






Annual Report 2024 – 2025



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Welcome

Welcome to our annual report, giving you an insight into how we performed during April 2024 – March 2025, and how we are working to improve the lives of our customers, and the wider community in Wolverhampton.

This report provides information for customers to hold us to account, ensuring we are performing to the best of our ability and keeping their needs at the heart of everything we do.

Wolverhampton Homes manages around 21,000 properties on behalf of the City of Wolverhampton Council.

By working together, we support the City of Wolverhampton Council's priorities 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 advice and support services to 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 a city-wide tenure-neutral anti-social behaviour service.

We recognise the importance of customer influence in the delivery of our services and in being transparent in how we continue to meet evolving regulation, including the consumer standards. The introduction of Awaab's Law in October 2025 will empower tenants further, enabling customers to hold registered providers of social housing to account by law if they fail to act on hazards in social homes and make them safe within set timescales.

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:

To help
people get
on in life

Our vision:

Unlocking
people's
potential
housing, skills & technology

Our company values:



**Working
together**

*because we achieve
more that way*



**Open to
new ideas**

*by trying
new things*



**Respecting
differences**

*by being fair
and respectful*



**Delivering
our promises**

*because customer
service matters*



Since joining the Wolverhampton Homes board as a tenant member in 2019, I have seen the positive impact of including diverse voices when shaping services.

Customer representation is vital. Our lived experience brings a valuable perspective and I am proud to play my role, ensuring that tenant voices are heard, respected and that they influence key decisions and documents about the services that Wolverhampton Homes delivers.

The board is made up of four council members, four tenant members and four independent members, and is responsible for the strategic direction of the company. We act as a critical friend, making sure that we stay true to our mission, vision and values.

Recent enhancements to housing regulation have made it more important than ever before to listen to our customers. Events such as Grenfell and the death of the toddler Awaab Ishak have rightly contributed to these changes and with the introduction of

Tenant Satisfaction Measures, we are collecting, recording and analysing data to show us where improvements and changes need to be made. At Wolverhampton Homes, we are committed to making these changes.

To this end, Wolverhampton Homes created the Customer Involvement Panel, which plays a vital role in shaping our services, policies and strategies. Over the past 12 months, we have been encouraged by its continued progress. The outputs demonstrate the real value in involving customers in decision-making, and how the customer voice influences that. This is especially important as we respond to economic challenges and a changing social housing environment.

"Recent enhancements to housing regulation have made it more important than ever before to listen to our customers."

Louise Talbot Chair of the Customer Involvement Panel



As the Chair of the Customer Involvement Panel (CIP), I am proud to see how the company provides customers with the opportunity to influence and challenge how services are delivered to best suit customer needs.

Our role is to provide challenge and insight on behalf of customers, including tenants and leaseholders.

We work closely with Wolverhampton Homes, offering honest feedback and ideas to influence service delivery that reflect our experiences.

We meet every two months, and it is so satisfying to be given the opportunity to get together as customers to present our different perspectives. Together with Wolverhampton Homes, we are committed to continued improvement and through the work that we have done to date, we can see how we are making a positive difference.

Wolverhampton Homes really does listen and takes on board our suggestions. We have successfully influenced some key strategies, policies and the approach to service delivery.

We would love to see more customers join the panel and have their say. I would encourage you to get involved because your voice can make a difference, too.

If you would like to find out more information, please visit the Wolverhampton Homes website at:

www.wolverhamptonhomes.org.uk/cip

"It is so satisfying to be given the opportunity to get together as customers to present our different perspectives."



Our Customers



Who are Wolverhampton Homes?



Wolverhampton Homes is one of four managing agents that manages properties on behalf of the City of Wolverhampton Council. To best support our customers and other stakeholders, Wolverhampton Homes has three directorates. Here, we tell you more about the work each one carries out.

Corporate Services

Delivers a range of intrinsic support and several key frontline services across the business.



