



“Home is a safe space, where I feel comfortable and can live safely, with my privacy respected.”

Diana

Diana has been a Saxon Weald customer for seven years, having previously rented in the private sector. She lives in Horsham with her son.

We asked Diana about her home: “I live in a very quiet and private area, relatively close to the town centre. Everyone respects each other’s privacy here. My home is cosy with a warm, rustic style. The property is ideal for me and my son, and it meets all my disability needs.”

When asked about Saxon Weald and our services, she says “They are understanding and non-judgemental, respecting my privacy and dignity. They have also been more responsive recently, if I contact them for various matters. They need to keep up with all the improvements and make residents feel heard and taken into consideration. It would be good if they were seen more by residents.”

Hello and welcome to this year's report



When I arrived at Saxon Weald in May, I knew I was joining a good organisation with strong values. Performance results looked good compared to similar

organisations and finances were stable. What I didn't know was what a great team I'd become a part of. It has been a pleasure to witness the care and commitment of staff. It has also been fantastic to speak to customers and hear about their experiences. Thank you to everyone who has made me feel so welcome and shared their stories with me.

While our services are good, there is always more to be done. We have been asking what is most important to you over a series of workshops, interviews and surveys. I'm grateful to all of you who have taken part and excited to hear your views. We are using this information to create a strategic plan for the next three years. I look forward to sharing the plan with you in the spring.

In the meantime, this report shows where we are doing well, where we have improved and where we still have a way to go. I hope you find the report interesting. Please let us know if there is anything extra you'd like us to add next year.

With best wishes,

Corinna Bishopp

Chief Executive



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KNOWING YOU BETTER

Using customer data to shape services

Understanding our customers is really important as it helps us improve and shape our services. Telling us some basic information about you and your household will help us to ensure our services are fair and meet your needs. So far 2,600 customers have already done this.

If you haven't updated us yet, please complete the 'About me' section on your MySaxonWeald account. You can also download a copy of the questionnaire from our website, ask your scheme manager for a copy, or request a copy from hello@saxonweald.com.



Repairs service improvements

Thanks to everyone who joined in our repairs focus groups earlier this year. Your feedback showed we needed to be a bit more flexible depending on some people's circumstances. This includes offering more help or a faster service for those who are affected by a health issue or disability, or those with very young children which makes the repair more concerning. We have also reduced the list of repairs which are your responsibility to fix. To find out more, head to the improved repairs section of our website.

www.saxonweald.com/repairs.



G2/V2/C2

Saxon Weald governance rating re-assessed

Following our regulatory inspection in September 2024, Saxon Weald received a judgement from the Regulator of Social Housing of:

- **Governance:** how well a landlord is run - G1
- **Financial Viability:** financial health - V2
- **Consumer Standards:** compliance with consumer standards - C2

In August 2025, the Regulator changed our governance rating to G2. This reflects

concerns we reported to them in relation to overdue fire safety actions and budget overspends in addressing the problem.

This remains a compliant grading. However, we recognise the importance of strengthening our oversight on property safety and financial controls. We are already seeing progress, including:

- a substantial reduction in overdue safety actions
- implementation of stronger purchasing controls
- enhanced data collection on our homes and customers

We will be working closely with the Regulator to restore our G1 rating and achieve a C1 classification.



PERFORMANCE AT A GLANCE

OVERALL SATISFACTION

81.4%

This is higher than the national average



82%

of customers are satisfied with their repair

COMPLAINTS
306

COMPLIMENTS
78

£8 million



Last year we spent £8 million improving our customers' homes. Plus £1.9 of compliance work.



22.4 days

Average time to complete a repair from when it was reported



20,149

Day-to-day repairs completed



INVOLVED CUSTOMERS

- 5,820 survey responses
- 461 customers on our email register

CALL WAITING TIME

97 secs



85,697

CUSTOMER SUPPORT ENQUIRIES

- 11,036 Digital contacts
- 28,985 Emails
- 45,676 Phone calls



465 HOMES LET

- 418 Re-lets
- 47 New build homes



£1.3 million

in extra benefits for customers - generated by our Money Matters Team

SUPPORT FUND

£104,789

was used to support 492 customers in need



Learning from complaints

We want you to be satisfied with our services, but sometimes things can go wrong. Please tell us about it, as all feedback from customers, good and bad, can make a real difference to our services. Quite often, a complaint can lead to us changing the way we do things for the better.

Your compliments also let us know when we are doing something well, and can really give a colleague a welcome boost.

How to make a complaint to us:

- Send a secure message from your [MySaxonWeald](#) account
- Email: hello@saxonweald.com
- Phone: 01403 226000
- Write to us: Our address is on the back page of this report
- Complete a form on our website: www.saxonweald.com/your-voice/complaints. You can also find details on there about the complaints process.

Last year we received **306** complaints

TOP 3 REASONS FOR COMPLAINTS

- 165 Standard of service
- 34 Standard of accommodation
- 34 Quality of work

95% of complaints were answered in time

258 Complaints were resolved at the first stage

48 Complaints were resolved at the second stage

After a second stage complaint has been closed, some customers may still be dissatisfied and contact the Housing Ombudsman to investigate further. They will investigate and pass on their findings to us.

Last year we received six determinations from the Housing Ombudsman. Each determination is presented with multiple findings and a comprehensive report.

Of the six determinations the Housing Ombudsman found one service failure and one finding of maladministration. This means we had a 33% maladministration rate. This is less than half of the national average of 71%.

After we receive the Ombudsman report, we take action to improve our processes or services, to avoid these situations happening again.



Whether we receive a complaint or an observation on how we could improve things, all feedback is useful to us. Here are some examples of how we changed what we do, based on your comments:



You said... I couldn't understand the service charge letter you sent. It is not clear what is a rent arrear and what is a service charge arrear.

We did... We agree that not being able to understand the services a customer is paying for is frustrating. So, we have updated the wording in our service charge letter to make it clearer and easier to understand.

You said... I found your Right to Buy valuation process was misleading and confusing.

We did... We reviewed our Right to Buy policy to provide further details and more clarity on the valuation process.

