



Annual Report

Wolverhampton Homes
2025 – 2026



Contents

<u>Welcome</u>	3
<u>Our Mission</u>	4
<u>Message from Chair of the Board</u>	5
<u>Message from the Customer Involvement Panel Chair</u>	6
<u>Our customers</u>	7
<u>Our Directorates</u>	8
<u>Housing Operations</u>	9
<u>Finances</u>	10
<u>Your Rent</u>	11
<u>Customer Contact and Access</u>	12
<u>Money Smart</u>	13
<u>Home Energy</u>	14
<u>Customer Resolution</u>	15
<u>Repairs and Maintenance</u>	16
<u>Compliance</u>	17
<u>Housing Solutions</u>	18
<u>My Account App</u>	19
<u>Corporate Social Responsibility</u>	20
<u>Strategic Construction Partnerships</u>	21
<u>Garden Competition</u>	22
<u>Customer Voice and Influence</u>	23
<u>Engagement</u>	24
<u>Our colleagues</u>	27
<u>Colleagues</u>	28
<u>REACH 18-24 Support</u>	29
<u>Colleague Learning Opportunities</u>	30
<u>Equity, Diversity and Inclusion</u>	31
<u>Awards</u>	32
<u>Accreditations</u>	33
<u>Standards and regulation</u>	35
<u>Standards and Regulation</u>	36
<u>Consumer Standards</u>	37
<u>Tenant Satisfaction Measures</u>	38
<u>You said, we did</u>	39
<u>Message from Shaun Aldis</u>	42

Welcome

Welcome to our annual report. Here you will find a clear overview of our performance from April 2025 to March 2026. We also share the steps we are taking to enhance the lives of our customers and strengthen the wider community in Wolverhampton.

This report gives customers the information they need to understand our performance, see where we are improving and hold us to account. Our focus remains on delivering good services and putting customers' needs at the heart of what we do.

By working together, we support the priorities of the City of Wolverhampton Council to:

- Work across our communities to deliver high-quality housing services that meet changing needs and preferences
- Provide safe and secure homes by managing and maintaining homes and neighbourhoods to a high standard, adapting and improving the existing housing stock and actively contributing to the improved supply of sustainable accommodation options across the city

- Support people to sustain their tenancies and homes through effective support services that help our customers live independent, prosperous and fulfilling lives

We take our responsibility seriously and deliver housing services alongside a range of support services for customers. We also deliver an anti-social behaviour service.

We recognise the importance of customer influence and transparency, particularly in showing how we meet evolving regulation and the requirements of the Consumer Standards.

We remain committed to our mission to help people get on in life, and we aim to do this through delivering against our company values in all that we do.



Our mission, vision and values

Our values were created by our colleagues – for our colleagues. The way we work aims to drive an enabling and engaging culture, inspiring innovation and excellence, while creating collaborative opportunities.

Our mission:



Our vision:



Our company values



Working together

We work collaboratively with our customers and colleagues. We value each other's ideas and different skill sets. We are more efficient when we work together.

Open to new ideas

We embrace change, look in different places, ask questions and try new things. We are curious and we continually look for better ways of doing things, driving efficiencies and being innovative.

Respecting differences

We treat others as we would like to be treated, and we value open and honest conversations. We are encouraging of others' views, and we know that our greatest strength comes from our differences, so we have created a supportive environment where we can all be proud to be ourselves.

Delivering our promises

We take personal responsibility for getting things done and we do what we say we will. We are committed to providing a great service to our customers and always act with integrity.

Councillor Paul Appleby

Chair of the Wolverhampton
Homes Board



At a time of increasing challenge and scrutiny across the social housing sector, the board has been encouraged by Wolverhampton Homes' continued commitment to improving service delivery for customers.

This improvement was recognised by the Regulator for Social Housing (RSH), which inspected the landlord, The City of Wolverhampton Council. We were pleased with the outcome of the inspection, which resulted in a C2 grading, and remain committed, as the main managing agent in the city, to supporting the council to deliver a high level of service.

The board is made up of four councillor members, four tenant members and four independent members, bringing together a wide range of experience and perspectives.

Our role is to provide support, oversight and constructive challenge to the organisation, while ensuring it remains focused on the mission, vision and values.

We welcome a stronger focus on accountability within social housing, particularly where it helps to strengthen the voice of customers and raise standards.

Listening to customers and responding to feedback are essential to delivering services

that meet the diverse needs of our communities, and Wolverhampton Homes demonstrates that it embraces opportunities to learn and improve.

The Customer Involvement Panel has played a key role in representing tenants, and the board has been encouraged by its contribution.

The Tenant Satisfaction Measures help us to understand customers' experiences and identify where change is needed. By reviewing feedback and performance data, we can make informed decisions that support service improvement while maintaining high standards of safety and compliance.

By working together, we support the council's priorities and recognise that our role extends beyond maintaining and improving homes.

At the heart of our work is a commitment to support the sustainment of cohesive and vibrant neighbourhoods and communities where people feel safe, supported and proud to live.

Louise Talbot

Chair of the Customer Involvement Panel



Since its launch in 2023, the Customer Involvement Panel has become firmly embedded in Wolverhampton Homes and is helping to make a positive difference.

As customers ourselves, we represent the views of tenants and leaseholders, ensuring the organisation delivers services in a way that meets the diverse needs of the city.