Property Services

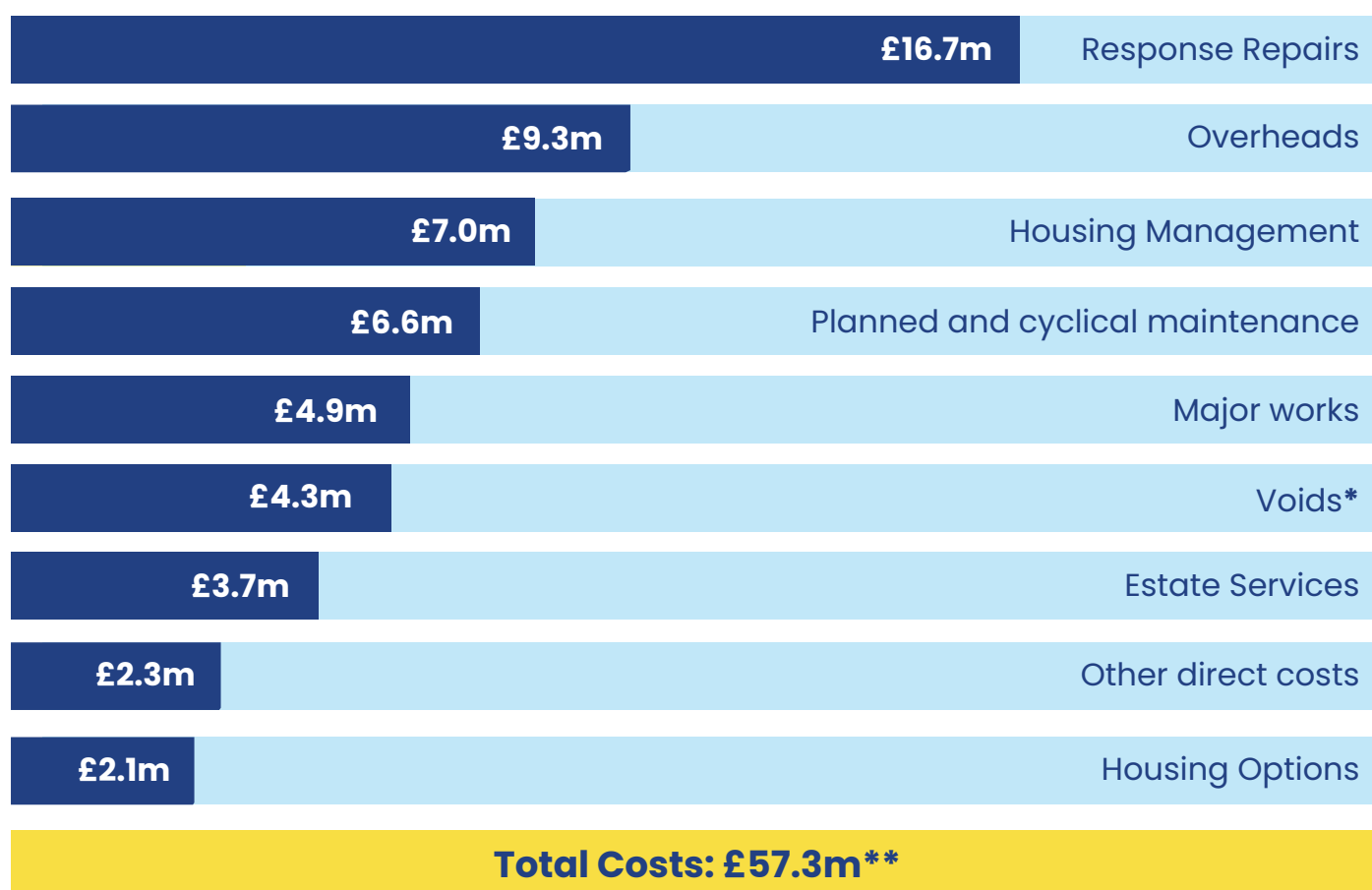
Delivers a number of asset-based services, including response repairs, planned maintenance, compliance, stock investment and delivery of the City of Wolverhampton Council's capital programme.



