

PERFORMANCE REPORT TO RESIDENTS 2023





Saxon Weald contact hours

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

Our phone lines are open

Monday - Thursday from 8.30am – 4.30pm
Friday from 8.30 - 4pm

Ways to contact us:

Secure message via your online account
service: [MySaxonWeald.com](https://www.mysaxonweald.com)

Email: hello@saxonweald.com

Our website:

www.saxonweald.com/contact-us/

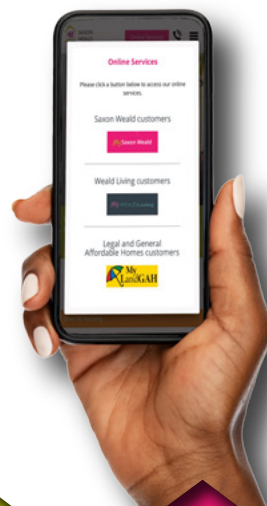
Facebook:

www.facebook.com/saxonweald

Telephone: 01403 226000

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



REPORTING REPAIRS

Most general repairs are carried out by HomeFix, our in-house repairs team.

You can report a general repair:

- Through your online account at any time at mysaxonweald.com
- On our website www.saxonweald.com.
- By email – HomeFix@saxonweald.com
- By phone on 01403 226000



FOR GAS HEATING AND BOILER REPAIRS:

If you live in a retirement or extra care scheme, please report any gas problems to Saxon Weald via the usual methods above.

If you live anywhere else please contact **TSG**.

Call them on **0800 781 2739**

or email saxonweald@tsgplc.co.uk.



IN AN EMERGENCY

Always phone if it is an emergency. If you have an emergency outside of our usual opening times, please **call 01403 226000** and you will be transferred to our out-of-hours service.



Hello and welcome to this year's annual performance report

The cost-of-living crisis has loomed large this year. While we have all felt the pain of increased fuel bills and food costs, we know some of our customers have been amongst the worst hit. We've been working hard to help as much as we can. This includes setting up a £100,000 financial support fund to help those in crisis. Meanwhile, our team of Money Matters Advisers have supported around 550 customers this year with benefit claims and debt advice. We have also taken to the road, bringing advice and support (and some fun!) to 15 of our neighbourhoods.



The national labour shortage has impacted us this year too, with skilled operatives and technical staff in particular having been in short supply. This has had an effect on our service levels, but I'm pleased to say we're now almost back to full strength. We are very sorry that repairs have taken longer than usual to carry out. We are making steady progress on reducing the backlog of work and are confident our turnaround times will continue to improve as the year goes on.

We were all shocked in October last year to hear about the tragic death of two-year old Awaab Ishak, caused by exposure to mould in his home in London. The news led, understandably, to a big increase in customers reporting concerns about condensation and mould. We have acted decisively. This includes carrying out mould removal and treatment works to more than 350 homes, improving ventilation by installing modern extractor fans and carrying out a programme of other related repairs such as roofing and re-pointing over the summer. We hope this will mean fewer problems for customers in future.

This year we created new ways for you to have a say in our services. This included a repairs drop-in event at our head office, which resulted in a small customer task force presenting their recommendations to our Board. Consultation on our new customer strategy gained some 900 responses, providing invaluable information on your priorities and concerns. Thank you to everyone who has taken the time to give their views, in whatever way, throughout the year. We are very much listening!

With best wishes

Steven Dennis

Chief Executive

FEEDBACK

Your feedback is really important to us. It helps us understand what you like about our service and what we could do better.

Whether your feedback relates to this report and its contents, or is in response to our services, we are keen to hear your views.

Compliments make our day, and complaints help us make improvements.



You'll find a list of ways you can contact us on the previous page.

Thanks for reading!



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Please note that figures in this report are taken from 1 April 2022 – 31 March 2023, unless otherwise stated.

Our homes

Saxon Weald is a housing association, established in 2000, managing approximately 6,800 homes across Sussex and Hampshire.

We manage properties of different types and different tenures. Here's a quick guide to the types we provide:

General needs: These properties are our affordable rent and social rent homes that are not age restricted.

Retirement properties: Mostly rented flats or bungalows for residents over a certain age (usually 55 or 60, depending on the scheme). They are charged out at social or affordable rent rates and often have a visiting scheme manager.

Extra Care: We have 11 extra care schemes. These are age restricted communities for older people with some care or support needs. They comprise of flats within a large block with other shared communal facilities such as a dining room and lounge. There is a care team present on site to help with the residents' day-to-day needs and a regular extra care scheme manager working at the premises.

Market rent properties: We have a small number of properties in Horsham that we rent out at market rent rates.

Shared Ownership: These are houses or flats that can be bought on a part buy / part rent basis. The resident owns the share they have bought and pays rent to us on the remaining share. Over time and as they can afford to, the buyer can buy a greater share (known as staircasing), up to the full 100%.

Shared Equity: Also known as Older People's Shared Ownership, this would be a property in a retirement or extra care development. Similar to shared ownership, residents buy a share of the property and pay rent on the remaining share. However, unlike shared ownership properties, they have to buy a 75% share and pay no rent on the remaining part. This is so that we, as the landlord, can manage who the property is passed on to and maintain the stability of scheme.





Leaseholders: These are residents who own their home, but we own the block or grounds and charge a service fee for the upkeep of these areas.

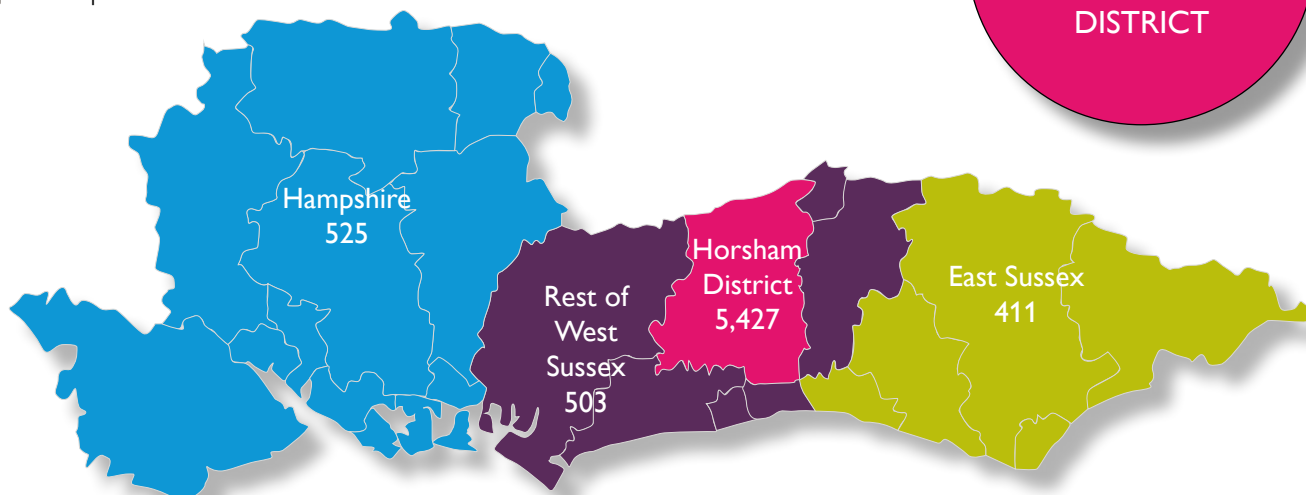
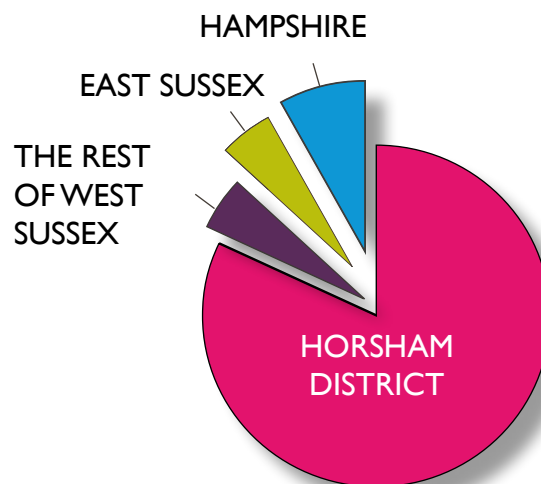
Legal and General affordable homes: We manage a small amount of properties in East Sussex on behalf Legal and General.