You said... I missed a repair appointment and received a 'No Access' card. When I called my repair had been cancelled, but I still need it fixed.

We did... Closing repairs with no further contact leads to dissatisfaction. We have now introduced a follow up survey after a 'no access' asking the customer if they still wish the repair to be carried out.

You said... The windows in my scheme haven't been cleaned for ages. Why am I paying for a service I haven't received?

We did... We discovered that only the front windows of the scheme had been cleaned at the last visit. We instructed our contractor to return and do the job properly. We also ensured their staff member received proper training and requested evidence that the job was done properly on following visits.

... and some compliments from you!

Last year, we were delighted to receive **78 compliments**



"I had my kitchen renovation completed recently and I just wanted to send a quick message to say thank you. The results are brilliant and your staff worked tirelessly to get it done in the 10 day timeframe."

"Nothing was too much for your Money Matters adviser - he was very patient and spent time listening, advising and helping us both with our benefits. We wouldn't have had a clue if we were left to deal with them ourselves. We really appreciate it."

"The guys that installed the heaters at Manor Court were fantastic. They were polite, tidy, clean and worked as a team. They communicated well to us residents and were a great laugh too. Nothing was too much for them."

"The operative who came to carry out a damp and mould wash treatment was polite and lovely. He went above and beyond and even treated areas that I didn't know had any issues."



Tenant Satisfaction Measures

















All housing associations must carry out an annual satisfaction survey to comply with regulatory requirements.

12 Tenant Satisfaction Measures (TSMs) are conducted by phone on our behalf by a company

called IFF Research. There are a further 10 measures where we collect data ourselves.

Our results for April 2024 - March 2025 are shown here. They can be compared against the national TSM results from Low Cost Rental Accommodation providers (LCRA) for the 2024-25 financial year.

TENANT SATISFACTION MEASURE	SAXON WEALD 2024-25	HOW WE COMPARE TO LAST YEAR	NATIONAL MEDIAN 2024-25
<p>TP01 OVERALL SATISFACTION Proportion of respondents who report that they are satisfied with the overall service from their landlord</p>	81.4%		72.5%
KEEPING PROPERTIES IN GOOD REPAIR			
<p>TP02 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service</p>	81.9%		73.5%
<p>TP03 Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair</p>	78.1%		69.6%
<p>TP04 Proportion of respondents who report that they are satisfied that their home is well maintained</p>	79.8%		72%
<p>RP01 Proportion of homes that do not meet the Decent Homes Standard [LCRA only] (%)</p>	0%		0.52%
<p>RP02 (1) Proportion of non-emergency responsive repairs completed within the landlord's target timescale. Non-emergency repair target – 20 working days [LCRA only] (%)</p>	79.1%		82.6%
<p>RP02 (2) Proportion of emergency responsive repairs completed within the landlord's target timescale. Emergency repair target – 24 hours [LCRA only] (%)</p>	95.5%		95.7%
MAINTAINING BUILDING SAFETY			
<p>TP05 Proportion of respondents who report that they are satisfied that their home is safe</p>	85.0%		79.0%
<p>BS01 Proportion of homes for which all required gas safety checks have been carried out (%)</p>	99.8%		99.97%
<p>BS02 Proportion of homes for which all required fire risk assessments have been carried out (%)</p>	98.8%		100%
<p>BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)</p>	78.0%		100%
<p>BS04 Proportion of homes for which all required legionella risk assessments have been carried out (%)</p>	75.6%		100%
<p>BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)</p>	100%		100%

TENANT SATISFACTION MEASURE	SAXON WEALD 2024-25	HOW WE COMPARE TO LAST YEAR	NATIONAL MEDIAN 2024-25
 RESPECTFUL AND HELPFUL ENGAGEMENT			
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	71.3%		62.3%
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	81.6%		72.6%
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	86.3%		78.2%
 EFFECTIVE HANDLING OF COMPLAINTS			
TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	41.4%		35.0%
CH01(1) Number of stage one complaints received (per 1,000 homes)	43.4 complaints		55.2 complaints
CH01(2) Number of stage two complaints received (per 1,000 homes)	7.1 complaints		8.8 complaints
CH02(1) Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)	95.2%		89.3%
CH02(2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)	100%		88.6%
 RESPONSIBLE NEIGHBOURHOOD MANAGEMENT			
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	74.4%		67.7%
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	71.3%		65.8%
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling antisocial behaviour	70.2%		60.3%
NM01 Number of anti-social behaviour cases opened (per 1,000 homes)	13.3 cases		35.2 cases
NM02 Number of anti-social behaviour cases that involve hate incidents opened (per 1,000 homes)	0.2 cases		0.7 cases

Generally, our TSM results favour highly against those of the national median results. We score particularly well in areas concerning respectful and helpful engagement.

However, there were a few areas in the maintaining building safety section where we should have done better. This is what we have done to address these areas:

- Fire safety: You can learn about our actions to improve fire safety on page 19.
- During 2024-25, some asbestos re-inspections were delayed due to lack of staff and contractor availability. We are pleased to report

that the delayed inspections were prioritised, and all outstanding assessments are now complete.

- Legionella: The data cleansing on our internal systems revealed missed legionella inspections. We prioritised inspecting these buildings and all assessments are now complete. Our new approach to water safety and data management will improve our oversight and compliance.

If you'd like to follow how we are performing, our TSM ratings are updated every three months on our website: www.saxonweald.com/your-voice/TSMs.



Task and Finish group

Our Task and Finish group is a panel of customers who meet up to review our services.

During 2024-25, the Task and Finish group focussed on the quality of homes and our Lettable Standard. We wanted to get a better understanding of our customers' expectations and what priorities they have regarding the quality of their homes. The group's findings will help shape our investment programme and define a future 'home standard.' 'Quality of home' was also a big theme around complaints, so it was clearly something our customers felt strongly about.

The group went out to homes that had recently been handed back to us from customers and inspected the condition of them. They also visited homes we had worked on in preparation to be re-let, to see the standards of these homes. They then conducted surveys with customers, HomeFix operatives and Home Move staff to get a balanced view on what everyone thought about our current Lettable Standard. They submitted their report and recommendations to the Customer Experience Committee in February 2025.