Homes and Communities

Delivers sustainable housing solutions for customers, including a range of person-centred services to support tenancy sustainment.





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

** Please note that the above figures are subject to audit

Response Repairs: ad hoc property repair costs	Overheads: premises, training and support services (IT, finance and legal)	Housing Management: costs associated with collecting rent and managing tenancies	Planned & cyclical maintenance: the cost of ongoing programmed property maintenance
Major works: cost of adapting and improving properties	Estate Services: caretaking, concierge and CCTV costs	Other direct costs related to: communal areas and district heating	Housing Options: management of the housing register, allocations, and provision of related support



Wolverhampton Homes manages the majority of council homes on behalf of the City of Wolverhampton Council. As part of this role, we collect rent from tenants that goes directly to the council to help fund essential housing services, such as repairs, maintenance and improvements to your home and neighbourhood.

£104.9m

rent collected
(53-week year)

98.09%

of rent was
collected this year

Knowing our customers

We continue to work to meet customer expectations and needs, and where we do not get this right first time, we use the learnings to support positive change.

Our city has a diverse population of more than 260,000 residents. According to the 2021 census, around 45% of residents are from an ethnic minority group and just under 20% of the population confirmed they were living with a disability. There are around 109,000 households in the city across 20 wards.

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



**260,000
residents**



**45% are from
an ethnic
minority group**



**Just under 20%
are living with
a disability**



Customer Contact and Access



Our Customer Contact and Access Centre handled approximately 200,000 contacts this year, through calls, emails and digital channels. We have listened to customer feedback and have worked to reduce call waiting times and to enhance the service provided, enabling resolution at the first point of contact wherever possible.

160,430

calls received by
our Customer
Contact and
Access Centre

23,047

digital contacts
responded to

12,471

customers
served in person

**3 minutes
37 seconds**

average call
waiting time

You said:

We sometimes wait a long time on the phone when contacting you.

We did:

We worked to improve call waiting times and during 2024 – 2025 customers experienced a 54% improvement compared with previous financial year. We continue to monitor performance to ensure calls are answered in a timely manner and aim to resolve queries first time.

You said:

We would like to speak to you face to face.

We did:

Customers have the opportunity to speak to us in person at the City of Wolverhampton Council Civic Centre. Between April 2024 and March 2025, we saw 12,471 customers in person. With an average wait time of nine minutes, we continue to focus on enhancing the services that customers have told us are most important to them.

The average call wait time to our emergency repairs and homelessness lines was 1 minute 5 seconds, demonstrating that we responded quickly to customers requiring these services.





We are committed to supporting our customers with the cost-of-living challenges.

5,889

customers helped with
financial support

465

food bank referrals

£443,000

additional support funds
accessed for customers
through Money Smart

For more information, or to access support, please visit the **Money Advice page** on our website.

Income Management

You said:

We need to be able to access Money Smart easily online.

We did:

Developed an online Income & Expenditure form for customers to complete Money Smart applications – 3,860 were submitted this way.

You said:

We would like to see more of you in our local community.

We did:

Monthly Down Your Way sessions are planned across the city. Tenancy and Leasehold Officers are visible on our estates in conjunction with colleagues from our Anti-Social Behaviour and Resident Engagement teams. Down Your Way is a result of one of the recommendations from the Tenant Satisfaction Measures, addressing reported issues and how we intend to improve.





Our advisors support a range of activities and events to help customers understand more about energy consumption and to advise on saving energy and reducing costs.

Over the year, the work of the advisors has included:

201

customer energy enquiries

167

properties fitted with draught-proofing insulation

68

Money Smart referrals

143

home energy visits

89

customer referrals to Severn Trent Water

47

drop-in and energy advice surgeries

You said:

You wanted us to be more visible at community events.