Our homes and where they are

TOTAL NUMBER OF PROPERTIES 6,866

	Horsham District.....	5,427	79%
	The rest of West Sussex.....	503	7%
	East Sussex.....	411	6%
	Hampshire.....	525	8%



TENURE OF HOMES

Social / affordable rented homes.....	5,781
Leasehold owned homes.....	536
Shared ownerships homes.....	284
Shared equity homes.....	157
Market rent homes.....	108

NUMBER OF PROPERTIES LET

Total homes let last year	469
Existing homes re-let	395
New build homes let.....	41
Legal & General lets.....	33

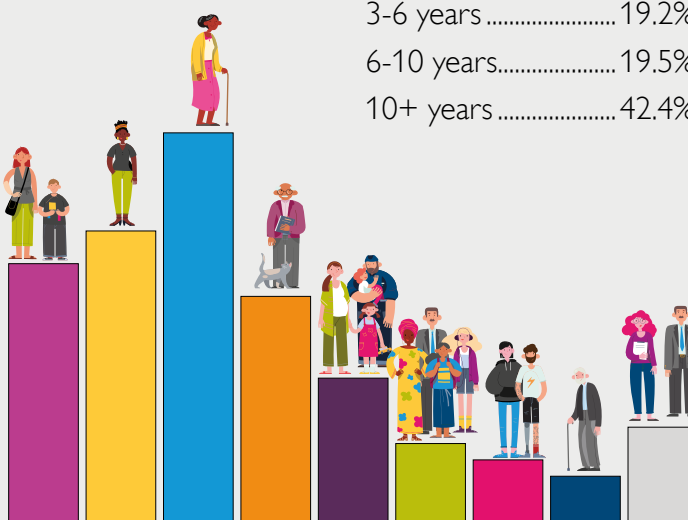
Our customers

HOUSEHOLD TYPE

	Single families with children	16.0%
	Single person	18.0%
	Over 65 Retirement.....	24.0%
	Over 65 General needs.....	15.0%
	Family with young children	9.0%
	Family with older children	5.0%
	Shared owners	4.0%
	Shared equity	3.0%
	Couples.....	6.0%

LENGTH OF TIME AS A RESIDENT

Under 1 year	4.1%
1-3 years	14.8%
3-6 years	19.2%
6-10 years.....	19.5%
10+ years	42.4%



Performance at a glance

OVERALL SATISFACTION



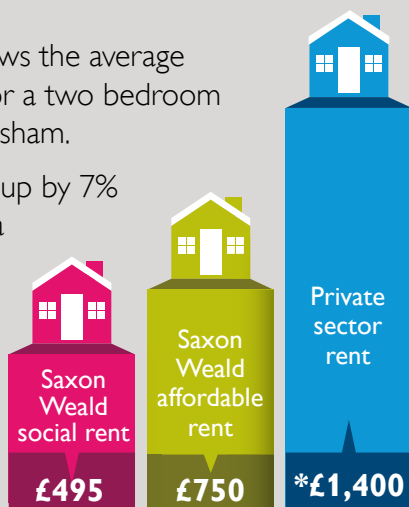
We use a company called Voluntas to conduct our main satisfaction surveys. If you get a call from them, please take the time to answer a few questions. It really helps us to know how you think we're doing.



RENTS

The graphic shows the average monthly rents for a two bedroom property in Horsham.

Our rents went up by 7% this year. This is a lot less than the average private sector rent, which saw average increases of 36.5%!



* 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.

RENT ARREARS

We were owed £1,327,237 in rent arrears at the end of March 2023, which is nearly 3% of the total rent due.

Our income recovery team is working with residents who are in arrears to try and support them and recover what is owed.

REPAIRS & MAINTENANCE

17,575



17,575 day-to-day repairs were completed in the last financial year

82%



1,281 of 1,568 emergency repairs were made safe within 24 hours of being reported

£5.2 m



Over £5.2 million was spent on property improvements and planned maintenance work

£188



The average cost of a responsive repair job was £188

AVERAGE STANDARD REPAIR COMPLETION

24 Days



Our standard repairs timescales are shorter than in the previous two years. At the end of March 2023, they averaged 24 days.

SATISFACTION WITH THE REPAIRS SERVICE

77%

Unfortunately, long waiting times for jobs to be completed has impacted how customers view our service.

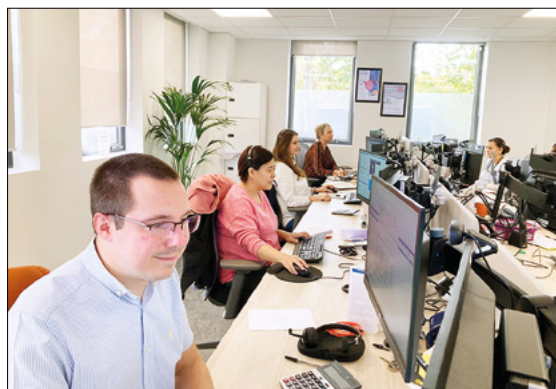
Similar sized housing associations seem to be having the same problem, with their satisfaction levels reported as almost the same as ours.

We're working hard to make improvements to how we deliver our service and have managed to get waiting times down over recent months. We hope that with shorter waiting times, our resident satisfaction levels will rise.

Customer experience

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!**

Between them they have a wealth of knowledge and **85% of calls were handled straight away**, without having to pass the customer on to someone, or call them back.



110,052

ENQUIRIES AND CONTACTS



16,187
Digital contacts



49,997
Calls



29,117
Emails



14,751
Repairs logged

CALL WAITING

We are pleased to report that our call waiting times for our customers is back on track with wait times down to around two minutes from a disappointing high of nearly 10 minutes back in December 2022. This low peak followed a period of bad weather, which led to more repairs requests at the same time as we had a shortness of staff due to sickness.

Housing associations of a similar size report an average 2.5 minutes call waiting time with lows of five minutes to wait.

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

BEING A CUSTOMER SUPPORT ADVISER

Our Customer Support Advisers are a fantastic bunch. As well as having to know an incredible amount about all areas of the business, they also need to remain calm, and deal with some challenging enquiries. We asked one of the team, Bex about their role. Here's a couple of their answers. The full interview will be available in our Winter Spotlight newsletter:

Q. What part of your job do you look forward to the most?

I always look forward to helping our residents. While it can be quite difficult dealing with issues or unhappy calls, when you are able to help somebody in a crisis or you are able to resolve an issue for someone - it makes our day! Knowing that we have helped, no matter how big or small, makes our job worthwhile.



Q. How do you approach difficult customer situations?

We try and approach difficult situations sensitively and with compassion. You have to put yourself in the customers' shoes and understand their point of view, staying calm and professional at all times. Doing what is right for our customers is always at the forefront of our mind, and we will always try our best to find a resolution for them.



Introducing Tenant Satisfaction Measures

The Government's Regulator of Social Housing has created a new set of measures to assess our performance. We started collecting results in April this year.

You can use these measures to understand how well we are doing. The aim is to improve standards across all housing associations. The measures will demonstrate if we are providing good homes and customer service.

We are collecting information on a monthly basis via a telephone survey. It will help us to understand what matters most to you and where we can improve.

We will publish our results every six months, here in the Annual Performance Report and in our Spotlight newsletter.

Tenant satisfaction is measured across five areas:

- repairs
- building safety
- effective complaint handling
- respectful and helpful tenant engagement
- responsible neighbourhood management

12 of the 22 Tenant satisfaction measures are based on our customers' feedback and are collected via a telephone survey.

