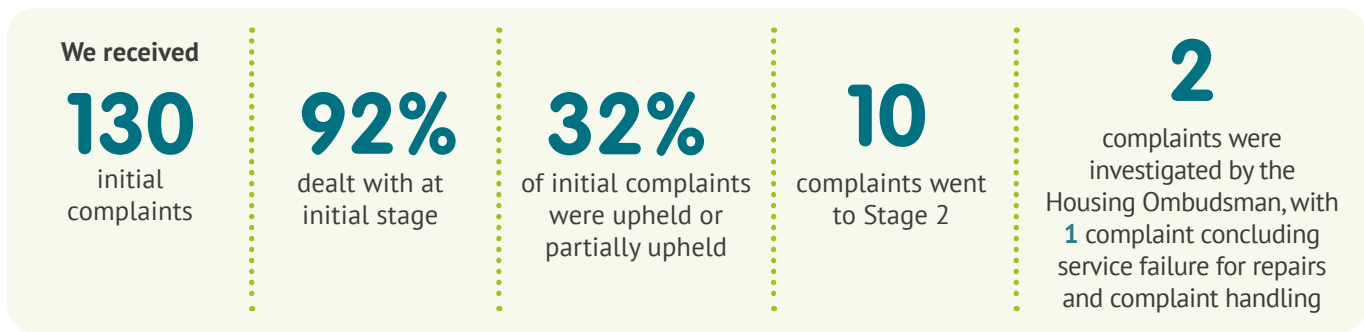
While pleased with our overall results, we strive to continue to improve our services. Looking forward, our aim is to improve customer perception around complaints and we are working with all frontline teams to improve our messaging to customers.

TP01: Overall satisfaction with the service provided by the landlord	83%
TP02: Satisfaction with repairs	84%
TP03: Satisfaction with the time taken to complete repair	86%
TP04: Satisfaction that the home is well maintained	82%
TP05: Satisfaction that the home is safe	84%
TP06: Satisfaction that the landlord listens to tenant views and acts upon them	74%
TP07: Satisfaction that the landlord keeps tenants informed	84%
TP08: Agreement that the landlord treats tenants fairly and with respect	86%
TP09: Satisfaction with the landlord's approach to handling complaints	38%
TP10: Satisfaction that the landlord keeps communal areas clean and well maintained	73%
TP11: Landlord makes a positive contribution to the neighbourhood	75%
TP12: Satisfaction with the landlord's approach to handling ASB	61%

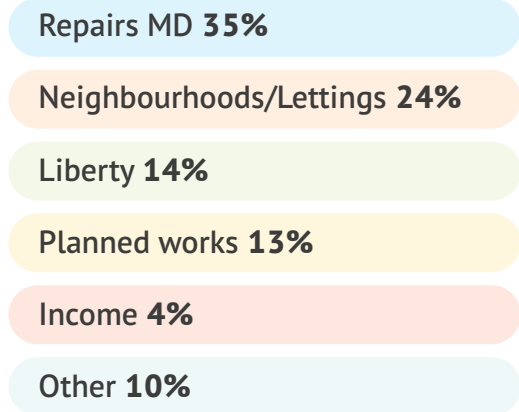
Complaints

We are passionate about hearing the customer voice, and are committed to learning from complaints. Between April 2024 - March 2025, we logged a total of **130 initial complaints**, which is a slight reduction on the previous year. Our Customer Complaints and Feedback Policy has also been reviewed in line with the Housing Ombudsman Complaint Handling Code and we are looking forward to implementing some changes to our Stage 2 process to ensure we have a flexible approach.

Key themes for complaints were poor communication from us or our contractors, and delays with works or repairs.



What the complaints were about



Housing Ombudsman

During the last 12 months we have been asked to provide information on **10 cases**, with **2** being progressed to full complaint reviews.

One of these resulted in a severe maladministration determination, and the other a complaint handling failure notice. These have been reported to the Board with supporting action plans and relevant updates as appropriate. You can find our Complaints Policy on our website.

Lessons learned

During the year we have continued to learn from the customer feedback and complaints received and as such have made several changes to our processes.

This includes:

- Introduction of the Vulnerable Persons and Reasonable Adjustments Policy
- New dedicated role for voids management
- Introduction of a Complaints Learning Panel
- Collaboration to enable clear process for retrofit works

Some of the themes explored from the complaints learning panel have included:

- How we can support our neurodiverse customers through improved communication
- Improving our new tenant processes; this has been proposed and agreed as a customer-led scrutiny activity by STAC
- Improving complaint investigations for clarity and transparency; independent training has been commissioned to support us
- Reviewing our Stage 2 complaint process to provide quicker and more effective resolution for the customer.





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