We achieve this by examining performance and carefully reviewing strategies, policies, and any changes to services or standards that impact us as customers. We do this because our voices as customers truly matter.

Over the past year, the panel has worked with Wolverhampton Homes on a wide range of services, including:

- The introduction of video triaging for cases of damp and mould
- Scrutinising the complaints process and procedure, including reviewing letters that are sent to customers

- Reviewing the new Wolverhampton Homes website, providing feedback on design, accessibility and usability

I am pleased to say that Wolverhampton Homes really listens and values our perspective. It means our honest feedback and ideas ensure services reflect our experiences and meet our everyday needs.

As a trusted partner of Wolverhampton Homes teams, we work in a transparent way to drive change and improvements. As a diverse group of customers, it is a fantastic opportunity to hear different perspectives.

The more panel members we have, the more representative the customer voice will be.

Your voice really does make a difference.

To see some of the work we have been involved in, please refer to:

www.wolverhamptonhomes.org.uk/impactreport

To find out more about our customer volunteering opportunities, please contact:

WHResidentEngagement@wolverhamptonhomes.org.uk



Our Customers



Wolverhampton Homes

Wolverhampton Homes is an Arms Length Management Organisation (ALMO) that manages homes on behalf of the City of Wolverhampton Council. We also provide a wide range of support services for customers and city-wide, tenure-neutral services.

Wolverhampton Homes manages around 19,000 tenanted properties, 2,500 leaseholds, 50 shared ownership homes, 200 shops and more than 3,500 garages. We deliver a range of services on behalf of the city council and support the other managing agents through retained responsibility, regulatory and compliance activity, ensuring all council-owned properties across the city are compliant with the highest safety standards.

Our directorates:

Corporate and Neighbourhoods		
Anti-social behaviour services	Business Assurance and Governance	Communications
Cost Improvement Plan	Customer Contact and Access	Customer engagement and influence
Customer Resolution, including complaints management	Equity, Diversity and Inclusion	Finance, including the Cost improvement Plan
Health & Safety	Human Resources	Learning and Organisational Development
Neighbourhood Services	Projects and Performance	Systems Development
	Talent Attraction and Recruitment	



Housing Operations

24/7 response repair service	Asset compliance management and assurance	Building safety
Capital programme management and delivery	Commercial services	Domestic abuse support
Environmental and waste management	Home sales, shops and leasehold management	Income and Money Smart
Housing Solutions, including lettings and allocations	Retained responsibilities and support to Tenant Management Organisations	Safeguarding
Stock condition, design, and investment planning	Tenancy management	Void property management
	Young persons service	



Our Finances

£13.9m

Response Repairs:
ad hoc property repair cost

£9.2m

Overheads:
premises, training and
support services (IT, finance
and legal)

£7.2m

Housing Management:
costs associated with
collecting rent and
managing tenancies

£6.7m

**Planned & cyclical
maintenance:**
the cost of ongoing
programmed property
maintenance

£6.2m

Major works:
cost of adapting and
improving
properties

£3.6m

Estate Services:
caretaking, concierge
and CCTV costs

£3.5m

Voids:
this represents the revenue costs
associated with preparing empty and
vacated properties to ensure they meet
our voids standard

£1.8m

Other direct costs:
related to
communal areas
and district heating

Please note: the figures are subject to final audit



Your Rent

We collect rent from tenants on behalf of the Landlord, which goes directly to the council to help fund essential housing services, such as repairs, maintenance and improvements to your home and neighbourhood.

£105.1m

rent collected

98.47%

of rent collected
2025 - 2026
financial year

Knowing our customers

We continue to work to meet customer expectations and needs, and to use the learnings to support positive change.

Using customer feedback and input, we are actively finding out customers' motivations and challenges so that we can continue to deliver a more person-centred approach.

We have created a range of opportunities for customers to get involved and share their views. The insight gathered through these activities helps shape and improve our services.

Profile of the city

260,000

residents

45%

are from an ethnic
minority

Just under

20%

are living with a
disability

109,000

households in the city

20

wards in the city



Customer Contact and Access

Our Customer Contact and Access Centre handled approximately 182,000 contacts this year through calls, emails and digital channels. In addition, we supported approximately 29,000 calls for the council's out of hours service. We have listened to customer feedback and understood that reducing call waiting times was important as well as enhancing the service provided.

148,472

calls received by our
Customer Contact and
Access Centre

24,110

digital contacts responded to

9,202

customers served in person

**3 minutes
44 seconds**

average call waiting time



Money Smart

Our Money Smart team supports thousands of customers each year with financial and cost-of-living challenges. The team provides budgeting advice and supports customers to understand what benefits they may be entitled to, enabling a rent-first approach to sustaining tenancies.

4,362

customers helped with
financial support

575

food bank referrals

£482,000

additional support
funds accessed for
customers

2,308

completed income
and expenditure forms

For more information, or to access support, please visit the Money Advice page on our website: www.wolverhamptonhomes.org.uk/money



Home Energy

We help customers understand their energy use, reduce consumption and manage costs through advice, home visits and community sessions.

Over the year, we have supported the following activity:



Customer Resolution

We take every complaint as an opportunity to learn and use the outcomes to improve our services.