Here's the results showing how we were doing over the first three months:

73%

Overall satisfaction with the service provided by the landlord

78%

Satisfaction that the landlord keeps tenants informed about things that matter to them

73%

Satisfaction with repairs

80%

Agreement that the landlord treats tenants fairly and with respect

67%

Satisfaction with time taken to complete most recent repair

39%

Satisfaction with the landlord's approach to handling of complaints

75%

Satisfaction that the home is well-maintained

61%

Satisfaction that the landlord keeps communal areas clean and well-maintained

84%

Satisfaction that the home is safe

70%

Satisfaction that the landlord makes a positive contribution to neighbourhoods

64%

Satisfaction that the landlord listens to tenant views and acts upon them

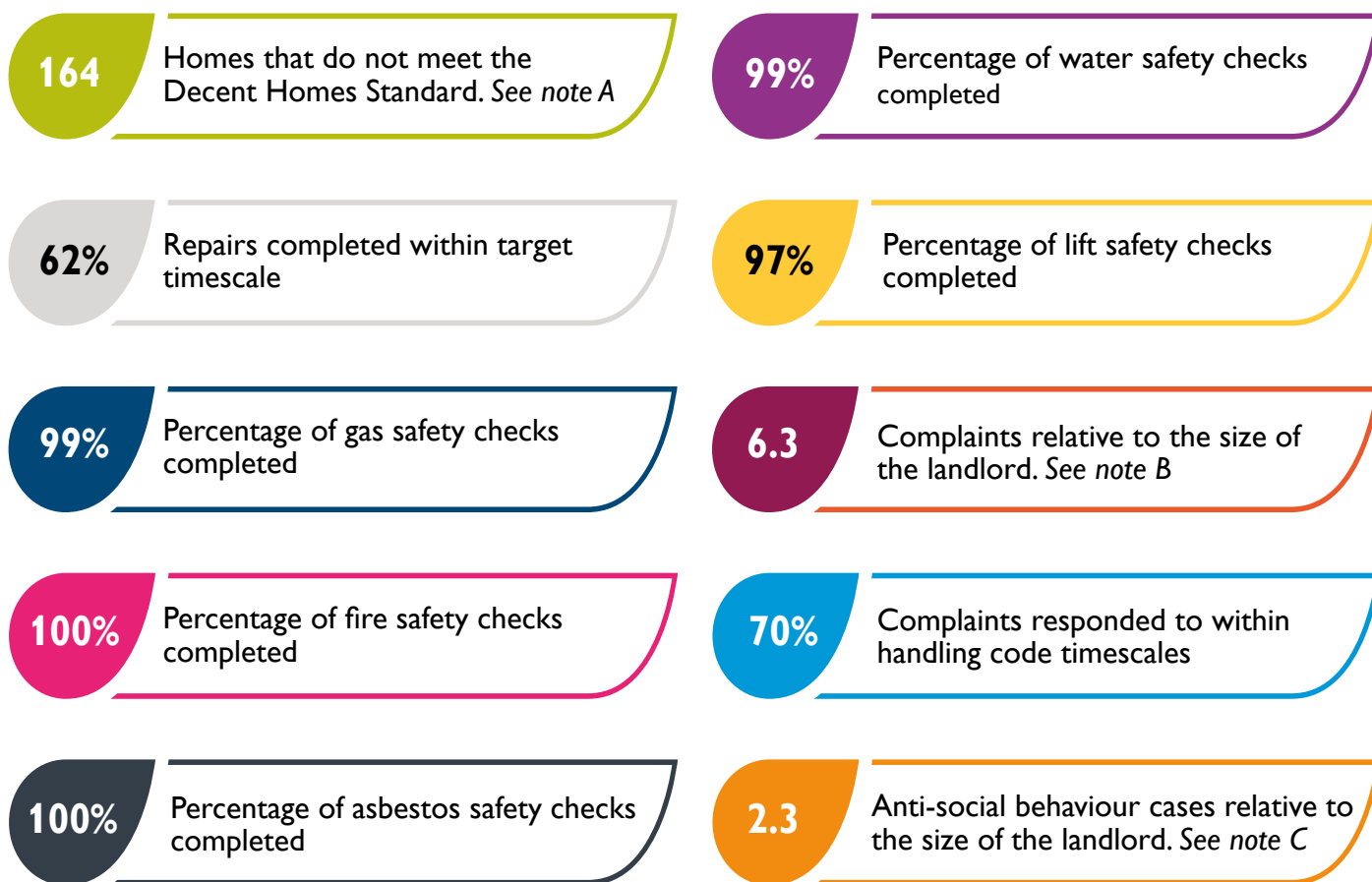
59%

Satisfaction with the landlord's approach to handling anti-social behaviour



The other 10 TSMs are based on how we are performing as a landlord and are scored from the data we collect across the business.

Here are the results of those measures over the first three months:



NOTES to the TSMs

Note A: 164: Homes that do not meet the Decent Homes Standard

'Decent Homes' is a standard set by Government that all housing association properties should meet. We are concerned that 164 of our homes (around 3% of what we own) do not meet the standard due to problems with their roofs. We will be checking them all over the coming year and repairing or replacing them as needed.

Note B: 6.3: Number of complaints received per 1000 homes owned

The Regulator of Social Housing asks us to record complaint numbers in this way. This makes it easier to compare performance for housing associations of different sizes. Full comparison information is not yet available for this year, but information from Housemark suggests that the average figure for housing associations in 2022 was 27 complaints per 1000 homes owned.

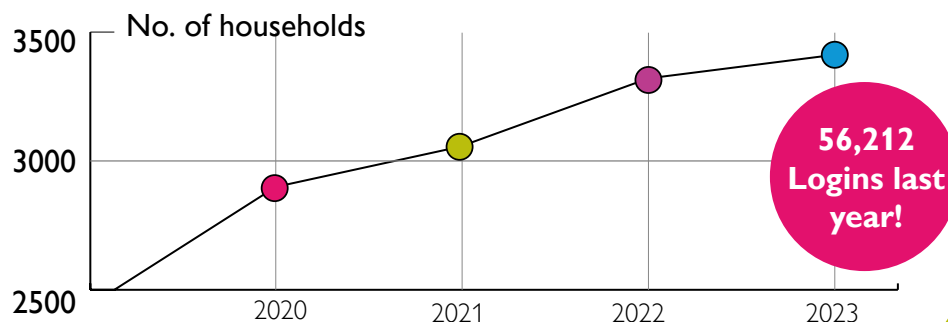
Note C: 2.3: Number of anti-social behaviour cases raised per 1000 homes owned

The Regulator of Social Housing asks us to record anti-social behaviour cases in this way. This makes it easier to compare performance for housing associations of different sizes. Full comparison information is not yet available for this year, but information from Housemark suggests that the average figure for housing associations in 2022 was 50 cases per 1000 homes owned.



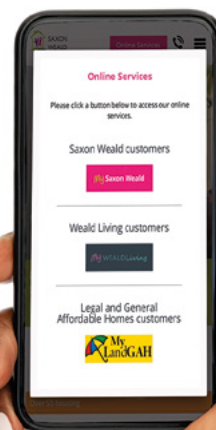
By the end of March 2023, 3,395 households had signed up to use our 24 hour online services. That's 3% up on last year's figures and 61% of our customers.

There were a total of **56,212 logins**, an average of 27 per customer over the course of the year!



**56,212
Logins last
year!**

**61% of
households
now signed
up**



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!**



OUR WEBSITE

Want to keep up to date with the latest news and service updates? Our website, www.saxonweald.com is regularly updated with lots of useful information.

Last year saw over 100,000 visits!

SOCIAL MEDIA

Our Facebook and X (formerly 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, we created 216 posts on our Saxon Weald Facebook page, which were seen around 70,000 times. There were also 153 posts on X, seen around 9,000 times.

