



SAXON WEALD

Great homes, building futures

PERFORMANCE REPORT

TO RESIDENTS

2022





Image: A resident enjoying the garden at Charles Wyatt House, Southampton

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Hello and welcome to this year's performance report.

We believe in building trust with customers by being open and transparent and this report provides information about how Saxon Weald is performing - the good and not so good. I hope you find the report informative and easy to read and are reassured that Saxon Weald are working as hard as ever to provide great homes and services.

We recently published our customer charter to explain what you can expect as one of our residents. You can find out how we're performing against this on page 8.

There have been significant challenges to overcome this last year, with Covid, Brexit and the war in Ukraine all having a detrimental effect on the economy. Like many sectors, we have struggled with staff shortages and a difficult recruitment market, whilst inflation is having an impact on the price of the materials we use to repair homes and the fuel we put in our HomeFix vans.

We know things are financially tough for many customers right now and that heating costs will be a big concern come the winter. We are piloting a number of initiatives to improve the thermal efficiency of our homes which will have the dual effect of helping the environment and be better for your

wallet! We also offer a fantastic advice service through our Money Matters team. They can access a variety of support and are never judgemental. Please do get in touch if you are struggling.

Finally, I want to say a big thank you to everyone who has taken the time to give us their views and feedback this year. We've had a fantastic number of responses to our surveys, consultations and focus groups which have really influenced our thinking. We are working on launching even more ways for you to have a say, from a formal review panel, to neighbourhood walkabouts and mystery shopping. Keep an eye out for more detail in our newsletters and on our website.

With best wishes,




Steven Dennis,
Chief Executive



Key

In some sections of this report we show how we have performed against our targets.

The colours indicate:

-  We achieved our target
-  We were close to achieving our target
-  We did not achieve our target

FEEDBACK

Your feedback is important to us. It helps us understand where to make improvements or to do more of what you like.

If you received this report by post you'll find a survey at the back. Please take the time to give us your thoughts and send it back to us:

Marketing and Communications team, Saxon Weald,
Saxon Weald House, 38-42 Worthing Road,
Horsham. RH12 1DT.

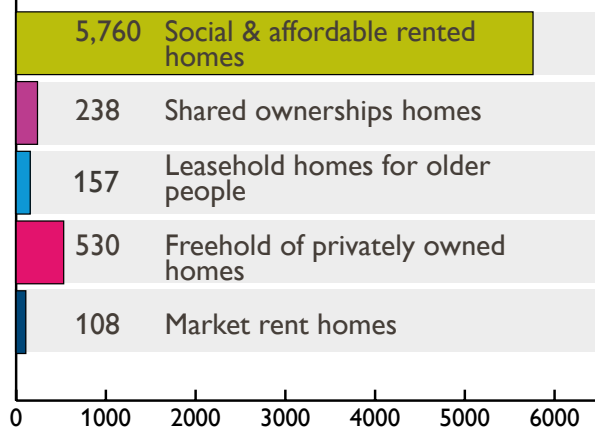
If you received your report by email, you'll receive an online survey via SurveyMonkey.



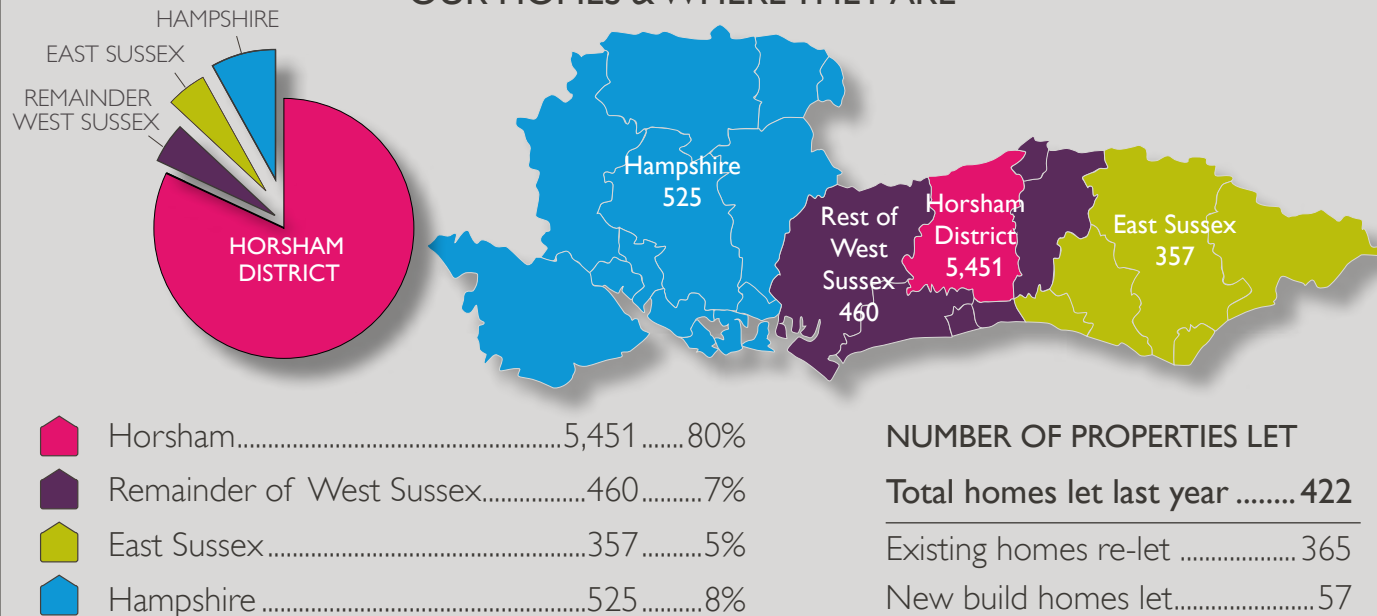
About us

NUMBER OF HOMES = 6,793

TENURE TYPE:



OUR HOMES & WHERE THEY ARE



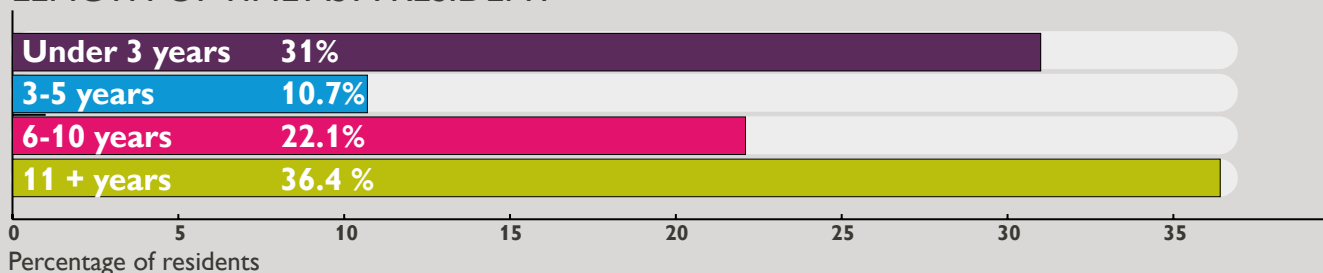
OUR CUSTOMERS

HOUSEHOLD TYPE

Families	27%
Single person	19.5%
Over 65s in general needs homes	15%
Over 65s in retirement properties	22%
Shared owners	3.5%
Leaseholders	8%
Shared equity	2.7%
Not known	2.3%