The Task and Finish group is now reviewing our Estate Services. To date, they have spent time visiting different estates and reviewing our grounds maintenance and communal area standards. They are currently reviewing all the related policies and procedures. They will put their recommendations in a report which is due to go to the Customer Experience Committee in October 2025.

To find out more about more about joining our Task and Finish group or having your say in other ways, please go to our website: www.saxonweald.com/your-voice.



The Task and Finish group - out and about inspecting homes.



Why we're involved!

I want to help improve things for social housing tenants as and where I can. I have always been involved in voluntary work.

I feel I may have ideas and views which may help bring the services Saxon Weald provides up to the best possible standard.

Understanding other people's problems and contributing to the solutions.

I enjoy interacting with other tenants and understanding our different points of view. Also seeing improvements that have been made through the Task and Finish group have been well implemented and well received.

I want to be involved in scrutinising Saxon Weald's services because I care about housing quality and want to help ensure tenants' voices are heard.

*“Home to me
is safety and
security.”*

Pat

I was living in a privately rented flat in Hamble, but 12 years ago, when the landlord decided to sell the property, I reached out to the council to find a new home. I was lucky enough to be offered a flat in a retirement scheme not too far away and I could still be close to all the people I knew and grew up near. I've been here since.

The scheme has a lovely community and me and my neighbours in the scheme have regular gatherings in the communal lounge/dining room. We have Chinese and Indian nights and sometimes drinks evenings too!

My flat is lovely: light and bright, and I decorated it with a pale-coloured carpet and walls. I'd say it was minimalistic – I don't like clutter.

I think Saxon Weald is a very good landlord. Everyone I have dealt with is very pleasant. They have really improved the repairs service too. If there is anything I think they could do better, it would be focussing on the exterior decoration of the scheme as it looks a bit tired. It would also be nice to see more staff from head office, we can feel a little forgotten here in Southampton.”



Housing management

Our housing management team support people to manage their tenancies. They also sometimes have to support customers with more difficult situations including anti-social behaviour, rent arrears and domestic abuse. They also investigate cases of tenancy fraud.

Anti-social behaviour (ASB)

Anti-social behaviour can sometimes occur even in the safest of neighbourhoods.

83 cases of ASB were reported to us last year. This is around 40% less cases than the previous year.

The most common issues reported were verbal abuse or harassment, drug or alcohol issues and noise nuisance.



The courts issued two injunctions to our residents for ASB last year.

We work in partnership with the police, environmental health and local ASB / mediation teams to help manage anti-social behaviour. Legal action is a last resort and we'll always try other methods first. These may include using sound monitoring equipment, verbal and written warnings and ASB contracts.

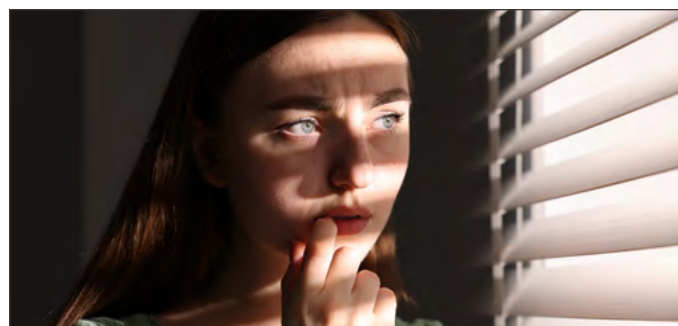
To help us investigate, it's important to keep a log of incidents, recording what happened, who was involved and the date/time this occurred.

Last year, we held two Neighbour Nuisance Support groups with Horsham District Council. These groups support people experiencing ongoing neighbour nuisance by bringing services together and sharing information.

“Thank you for inviting us to the meeting. It was very informative and helpful meeting all the group of people related to our problem. It was good to find that there are support services able to help”.

YOUR VOICE

More information, including our anti-social behaviour policy, can be found on our website: www.saxonweald.com/living-in-your-home/antisocial-behaviour/



Domestic Abuse



We have fully trained staff to help people experiencing domestic abuse quickly, effectively and sympathetically. Our approach is non-judgemental and person-centred.

We will help put support in place that works for you. We can arrange for additional security if you need it and can refer you to specialist support services.

There is helpful information available on our website www.saxonweald.com/da or you can call and speak to our trained customer service team, who will be able to help you.

In 2024-25, there were 30 cases of domestic abuse reported to us, an increase of 75% on the previous year.

- There were 26 female survivors and four male survivors
- We supported 10 customers to move

Thank you so much for everything you have done for me. The help and support you have given me is beyond anything I have ever had.



Domestic Abuse survivor





Support from our Money Matters team

Our Money Matters Advisers help customers maximise their income. They carry out benefit checks and can help customers make or challenge benefits claims. They also offer basic budgeting advice, complete affordability checks for new tenants and process referrals to our Financial Support Fund.

If you'd like support with any of the issues on this page, please contact hello@saxonweald.com or call 01403 226000 and ask to be referred to the Money Matters team. More information can be found on our website: www.saxonweald.com/money-matters.



How we supported our customers



We supported 515 customers



Generated £1.3m in extra benefits



Completed 466 affordability assessments

YOUR VOICE

"I've never met anyone who has shown such kindness and support towards me. I feel completely at ease speaking to you and just wanted to pass on my appreciation for your support."

"I've just received news that I've been awarded PIP. I'm grateful for everything. If it wasn't for you and all the help and guidance you gave me and my aunt, none of this would have happened. Massive thanks to you and everybody who has gone above and beyond."



£104,789

Saxon Weald has a support fund for customers experiencing severe financial hardship. Last year, we supported 493 residents using over £104,000 from the fund. Part of this included donations totalling £6,000 to Horsham Matters and Wholesome Warehouse. These are two charities that help support our customers with essential furniture, food parcels and fuel top ups.



Horsham Matters

We would like to thank Horsham Matters for their continued support to our customers.