We did:

We significantly increased the number of energy advice surgeries and events by more than 300% and provided energy efficiency advice and support to more than 420 customers.

You said:

You wanted quicker responses to energy efficiency related repairs.

We did:

We improved the scope of the Home Energy visit to include a brief tutorial on using the online app, allowing residents to self-report repairs and have complete visibility of responses and progress.



We take all complaints as an opportunity to learn and improve our services or to change our policies. By monitoring themes of complaints, we can also identify any training needs or process reviews.

99%

customer complaints
responded to in time.

415

complaints
received at Stage 1.

107

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. The panel also ensures we learn from situations where things have gone wrong, enabling us to improve our service delivery and the customer journey.

You said:

Can our complaint be resolved quickly?

We did:

We have increased our focus on resolution at first point of contact via our Customer Contact and Access team.

You said:

We are not always sure how to raise a complaint.

We did:

We have recorded more expressions of dissatisfaction as complaints in 2024 – 2025, which demonstrates an increased awareness from customers on how to complain.

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, if 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 £21.1m on repairs and voids.

Non-emergency repairs completed in timescale:

95.37%

We successfully completed 55,933 of 58,650 repair requests within agreed timescale

We successfully completed 19,140 of 19,229 emergency repair requests within agreed timescale.

99.54%

19,140 jobs completed out of 19,229 requested.

Compliance

Gas, electrical, lifts, asbestos, water, fire, damp, mould and condensation

100%



properties with a valid gas safety record

99.9%



electrical installation condition reports within five years

100%



asbestos-containing materials in shared areas reinspected within timescales

100%



legionella risk assessments completed to shared water supply communal areas

72.16%



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

77.46%



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

100%



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

100%



passenger lifts serviced within timescale

Our Healthy Homes Advisors are committed to supporting customers to live comfortably at home.

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.



Finding a new home

86.85%	920	8,260	14	1.11%
of new tenants are satisfied with the lettings process	new tenancies were created	households on the housing register	days on average for a home to be re-let after repairs	of total rent that could have been charged was lost through empty properties

You said:
We want to get advice quicker.

We did:

In August 2024, we launched a Housing Options checker, an eligibility tool that provides customers with consistent advice and instant feedback. This ensures eligibility checks are carried out prior to customers completing a full housing application under the City of Wolverhampton Council's Housing Allocations Policy.

Partnerships and Sustainment

The Partnerships and Sustainment team has responded effectively to an increase in demand and has maintained excellent standards of work in assisting and safeguarding our most vulnerable customers.

646	537	39%
reports to the Domestic Abuse Team	reports to the See It, Report It scheme	increase in Families Hub enquiries
increase of 23%	increase of 11%	

My Account app

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

9,200	26,500	432,000	8,276	1,295
accounts registered between April 2024 and March 2025	accounts registered to date (March 2025)	individual bids placed	self-service repairs created by customers	properties advertised



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 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 make a lasting difference.

Through Corporate Social Responsibility, 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.

Another 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 really do believe in
Giving Something Back!*

Garden Competition



This is always a favourite! Each year we run the renowned garden competition across our estates, encouraging all Wolverhampton Homes customers, including leaseholders and their private tenants, and local schools to participate.

Typically opening in the spring, the annual competition runs until late July. With seven categories, there is something for everyone, with a first prize of £75 voucher for each category.



The categories include:

Best communal garden x 2 (private and community)

Best hanging basket

Best patio garden

Best vegetable garden

Best school garden

Best wildlife garden



The competition is always fierce, and judging is eagerly anticipated, with a Mayoral presence, where schedules allow.



Conservation and Community Week

Each June, Wolverhampton Homes team members volunteer to support Wates Property Services, part of Wates Group Ltd and one of our strategic construction partners, in delivering its Conservation and Community Week.