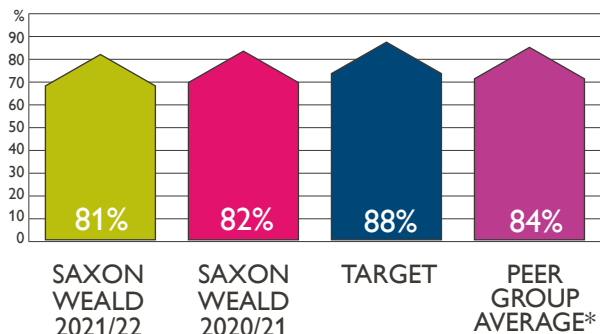
LENGTH OF TIME AS A RESIDENT



Please note throughout this report, that unless otherwise stated figures are taken from the period 1 April 2021 - 31 March 2022.

Performance at a glance

OVERALL SATISFACTION



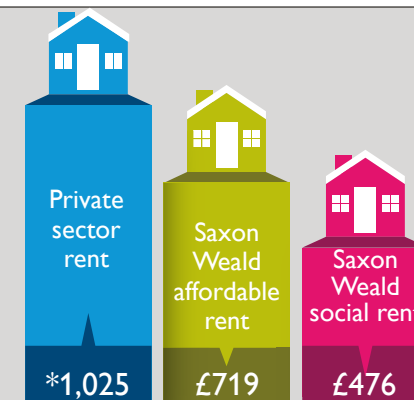
This result is disappointing and well below our target of 88%. We have been consulting with our residents to find out what we need to do to improve.

CUSTOMER SUPPORT

- 49,997 phone calls answered** - this works out at just under a thousand calls a week!
- 29,117 emails answered** - A little fewer than last year.
- 16,187 digital contacts** - These queries come to us via web message, My SaxonWeald and social media messages.
- 135,998 visits to our website.**
- 14,751 repairs logged by the team.**

RENTS

Average monthly rents for a two bedroom property in Horsham



* From www.home.co.uk

RENT ARREARS



Rent arrears at the end of the year were 2.8%.

In monetary terms, this means we were owed £1,153,517. Sadly arrears are creeping up and this is £93,324 or 0.2% more than owed last year.

REPAIRS & MAINTENANCE

16,904



16,904 day-to-day repairs were completed last year

88%



1,325 of 1,508 of emergency repairs were made safe within 24 hours of being reported

£4.6 m



Over £4.6 million was spent on property improvements and planned maintenance work

AVERAGE STANDARD REPAIR COMPLETION TIMES



We are very sorry to report that our standard repairs time scales are longer than in previous years. At the end of March 2022 they averaged 29 days.

This has had a lot to do with staff shortages due to Covid and difficulty recruiting. However, with new leadership for the team and a process overhaul, we are pleased to say that average times were already down to 19 days by August.



SATISFACTION WITH REPAIRS SERVICE

79%



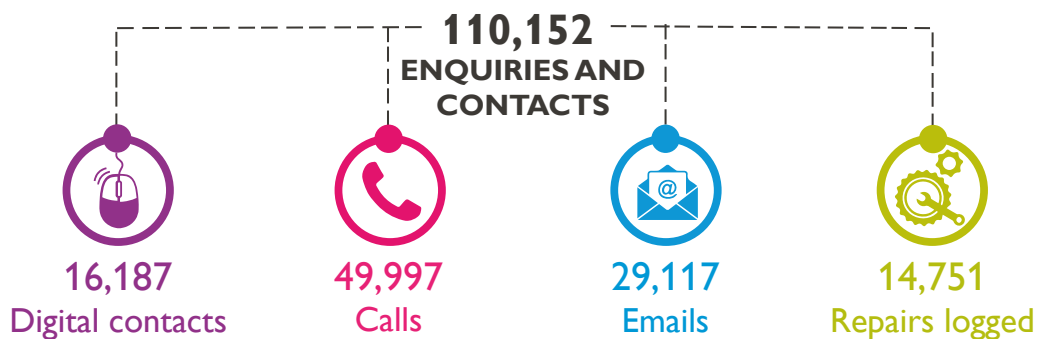
While this is a slight improvement on our satisfaction level last year, which was 78%, we still have a long way to go to reach our target of at least 90% satisfaction. According to our customers, long waiting times and quality of work need more attention. We have spent time reviewing our processes to make them more streamlined and will be implementing these changes very soon. We hope you notice an improvement!

* We use information from a research company called Housemark to compare ourselves to 17 other regional housing associations with a stock size between 2,500 and 12,500 homes.

Customer experience

HERE TO HELP

Our customer support team is made up of 10 customer support advisers, one senior customer support adviser and a customer support manager. Over the last year they handled over **110,000 enquiries!**



Our busiest call times are after a weekend or bank holiday, and your call waiting time may be that bit longer. Consider calling us a little later in the day or use your My SaxonWeald account to report your concern quicker.

KEEPING YOU INFORMED

It's always worth checking out our website, www.saxonweald.com if you want to keep up with what's going on. We work hard to update it regularly with loads of useful information and any important service updates.

Last year we had nearly 136,000 visits!

Likewise, our Facebook and Twitter pages provide handy tips, news and local information, and offer an opportunity for you to ask questions or add comments on our posts. Last year between them we received over 60,000 views. Go to Facebook.com/saxonweald or Twitter.com/saxonweald.

YOUR FEEDBACK MATTERS



Every year we carry out a range of surveys to help us find out how you think we're doing. It's really helpful if you can complete these for us, so we get a picture from a wide range of people of where to focus our attention and improve what we do.

These are some of the surveys or feedback requests we sent out.