Last year they provided:

- 1,780 foodbank vouchers **worth £80,100**
- Furniture and fuel vouchers **worth over £1,500**

Tenancy Sustainment

Our Wellbeing Adviser offers support to customers facing difficulties maintaining their tenancies. This could be due to vulnerabilities, disabilities, or other social factors. They help customers to manage any issues around safety and risk, and helps signpost them to specialist support as needed.

Some of the issues our Wellbeing Adviser can support with are:

- **Mental health**
- **Physical health**
- **Welfare / Benefits**
- **General wellbeing advice**
- **Maintaining your tenancy**
- **Hoarding**



If you are struggling to look after yourself or your home, please get in touch and ask to speak to our Wellbeing Adviser.

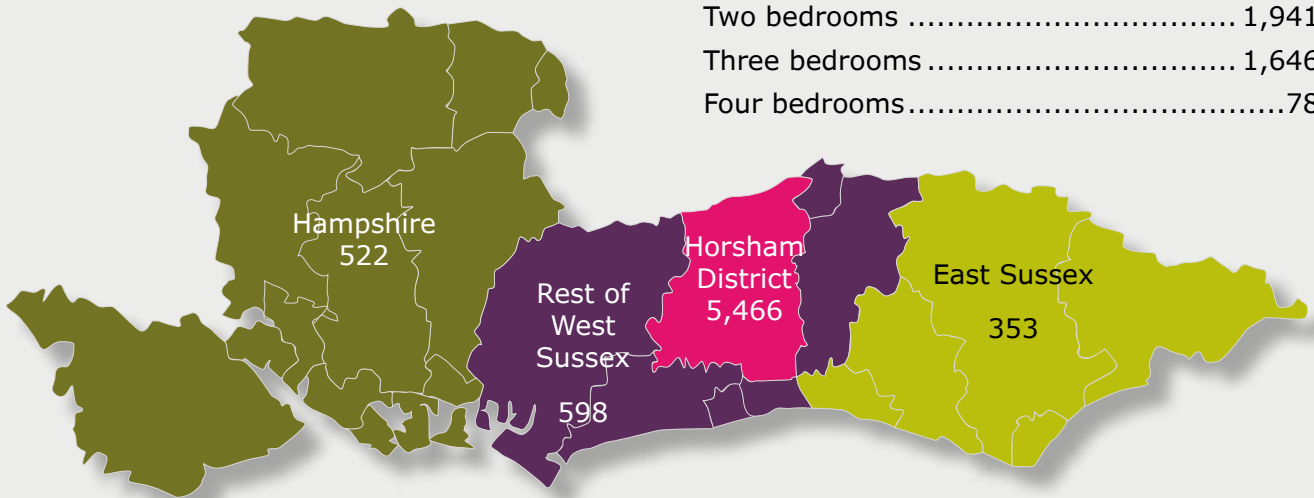
Email: hello@saxonweald.com or call 01403 226000



Where we operate

At the end of March 2025, we had **6,939 properties**.

AREA	NO. OF HOMES	% OF HOMES
Horsham District	5,466	78.8%
The rest of West Sussex	598	8.6%
East Sussex.....	353	5.1%
Hampshire	522	7.5%



The number of properties we manage has dropped since last year. This is because we previously managed a number of homes for L&G. This contract has now come to an end.

Our social/affordable rented home sizes:

SIZE OF PROPERTY	NO. OF HOMES
Non self-contained.....	14
Bedsits.....	234
One bedroom.....	1,897
Two bedrooms	1,941
Three bedrooms	1,646
Four bedrooms.....	78

Our housing tenures

83% of our housing is for social or affordable rent.

15% of our customers own a share or all of the home they live in.

Under 2% of our properties are available for market rent.

Newly built homes

Between April 2024 and March 2025, we completed 67 new build homes.

47 properties were for affordable rent.

20 properties were for shared ownership.

We received a £414,000 grant from Horsham District Council to help fund building much-needed new homes at Turpitt Court, Horsham.



Thank you for helping my mum regain her confidence in a home from home setting at Leggyfield Court.

It is just an amazing place, full of 'rainbows'.



YOUR voice



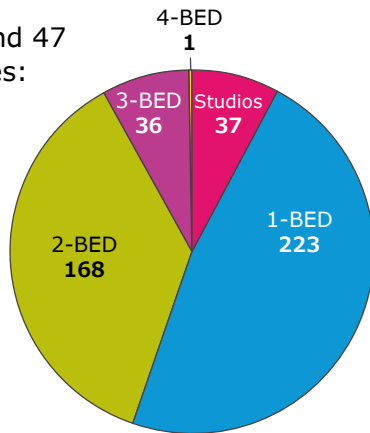


Lettings

Last year we let 465 properties.

We relet 418 homes and 47 newly developed homes:

- 37 x Studios
- 223 x 1-bedroom
- 168 x 2-bedroom
- 36 x 3-bedroom
- 1 x 4-bedroom



Property demand and nominations

The country is experiencing a housing crisis. There are not enough affordable rented homes for all those who need them. This means that waiting lists can be very long. This is especially true for those who need large family-sized accommodation. Last year, we had just one four-bedroom home become available.

When a home does become empty, we try to let it to someone who needs it as quickly as possible, but have to make sure it is of a standard that is suitable.

Right-sizing

There may come a time when the cost or effort of running a large home becomes too much. Maybe you'd like to be part of a community or need a bit of support and reassurance that a scheme manager can provide.

If you are over 55, please get in touch and ask us about our retirement or extra care schemes.

Email: hello@saxonweald.com or call 01403 226000



Mutual exchanges

A mutual exchange is where customers apply to swap their home. This is a great option to find a homes better suited to your changing needs and circumstances. It can also be the quickest route for people to move.

32 households exchanged last year.

To register and find out more about swapping home, go to: www.homeswapper.co.uk/.



Buying and selling homes



20

sales of new shared ownership homes



43

resales of existing shared ownership homes



4

shared owners bought more shares in their property



HOMEFIX Day-to-day repairs

We are proud to have our own repairs team, HomeFix. The team is made up of skilled, qualified professionals who are passionate about providing high-quality repairs and maintenance services for our residents.

We understand that our customers value how well we fix things and how fast our service is.