This is a community-based programme that our strategic construction partner leads on, ensuring we continue to focus on supporting customers and communities across the city.

In 2024, the teams worked together to deliver a garden makeover project at Graiseley Court. We were proud to play our part in helping to create a beautiful herb garden with shrubs and flowers.

The project not only improved the local environment, it also strengthened community ties and fostered a sense of pride among residents.



Customer Involvement Panel

The Customer Involvement Panel was introduced in late 2023, and since then it has gone from strength to strength.

The customer voice is key to all we do, and the panel works with us to review our strategies, policies and changes to services or standards that could impact customers.

The panel also scrutinises our performance and progress. Consisting of up to 12 tenants and leaseholders, the panel has been instrumental in influencing and driving change to improve our service area delivery.





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. These also give the opportunity for questions and to share what customers can expect from us.

Everyone is welcome to any of the sessions, where our teams provide information and listen to customer feedback. Launched in September 2024, the Let's Talk sessions are led by our Resident

Engagement Officers and are a vital element of our community engagement.

Local councillors often attend, along with Wolverhampton Homes teams, including Repairs, Fire Safety and Tenancies.

- **28 sessions across the city**



Tenant and Resident Associations (TARAs)

With a community focus, TARAs host a range of activities and meetings.

- **Six across the city**
- **Linking with our partners**
- **Community agenda focusing on what is important to them**



Friendship Groups

Supported by tenant volunteers and delivered across the city.

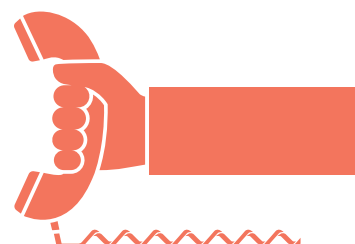
- **Five active meetings across the city each week**
- **Activities include coffee mornings, knitting, darts, gardening, arts & crafts**
- **Providing warm spaces, these groups support the reduction of loneliness and isolation, promote wellbeing and bring communities together**



Befriending Service

Delivered with the support of specially trained tenant volunteers.

- **86 customers called weekly**
- **More than 4,000 calls made**
- **Tackling loneliness and isolation**
- **Making sure tenants are safe and well**





To support a partnership approach for a safe and quality environment for our customers to live in and enjoy, we undertake monthly Down Your Way sessions in targeted communities across Wolverhampton.

These events give us an opportunity to focus on local issues that are important to customers and enable different service areas across Wolverhampton Homes to work together. Our goal is to ensure that every community remains a clean, safe and welcoming place to call home.

The events are publicised on social media and provide opportunities to engage directly with customers.

- Nine Down Your Way events carried out across the city
- Teams from across the business (Anti-social Behaviour, Tenancies, Concierge and Estates) work together with support from colleagues at the City of Wolverhampton Council and West Midlands Police
- Councillors are invited to attend those Down Your Ways held in their ward



You said:

Rough sleepers and suspected drug users and dealers are accessing the low-rise blocks and there is drug dealing in the general area.

We did:

We are working with the local Neighbourhood Police team to address these issues and have dedicated an Anti-Social Behaviour Officer to co-ordinate a partnership approach.

We also ensured that all entry and exit doors are in working order and that our Concierge and Caretaking team, in addition to the Tenancy and Leaseholder team, continue to visit the area regularly.

Our Colleagues





We have more than 600 employees, which makes us one of the largest employers in Wolverhampton, and we take our responsibility to the city seriously.

We support the City of Wolverhampton Council's objectives, such as developing young talent with our early careers programmes. These offer local people the chance to acquire essential skills and experience in the social housing sector, alongside formal education and qualifications that help to pave the way for a fulfilling and long-term career.

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

REACH: 18-24 support

We launched this programme to support the City of Wolverhampton Council's priority of reducing youth unemployment. It is a free, six-week work experience programme for jobseekers aged 18-24 living in Wolverhampton.