- **STAR email/sms - 833 responses from 4,165 issued.** This survey is sent annually to residents on the anniversary of the date their tenancy started. It contains 18 questions regarding your home, our service and repairs.
- **TELEPHONE 865 surveys.** Same questions as above to people who have not completed the email or SMS survey.
- **REPAIRS 2439 responses from 9,381 issued.** These relate to a recent repair you may have had and are sent immediately afterwards.
- **HOMEOWNERS 129 responses from 717 issued** This survey is sent annually to shared owners and leaseholders on the anniversary of the month of when their lease commenced. It contains the same 18 questions as our STAR survey regarding your home, our service and repairs.
- **NEW LETTINGS 113 responses from 314 issued.** This survey is issued the month after a new tenant has moved in. It consists of eight questions asking about the moving experience and also the property condition.
- **COMPLAINTS 101 responses from 297 issued.** Once a complaint has been dealt with, five questions are sent relating to the complaints experience.
- **DEVELOPMENT & SALES 20 responses from 61 issued.** Seven questions sent to people following a move into a newly built property.
- **CALL CENTRE CONTACT 2,819 responses.** Following a call to our team, an SMS message is sent asking how you rate our call handling service.

Customer experience

YOUR
VOICE

COMPLAINTS

We want to deliver great customer service to our residents. However, occasionally, things can go wrong. We need to know when this happens so we can put things right and learn from any mistakes.

To make a complaint, just contact us with details of the problem in whichever way you choose and we'll take it from there. Full details of the process can be found at www.saxonweald.com/living-in-your-home/complaints

In the last financial year we received 486 complaints

3

Breach of policy

69

Dispute over costs

266

Standard of service

47

Staff behaviour

38

Standard of accommodation

2

Disrepair claim

61

Quality of work

Most of these were resolved at the first stage with only 15 going on to stage two of the process.

Three complaints were referred to the Housing Ombudsman. Two are still being reviewed but one was dismissed as the Ombudsman found the issue was outside their jurisdiction.

COMPLIMENTS

We were delighted to receive 88 compliments. If you're happy with something we've done, let us know. It makes our day!



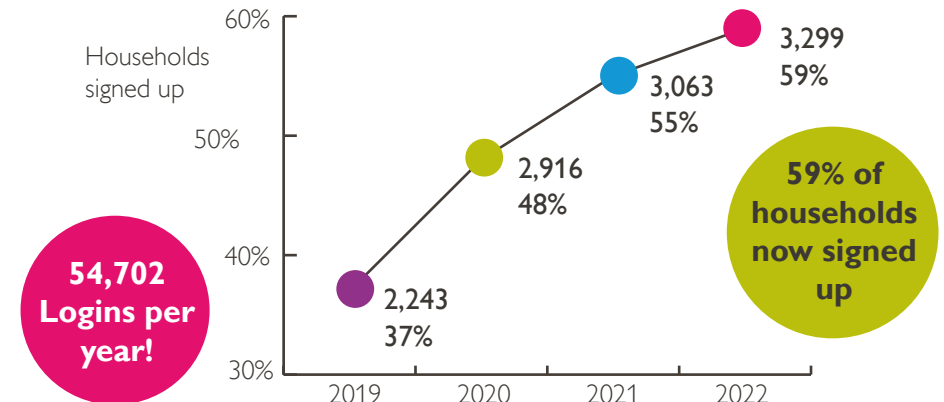
My SAXON
WEALD



Safe, secure... sorted!

The number of My SaxonWeald subscribers increased by 4% this year, with nearly 3,300 households now signed up.

60% of our registered customers logged in to My SaxonWeald between 1 April 2021 and 31 March 2022. There were 54,702 logins averaging about 28 logins per customer over the year!



Registered users can report repairs, change appointments, have access to their rent balance, make online payments, update their details and more, at any time of day. Go to mysaxonweald.com and give it a go!

THE INDEPENDENT HOUSING OMBUDSMAN

If you have been through our complaints process and are not satisfied, you have the right for your complaint to be considered by a 'designated person'. This could be a local councillor or your MP. This person can either help resolve your complaint or refer you to the Independent Housing Ombudsman. You can contact the Ombudsman direct eight weeks from the end of our complaints process or at any time for impartial advice.

Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ
Telephone: 0300 111 3000 | Email: info@housing-ombudsman.org.uk

OUR CUSTOMER CHARTER



In November 2021, we were joined by Kay Clough in a new role of Customer Engagement Manager. Kay's job is to build on all the good things we were doing, to gain your feedback, to make sure we truly listen to our customers and act on what we are hearing.

One of Kay's first actions was to create a customer charter, using the National Housing Federation's Together with Tenants charter as a starting point. Of course, it's not enough just to have a charter, we have to show how we're meeting it. It's early days, as the charter was only agreed in May, but here's an overview of how we think we're doing so far.



80% of customers agree that we treat you fairly and with respect.



63% agree that Saxon Weald gives you the opportunity to make your views known. But lots said they didn't know how to when we asked this question. This shows we need to do more to promote our feedback channels.



72% of customers say they are happy with the quality of their home and 73% say they feel their home is safe and secure.

Customer feedback shows that heating concerns and window issues are a factor here. We're looking into what we can do to improve this.



Relationships – Saxon Weald will treat customers with respect. Our relationship with you will be based on openness, honesty and transparency.



Communication – We will give you clear, straightforward information about your home and community, our services and how we are performing. If there are problems, we'll be open about what we are doing to improve.



Voice and influence – We will listen to your views and use your feedback in our decision making. We will make sure there are lots of ways to get your voice heard and that everyone feels included.



Accountability – We will ensure you have the information and contact channels needed to review our performance and hold us to account for our decisions.



Quality – We will provide good quality homes that are well maintained, safe and well managed.



When things go wrong – We will make it easy for you to tell us if there is a problem, we'll listen to your concerns and act fairly in finding a solution. Where things take time to resolve, we will let you know what is happening.



74% of customers feel we keep you well informed

Your feedback tells us our information channels are good (our newsletter, website, monthly emails etc) but we need to do more to improve day-to-day service communication and tell you more about our planned property improvements. We are already reviewing our repairs service communication and hope you notice the improvements soon.



We've added performance information to every edition of our Spotlight newsletter, in addition to publishing performance results in this report.

We're setting up a customer review panel as a formal way for you to hold us to account.



We comply with the Housing Ombudsman's complaint handling code and openly welcome complaints as an opportunity to learn and improve. So far this year, 74% of complaints were dealt with within our target timeframe.

WE'RE ALL EARS

One of the commitments of our customer charter is to listen to your views and use your feedback in our decision making.

How your views have made a difference:

Changing our domestic abuse policy ✓

Customers involved in reviewing our domestic abuse policy requested that we included information on gas lighting in the policy. Gas lighting is a form of psychological manipulation whereby the abuser attempts to get someone to question their own reality, memory or perceptions. They also ensured we included more information on the support available for survivors.