95.49%

customer complaints
responded to in time

831

complaints received at
Stage 1

300

complaints received at
Stage 2

Our My Account app has been developed to allow customers to report a complaint via the app. Our Customer Contact and Access team will triage each complaint to ensure focus is placed on resolution at the first point of contact.

Our Customer Involvement Panel regularly scrutinises our approach to progressing and resolving complaints to inform process improvements.

When things go wrong, we work with customers to put things right and, where we need to, we introduce new ways of working to ensure it does not happen again.

When we investigate a complaint, we aim to:

- Resolve it at the first point of contact
- Identify any customer support needs at the first point of contact
- Provide customers with additional support, where required
- Signpost to additional services, such as Strengthening Families or Adult Social Care
- Keep customers informed regularly about their complaint

Housing Ombudsman Complaints Handling Code

We are committed to listening to and resolving customers' issues. Wolverhampton Homes is required to complete an annual self-assessment against the Housing Ombudsman Complaints Handling Code, which you can find [here](#).

How to make a complaint:

You can find out how to make a complaint on our [website](#).



Repairs and Maintenance

We know how important it is to maintain our customers' homes and we continue to invest in our repairs and maintenance provision to deliver an effective and responsive service.

This year, we spent £17.4m on repairs and voids.

94.54%

of non-emergency
repairs completed
within target timescale

99.43%

of emergency repairs
completed within
target timescale



Compliance

We want our customers to feel safe and live in well-maintained homes. Our compliance programme helps to ensure homes meet legal safety requirements and that risks are identified and managed effectively. Through delivery of our compliance programme, we provide assurance that risks are effectively managed, giving residents confidence in the safety of their homes.

Asbestos, gas, water, lifts, fire, electrics, damp, mould & condensation

100%

asbestos-containing materials in shared areas reinspected within timescale

100%

gas safety record updated for properties

100%

legionella risk assessments completed to shared water supply communal areas

100%

passenger lifts serviced within timescale

100%

proportion of purpose-built blocks with internal communal areas for which all required fire risk assessments have been carried out

99.97%

electrical installation condition reports within five years

90.26%

damp, mould and/or condensation-related works orders **completed** within timescale

97.84%

damp, mould and condensation-related service requests **inspected** within target timescale

We report on the Big 6 including: asbestos, electricity, gas, legionella, lifts and water. Since the introduction of Awaab's Law, we have included damp, mould and condensation into our Key Performance Indicators.



In considering our role to support tenants to better understand damp and mould, we have a team of Healthy Homes Advisors who support our customers to develop awareness and to address any issues at source. Home visits are undertaken to assess customers' homes and to provide support and advice to rectify damp, mould and condensation issues.

Working with our housing system provider, a predictive analysis model was developed to help us use our data to better inform a proactive approach to address these issues.

Housing Solutions

The Housing Solutions service plays a vital role in helping people access safe and suitable homes as quickly and fairly as possible. During the year, we continued to support customers through the allocations process, manage mutual exchanges and re-let homes efficiently, while keeping a strong focus on tenancy sustainability.

90%

of new tenants are satisfied with the lettings process

919

new tenancies were created

8,252

households on average on the housing register

16

days on average for a home to be re-let after repairs

0.99%

of total rent that could have been charged but was lost through empty properties

Partnerships and sustainment

We have responded effectively to increased demand for support services and have maintained excellent standards of work in assisting and safeguarding our most vulnerable customers.

845

reports to the Domestic Abuse team (an increase of 27%)

92

tenants who had experienced domestic abuse were supported to sustain their tenancies (an increase of 48%)

5%

increase in reports to the See It, Report It scheme



My Account app

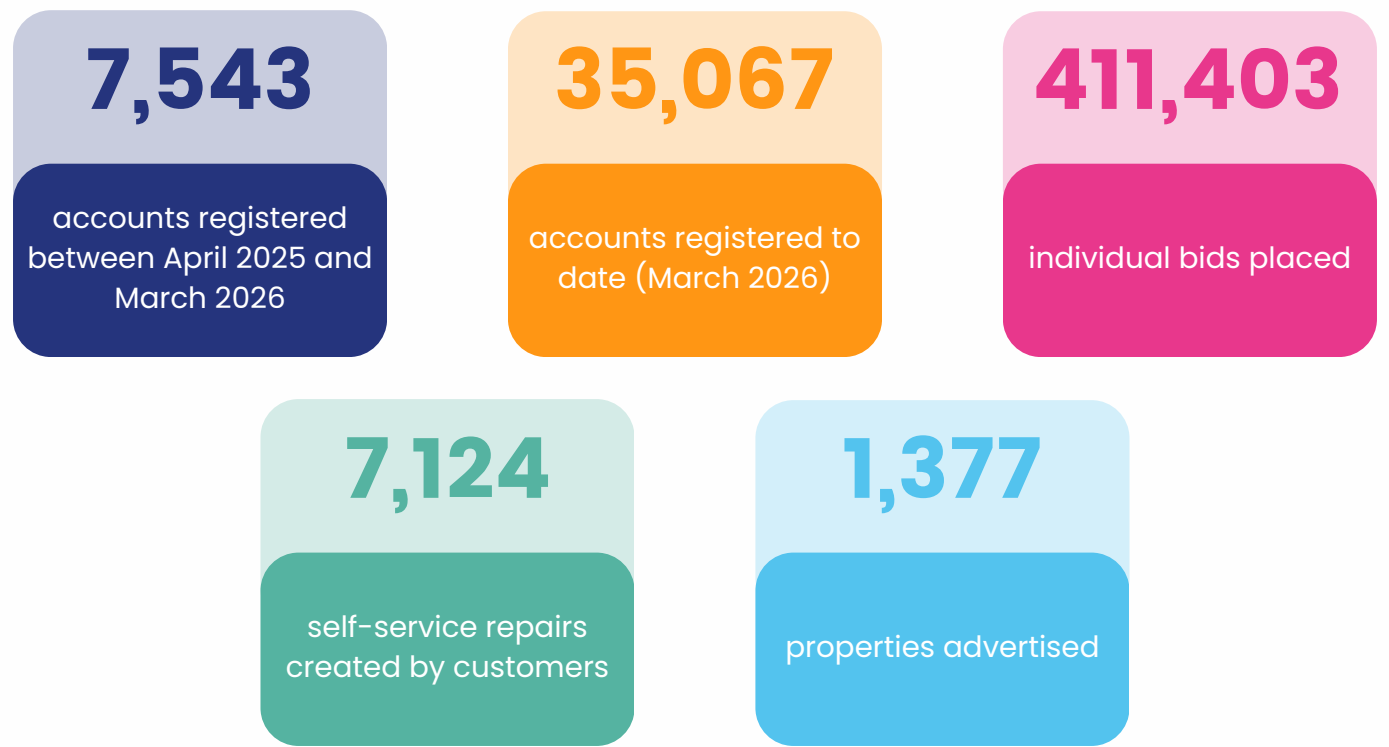
Our customer app is available via mobile phone, tablet or PC and makes everyday housing-related tasks quick and simple.