To see how we are doing, we ask customers to answer a satisfaction survey about their repair once it has been completed. Last year we received 2,490 completed surveys. We are pleased that satisfaction levels and repair times have improved.



YOUR voice

I would just like to say a huge thank you to the electrical engineer. Not only was he thorough, he was super helpful. So polite and really respectful of all my questions and nerves. Need more workmen like him!

The guys that installed the heaters at Manor Court were fantastic. They were polite, tidy, clean and worked as a team. Every one of them knew what they had to do each day. They communicated well to us residents and were a great laugh too. Nothing was too much for them.

We completed 20,149 responsive repairs during 2024-25.

That's up from 18,842 the previous year.

83% of customers were satisfied with their last repair. Last year it was 81%.

74% of customers were satisfied that the repair was completed right first time.

It was 70% the previous year.

The average cost of a repair was £193.

That's 2.5% less than the previous year

Repair times

The average time taken to complete a repair was 22.4 days



Emergency repair times

In 2024-25, 95.6% of emergency repairs were made safe within 24 hours of being reported.

While this is an improvement on the 2023-24 result (93%), we aim to make sure all emergency repairs are made safe, on time.

Top 10 repair requests in 2024-25:

19% HEATING	4% FENCING
14% WINDOWS/DOORS	4% ROOFING
6% LIGHTING	4% LEAKS/VALVES/PIPES
5% TOILETS	4% SHOWERS
5% BLOCKAGES	4% TAPS





Investing in homes

Last year we spent over **£8 million** improving homes

2,887 properties improved

Over £2.1 million spent refurbishing 152 kitchens and 115 bathrooms

195 homes had new boilers fitted

131 homes had improvements to their electric heating systems

73 properties had electrical rewiring

Door replacements to 551 flats and 93 individual properties. 51 properties had new windows

We spent £1.4 million on roofing



YOUR voice

I had my kitchen renovation completed recently and just wanted to send a quick message to say thank you. The results are brilliant and your staff worked tirelessly to get it done in the 10-day timeframe.

We would like to thank Saxon Weald for the great new look you have given our bathroom and toilet, plus other repairs you have done in our property. The engineers did a lovely job, and we are grateful. You have the best service.



Repairs to empty homes

When a rented home is vacated, we want to re-let that property to people in housing need as soon as possible. However, it is important that everything in the home is in working order, safe, secure and clean, ready for the new tenant to move in.

In 2024-25, we spent £2 million on preparing 356 homes to be re-let

Of these we needed to replace:

- 43 bathrooms
- 78 kitchens
- 28 rewires
- 22 boilers

The average cost to prepare a home to be re-let was:

- Major refurbishment work: £13,600
- Minor refurbishment work: £4,400

Making homes more sustainable for the future

We secured a £1.8m grant from the Government's Warm Homes Social Housing Fund. Saxon Weald will match this investment and it will be used to improve the energy efficiency of 181 of our homes that need it most.

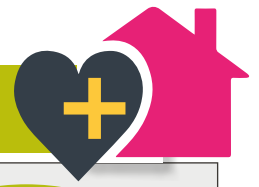
Inspecting and improving homes

In 2024-25, we inspected 59% (3,558) of our homes to assess what is needed to keep them safe and in good condition for customers.

As a result of these inspections, we acted on 675 repairs and major works.

We are using the information gathered during the inspections to plan for future maintenance and investment.





Aids and Adaptations

Sometimes a small adaptation to a home can improve a customer's safety, health and wellbeing.

Simple things, like installing lever taps or making an adjustment to the height of electrical sockets, can make day-to-day life that bit easier. At other times we may need to install handrails or adjust a doorway to make mobility and access safer.

In the last financial year we fitted 246 adaptations costing £70,916

What we provided in 2024-25:

- 129 Handrails
 - 9 Doorway adjustments
 - 11 Window winders
 - 21 Lever taps
 - 2 Raised toilets
 - 33 Shower seats
 - 5 Lighting and socket adjustments
- Plus 36 other modifications



Some other adaptations we helped with:

- In one property we added a light switch for a customer who was bedbound, so they could turn the bedroom lights on or off easily when they needed to.
- Key safes were added to two properties to give carers access to the property.

Can we help?

If you, or someone you live with, needs a small adjustment made to your home, please let us know and we will assess your requirements. You can contact us by emailing hello@saxonweald.com or call 01403 226000.

Please note: *For larger adaptations, such as a level-access shower or stairlift, you need to apply to your local council. If approved, you need to let us know before any work begins.*

YOUR voice



“Home is a place where you can relax and be comfortable” Alec & Marge

Our old flat was independent and on the ground floor, but we barely saw our neighbours. Sometimes it could feel isolating.

We decided to move to an extra care apartment, as we needed more support. We were told about this place and that it had carers onsite 24 hours a day.

The best thing about moving here is that everything you need is all under one roof. If you need anything the scheme managers are very helpful. I like that you can be involved or not with the communal side of things. We get to see more of our neighbours and have chats at lunch. We can also get out into the garden for some fresh air.

Our apartment has lovely big windows to look out on to the garden. It feels homely and we have our family photos displayed and some nice ornaments I've collected over the years.



Property safety & compliance

Our property safety team helps ensure your home is safe and compliant.

Whilst all areas of safety are important, these are the key areas we have been focussing on:

Fire Safety

Carrying out servicing and fire risk assessments, and dealing with the actions from these.

Damp and mould

Responding promptly and appropriately when you tell us that you have mould in your home.

Water safety

Making sure that the water in our schemes is safe and free from Legionella.

Our spend on compliance last year was just over £4 million:

EICR Electricity compliance	£745,000
Fire safety (includes risk assessments, consultancy, and remedial actions)	£1,075,000
Fire safety actions	£2,067,000
Legionella water testing	£133,000
Legionella actions	£32,000

Fire Safety

Last year we completed:

- 248 Fire risk assessments
- 2,532 Fire alarm tests
- 3,497 Emergency light tests
- **AND closed 1,144 fire safety actions ensuring we made 961 homes safer.**



We have invested extra money in fire safety work this year. While transferring data to a new IT system, we discovered some overdue fire safety actions. This included improvements to signage, fire doors and fire protection. We have fast tracked these actions and put plans in place to ensure future recommendations are handled promptly.