Participants take part in hands-on work experience and benefit from one-to-one employment support, helping them to develop a range of skills that employers value.

The programme runs every quarter. During 2024 - 2025:

94
applications
received

56
people invited
for interview

4 cohorts

29
people
attended for
interview

29
offers of
places were
made



25 young people completed the programme

Since the launch of the REACH programme in May 2022, our Early Careers team has remained in contact with many of the participants. Of these, 12 young people are now in employment and nine are completing an apprenticeship.

Apprentice and management trainees



26 total number of apprentices employed across our teams

4 property maintenance apprentices recruited in 2024 - 2025

1 management trainee studying the Level 4 Construction Design and Build Technician Apprenticeship Standard

3 management trainees currently studying for bachelor's degrees in disciplines related to construction and the built environment at the University of Wolverhampton, sponsored by Wolverhampton Homes

2 young people hosted on T-level placements

Colleague learning opportunities

We realise how important it is for our colleagues to have access to training and we provide a range of learning opportunities to increase their professional development.

This is done through in-person and online training, accredited courses and self-managed elearning, which all combine to deliver a better service to our customers.

The Learning & Organisational Development team continues to align its efforts with the City of Wolverhampton Council's strategic priorities, supporting the vision of a city with strong employment prospects and inclusive learning opportunities.

The People & Organisational Development strategy has continued to guide the direction of people development activities, outlining key priorities and actions aligned with the business plan. This supports a focus on equipping colleagues and board members with the skills and capabilities needed to meet both current and future regulatory and workforce demands.



colleagues completed 28,000 hours of learning, training and development



average of approximately 47.5 hours per colleague



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 65% of our employees live in the city.

	Criteria	Wolverhampton Homes	City
Age	Under 25	6%	32%
	25-49	44%	34%
	50-64	47%	18%
	65+	3%	16%
Gender	Female	38%	50%
	Male	62%	48%
	Other	0%	2%
Ethnicity	Asian	13%	21%
	Black	8%	9%
	Mixed ethnic	5%	5%
	White	74%	60%
	Other	0%	5%

Awards



Juniper Awards

Winner of the Large Employer of the Year at the Juniper Awards, organised by Juniper Training, which supports more than 2,000 students a year and works with more than 800 employers across the country.

Julie Haydon, Director of Corporate Services, said:
"We are committed to developing the talent of Wolverhampton in support of the City of Wolverhampton Council's priorities. We take pride in the superb quality of our award-winning apprenticeships, whether they are trades-based or office-based roles."

"Winning the Large Employer category of the Juniper Apprentice Awards is testament to the hard work of our mentors, the Early Careers team and our hard-working apprentices."



Nachural Awards

We picked up an award for the quality of our apprenticeships, the Excellence in Promoting Apprenticeships, at the Nachural Business Awards. The awards recognise the achievements of individuals and companies from across the West Midlands.

National Housing Maintenance Forum Awards

We, with one of our strategic construction partners Wates Group, won the Best Zero Carbon Initiative Award at National Housing Maintenance Forum Awards.

The judges singled out the innovative Wolverhampton Homes and Wates retrofit scheme, which has delivered improvements to more than 300 hard-to-treat homes in Wolverhampton. Customers now enjoy warmer, more comfortable homes, with heating needs cut by at least 50% and much lower energy bills.

Housing Innovation Awards

We proudly picked up the Best Digital Experience (Landlord) at the 2025 Housing Innovation Awards, which celebrated our My Account customer app. The app has had a transformative impact on both customers and our digital footprint. Launched in November 2023, My Account app now has more than 25,000 registered accounts.



Sam Dugmore, Systems Development and Support Manager, said:

"We have quickly seen how the app has helped to support the drive for efficiency within the organisation and has empowered customers in the way they engage with us. At the heart of this is using customer feedback to ensure enhancements and improvements are based on user experience."



RoSPA

We achieved a gold award in the Royal Society for the Prevention of Accidents (RoSPA) Occupational Health and Safety Achievement Awards.