Last year, 48 people messaged us on Facebook and 10 contacted us through X. We monitor these with the same level of importance as any of our other contact methods.

If you use social media, why not give us a "like" or follow us, so you'll be sure not to miss anything important?

**70,000
views last
year**

**9,000
views last
year**

Go to Facebook.com/saxonweald or X.com/saxonweald.

Your feedback matters

COMPLAINTS

Delivering a great service to our customers is what we all want to do, all of the time. However, sometimes, things can go wrong. Please let us know if this happens, so we can try to put things right and learn from any mistakes.

You can make a complaint to us by

- Phone: 01403 226000
- Email: hello@saxonweald.com
- Letter: Please see our address on the back page
- Secure message from your [MySaxonWeald](#) account
- Completing a form on our website: www.saxonweald.com/living-in-your-home/complaints. There's also details of the complaints process here.

Last year we received
470 complaints

Of these, 442 were resolved at the first stage, 28 went onto stage two and one was referred to the Housing Ombudsman, who found we had acted correctly.



If you have been through our complaints process and are not satisfied, you have the right for your complaint to be considered by the Independent Housing Ombudsman. You can contact the Ombudsman at any time for impartial advice.

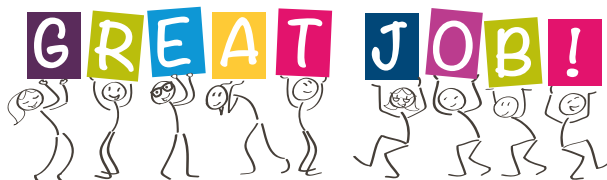
Housing Ombudsman Service
PO Box 152, Liverpool, L33 7WQ
Telephone: 0300 111 3000
Email: info@housing-ombudsman.org.uk

COMPLIMENTS

We're always delighted to hear when you're happy with our service. It helps us understand what we're doing well.

Last year we received
60 compliments

Hello, we have just had a HomeFix guy round to clean the mould in the bathroom. I just wanted to say that I was really impressed with him. He was very friendly and super-informative about everything he was doing. He also left our bathroom in such a clean condition after he was finished. I am really pleased with everything. Such a nice man. Please pass on our thanks.



Today my housing manager came to see me for an annual visit. I would just like to say how lovely it was. She took time to chat and made sure everything was ok. Thank you!

I just wanted to say a huge thank you to the Money Matters Adviser for the help and support they have given me during a difficult time in my life personally and financially. I find it very difficult to ask for help, therefore I appreciate it so, so much that you reached out to me with such kindness. The help you give people like myself in difficult times is truly amazing.

You can send us a compliment by email, phone, on Facebook or Twitter, or via your mysaxonweald account.



You said - we did...

One of the commitments of our customer charter is to listen to your views and use your feedback in our decision making. Here are some of the changes we've made in response to what you've told us:

Grounds maintenance is poor – we're not getting what we pay for!

A new way of setting up contracts has been adopted and new contractors appointed

Be more visible!

We held a series of roadshows across our districts, giving us the opportunity to meet more of you face-to-face

WE'RE LISTENING TO YOU

More examples of how your views have made a difference to our services:



Amending service charges to residents in properties that are linked, but not within a scheme

These residents were being charged for elements of service charge that they would never use. These charges will be removed in future.



Appointment reminders

Customers were sent appointment reminder messages 24 hours before repairs bookings. However, when appointments needed to be rescheduled, this didn't give enough notice to customers. As a result two messages are now sent at 72 hours and 24 hours before the appointment.



Compensation requests

Compensation requests used to form part of the complaints process, but now they can be handled independently and be settled more efficiently.



HomeFix operatives take photos of their completed work

Operatives are asked to take photos at the point of completion of a job. This helps us monitor quality and process any complaints we might get about the quality of the work.

When are you going to invest in property improvements?

Our development spend has been reduced to allow greater investment in existing homes

Why aren't you inspecting repairs where customers aren't happy?

A new post-inspection process has been agreed

Why is there nothing on gaslighting in your domestic abuse policy?

Our policy has been amended to include this in it

The cost of living crisis is worrying

We set up a financial support fund. Extra advice on support available was published

Your voice

GET INVOLVED & HAVE YOUR SAY

We welcome your views on our services and use your feedback to help shape our processes and decisions. After all, there's no one better placed to tell us what's working well and where we need to improve than our customers.

Some of the ways you could get involved are:

- Telephone interviews
- Feedback surveys
- Your voice register
- Estate mates
- Seniors united
- Task and finish groups
- Customer representation on our Board



Customer Engagement Plan 2022 - 2025

Our corporate plan is clear about the importance of engaging with customers and using their feedback to improve what we do. Our customer engagement plan sets out our approach, ensuring that customer views are heard and acted upon, and that customers can see their opinion matters. You can find a copy on our website: www.saxonweald.com/your-voice/getting-involved

TASK AND FINISH GROUPS

Scrutiny makes a real difference to the way Saxon Weald delivers service to residents. Task and Finish groups give an independent customer view of how services can be improved and delivered.

Following the Quality of Repairs events we held in December 2022 at Saxon Weald House, we asked customers if they'd like to be involved further in our very first Task and Finish group.

We caught up with one of our members, Terry, to see how he'd found the experience so far;

“ I've lived in Horsham my whole life and have been a resident of Saxon Weald for seven years, in three different properties.

I wanted to get more of an understanding of what happens with repairs operationally and also wanted to be more involved. So, at the Quality of Repairs event in December, I expressed an interest in joining the Task and Finish group.

I've enjoyed taking part in the group because it's given me a chance to speak face-to-face to

the right people. It's good knowing that you've been listened to and it's given me the opportunity to help make a difference.

I've learnt lots about how HomeFix operates and it's nice to have a better understanding.

If I was to give anybody advice about getting involved, I would say just do it! Have a go. Have an open mind and put your point across. It's nice to meet up regularly with like-minded people who share the same purpose. I'll definitely be looking at getting involved again.



To find out more and learn how you can make a difference, there's a leaflet on our website with more information. Please go to www.saxonweald.com/your-voice/getting-involved



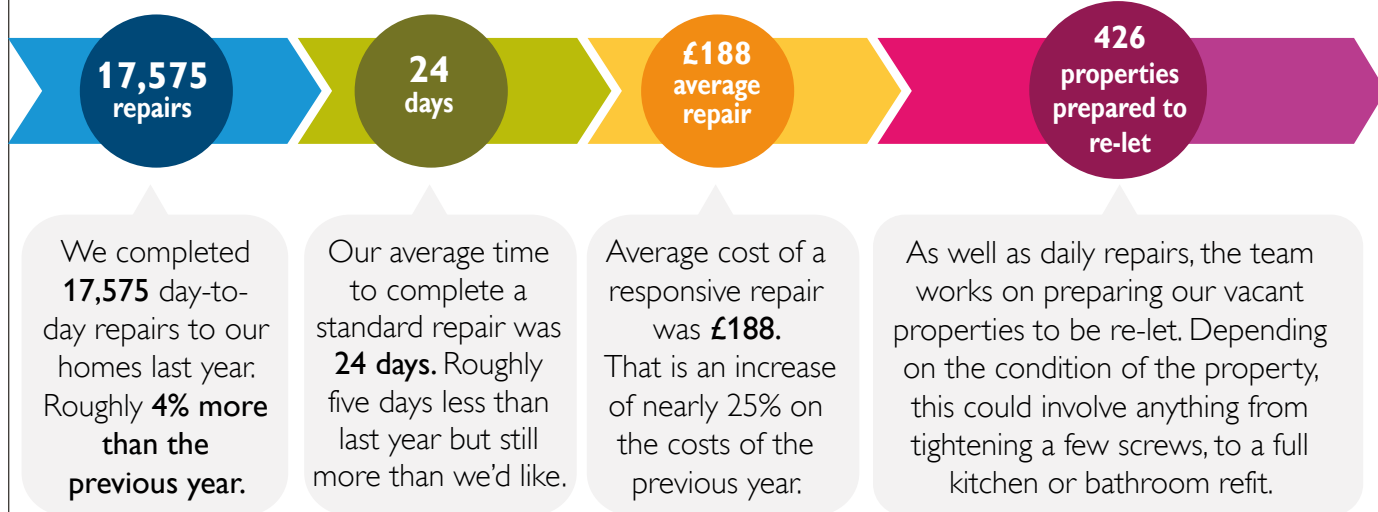
Investing in your homes



DAY-TO-DAY REPAIRS

The HomeFix repairs team had a difficult year, with recruitment and getting materials being the main challenges impacting the service. Unsurprisingly, customer satisfaction with their last repair is low at just 76.7%. While this is a bit less than the previous year, it is a bit more than other similar sized housing associations are reporting.

