



About the Trust in 2025-2026



We own
and manage
5,372
homes

We manage
68
homes
for others



Our turnover is
£37.93m

Our operating surplus is
£11.36m
This goes back into the Trust
to provide homes and services

We are a **profit-for-purpose**
organisation

79%
of our staff told us that they
are proud to work for the Trust

We pay the **real living wage**

In November 2025, we introduced a
'call back' system so customers can
hold their space in the queue without
staying on hold. We have since had
6,696 requests for a call back

1 April 2025 - 18 November 2025

Calls received	Wait time	Handling time
19,995	5m 40s	5m 58s

19 November 2025 - 31 March 2026

Calls received	Wait time	Handling time
11,661	3m 02s	6m 18s



12,296
repairs carried out



2417
gas repair jobs



31,656
calls taken from
our customers

On average we
made and kept
92.55%
of repair
appointments

We completed
3,168
live chats
with our
customers



We read and
responded to
13,263
emails



We attended
96.47%
of emergencies
within 4 hours
(including all tenures)



On average
94.30%
of your repairs were
completed on the first visit

We are proud that we've been
awarded a **G1** for Governance
and **V2** for Viability. For the first
time, we were also assessed for
Consumer Standards, receiving
the highest possible grade of **C1**

On 31st March 2026,
99.98% of the
Trust's properties had an
Electrical Installation Condition
Report (EICR) less than 5 years old



We achieved
100%
compliance on
gas servicing

33

Service requests recieved
per month on average



100%
of complaints raised were resolved
within the agreed timescale



24

complaints received
per month on average



9

Evictions

(6 evictions due to arrears and 3 due to ASB)

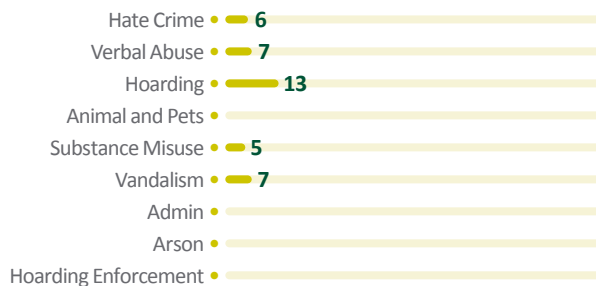
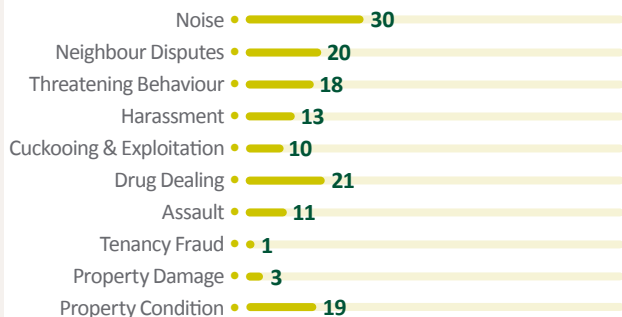


159

safeguarding concerns were addressed by the Trust, whilst working alongside our partners

WE RECEIVED **184 REPORTS** OF ANTI-SOCIAL BEHAVIOUR

THERE WERE **93 NEW REPORTS** OF DOMESTIC ABUSE



429 Tenancy Sustainment referrals were received in 2025-2026



£87,069

in one-off payments was secured for our customers

36

cases generated income directly to the Trust

230

cases resulted in income being generated directly to customers



91 successful referrals made to the Hardship Fund for a total of £35,902



39

Referrals for rent payments

£430.13

was the average requested amount

£16,775

total amount for 2025-2026



22

Referrals for carpet/flooring

£488.64

was the average requested amount

£10,750

total amount for 2025-2026



8

Referrals for skip/clearance

£296.88

was the average requested amount

£2,735

total amount for 2025-2026



5

Referrals for decorating

£190

was the average requested amount

£950

total amount for 2025-2026



3

Referrals for garden work

£236.67

was the average requested amount

£710

total amount for 2025-2026



5

Referrals for white goods

£169.40

was the average requested amount

£847

total amount for 2025-2026



9

Referrals for other (meter clearance, mobile phones etc)

£348.37

was the average requested amount

£3,135.34

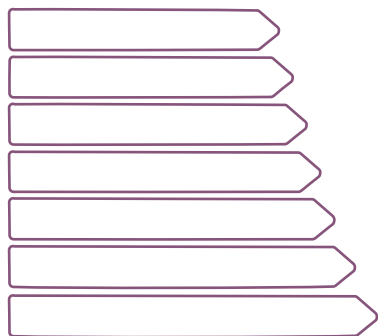
total amount for 2025-2026

£16,226

in ongoing financial support had been secured by 2026



Investments in your home:



We improved the energy efficiency on

204

of your homes, installing measures such as additional insulation, air source heat pumps and solar panels



74

refurbished kitchens



We completed structural improvement work to

92

properties



We upgraded windows to

150

of your homes



We replaced roofs on

33

of your homes



We upgraded heating in

192

of your homes



We adapted

48

of your homes, to enable you to continue to live independently for longer



We decorated

473

external areas and internal communal areas. This includes painting and wash-downs



97%

of customers who received improvement work were satisfied with the work completed



97

refurbished bathrooms

(These figures change all the time, so we've taken this snapshot from 31 March 2026 and the 12 months up to that point. When we talk about 'average' we are talking about the mean average.)