Grounds maintenance contract management ✓

Your feedback last summer about the poor performance of *idverde*, our grounds maintenance contractor, directly led to us creating a new role of Estate Services Manager. This has enabled us to monitor performance more closely, holding *idverde* to account where they are not delivering. We have also started to recruit some customer volunteers to be our 'eyes on the ground', working with us to keep *idverde* on their toes!

Improving project management ✓

We've carried out major works at Dennis Court this year in an effort to improve the energy efficiency of the properties. Feedback from customers shows that the work has been good but that our communication could have been better. We'll be using some of their suggestions to improve our project management as we roll the programme out to more homes.

Improving complaints handling ✓

Customer satisfaction with how we manage complaints has dropped recently. As a result of your feedback, we have decided that complaints should be reviewed by managers at a more senior level than previously.

Resident Board member

Introducing Susie

Hello! I have been a Saxon Weald tenant for over 15 years and I joined the Board as a resident member in October 2021.

I hope to highlight the importance of good quality housing as a robust foundation for all other areas of life. From a personal perspective as a Saxon Weald resident, I have a real appreciation of how a safe and comfortable home can enable you to achieve in other aspects of life, be it raising a family, advancing your education, or expanding and furthering your career. From a professional perspective, I have witnessed the vital impact that secure and appropriate housing can have on individuals, families and communities.

During my time on the Board, I aim to question and challenge decision-making to ensure that the best interests of tenants – current and future – remain at the heart of what we do. I hope that Saxon Weald will continue to maintain and develop safe and healthy homes and, if something isn't right, issues are addressed, rectified and learnt from as soon as possible.

So far, my time on the Board has provided me with some great opportunities to learn and meet new people from diverse backgrounds. I have felt welcomed and encouraged. I can't recommend the opportunity to get involved with Saxon Weald highly enough.

Susie Morris,

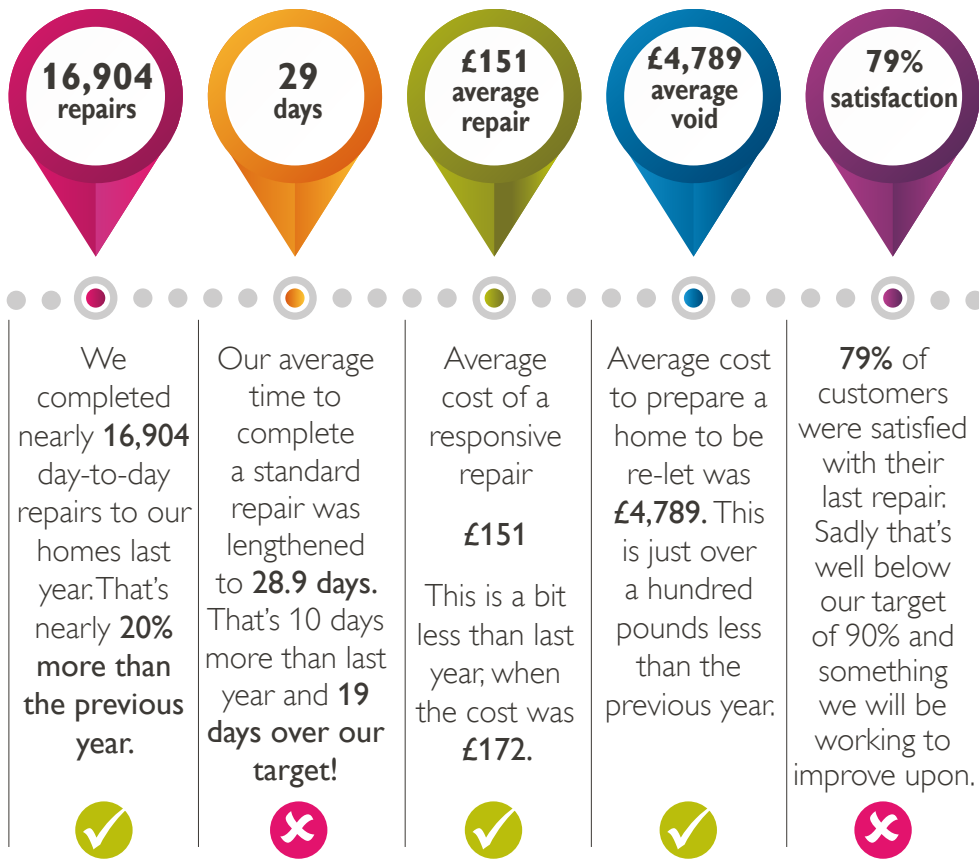
Resident Board Member



Your homes

DAY-TO-DAY REPAIRS

It was another challenging year for the HomeFix repairs team and unsurprisingly, customer satisfaction with their last repair is low at just 79%. Since Brexit and Covid, there have been staffing shortages across a number of industries and recruitment has been difficult. At Saxon Weald we have managed to recruit now and service levels are improving. Materials can at times still be difficult to get hold of, but we are seeing improvements and hope you will soon too.

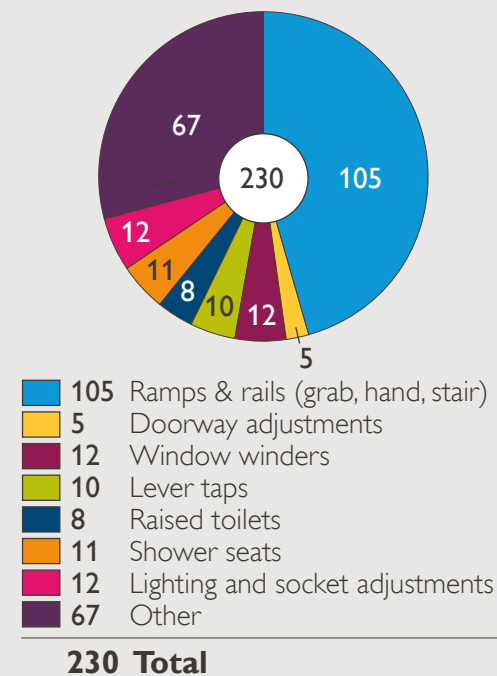


HELPING OUR RESIDENTS LIVE INDEPENDENTLY

Sometimes we may need to make some adaptations to homes, to help improve residents' safety, health and wellbeing. These small changes can make all the difference and help our customers stay in their homes safely, for longer.

In the last financial year we spent over £60,000 fitting 230 mobility aids and adaptation to residents' homes.

This is almost double what was spent in the previous financial year on a similar number of adjustments, and really helps illustrate the rising costs of materials.



INVESTING IN HOMES

As part of our Corporate Plan strategic aim to invest in our homes, we have made a number of commitments to improve our homes' energy performance, with the aim of lowering fuel bills and helping ensure our residents have a safe and warm place to live. We are gathering more information about the homes we have and targeting areas we can make improvements.