We've now outsourced our domestic gas repairs and servicing to TSG, as this was a big area we had difficulty recruiting in. We also have fully recruited the rest of the team now, so hope to see great improvements this year.



LOOKING AFTER YOUR NEIGHBOURHOODS

Whatever the weather, our estate improvement team are out and about making sure our neighbourhoods are kept clean, tidy and safe.

The types of jobs the three operatives handle are really varied, but make a big difference to the area where you live.

Last year the team carried out 1,925 jobs!

560	Estate inspections
288	Gutter clearances
6	Kitchen & bathroom clearances
108	Communal area clearances
26	Garage checks
22	Garage lock changes
51	Heater deliveries
160	Empty homes clearances
30	Empty homes garden works
44	Fitting sign jobs
222	Rechargeable jobs
335	Clearances / fly tipping
11	Car park line-marking jobs
62	Lighting jobs

One of the most common things they have to deal with is belongings or rubbish left in communal hallways. These items become a safety risk if blocking escape routes, preventing people from leaving safely in an emergency situation.

The team will remove items that create a safety risk.

GROUNDS MAINTENANCE



Following the disappointing service from our grounds maintenance contractors, Idverde and the resident feedback we received, we terminated their contract.

We now have new contractors. Groundscapes covers north and south areas, GreenServe covers the east, and the west is managed by Grounds Care Group. We have a separate contract for tree management and Connick Tree Care will cover all areas.

The new contractors took over in May and have been working tirelessly to get our sites back to a good standard.

We are keeping a close eye on performance and hope that our customers are starting to see the positive improvements!



GENERAL IMPROVEMENTS

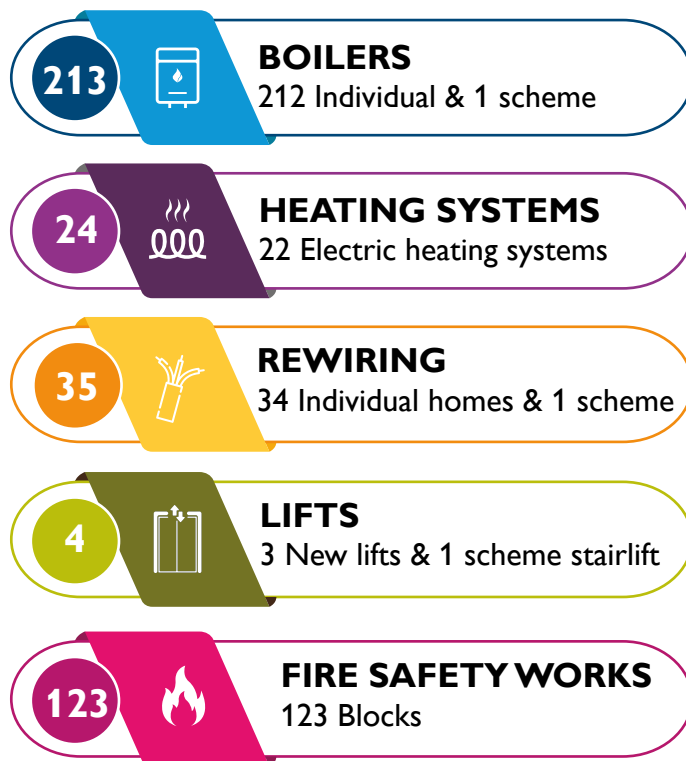
Every year we invest in our customers' homes to maintain and improve them.

Works vary from installing new kitchens and bathrooms, to new roofs and rewiring. Last year, in-line with new fire safety standards, we installed a lot of fire partitioning within a number of our communal blocks.

This year we published a new asset management strategy detailing the focus of our investment over the next three years.

We have planned to spend more to maintain and manage our properties, and to ensure that they are safe, warm and weathertight.

Last year we spent £5.2 million on improving our customers' homes!



SUPPORTING OUR RESIDENTS TO LIVE INDEPENDENTLY

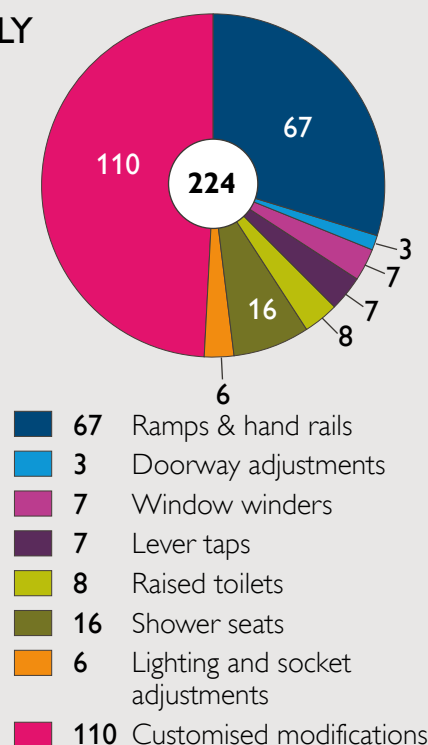
We regularly make adaptations to homes to improve safety, health and wellbeing. These small changes can make all the difference to some of our customers, and help them live in their homes safely, for longer.

Sometimes it can be the simplest of things, such as lever taps or an adjustment to the height of electrical sockets that can make life that bit easier. Other times we may need to install a ramp or adjust a doorway for safer, easier mobility and access.

In the last financial year we spent over £60,000 fitting 224 adaptations to residents' homes.

If you, or someone you live with, needs some of these small adjustments made to your home, please let us know and we will assess your requirements.

For larger adaptations, such as a level-access shower or stairlift, you will need to apply to your local council. If they approve, please let us know what is planned before any work goes ahead.



Your homes - health and safety

To help keep you safe in your homes, every year we carry out a large number of safety checks; from gas, fire and water assessments, to security, electricity and lighting.

We also provide training to all our staff, so they can monitor, assess and report risks, and operate in a safe manner.

Every week, building safety checks are done on all of our blocks - that's 4,628 checks a year!

Our own staff reported 334 risks last year, which all had work completed to make them safe.

So, if you see something that doesn't look right, please let us know so that we can check it out!

FIRE



- Last year we carried out 169 fire risk assessments on our blocks of flats.
- We have dry risers at 18 sites for the fire service to use in the unlikely event of a fire. These have to be serviced twice a year.
- 60 schemes have a full fire alarm system. This includes 7,008 components which have to be serviced and checked annually.
- Our scheme managers have to carry out a weekly test on each fire panel to ensure they are working at all times. This means they carry out 3,120 tests per year.
- In December, we sent out specific fire safety leaflets to every one of our flats, in line with new legislation. We will be doing this every year going forward.

ELECTRICITY



- Every year we carry out 1,200 electrical condition tests in homes and 170 in communal areas.
- There are 54 schemes where we carry out annual testing on all portable appliances in the communal areas.
- We carry out annual checks on roughly 1,300 tools or pieces of electrical equipment used by staff and operatives.



WATER



- There were 121 water risk assessments on blocks which have communal water.