By March 2026, more than 35,000 of all registered accounts across tenants, applicants and new customers had registered for the app, reflecting the continued growth of our digital services. We found that 50% of our tenants are registered for My Account, helping them to access services, manage appointments and contact us more easily, quickly and conveniently. Through the app, customers can:

- Manage repairs bookings and cancellations
- Contact us directly via the built-in messaging tools
- Manage weekly bids or view outcomes of previously available properties
- Have more control over their data
- Shape and improve future versions of the app through feedback

This year also marked the launch of the:

- Budget Planner, designed to help customers plan and manage their finances
- Community Forum, designed to further engage customers in a way that works for them



Corporate Social Responsibility

Giving Something Back

At Wolverhampton Homes, our mission is to ‘help people get on in life’ and we identify opportunities where we can give back to the communities we serve.

We believe that strong, healthy communities are essential, and we recognise that we have a significant part to play in supporting them. We work with partners, contractors and suppliers to contribute to making a lasting difference.

Through Corporate Social Responsibility (CSR), we support projects that care for the environment, such as looking after green spaces and providing long-term benefits for local people.

Our teams are encouraged to get involved by volunteering their time to support local causes. Whether this is litter picking, helping a community group or improving communal rooms, their time and effort help to make a difference.

An important part of our work is supporting local groups and voluntary organisations. These groups give people the chance to meet and make all-important connections that help them to feel part of their community, to reduce isolation and to bring people together – something we are proud to support.

We also work closely with our contractors and strategic partners to maximise social value across the city. Through these partnerships, we support local communities, create opportunities and deliver projects that have a positive impact beyond housing services.

We are proud to work with various organisations to supply funding and social value.

23

CSR applications
received

11

CSR applications
approved and
completed

£25,478

CSR funds applied for
and approved



Strategic Construction Partnerships

Conservation Week (June 2025)

Working alongside WPS, part of the Wates Group, our colleagues supported environmental improvement projects across several estates, including Griffiths Drive, Masefield Mews, Hayling Grove and Rathbone Close. Activities included clearing overgrown areas, repainting planters, planting flowers and improving communal spaces to help create cleaner, greener neighbourhoods.

Wolverhampton Pride 2025 (June 2025)

Wolverhampton Homes proudly sponsored Wolverhampton Pride 2025, with colleagues and strategic construction partners coming together to support the city's celebration of diversity and inclusion.

Black History Month (October 2025)

Our colleagues took part in Black History Month activities, including a lunchtime quiz attended by team members and strategic construction partners WPS and United Infrastructure.

Christmas campaigns (December 2025)