Last year we set about a major transformation on seven bungalows at Dennis Court in Pulborough. These one-bedroom properties, built in the 1960s, were outdated and had low energy performance certificates (EPCs).

Following a major transformation, with works including new roofs, loft insulation, new gas installation, solar panels and external insulated cladding, the properties now look almost new on the outside while being much easier to keep warm on the inside.



Dennis Court before



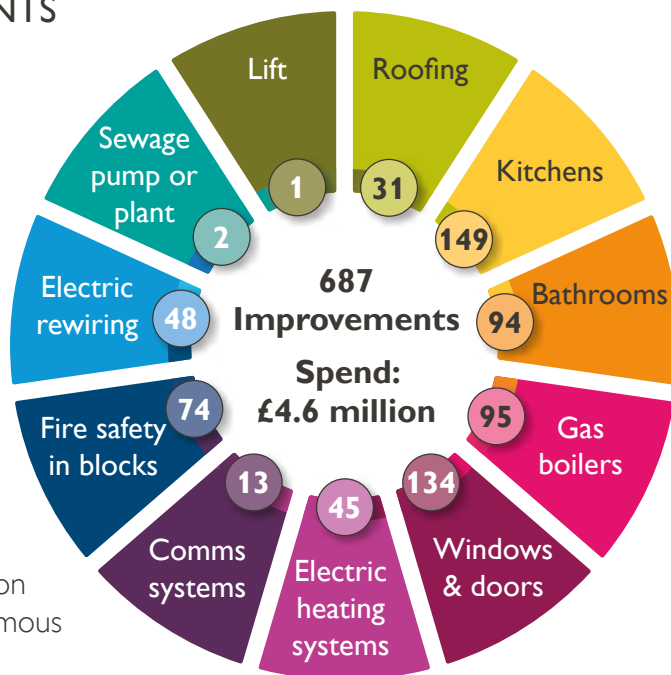
Dennis Court after

We managed to obtain a grant to cover the cost of installing the gas works and the overall spend on each property was around £43,000. We are also pleased to say that the EPCs of these properties is now in the high Bs!

GENERAL IMPROVEMENTS

Every year we make a wide range of improvements to our customers' homes. From installing new kitchens and bathrooms, to new roofs and rewiring. Last year we also installed a lot of fire partitioning within a number of our communal blocks to help bring them up to updated safety standards.

In addition, our extra care and retirement schemes benefited from new digital communication systems to help record anonymous feedback on our services.



LOOKING AFTER YOUR NEIGHBOURHOODS

Our estate improvement team has three operatives who are kept busy making sure our neighbourhoods are kept in good order.

Their jobs are really varied, but we think you'll agree make all the difference to the area where you live.

Last year they carried out: 2,314 jobs!

- 885....Estate inspection
- 198....Gutter clearances
- 85.....Kitchen & bathroom clearance
- 129....Garage checks
- 65.....Garage lock changes
- 79.....Heater deliveries
- 175....Void clearances
- 42.....Void garden works
- 72.....Affixing signage jobs
- 113....Adhoc rechargeable jobs
- 394....Clearances (binstore, fly tipping, communal areas etc)
- 12.....Car park line marking jobs
- 65.....Lighting

Your homes - health and safety

WORKING TO IMPROVE SAFETY

Our health and safety team support our scheme managers, housing team, neighbourhood team and HomeFix to help keep them, you and your homes safe and secure. All our staff have been trained to monitor, assess and report risks and to ensure we operate in a safe manner.

Every week our colleagues do building safety walks throughout our blocks. This amounts to 4,628 checks a year!

Over the last year, 270 reports were made by staff about potentially unsafe conditions, which we worked on to rectify.



Each year our teams ensure an incredible number of safety checks are made, from gas, fire and water assessments to security, electricity and lighting.

FIRE



- Last year we carried out 239 fire risk assessments on our blocks of flats.
- We have dry risers and sprinklers at 15 sites to use in the unlikely event of a fire. These have to be serviced twice a year.
- 60 sites have a full fire alarm system, which have 7,008 components. Each of these has a full annual check.
- And our scheme managers have to carry out a weekly test on each fire panel to ensure they are working at all times. This means every year we carry out 3,536 tests!

ELECTRICITY



- Every year we carry out 1,200 electrical condition tests within our properties and 170 in communal areas.
- There are 54 schemes where we carry out testing each year on all portable appliances in the communal areas. This can average 100 items at each property. That's over 5,000 plugs to check!
- We also check 1,300 tools and electrical equipment used by staff/operatives each year!

WATER



- We carry out 269 water risk assessments at blocks with communal water supplies.

SECURITY / SAFETY



- We carry out 223 annual tests on blocks with emergency lighting, and monthly we carry out 1,068 tests.
- 33 buildings have lightning protection which is tested annually.

GAS



- 38 sites have commercial gas installations with 109 individual boilers. These are all inspected annually.
- Every year we have to carry out landlord gas safety checks at 3,890 properties!

PLUS...

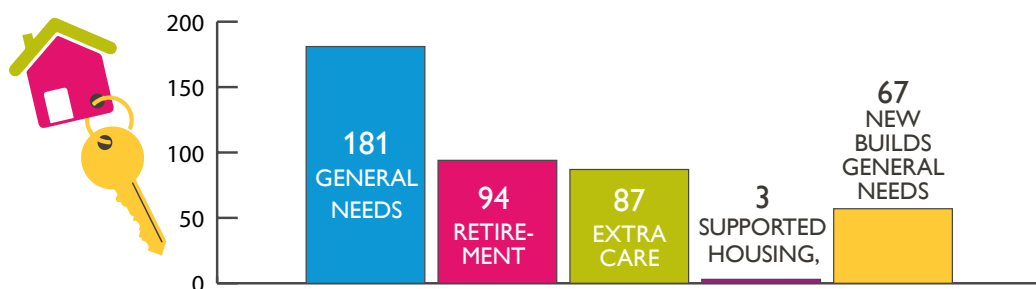
- The 68 lifts within our properties have 10 checks a year and an insurance assessment every six months.
- There are 476 asbestos inspections every year.
- 130 pieces of mobility equipment are serviced every six months. These include stairlifts, bath/therapy chairs and hoists.
- 22 Laundries' appliances are tested annually.
- 11 Kitchen extractors cleaned every six months.
- 14 sites with solar panels, including head office.
- Annual inspection of 212 ladders.