The ultimate symbol of achievement in safety and excellence, the internationally renowned RoSPA Health and Safety Awards recognise organisations, teams and projects for their unwavering commitment to protecting lives – setting the benchmark for prestige and inspiring sector-wide admiration.

By earning a RoSPA Award, our accomplishments are recognised in the provision of high safety standards and the wellbeing of individuals, signifying our commitment to excellence. This result is testament to the work carried out by all teams to promote and deliver a positive health and safety culture across the business

We were shortlisted for the Best Employer category in the Building The Future Awards, for our work in supporting young people in the construction industry.

Accreditations

Chartered Institute of Housing

Chartered Institute of Housing

Julie Haydon, our Director of Corporate Services, was chosen by Chartered Institute of Housing (CIH) members as the organisation's Vice President. 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 been selected as the Vice President of the Chartered Institute of Housing. I have a passion for the positive impact that we as housing professionals can make on people, places and areas we work in."*



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.

This work is also supported by the City of Wolverhampton Council, and our teams collaborate to understand what is working well and where we could be better. The revised consumer standards were launched in April 2024, and following consultation the Regulator of Social Housing included Tenant Satisfaction Measures. These apply to all housing providers and landlords, and are measured throughout the year and published annually.

Our results for 2024 – 2025 are published on our [website](#).

We will continue to inform customers and will create opportunities so they can help us to drive improvements, where necessary.



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.

Here is a brief explanation of the four current standards:

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

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:

Allocations and lettings

Tenancy sustainment and evictions

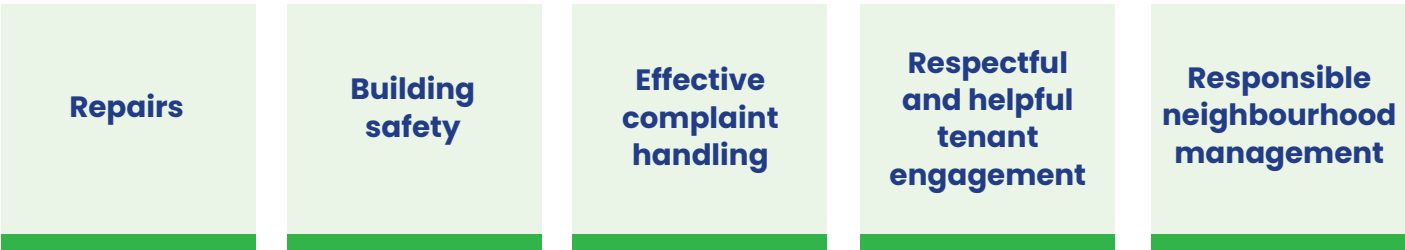
Tenure

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:**



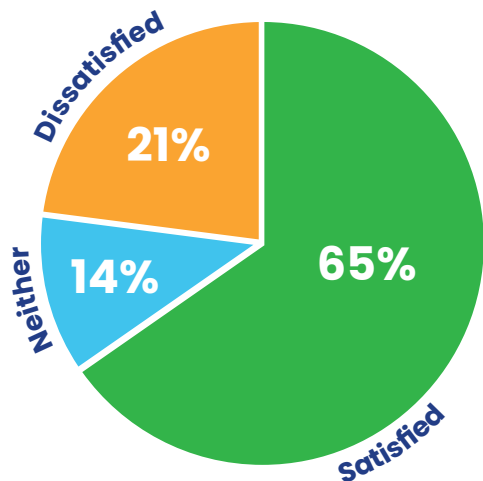
There are 22 measures in total, split into two categories:

- 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 2024 – 2025

1,192 tenants surveyed



Overall satisfaction remained the same in 2024 – 2025 compared to 2023 – 2024.

We saw improvements across six areas, including well-maintained homes and listening and acting. There were decreases in scores across three areas, including contribution to the neighbourhood. We recognise these as areas for improvement.