Smoke alarms save lives

- You should regularly test smoke, heat and carbon monoxide detectors in your home. We recommend you test your smoke alarms at least monthly. If your alarm doesn't work please report it straight away and we will arrange an urgent repair.

Other things you can do to stay safe

- Keep communal areas free from items that could block your escape route in a fire.
- Keep fire doors closed. They can prevent the spread of a fire in your home by up to 20 minutes.

Gas Safety

Last year we completed:

- 4,068 Landlord gas safety checks to your homes
- 99 Gas safety checks in schemes



We're legally required to carry out annual inspections of all gas appliances and installations we've put in your home. Our gas contractor, TSG, will notify you when your annual inspection is due.

Electrical safety

Last year we completed:

- 1,191 Electrical checks in homes
- 55 Electrical checks on portable appliances in the communal areas at our retirement and extra care schemes



We need to carry out electrical checks on your home every five years.

Other safety checks

We also completed

- 124 Water safety checks in our schemes
- 406 Asbestos re-inspections in our schemes



And over 7,500 other fire and building safety inspections carried out by scheme managers, our neighbourhood team and contractors.



“My home means the world to me and is my family base where my children, dog and I feel secure. It’s our safe space.”

Nat



Nat lives with her daughter in a new build home that has been adapted to meet her disability needs. She says:

I live close to town which is a great help and have lovely neighbours. I feel very secure and am very happy living here. The layout of the house is well thought out and suitable for my needs. It’s clean and well presented and I have a walk in shower, which has been an absolute god send. I also have a small back garden so it’s easy to maintain. I’ve yet to decorate, but hope to do so over the next couple of years, subject to funds and getting some help.

The staff and contractors from Saxon Weald have always been polite, friendly and helpful. When I have needed additional support in the past my housing manager went above and beyond my expectations to support me.

Any operatives I’ve had have always explained things in simple terms and not jargon, so I can understand what is needed to be done or what works they have carried out. They have always left the area tidy where they have completed works.



Condensation, damp and mould

Keeping your home dry and healthy

Sometimes you may see condensation on your windows or walls. This happens when warm, moist air meets cold surfaces. You can usually wipe it away or open a window to let the air escape.

However, if moisture stays in your home, it can lead to mould or damp spots.

What to do if you spot damp or mould

We take these problems very seriously. If you are worried about damp or mould in your home, please let us know as soon as possible. If you can, take a clear photo of the affected area to send us.

There is more information about damp and mould on our website. There is also a report form you can send us: www.saxonweald.com/condensation.

You can also email us at hello@saxonweald.com or call us on 01403 226000.

Tips to help reduce condensation

REDUCING MOISTURE:

Cutting down moisture levels in our homes can help reduce condensation.

- Keep lids on saucepans where possible and close kitchen doors to stop steam from escaping.
- When taking a bath or a shower, keep the bathroom door closed and wipe down wet surfaces after use.
- Open windows and use extractor fans, if you have them, to help damp air escape.

If your extractor fan is broken, please report it to us.

LET AIR CIRCULATE:

- Keep furniture away from walls.
- Keep trickle vents open.

DRYING LAUNDRY:

- If possible, hang washing outside to dry. If this is not possible, keeping a window open will help the moisture from your drying clothes escape.

Our step-by-step approach to treating damp and mould:

1 Customer reports an issue to us and we arrange a HomeFix visit

2 HomeFix will come to treat the mould and assess problems

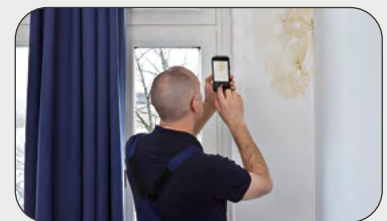
3 We send a follow up email to the customer with information and any next steps

4 If HomeFix suspects there are any underlying issues, a surveyor will book a visit to assess further

5 If necessary, any further works will be booked in with the customer

YOUR voice

The Damp and Mould Technician who visited was polite and lovely. He carried out a damp and mould wash treatment and went above and beyond. He even treated areas that I hadn't noticed had any issues.



Last year we had 818 cases of damp and mould reported to us



To address the issues, we spent:

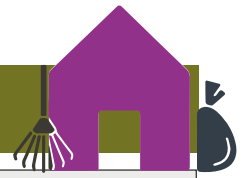


£334,000

on treating damp, mould and condensation

£650,000

installing 412 extractor fans to help combat condensation



Managing our estates

Our Estate Services team manages our contracts with the grounds maintenance, tree maintenance and cleaning contractors.

They also manage our team of five Neighbourhood Improvement Operatives. Whatever the weather, they are out and about clearing up and making a big difference to the area where you live.

In 2024-25 they completed 2,554 jobs. That is 50% more than in 2023-24!

YOUR voice

Thank you to the two blokes at the block clearing out the gutters of debris with a big sky vac machine. They have cleared it very well and have happy smiling faces. They have done a very good job!

Some of 2024-25's works included:

- 1,106 Estate inspections
- 347 Gutter clearances
- 243 Signage jobs
- 216 Clearances / fly tipping (does not include inspection clearances)
- 171 Empty homes / garden clearances

YOUR voice



"My home is my sanctuary, my safe place. It's where I feel safe and happy." Jae

Jae lives in Pulborough with her husband and daughter. We asked her some questions about Saxon Weald:

What's your experience as a Saxon Weald resident been like?

Whenever we've had any issues, they've always been fixed quickly. We've been lucky to never need anything other than minor repairs, but anything that's needed sorting, HomeFix has been there right away. Communications have also always been great.

Has anything or has any team in particular stood out to you over the years?

A few years back we had a dispute regarding our fence. Our housing manager really helped us to manage this. She personally attended to look at the problem which we appreciated. When you have an issue to do with your home, it can have an impact on your life. Some people may see it as something minor, but to us it was quite a big deal. So, it was nice to feel like our issue mattered.

Is there anything that we could do more of?

Perhaps the outdoor maintenance, like cutting the grass at the front to keep it nice and tidy. I would like that done more frequently, but that's probably because we're quite particular about how it looks!