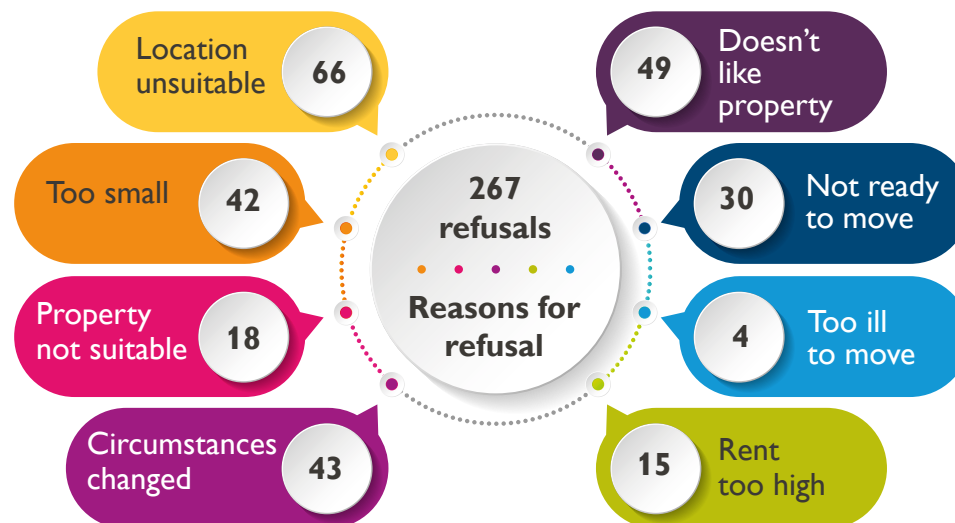
Your homes - lettings

NEW LETTINGS & RE-LETS

422 properties were let by the Home Move team last year. Nominations generally come from the local council, who hold a list of people who are considered the most in housing need. If you are interested in renting a home please contact your local council to find out if you qualify.



Last year the team carried out 689 viewings.
Of these 267 refused the property.



MOVING OUT AND MOVING ON

Sometimes properties no longer meet our customers' needs. This could be for a number of reasons, but the most common ones tend to be:

- **Too small:** with a growing family they need a larger home and more bedrooms.
- **Change of area:** need to relocate due to a change in circumstances such as work, to be near family etc.
- **Under-occupancy:** family growing up and moving out. This may make a property unaffordable or difficult to maintain, and a smaller property may be better suited.
- **Need extra support:** In older age, some customers may benefit from moving into one of our retirement or extra care properties

If you wish to move out of your home, you must give us four weeks' notice. For more information go to www.saxonweald.com/living-in-your-home/ending-a-tenancy/

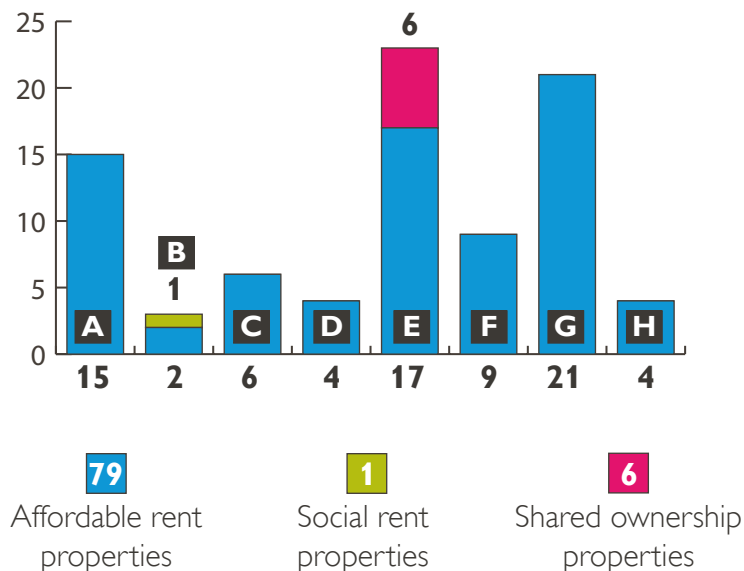
In the coming year, our home move team will be reaching out to those who may be under-occupying a home, or who may benefit from a move to a smaller property.

Many customers use www.homeswapper.co.uk to find someone suitable to swap their council / housing association home with. **Last year 63 customers applied for a mutual exchange and of those 45 were successfully completed.**



Your homes - new homes

In the financial year 2021/2022, we completed 85 new build properties meeting our target number of homes we aimed to build.



- A** Saxon Mills, Hassocks
- B** Eyles Close, Horsham
- C** Pathfields Close, Rudgwick
- D** Dunning's Mill, East Grinstead
- E** New Monks Farm, Lancing
- F** Blenheim Road, Horsham
- G** Bennetts Road, Horsham
- H** Knapp Drive, Shermanbury



IN THE PIPELINE...

We currently have 119 homes in progress for the coming year. Of these 93 will be for affordable and social rent and 26 will be made available for shared ownership purchase.

- 48** Page Court, Horsham
- 9** Ashplats, East Grinstead
- 12** New Monks Farm, Lancing
- 13** Mowbray, Horsham
- 37** Ecclesden Park, Angmering

Over the next five years, we aim to build around 750 new homes.

BUYING A SHARED OWNERSHIP PROPERTY

With it being increasingly difficult to get on the property ladder, our new-build shared ownership properties are a popular solution. In the year-to-date, we have had eight shared ownership properties for sale, with 496 enquiries. These homes were all sold in advance of completion, off-plan.

We market our sales properties through our Weald Living brand. Visit our website for more information or to view our available homes. www.wealdliving.com



**WEALD
LIVING**
BY SAXON WEALD

Housing management



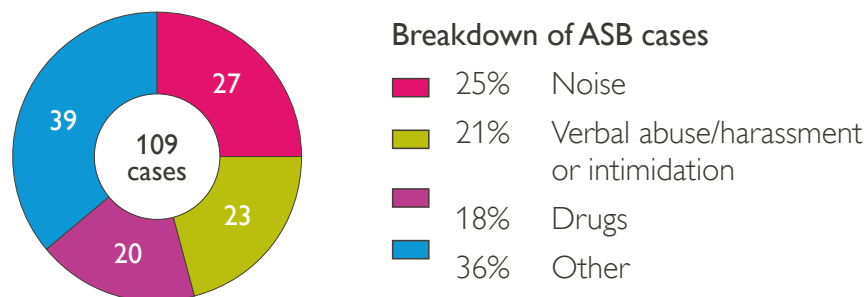
MANAGING HOMES AND TENANCIES

Our housing team help our residents manage their tenancies in many ways.

Unfortunately, they sometimes have to deal with some more difficult situations such as antisocial behaviour, rent arrears, tenancy fraud and domestic violence.

ANTISOCIAL BEHAVIOUR (ASB)

Our team received 109 cases of antisocial behaviour reported to them last year. This is down 28% on the previous year.



ANTISOCIAL BEHAVIOUR TO STAFF

Unfortunately, last year we had 37 cases of abuse directed at our staff.