SECURITY AND SAFETY



- We have 233 blocks that have emergency lighting. We perform 2,796 monthly checks at these sites.
- 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 3,989 properties!

PLUS...



- The 68 lifts within our properties have 10 checks a year and an insurance assessment every six months.
- There were 441 asbestos inspections last year.
- 132 pieces of mobility equipment are serviced every six months. These include stairlifts, therapy chairs and hoists.
- 22 laundries with appliances tested annually.
- 11 kitchen extractors cleaned every six months.
- 14 sites with solar panels, including head office.
- Annual inspection of 212 ladders.

DAMP & MOULD



We take all reports of damp and mould seriously. Our surveyors visited over 350 homes between October and the end of March. Works included wash downs, new extractor fans, repairs to roofs, brickwork, gutters and drains.



Housing management

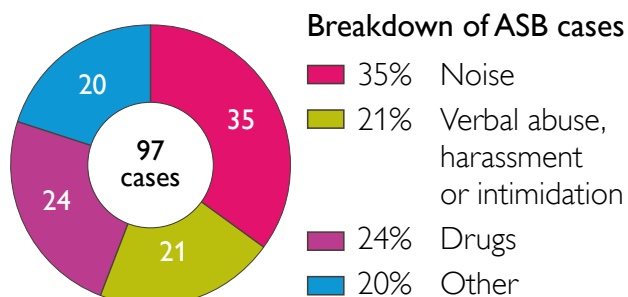
Our housing management team support and help residents to manage their tenancies.

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



ANTISOCIAL BEHAVIOUR (ASB)

Our team had 97 cases of antisocial behaviour reported to them last year. This is 12% less than the previous year.



ANTISOCIAL BEHAVIOUR TO STAFF

It is important to us to be open and accessible to everyone, but occasionally customers' actions may become unacceptable.

Sadly there were **26 reported incidents** of verbal abuse to our staff last year. This was 53% lower than the previous year but still unacceptable.

Reports by teams:

- Customer experience 35%
- Housing team 46%
- HomeFix team 19%

We have procedures in place to protect our staff and will take measures to challenge any unacceptable treatment of them. In certain cases 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 from abuse in their home. Abuse can affect anyone, of any age and be emotional, physical or sexual.

We have had a lot of training over the last few years to help us support survivors of domestic abuse. **Our commitment was recognised when we achieved the Domestic Abuse Housing Alliance accreditation in September 2022.**

If you're experiencing domestic abuse or you're concerned about someone you know, please remember that you are not alone. There are a range of support networks and services available to you. We've added a dedicated area on our website with a wealth of information and support. More information can be found here:

www.saxonweald.com/da.

Last year our housing team supported 40 households who were affected by domestic abuse.

16 of the cases resulted in us supporting a home move. This is double the previous year's cases.



RENT ARREARS

As of 31 March 2023, we were owed **£1,327,237**. This is nearly 3% of total rents and up a little from last year.

When a customer gets into arrears we always try and work with them to help them get back on track. However, despite our efforts, last year we had to make six evictions.



£1,327,237

If you are worried about not being able to pay your rent or being in arrears, please contact us. Our friendly teams help many people every year who may be struggling financially.

TENANCY FRAUD

Tenancy fraud is a crime and usually involves subletting a property for profit. It also prevents those who really need housing from accessing it.

Fortunately, no tenancy fraud cases were reported to us last year.



Supporting residents

Many of our customers are still being affected by the cost-of-living crisis and our Money Matters team and Wellbeing Adviser have had a busy year.

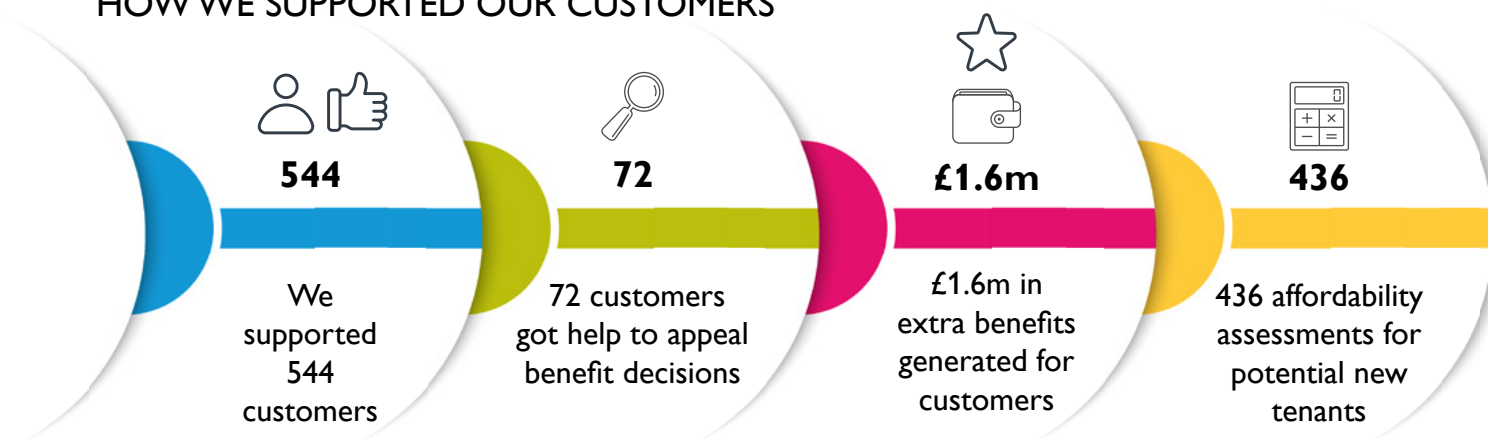
The team offers support to those who need it both financially and from a welfare perspective.

The person in the new role of Wellbeing Adviser provides support to our more vulnerable

customers with issues such as mental health, hoarding and substance abuse.

If you would like more information about either of these services please email moneymatters@saxonweald.com or call 01403 226000 and ask to be referred to them.

HOW WE SUPPORTED OUR CUSTOMERS



Saxon Weald has a support fund for customers experiencing severe financial hardship. Last year, we received 301 referrals and spent a total of £101,000. The majority of referrals helped with food and fuel top ups and also towards the purchase of essential white goods.

FOODBANKS & OTHER HELP

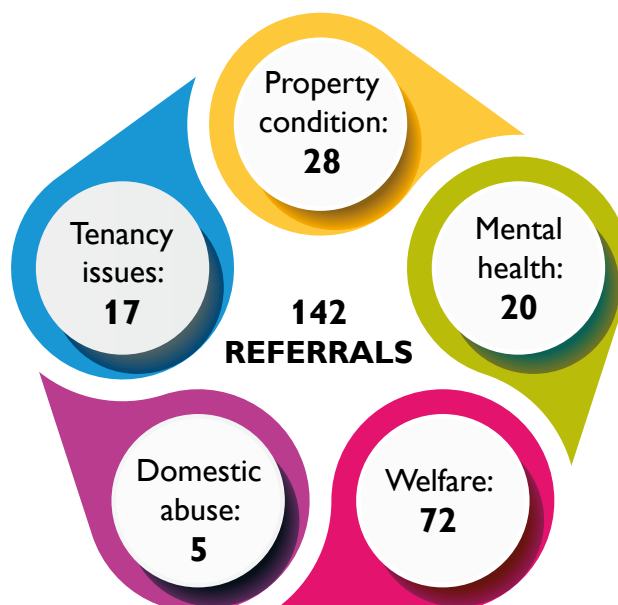
Horsham Matters is a local charity that supports people in the Horsham area when they need it most. Last year saw a massive increase in the amount of people that were referred by us, with a huge **£89,562 spent by Horsham Matters**. This is nearly five times more than last year when the figure was £18,234. 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:

SUPPORT	NUMBER	VALUE
Foodbank vouchers	1,786	£80,370
Furniture packs	12	£1,808
White goods items	6	£1,194
Fuel vouchers	55	£6,190