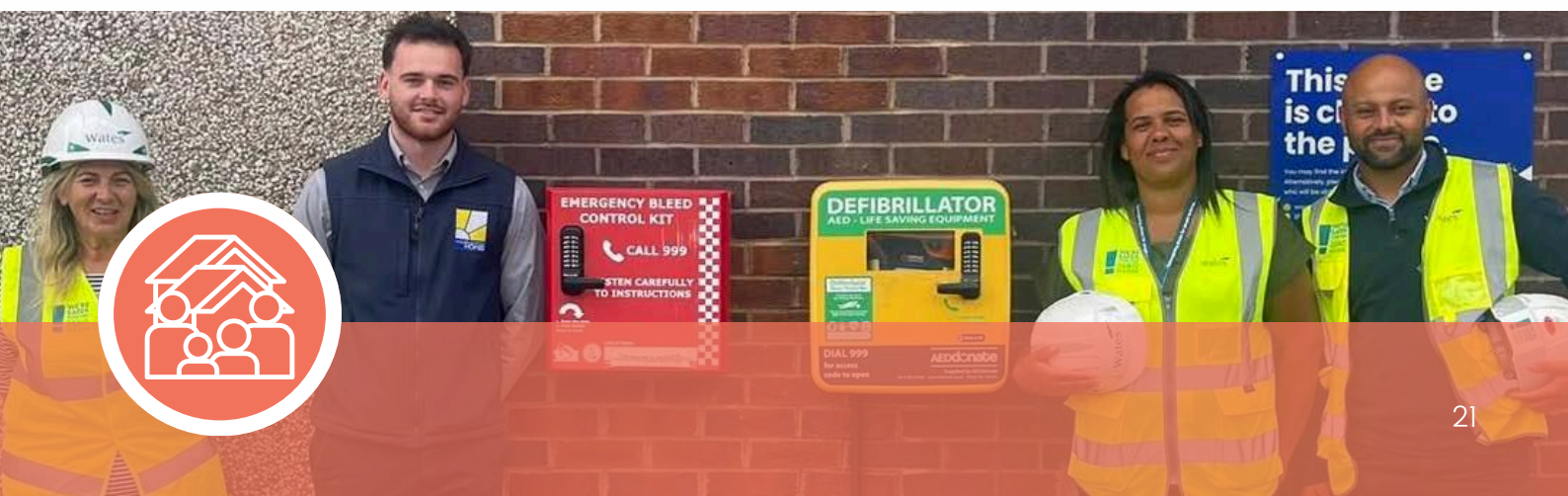
Our colleagues and strategic construction partners supported local charity The Well by donating almost half a ton of food through our Christmas collection. We also took part in Christmas Jumper Day with WPS, part of the Wates Group, to help raise money for Save the Children.

Supporting tenants

Through our CSR programme, we worked with Tony Davies Ltd to refresh communal rooms at Harrowby Court, Masefield Mews and Redcotts, creating brighter and more welcoming spaces for tenants.

Bleed control kits

Through our CSR programme, we funded four life-saving bleed control kits at locations across the city, helping to improve access to emergency equipment within local communities.



Garden Competition

Our garden competition is a long-standing annual contest that is always popular, attracting entrants from across the city.

The competition opened in spring and ran until late July and was open to all Wolverhampton Homes customers, including leaseholders and their private tenants, and local schools.

With seven categories, there is something for everyone, with a £75 voucher awarded to the winner of each category.

We received 23 entries last year.

The categories were:

Best community garden

Best communal garden

Best hanging basket

Best patio garden

Best vegetable garden

Best school garden

Best natural or wildlife garden

Thanks to the outstanding entries, we awarded ten gold medals, eight silver awards and eight bronze awards, plus two highly commended certificates and four individual children's prizes.



Customer voice and influence

Customer voice and influence continue to play a central role in shaping services at Wolverhampton Homes. Through our Customer Involvement Panel and wider engagement activity, customers are helping to influence decisions, review performance and improve services across the organisation.

Customer Involvement Panel

The Customer Involvement Panel was introduced in 2023 and is made up of tenants and leaseholders who volunteer their time to scrutinise Wolverhampton Homes' services.

The panel reviews strategies, policies and service changes, helping to ensure the customer voice is reflected in decision-making. Members also review performance, complaints handling and Tenant Satisfaction Measures, while providing challenge and recommendations to drive improvement.

To see some of the work we have been involved in, please refer to:

www.wolverhamptonhomes.org.uk/impactreport

Tenant and Resident Engagement

Our Resident Engagement Officers work across communities throughout the city to ensure customers can easily get involved and have their voices heard.

Engagement activity includes focused sessions, community drop-ins, outreach events, partnership working and involvement opportunities designed to reach a wide range of customers, including those who may face barriers to taking part through digital or traditional engagement routes.

Alongside more formal scrutiny via our Customer Involvement Panel, customers can also get involved in other ways to suit themselves – this could be through customer connectors, tenant and resident associations, community forums, sub-groups of the panel and regular feedback opportunities.



Customer Engagement

Let's Talk sessions

Our Let's Talk sessions are our way of bringing Wolverhampton Homes to customers and hearing their voice.

Sessions are held across our estates to help keep customers up to date and to enable them to have a say about our services. The sessions are sometimes delivered by our tenants and provide the opportunity for questions and to share what customers can expect from us.

77

sessions across the city

Down Your Way

These events focus on local issues based on the outcomes of the Tenant Satisfaction Measures and have provided opportunities to address areas important to customers.

Our goal is to ensure that every community remains a clean, safe and welcoming place to call home.

12

sessions across the city

Community drop-ins

Our community drop-ins give customers an opportunity to speak with our Resident Engagement team and share their views in an informal setting.

Sessions are held regularly in libraries across the city. Everyone is welcome and no booking is required.

12

sessions held each month across the city



Friendship Groups

Supported by tenant volunteers and delivered across the city.

- Five active meetings across the city each week
- Activities include coffee mornings, knitting, darts, gardening, arts and crafts
- These groups support the reduction of loneliness and isolation, promote wellbeing and bring communities together

77

sessions across the city

Tenant and Resident Associations (TARAs)

With a community focus, TARAs are groups of tenants and residents that host a range of activities and meetings for their community.