Tenant Satisfaction Measures 2024 – 2025

Overall satisfaction	65%
Well-maintained home	67%
Safe home	71%
Repairs last 12 months	71%
Time taken - repairs	70%
Communal areas	62%
Neighbourhood contribution	57%
Approach to ASB	56%
Listens and acts	52%
Kept informed	66%
Fairly and with respect	68%
Easy to deal with	64%
Complaints handling	30%



Your voice matters

Our customers are our priority, and it is important that we not only listen to feedback, but act on it, too. We believe that listening is key to delivering a better customer experience. Every comment, suggestion and piece of feedback helps to shape what we do – and we want customers to know we are listening.

When customers share their thoughts with us, we do not just take note – we take action.

Here are further examples of where we have done exactly this!

You said:

We want you to maintain our communal green spaces better.

We did: We conducted a grounds maintenance review and have now awarded the contract to a new provider. One of its priorities is to ensure all green spaces across our estates are maintained to a high standard.

You said:

We want issues in communal areas to be dealt with more quickly.

We did: We are currently testing a process, incorporating our IT system, which enables team members to report issues sooner. This, in turn, will speed up how quickly situations are dealt with.

You said:

Can you do something about the increase in fly-tipping and contaminated bins?

We did: We have been tackling waste disposal issues and continue to review hotspot locations. We are working with the City of Wolverhampton Council to issue S46 notices, which are issued under the Environmental Protection Act 1990 and inform people how to properly manage their household waste. We are also trialling deployable cameras at fly-tipping locations.

You said:

We want to understand what happens if we make a complaint.

We did: We are focusing on helping customers to understand the complaints process by staying connected with them and advising what stage of the process they are at. Our Customer Contact and Access team works to ensure issues are resolved at the first point of contact.

You said:

We'd like to see more of your Concierge and Caretaking team.

We did: We understand visibility of our teams across our estates is important. We conducted a review that resulted in an improved and more efficient way of working, making the best use of our resources, allowing our teams more time to be out in the community.

You said:

We want to know how long we have to wait for certain repairs to be carried out.

We did: We are signposting customers to our new Repairs handbook on our website, which details repairs timescales and who is responsible for which repair.



This past year has been one of reflection, action and determination. As the national focus is quite rightly on the quality and safety of social housing, we have single-mindedly concentrated our efforts on what matters most: delivering safe, affordable and well-maintained homes for our customers.



At Wolverhampton Homes, we understand that a good home is about more than bricks and mortar. It is about having a sense of belonging in a community where people aspire to live and work.

To that end, we continue to work closely with our shareholder, the City of Wolverhampton Council, in line with its priorities, ensuring our customers feel safe and warm in their home, and importantly supported when they need it.

We are proud of our performance in key areas such as fire safety and compliance, and we are actively tackling issues such as damp, mould and condensation with compassion and care.

Listening to our customers remains key to our work. Through Tenant Satisfaction surveys, community activities and events such as Let's Talk sessions and Down Your Way, we are making sure we hear our customers' voices. There is more work to do, including increasing visibility in the areas where we work and having those all-important conversations with customers to help

us to identify where we are getting things right and where we must do better. We recognise we can only achieve our mission and vision if we listen and learn from what our customers are telling us.

These are difficult economic times and finances are coming under increasing scrutiny. As a company, we pride ourselves on delivering excellent value for money. Wherever possible, we work with local businesses and partnerships that strengthen our communities and support the Wolverhampton pound.

The expectations placed on social landlords have, with good reason, increased and we welcome the additional scrutiny from the Regulator of Social Housing and Housing Ombudsman. These changes push us to be more transparent, more accountable and better at what we do. We believe this is an opportunity to improve and to grow.

We are proud of what we have achieved so far, but we know there is still more to do. We thank our customers for their continued feedback as we keep working to deliver good-quality homes and services.

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