WELLBEING SUPPORT

Our Wellbeing Adviser is there to lend extra support to our customers, beyond what our housing managers do. This may be for those having more specific difficulties. Last year, we received 139 referrals. If you need a bit of extra help with any of the issues below please contact Housing.managers@saxonweald.com

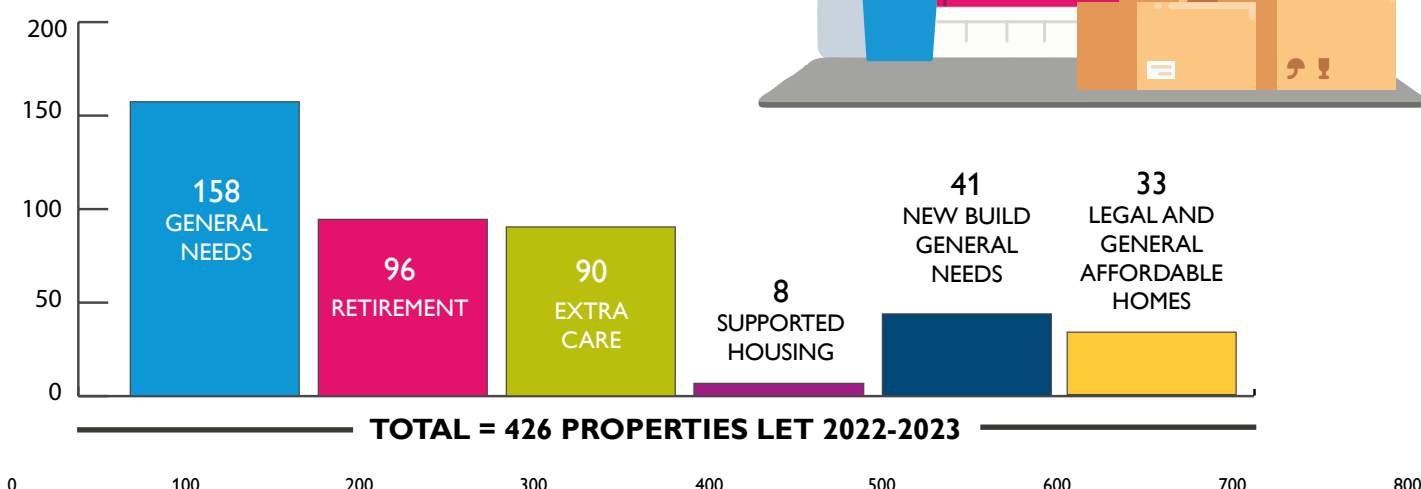


Your homes - lettings

NEW LETTINGS & RE-LETS

Our Home Move team let 426 properties last year. As well as organising viewings, assessments and tenancy agreements, the team supports customers at the end of their tenancies. This includes advising them how their properties should be left, in line with our end of tenancy standards.

If you would like to be housed by us, but are not an existing Saxon Weald tenant, you will need to apply to your local council to join their housing register. Your local council will work with a range of housing associations, ourselves included, to provide affordable homes.



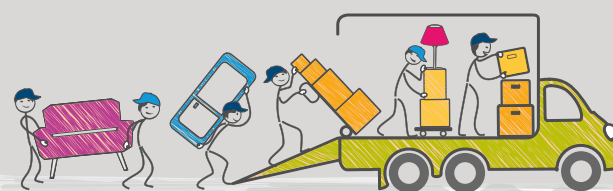
Last year the Home Move team carried out 783 viewings

Of these, 314 homes were refused

MOVING OUT AND MOVING ON

Our customers choose to move house for a number of reasons. The most common ones tend to be:

- **Property is 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, or to be near family etc.
- **Under-occupancy:** family growing up and moving out. This can make a property less affordable due to bedroom tax on extra bedrooms. Or it could be difficult to maintain and a smaller property might be easier to manage.
- **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 need to give us four weeks' notice.

For more information go to www.saxonweald.com/living-in-your-home/ending-a-tenancy/

Many customers use www.homeswapper.co.uk to find someone suitable to swap their council or housing association home with. Last year, we received 64 mutual exchange applications. Of these, 47 were processed and completed.



Your homes - new homes

WHERE OUR NEW PROPERTIES ARE:



A 12 Properties at New Monks Park, Lancing



B 23 Properties at Ecclesden Park, Angmering



C 9 Properties at Ashplats, East Grinstead



D 2 Properties at Hawksbourne, Horsham

IN THE PIPELINE...

We currently have 153 homes in progress, which are due to complete in the coming year. Of these, 116 will be for affordable rent and 37 will be made available for shared ownership purchase.

DEVELOPMENT NAME	AFFORDABLE/ SOCIAL RENT	SHARED OWNERSHIP
New Monks Park, Lancing	22	18
Page Court, Horsham	48	0
Ecclesden Park, Angmering	20	10
Hawksbourne, North Horsham	14	9
The Cobblers, Slinfold	12	0
TOTAL	116	37

GRANTS TO SUPPORT BUILDING

Saxon Weald secured a £660,000 grant from Homes England for developments in 2022/23.

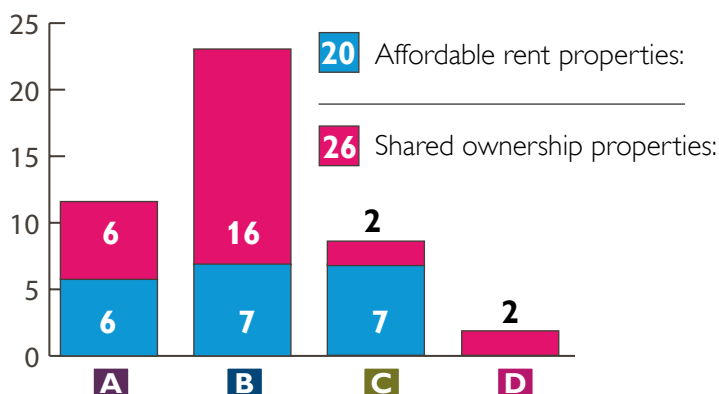
We were also awarded grant to the value of £180,000 from Horsham District Council for development in 2022/23 and a further £594,000 will be provided in 2023/24.



Last year, we completed 46 new build properties. A couple of other sites faced unexpected delays to the build, but we expect to see those completions in the coming year.

Our aim is to build 393 homes over the next five years (2023-2028). These will be made up of 269 for affordable rent and 124 for shared ownership.

PROPERTY TENURES 2022/2023



BUYING & SELLING

Our sales team are kept busy with our new build shared ownership sales with roughly 25 enquiries per property we sell.

Last year, as well as the 26 new build sales they processed, they also had:

- 28 Resales completions
- 8 Staircasing* completions
- 12 Disposal** completions

*Staircasing is when a shared owner buys more shares in their property.

**Disposals are when we sell one of our Saxon Weald properties because it is either too expensive to repair or in an area that is remote from our other homes.