- Community agenda focusing on what is important to them
- Linking with our partners
- Support is provided for tenants and residents who wish to set up their own TARAs

6

across the city

External events

Our teams attend a range of external events across the city, including Vaisakhi celebrations and Armed Forces Day, giving us an opportunity to connect with different communities and engage with customers in an informal setting.

These events help us raise awareness of Wolverhampton Homes services, build relationships within communities and listen to customer feedback.

17

events attended



Befriending Service

The befriending service delivers temporary support to customers who may experience loneliness or isolation.

- Around 60 calls a week
- Delivered by volunteers

3,000

calls made

Community clean-ups and volunteering

Wolverhampton Homes volunteers work with councillors, strategic partners and local communities to support litter-picking and environmental improvement activities across the city.

Activities in areas including Poets Corner, Woodcross Park, Bevan Avenue, St Chad's Estate and Long Knowle helped tackle fly-tipping, improve green spaces and create cleaner neighbourhoods for customers.

5

community clean-up
and volunteering events
supported across the
city





Our Colleagues



Colleagues

We have around 550 employees and we take our responsibility to the city seriously.

We support the City of Wolverhampton Council's objectives. For example, our early careers programme helps local people gain practical experience, recognised qualifications and skills for long-term careers.

We remain committed to nurturing talent throughout the organisation and aim to attract and retain talented people through our inclusive and diverse company culture, exceptional training and development programme, and outstanding employee experience.

Apprentice and management trainees

22

employees on
apprenticeship
programmes

13

employed as
apprentices

9

employees completing
their studies via an
apprenticeship

12

apprentices completed
their studies in
2025-2026

7

apprentices who
completed their studies
and are employed by us

4

management trainees



REACH: 18–24 support

We introduced the REACH programme to help support the City of Wolverhampton Council’s priority of tackling youth unemployment. The free six-week initiative is designed for Wolverhampton residents aged 18–24 who are currently seeking work.

Participants gain practical work experience alongside tailored one-to-one employment support, helping them build valuable workplace skills and confidence.

The programme is delivered quarterly. Since REACH launched in May 2022, our Early Careers team has continued to stay in touch with many participants. As a result, 12 young people have moved into employment and a further nine are currently undertaking apprenticeships.

During 2025 – 2026:



Colleague learning opportunities

We recognise the importance of ensuring colleagues can access training and development opportunities.

To support this, we offer a wide range of learning options designed to enhance professional growth, including face-to-face and online training, accredited programmes and self-directed e-learning. Together, these approaches help colleagues deliver the best possible service to our customers.

The Learning & Organisational Development team continues to support the strategic priorities of the City of Wolverhampton Council, contributing towards a vision of strong employment opportunities and inclusive access to learning across the city.

The People & Organisational Development Strategy continues to shape our approach to colleague development, setting out key priorities and actions aligned to the Business Plan, Consumer Standards and Tenant Satisfaction Measures. This helps to ensure colleagues and board members are equipped with the knowledge, skills and capabilities required to respond effectively to current and future workforce, regulatory and customer-focused requirements.

13,266

total learning and
development hours

23.6

average training,
learning and
development hours
per employee

6,236.5

hours of e-learning
completed



Equity, Diversity and Inclusion

Wolverhampton Homes values equity, diversity and inclusion (EDI) in its workforce, services and communities. With continued support and collaborative working with our colleagues at the City of Wolverhampton Council, we have successfully embedded these principles through various initiatives including:

Developing and implementing EDI in all that we do, to promote a culture of respect, inclusion and belonging

Creating and supporting a network of Equality Champions who act as role models, advocates and advisors on EDI issues within their teams and service areas

Providing regular training and awareness-raising sessions for team members and managers on topics such as unconscious bias, disability awareness and LGBT+ inclusion

Reviewing and improving policies, procedures, and practices to ensure they are fair, accessible, and inclusive for all team members and customers

We support a range of EDI activities, with every colleague completing mandatory EDI learning. We also undertake research to ensure our services are inclusive.

We are proud sponsors of Wolverhampton Pride.

The ethnicity of our workforce is broadly in line with that of Wolverhampton. Around 73% of our employees live in the city.

	Criteria	Wolverhampton Homes	City
Age	Under 25	5%	32%
	25 – 49	46%	34%
	50 – 64	47%	18%
	65+	2%	16%
Gender	Female	37%	50%
	Male	63%	48%
	Other	0%	2%
Ethnicity	Asian	12%	21%
	Black	7%	9%
	Mixed ethnic	4%	5%
	White	76%	60%
	Other	0%	5%



Awards

The Regeneration & Conservation Award

Constructing Excellence West Midlands Awards 2025

Awarded with United Infrastructure, one of our strategic construction partners, for the substantial impact the Heath Town regeneration project has achieved, putting customers at the heart of the project.



Fire Safety Resilience Awards

Outstanding Team

The Fire Safety team picked up the award in the inaugural FREA awards and was praised by judges for being an excellent example of the risk assessment process that is used to improve safety, particularly for the most vulnerable.



RoSPA

We received the prestigious gold RoSPA Award (Royal Society for the Prevention of Accidents) for the third consecutive year, proving our commitment to health and safety excellence.



Secured by Design ATLAS Awards

Wolverhampton Homes, with the City of Wolverhampton Council, was recognised for its work in 'designing out crime' in Heath Town, receiving Highly Commended Medium Development in the Secured by Design ATLAS Awards. The commendation came two years after the development won gold in the Secured by Design Award.