Grounds maintenance

Our grounds maintenance contractors keep our schemes and communal grounds mowed and trimmed. We have three teams which cover the following geographical locations:

- Groundscapes covers sites in the Horsham District and West Sussex
- GreenServe covers East Sussex
- Grounds Care Group covers Hampshire

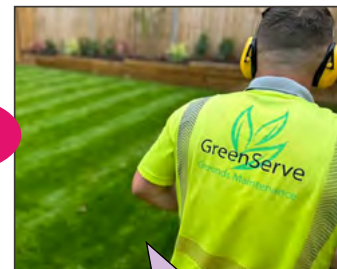
These teams cover a total of 524 sites, with four other schemes being served by two other companies that are more local to them.

The majority of our locations receive 26 maintenance visits a year. Others, with more extensive gardens, receive an enhanced service with 32 visits a year.

Where there are only grass verges on our land, they get mowed four times a year.



We also use a company called Connick Tree Care to look after the health and maintain the safety of trees in all our areas of operation.



YOUR voice

Please pass my gratitude on to the grounds maintenance team. They do a wonderful job in maintaining the area and all looks lovely.

YOUR voice

The grounds maintenance team is exceptional, consistently exceeding expectations. Their attention to detail ensures gardens, hedges, and communal spaces are impeccably maintained, creating vibrant and welcoming environments. Their friendly and courteous demeanor makes them a pleasure to have around, and the pride they take in their work shines through.



Getting involved and improving your spaces

The Green team is a group of customers which has been together for over a year. They respond to a grounds maintenance satisfaction survey every month. It highlights what we are doing well, and shows the areas that need improvement.

We have a growing number of participants, and now receive responses from around 60 customers.

Another way customers can get involved and influence our services is by joining the new Community Inspector Project.

Community Inspectors answer a series of questions about the quality of internal decoration, communal areas, and overall upkeep and also includes grounds maintenance.

To get involved call us on 01403 226000 or email hello@saxonweald.com.

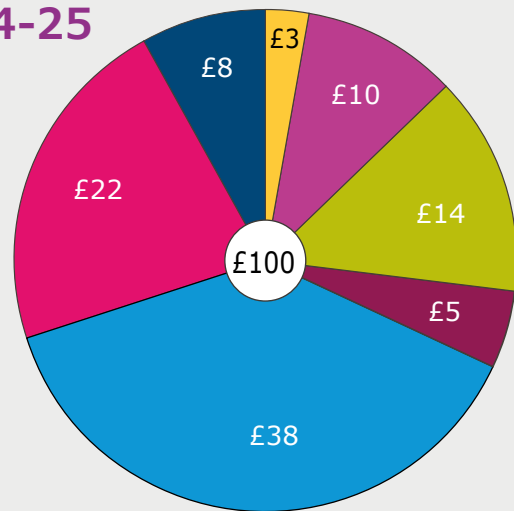




How we spent our money in 2024-25

For every £100, we spent

■ Housing Management	£3
■ Service charge costs	£10
■ Cleaning and grounds maintenance	£3
■ Utilities	£4
■ All other services	£3
■ Staff costs	£14
■ Overheads	£5
■ Repairs and maintenance	£38
■ Day-to-day repairs	£8
■ Property improvements	£24
■ Regular servicing and maintenance	£6
■ Interest payments	£22
■ Investment in new homes	£8



During 2024-25 we spent:
 27% more on repairs and maintenance
 33% less on utilities
 38% less on new homes

How we compare

During the last financial year, our operational costs were a lot higher than the previous year and around 28% higher than those of our peer group.

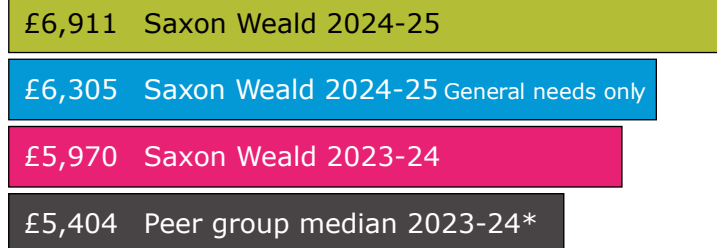
This was mainly due to increased investment in the safety and energy efficiency of our properties. We also surveyed around a quarter of our homes to gain valuable data and insight on the stock condition of our properties. These factors contributed to our social housing costs rising by over 15%.

Our management and maintenance costs remained stable with just a 1% and 2% increase respectively on those from the previous year.

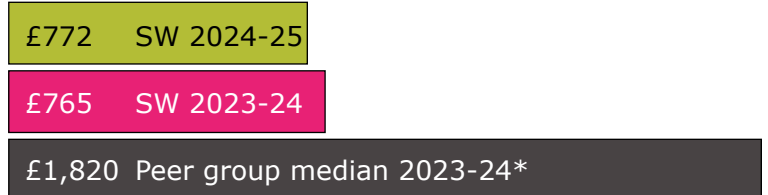
The income to cover our operational costs is generated by the rent we collect. This April we raised rents by just 2.7%.

* We use information from a research company called Housemark to compare ourselves to up to 28 similar regional housing associations in the south west and south east.

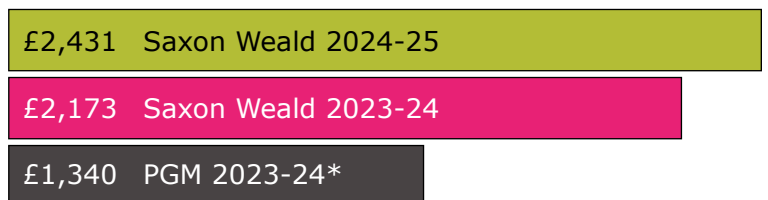
Headline social housing cost per home



Management cost per home



Maintenance cost per home





Rents

Nearly 40% of customers were in credit on their account

8.4% of customers were over four weeks in arrears

At 31 March 2025, rent arrears totalled £1,151,916

When a customer gets behind with their rent, we offer support to try and get them back on track. We will usually work with them to create an affordable repayment plan.