We work hard to be open and accessible to everyone, but in a small number of cases a customer's actions may become unacceptable. We have an unacceptable & unreasonable behaviour policy and will challenge if a customer behaves in an unacceptable way. We may restrict contact, take legal action or report unreasonable behaviour to the police.

DOMESTIC ABUSE

At Saxon Weald, we believe everyone has the right to feel safe in their home. Abuse can be emotional, physical or sexual.

We have provided all staff with training and have updated our procedures and policies.

We've added a dedicated area on our website with a wealth of information and support and we're aiming for accreditation with the Domestic Abuse Housing Alliance (DAHA) later this year.

If you're experiencing domestic abuse or concerned about someone you know, please remember that you are not alone. There are a range of support networks and services available to you.

More information can be found on our website: www.saxonweald.com/da



Last year we supported 21 households who were suffering from domestic abuse. Eight of the cases resulted in us supporting a home move.

TENANCY FRAUD

Tenancy fraud is a serious crime. It usually involves subletting a property for profit, which is not only unethical, but also prevents those who really need housing from accessing it.

Last year there were two tenancy fraud cases.

One case, dating back to 2019, went to court and resulted in a repossession.



RENT ARREARS

As of 31 March 2022, we were owed £1,153,517. This is nearly 2.8% of total rents and up a little from last year.

We now have 1,435 Universal Credit claimants, 238 more than last year. Universal Credit arrears were at 4.9%.

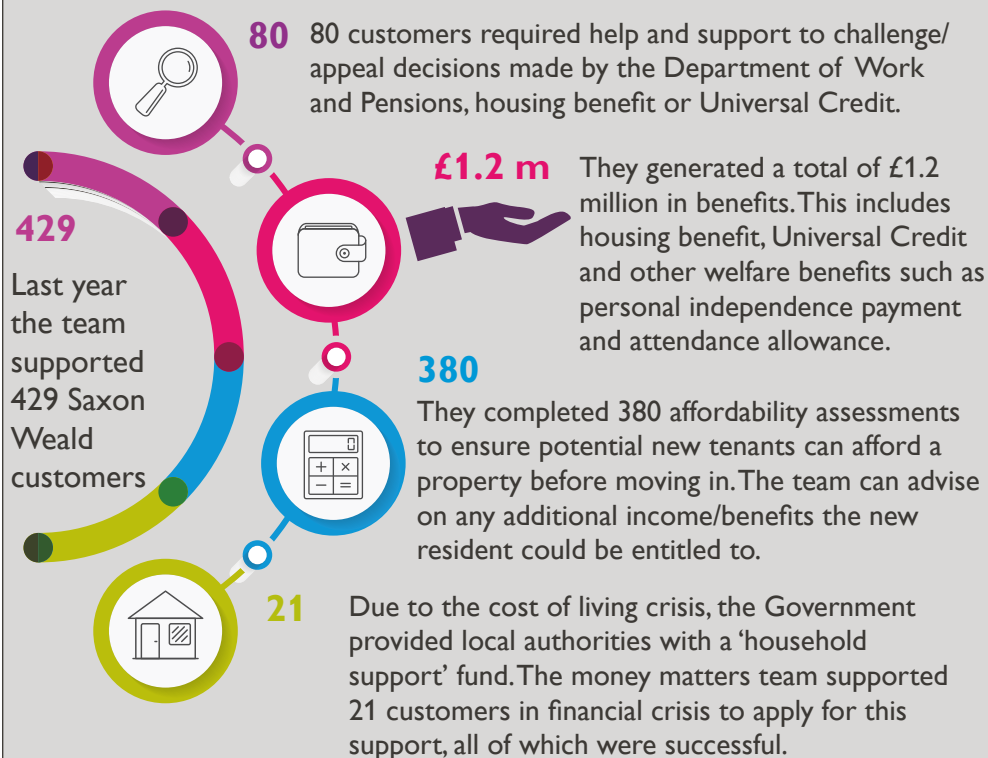
Last year we had to make eight evictions due to rent arrears. This is a last resort and we always try to help the resident come to an arrangement with us before taking such action.

Offering our support

MONEY MATTERS

Our friendly money matters team are here to help residents when they need some financial support or advice with welfare or housing benefits.

Post Covid restrictions, and with costs of living rising, we are seeing record numbers of residents contacting us for support.



There's lots of information on our website www.saxonweald.com, where you can check that you are getting the right support available. You can also email the team: moneymatters@saxonweald.com.



FOODBANKS & ASSISTANCE

Horsham Matters is a charity that provides support to local people when they need it most. If a Saxon Weald customer is struggling with the cost of living, we can refer them to Horsham Matters for help.

How [Horsham Matters](#) helped our residents

	Number	Value
Foodbank vouchers	713	£12,834
Furniture packs	11	£2,200
White goods items	12	£2,400
Fuel vouchers	20	£800

TENANCY SUPPORT

Our Tenancy Sustainment Adviser provides support to customers who may be having difficulty or concerns regarding their tenancy.

Over the last year, we received 139 referrals. That's up 63% from the previous year.

Number	Condition
24	Mental health
60	Welfare
3	Domestic abuse
22	Tenancy
30	Property condition

If you feel you could benefit from our service, please contact us and ask to be referred to tenancy sustainment.

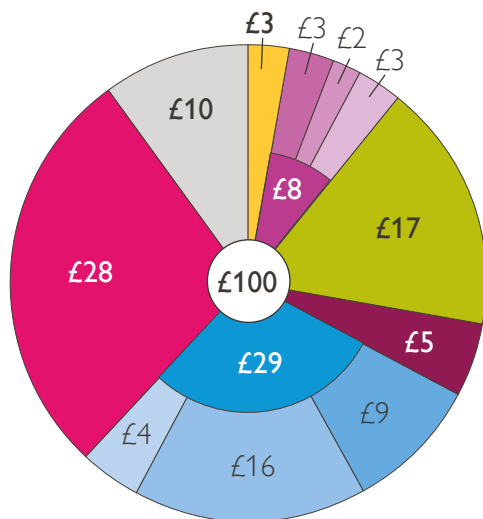


All about money

HOW WE SPEND OUR MONEY

For every £100 we spend

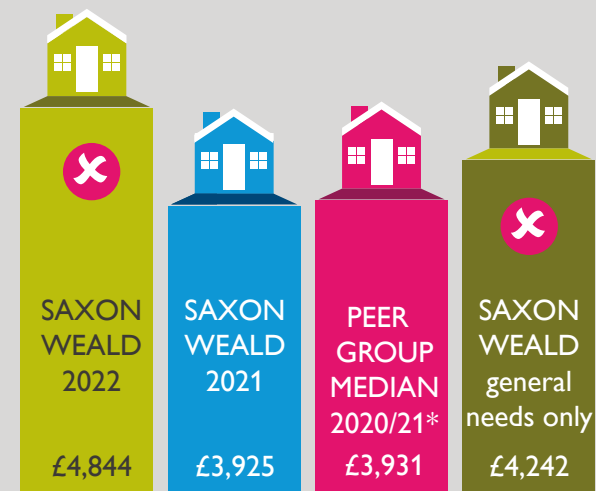
Housing Management	£3
Service charge costs	£8
Cleaning and grounds maintenance	£3
Utilities	£2
All other services	£3
Staff costs	£17
Overheads	£5
Repairs and maintenance	£29
Day-to-day repairs	£9
Property improvements	£16
Regular servicing and maintenance	£4
Interest payments	£28
Investment in new homes	£10