Accreditations

Domestic Abuse Housing Alliance

We are proud to have achieved gold-standard accreditation from the Domestic Abuse Housing Alliance (DAHA) for the second time. DAHA, which is recognised in the government's Ending Violence against Women and Girls Strategy, is the only project in the country offering a domestic abuse accreditation for the housing sector. By becoming DAHA accredited, we can demonstrate we deliver safe and effective responses to domestic abuse.



Building Assessment Certificate

We attained our first Building Assessment Certificate (BAC) for Longfield House, Heath Town. The Building Safety Regulator (BSR) issues BACs for higher-risk buildings where organisations can show they meet specific legal Building Safety Act 2022 duties relating to the safe management of the building, specifically spread of fire and structural failure.



BACs, which provide a snapshot of compliance at the time of assessment, can offer assurance to residents, visitors and the members of the public about a building's safety. We are now in the process of attaining certification for a further 44 high-rises that we manage in Wolverhampton, which is expected to take up to seven years to complete. Applications are made when directed by the BSR.



Chartered Institute of Housing

Julie Haydon, our Director of Corporate and Neighbourhood Services, was chosen by members of the Chartered Institute of Housing (CIH) as the CIH Vice President in 2025. During 2025 – 2026, Julie took the role of President, representing housing and visiting housing colleagues and companies to talk about her campaign, Rooted in Resilience. The campaign focused on resilience in housing for both tenants and colleagues. The CIH is a registered charity, not-for-profit organisation and is the independent voice for housing and the home of professional standards.



Julie said:

“I am proud and truly honoured to have had the opportunity this year, in the role of President, to talk about Wolverhampton as a great city, and the resilience of our colleagues and customers.

“Over the year, I have met so many amazing tenants and housing colleagues, and have shared knowledge and experiences to consider how we create a great future for housing.”





Standards and Regulation



Standards and Regulation

Through the landmark Social Housing Regulation Act 2023, the Housing Ombudsman and the Regulator of Social Housing now have greater powers to enforce higher standards on behalf of customers. We are constantly working to ensure we meet the regulatory requirements and standards, through regular self-assessment.

The landscape of housing standards and regulation continues to evolve since the implementation of the Social Housing Regulation Act 2023. We actively monitor and review our compliance with the requirements through ongoing self-assessment and by aligning our practices with the latest regulatory expectations.

We are constantly adapting to revised Consumer Standards, the introduction of Tenant Satisfaction Measures, and preparing for the new standard on competence and conduct among housing professionals.

By staying proactive, we aim to consistently meet, and exceed, current regulatory benchmarks for the benefit of our customers.

Our efforts are further strengthened through our close working partnership with the City of Wolverhampton Council. Our teams work together to evaluate what is effective and identify areas for improvement.

Our 2025 – 2026 Tenant Satisfaction Measures are published on our [website](#).



Consumer Standards

The consumer standards aim to ensure tenants have safe, secure and well-maintained homes, with clear communication and good service from their landlords.

1. Safety and Quality Standard

- Homes must be safe, warm and well maintained
- Repairs should be completed promptly and effectively
- Landlords must meet the Decent Homes Standard and comply with health and safety regulations, including fire safety measures, gas safety checks and electrical inspections

Areas of focus for this standard include:

- Decent Homes 2
- Health and Safety
- Repairs, maintenance and planned improvements
- Stock quality

2. Transparency, Influence and Accountability Standard

- Tenants must be able to access clear, timely information about their homes and landlord services
- Tenants must be able to influence decisions and hold landlords accountable
- Landlords are required to respond to complaints fairly and promptly

Areas of focus for this standard include:

- Diverse needs
- Engagement
- Fairness and respect
- Information about landlord's services

3. Neighbourhood and Community Standard

- Work to keep neighbourhoods clean and safe
- Address anti-social behaviour
- Collaborate with local agencies to maintain good community standards

Areas of focus for this standard include:

- Domestic abuse
- Local co-operation
- Safety of shared spaces

4. Tenancy Standard

- Tenants must have fair and clear tenancy agreements
- Landlords must offer tenancies that protect tenant rights and are appropriate to their needs
- Tenancy changes, like transfers and mutual exchanges, must be managed fairly

Areas of focus for this standard include:

- Allocation and lettings
- Tenancy sustainment and evictions
- Tenure



Tenant Satisfaction Measures

The Tenant Satisfaction Measures are a set of standards introduced by the Regulator of Social Housing to assess how well social housing landlords are performing. These measures are designed to increase transparency, enable tenant scrutiny and support continuous improvement across the sector.