We will also check they are receiving all the benefits they are entitled to. However, if they do not make the effort to clear their debt with us, we may need to take legal action to recover the debt.

Last year, there were four cases where rent arrears resulted in tenants being evicted from their homes.



The best way to ensure your rent account is always up-to-date is to pay by Direct Debit.

The payment comes out of your account on your chosen day. You can instruct your bank yourself or complete the form on our website. Just scan the QR code below to get the form:



Don't miss out on benefit guidance and support!

Our dedicated Money Matters team can assess your situation and help you make sure you are claiming all the help and support you are entitled to. For more advice and information please go to www.saxonweald.com/money-matters.

To request an appointment, please email: hello@saxonweald.com or call 01403 226000

YOUR voice

Thank you for your assistance relating to our financial woes. We have now been able to pay off our electricity account ready to transfer to a cheaper supplier. You went over and above to advise us on our various options and we were much relieved at the end of our conversation!

Universal Credit - Managed Migration appeals

Our Money Matters team has received an increase in enquiries relating to Universal Credit Managed Migration.

Last year, we received 44 referrals from customers who mostly wanted us to check if they were receiving the correct award. Where they were not, we helped them challenge this with the Department of Work and Pensions (DWP).

In most challenges, the DWP accepted they had made an error and amended the customers' awards accordingly.



OUR PEOPLE

Our people

At Saxon Weald, our people are enthusiastic, dedicated, and customer-focused. We are united by a shared commitment to delivering effective services in a fair and inclusive way. As an employer, we promote an environment where everyone feels valued and supported.

If you're interested in joining our team, please visit our website to see our latest jobs.

Go to www.saxonweald.com/careers.

In the 2024-25 year we had:

**297 Full and part-time staff
(280 full-time equivalent)**

154 Office-based staff

37 Scheme managers

95 Maintenance / repairs

11 Board members



Delivering a good service to our customers. Dealing with very difficult situations in a professional manner is not always easy, but we try!

The impact we have on people's lives and how staff genuinely care.

We asked our colleagues

What makes you proud?

The differences we make on a daily basis. Achieving positive outcomes – big and small.

Helping people to find happiness in their homes and build their trust in us, knowing we are there for them.

What we all achieve and deliver to our customers, often in challenging circumstances. We can't always deliver exactly what they want, but generally come up with a compromise. Customers feel heard.

Who does what at Saxon Weald

Our Executive Team is responsible for making decisions about the way Saxon Weald operates. It also advises the Board on the organisation's strategic direction. The team is made up of five members of staff who bring wide-ranging expertise and knowledge to their role.

Chief Executive:
Corinna Bishopp BA (Hons), FCA

As Chief Executive, Corinna leads the Executive Team and is also an executive member of the Board. She has overall responsibility for the operational running of the business.



Executive Director - Customer Operations:
Kath Hicks, BSc (Hons)

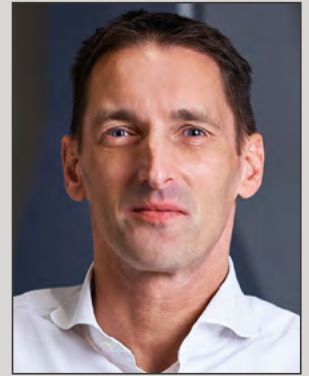
Kath is responsible for service delivery, including repairs, customer support, housing and neighbourhood management. She also oversees compliance with the Regulator of Social Housing's consumer standards.



Executive Director - Finance & Governance:

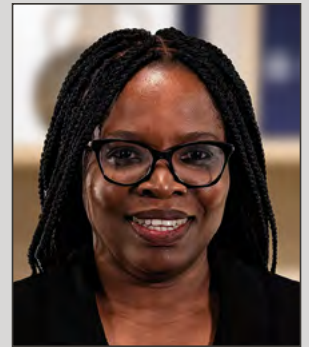
Michael Chinn, FCCA, CPFA (also Company Secretary)

Michael is responsible for all things money. He also ensures we meet legal and regulatory requirements.



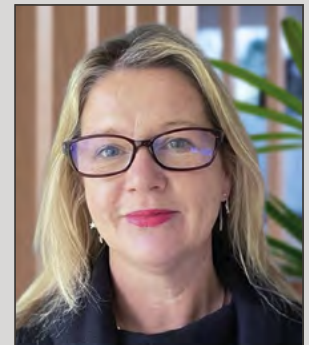
Executive Director - Asset & Development:
Becky Utuka, MSc, PGDip, BSc (Hons)

Becky is responsible for our property investment programme (improving existing homes) as well as the development and of new homes, including sales. She is also Saxon Weald's designated health and safety lead.



Chief Information Officer: **Debbie Chun, BA (Hons)**

Debbie leads our IT and transformation programme and is responsible for driving positive change and innovation at Saxon Weald.



Improving our systems

Some of our computer systems are very outdated, based on software developed nearly 20 years ago. We have begun the process of replacing our technology with more modern systems. This will help us be more efficient and improve customer service.

It will take a few years to incorporate all the new technology and you should not experience very much disruption. We have already installed a new customer service module, which will help us keep better track of your emails and messages. As part of this, we now have just one central email address hello@saxonweald.com. You can use this for all your enquiries.





Saxon Weald contact hours

Our phone lines are open:

Monday - Thursday from 8.30am – 4.30pm

Friday from 8.30am - 4pm

For all enquiries to Saxon Weald including repairs, Housing Managers, Money Matters and finance queries:

Our customer service team is on hand. They can answer most enquiries and direct your emails to the right colleagues.

Email hello@saxonweald.com or call 01403 226000

Visits to our office are by appointment only. Please contact us to make a booking.

Online, anytime, anywhere

Our easy-to-use, online services put you in charge of your home, anytime, anywhere.

They provide secure access to your information and are available 24 hours a day, seven days a week from a desktop, laptop, tablet or mobile.



Pay your rent, check your balance



Book repairs, manage appointments



View and update your details

Sign up today at:

www.saxonweald.com/getonline



Should you require a large-font, braille, audio or OpenDyslexic font version of this document, please contact:

hello@saxonweald.com



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