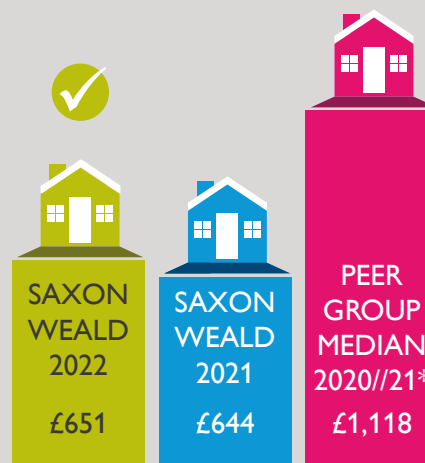
HOW WE COMPARE

Our overall headline costs are a quite a bit higher than the average of our peer group, partly due to the high number of retirement and extra care homes we manage. These homes require more staff support and maintenance work than general needs properties. However, our headline social housing cost per home, has also gone up this financial year, mainly due to an increase in major repairs costs.

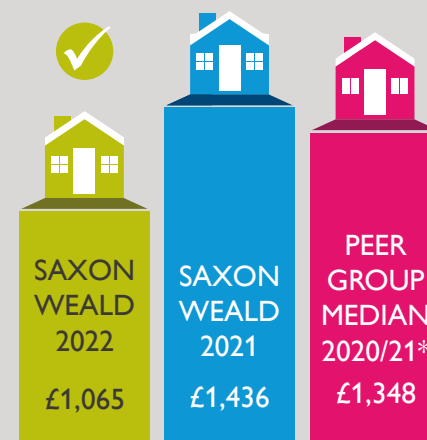
We expect our peers to show similar increases in costs this year, but that benchmarking information is not yet available for us to share it with you.



Headline social housing cost per home



Management cost per home



Maintenance cost per home

* We use information from a research company called Housemark to compare ourselves to 17 other regional housing associations with a stock size between 2,500 and 12,500 homes.

A great place to work

Providing our customers with a safe, well-maintained, affordable home is a huge responsibility. Our success depends on employing the right people and getting the best from them.

Saxon Weald employs 256 members of staff in a wide range of roles from project management to customer experience, housing managers to IT specialists, as well as our trades people who make up nearly a third of our workforce. We offer roles at different levels of experience from apprenticeships, to management and leadership.

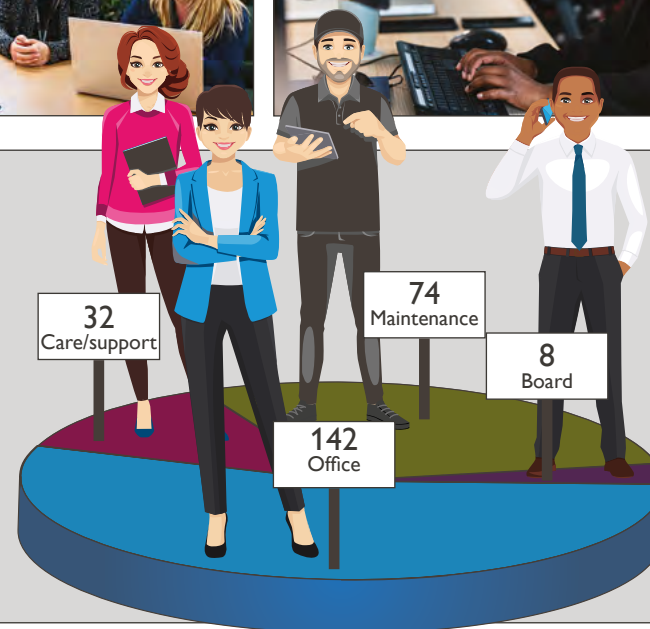
We believe that a dynamic and diverse workforce contributes to the success of our organisation. We recruit the best people for the job, regardless of race, age, disability, sexuality or religion. We are also proud holders of the Investors In People gold award in recognition of our practices as an employer.

If you, or someone you know, is interested in working with us, please keep an eye on the careers page on our website, where we post all our job vacancies. www.saxonweald.com/careers.



OUR STAFF

	Number of staff	Percentage of staff
● Office and management	142	55.5 %
● Scheme managers	32	12.5 %
● Maintenance	74	28.9 %
● Board members	8	3.1 %
● TOTAL	256	100 %



Please give us your views



To help us keep improving the information we give you, please answer the four questions below.

Q How would you rate this report on a scale of 1-10?

Poor Average Excellent

1	2	3	4	5	6	7	8	9	10
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Q How easy was it to read on a scale of 1-10?

Confusing Average Very easy to read

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Q Did it contain...

Too much information

The right amount of information

Not enough information

Q What could we do to improve the report?

Name: Address:

Telephone: Postcode:

Please post this section to us using the address on the back page. All completed surveys received by Friday 14 October will be entered into a free prize draw for the chance to win £50 of high street vouchers.



Go digital!

If we have your email address, we will automatically send communications to you electronically. If you received this report in the post, please consider doing your bit for the environment and go digital.

If you've changed your email address recently, please let us know or log in to mysaxonweald.com and change your details.

Thank you.

Why am I receiving this information?

The Regulator of Social Housing requires us to be open and share our performance information with customers.

HEAD OFFICE

Saxon Weald House, 38-42 Worthing Road, Horsham, RH12 1DT

TEL: 01403 226000 | EMAIL: hello@saxonweald.com | WEB: www.saxonweald.com

Saxon Weald is a housing association, established in 2000, managing approximately 6,800 homes across Sussex and Hampshire. We provide affordable rented and shared ownership homes for individuals and families, as well as properties exclusively for the over 55s. We also provide homes for market rent and shared ownership sale through our Weald Living brand.

We are a charitable community benefit society, with the money we make from rents being re-invested in the management, maintenance and building of homes. We are regulated by the Regulator of Social Housing.

