

Tenant annual review 2023/24 summary

Welcome to your Tenant Annual Review from 1 April 2023 to 31 March 2024. This is about how we have looked after our tenants and their homes throughout the year.

We have agreed 3 Customer Promises with our tenants.

1. We promise to maintain our properties and carry out repairs
2. We promise to keep your community and neighbourhood safe
3. We promise to listen to your feedback and involve you in our work

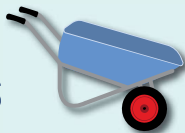
The government's 4 new consumer standards make sure that housing providers like us improve how we deliver services to our tenants.

The 4 standards are:

1. The Safety and Quality Standard
2. The Transparency, Influence and Accountability Standard
3. The Neighbourhood and Community Standard
4. The Tenancy Standard

You can find out more about the standards here.

www.progressgroup.org.uk/policies-and-reports/performance-reports/consumer-standards/



Safe and sound homes

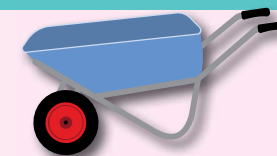
The Safety and Quality Standard

We promise to keep your homes well-maintained and safe. This means that last year we carried out over 18,500 repairs, which included 5,500 emergency repairs.

71.3 out of 100 tenants were satisfied that their home is well-maintained



Keeping you safe



We carried out over 2,600 checks to make sure our homes are safe and sound.

77.1 out of 100 tenants were satisfied that their home is safe



1,233 gas safety tests



201 electrical tests



582 fire risk assessments



17 asbestos checks

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

99% of fire safety checks were completed

1.8% of investment in existing homes

75% of homes with energy performance certificate (EPC) rating of C or higher

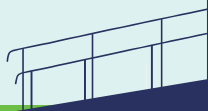
71.3 out of 100 tenants were satisfied that their home is well-maintained

77.1 out of 100 were satisfied that their home is safe

201
environmental improvements



4,228
homes



89
new doors and windows



5 new roofs

71
new kitchens



46
new bathrooms



485
adaptations

3
new heating systems



Tenant annual review 2023/24 summary (continued)

Neighbourhood and Community Standard

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

Our Customer Promise Communities/neighbourhoods

How well are we doing?

7.4% of reinvestment in new properties and existing stock

11.1 anti-social behaviour cases per 1,000 homes

59.9 out of 100 tenants were satisfied that Progress Housing Group, which RWP is part of, makes a positive contribution to neighbourhoods

73.7 out of 100 tenants were satisfied that communal areas are kept clean and well-maintained

61.3 out of 100 tenants were satisfied with the approach to handling anti-social behaviour



59.9 out of 100

tenants were satisfied that we make a positive contribution to communities/neighbourhoods



73.7 out of 100

tenants were satisfied that communal areas are kept clean and well-maintained

The Transparency, Influence and Accountability Standard

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 382 complaints. 93 out of 100 of those were dealt within 5 working days. We also received 34 compliments about how happy you were with the work that we do.

You can read more about our targets, trends and performance on our website at residewithprogress.org.uk/about-us.

If you have any questions, please get in touch. Our contact details are on page 16.

Involving tenants

Our Customer Voice group checks on how well we are providing our services.

RWP is part of Progress Housing Group and over the year, we organised 101 consultation events for all of our tenants, and 401 people attended.

These included scrutiny events so that tenants could check on our work.

For RWP tenants, we also organised a consultation event about our new tenant committee, where we spoke to tenants for their feedback.

You said, we did

Tenants were not satisfied with how long it takes to get through to us on the phone to report a repair.

We handed out fridge magnets which have a QR code so that support staff and tenants can report repairs easily online. Contact us if you would like one.

You can report a repair here:



101

tenant consultation events organised



63.4 out of 100

tenants were satisfied that their views are listened to and acted upon

Our Customer Promise | Culture

How well are we doing?

59.1 complaints per 1,000 homes

78 out of 100 tenants agree that they were treated fairly and with respect

63.4 out of 100 tenants were satisfied that their views were listened and acted upon

68.3 out of 100 tenants were satisfied that they were kept informed about things that matter to them