BUYING A SHARED OWNERSHIP PROPERTY

We sell our sales properties through our Weald Living brand. If you'd like to find out more or see what properties are available, please visit our website.

www.wealdliving.com



WEALD LIVING

BY SAXON WEALD

All about money

HOW WE COMPARE

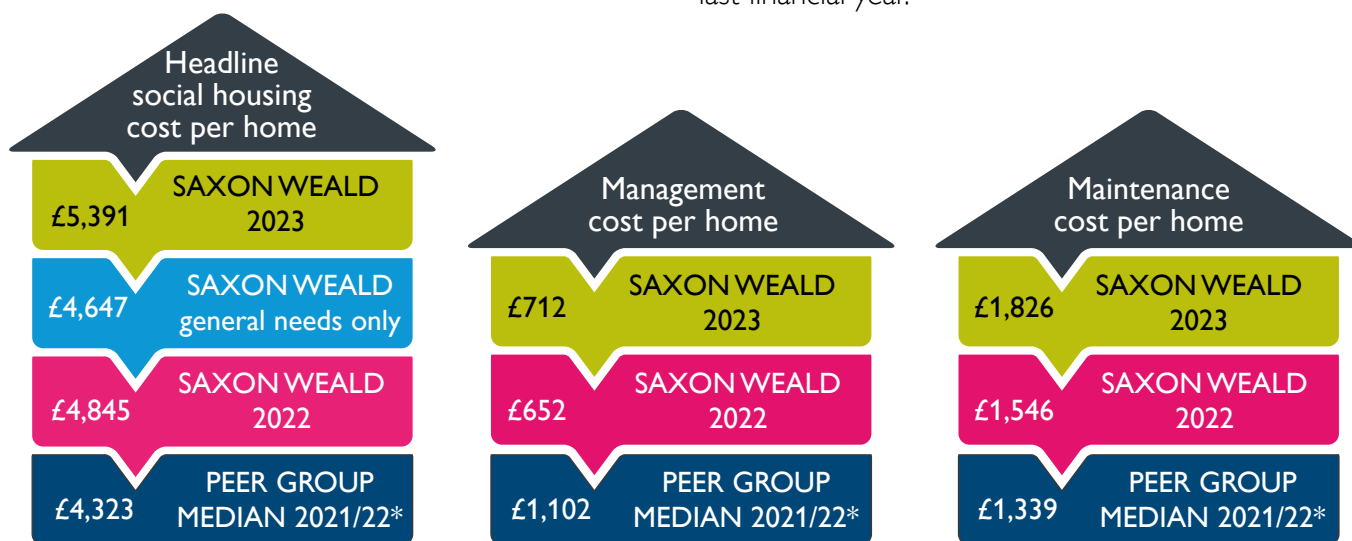
We benchmark our costs with those of similar sized housing associations (our peer group), to help us understand how we are comparing.

Our costs per home for the 2022 - 2023 year are nearly 25% higher than the average of our peer group. While this is partly due to the high number of retirement and extra care homes we manage that need more maintenance and staff support, our

general property costs are still a bit higher than those of our peers.

Our management costs per home have increased moderately this year but are significantly less than that of our peers at just 65% of their costs.

We are investing more in our homes, with us spending nearly 35% more than our peers in the last financial year.

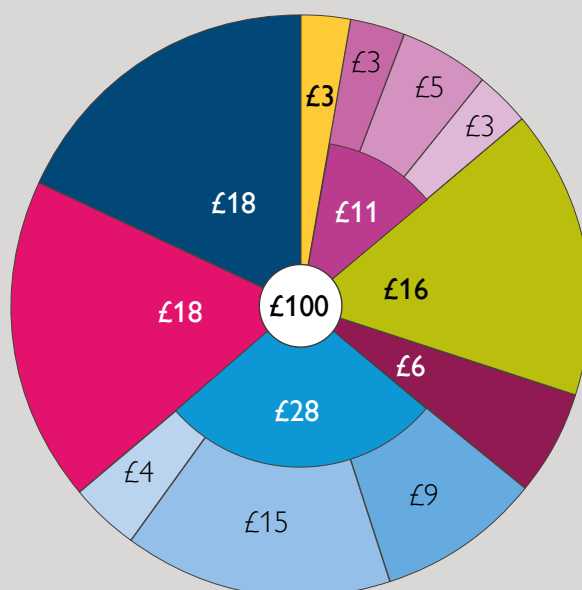


* We use information from a research company called Housemark to compare ourselves to 17 other regional housing associations with a stock size between 2,500 and 12,500 homes.

HOW WE SPEND OUR MONEY

For every £100 we spend

Housing Management	£3
Service charge costs	£11
Cleaning and grounds maintenance	£3
Utilities	£5
All other services	£3
Staff costs	£16
Overheads	£6
Repairs and maintenance	£28
Day-to-day repairs	£9
Property improvements	£15
Regular servicing and maintenance	£4
Interest payments	£18
Investment in new homes	£18



Our people

Delivering a positive experience to our customers is at the heart of all we do at Saxon Weald. Our staff are carefully selected to ensure that they embrace our values and deliver a professional service to our thousands of residents.

We employ 262 members of full-time and part-time staff across the business. They have a wide range of roles from our trades people who make up over 30% of our workforce, to scheme managers supporting our residents, to our office colleagues, who keep everything running in the background.

These colleagues have varying levels of expertise: from apprentices starting out in their careers to

those fully qualified in their field; to management and leadership. We also offer training and development to our staff to help them achieve their potential and further their careers.

We know that a dynamic and diverse workforce contributes to the success of our business. We are committed to equality of opportunity, to being fair and inclusive and to being a place where all belong.

So, if you, or someone you know is interested in working for us, please keep an eye on our careers page on our website, where we post our job vacancies: www.saxonweald.com/careers.



OUR STAFF

Number
of staff

● Office and management	141
● Scheme managers	33
● Maintenance	80
● Board members	8
TOTAL	262

BOARD MEMBERS

Saxon Weald is governed by a Board made up of eight external non-executive directors, plus two Saxon Weald executive directors. They make decisions in accordance with legislation about resourcing and budgets, and are responsible for monitoring and reviewing our performance.

We value our people and recognise them for a job well done. So, if you have received excellent service from one of our team, please let us know. There's a form here: www.saxonweald.com/220-compliments.html



... and finally

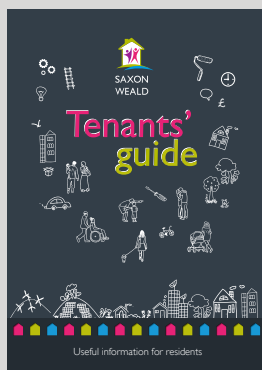
OTHER PUBLICATIONS:

We publish a wealth of up-to-date information on our website, including publications and informative leaflets. To download go to: www.saxonweald.com/about-us/publications/

Here's a few that may be of interest to you:

TENANTS' GUIDE:

This publication contains loads of information regarding living in your home, our responsibilities to our residents, and your responsibilities as a tenant. It is regularly updated because our services may change over time, and is a great place to go if you need to know anything about your tenancy.



FINANCIAL STATEMENTS

If you are interested in a more detailed account of how we spend our money and information about our resources, we publish our detailed Financial Report on our website every September.



HELPING HAND GUIDE

This booklet contains lots of information to help with the cost-of-living. From benefits, debt advice and financial support, to costs of running your appliances, this guide aims to give you lots of knowledge to help your money stretch further.

There's also information on foodbanks and where to get food at discounted prices. Finally, some top tips to avoid wastage and how to best economise where you can.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

Our ESG Report is published annually on our website, after September. It details our performance against 12 themes and 48 criteria set by The Sustainability Reporting Standard. Themes include residents' voice, building safety and quality, affordability and security, climate change and governance, to name just a few. These criteria align to international frameworks and standards, including the UN Sustainable Development Goals.



USEFUL CONTACTS:



GENERAL ENQUIRIES: Our customer service team is on hand to answer most enquiries. Email hello@saxonweald.com or call 01403 226000

MONEY MATTERS: If you are struggling financially please email moneymatters@saxonweald.com or call 01403 226000 and ask to be referred

HOUSING MANAGERS: email housing.managers@saxonweald.com or call 01403 226000 and ask to be called back by your housing manager

REPAIRS: For general repairs (or gas if you live in extra care or retirement schemes) email homefix@saxonweald.com, call 01403 22600 or use your My SaxonWeald account

GAS: If you have gas but don't live in a retirement or extra care scheme, please call TSG on 0800 781 2739 or email saxonweald@tsgplc.co.uk

INFORMATION FOR LEASEHOLDERS & SHARED OWNERS: go to www.wealdiving.com or call 01403 226060



Saxon Weald is a charitable community benefit society
(reg no. 7971) and is regulated by the Regulator for Social Housing.

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