The measures cover these main themes:

- Repairs
- Building safety
- Responsible neighbourhood management
- Respectful and helpful tenant engagement
- Effective complaint handling

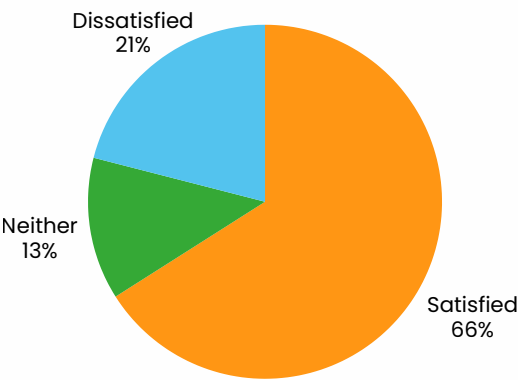
There are 22 measures in total, split into two categories:

- 12 tenant perception measures, based on survey responses from tenants
- 10 management information measures, based on operational performance data

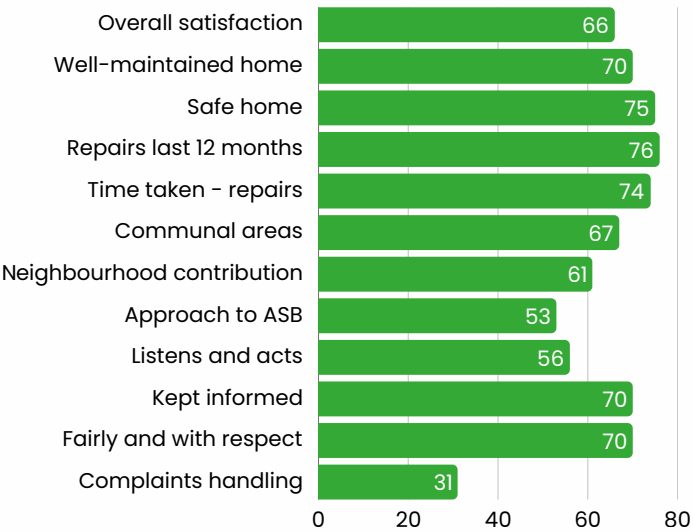
All providers of social housing are required to report annually on their performance against the Tenant Satisfaction Measures.

Overall satisfaction 2025 – 2026

1,225 tenants surveyed



Tenant Satisfaction Measures 2025 – 2026





You said, we did



You said, we did

We listen to your voice to shape what we do to improve our services.



You said:

Tenants told us that overgrown privet hedges at Masefield Mews had become a hotspot for anti-social behaviour, making the area feel unsafe.

We did:

Wolverhampton Homes worked with contractors to cut the hedges back to ground level, improving visibility and opening up the space. Residents said they felt listened to, and the area now feels brighter, safer and more welcoming.

You said:

Residents told us that an overgrown, neglected garden beside the flats at Hayling Grove had become unusable due to dense vegetation, preventing people from using the space.

We did:

We worked with partners to clear and open up the area, transforming it into a usable communal space for residents. The space is now well used and has become a hub for social interaction, helping to strengthen community ties.



You said:

Residents at The Acres transformed a communal grassed area but told us the space needed more seating and resources to support future improvements.

We did:

Wolverhampton Homes supported the project through its CSR programme, funding a communal bench, plants and gardening tools to help enhance the space.

You said:

Residents raised concerns about fly-tipping and littering at Poets Corner, affecting the area and causing safety concerns.

We did:

We organised a community clean-up to remove fly-tipped waste and restore the space. Residents welcomed the improvements, and said the area now feels cleaner and safer.

You said:

You told us more support was needed to deal with damp, mould and condensation concerns.

We did:

We introduced a dedicated team and contact line to support customers, with all reports triaged to ensure a faster, more effective response.

You said:

You asked us to ensure complaints are resolved quickly and, where possible, at the first point of contact.

We did:

Customers are contacted within five working days, with complaints resolved at first contact where possible, and recorded or investigated as needed.

You said:

You told us you were concerned about the amount of information to read at tenancy sign-up.

We did:

We changed our process so key information about your new home is shared before sign-up, helping you make an informed decision when attending your appointment.



Shaun Aldis

Chief Executive
Wolverhampton Homes



Our 20th anniversary as an Arms Length Management Organisation (ALMO) in October 2025 gave us an opportunity to reflect on how much the social housing sector has changed over the past two decades.

As this report shows, 2025 – 2026 has been another important year for Wolverhampton Homes.

We have continued to deliver essential housing and support services on behalf of the City of Wolverhampton Council, while working hard to strengthen performance, improve customer experience and respond to the changing needs of our communities.

Throughout the year, our focus has remained firmly on customers. We know how important it is that people feel safe in their homes, that they are listened to when they raise concerns and that they are confident that we are acting on their feedback.

Our award-winning app, My Account, continues to evolve in response to customer feedback. Customers can book repairs, check rent balances and assess eligibility for social housing, alongside newer features including fly-tipping reporting and budgeting support tools.

We have also introduced video triaging, allowing customers to complete virtual inspections with specialist repairs teams.

Since launching in October 2025, hundreds of inspections have been carried out this way, providing quicker access to support and greater flexibility for customers.

Customer engagement remains a key priority. Through Let's Talk sessions, Down Your Way initiatives, community drop-ins and local events, we continue to engage and encourage meaningful conversations.

However, we know there is still more to do. By continuing to listen and learn from customers, we can better understand where improvements are needed and commit to shaping stronger communities together.

We are proud of the progress we have made, the areas where we continue to improve and the steps we are taking to meet the expectations placed on us by customers, the council and the Regulator of Social Housing.

None of this work happens in isolation and our thanks go to our colleagues, board members, customer representatives, partners and contractors for their commitment and contribution of the year.

As we look ahead, we remain committed to being open, accountable and ambitious for our customers and communities.



@wolveshomes

Wolverhampton Homes

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