

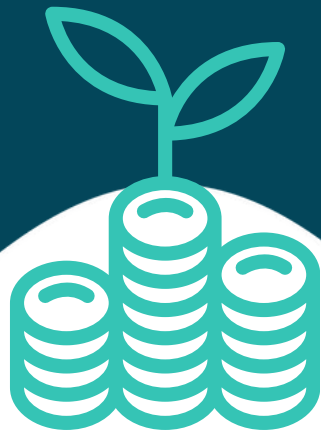
# Customer annual report 2023-24



Welcome to your customer annual report which details how Selwood Housing has performed over the last year.

2024 marks 35 years since our foundation as West Wiltshire Housing Association in 1989. Since then, Selwood Housing has continued to thrive as a not-for-profit independent housing association firmly focused on serving our local communities.





# Investing in our homes

Our plan to bring over 1,500 homes to [EPC C rating or above by 2030](#) is underway.

Our [improvements programme](#) continued this year, retrofitting our least energy efficient properties. This included loft, cavity and external wall insulation as well as photovoltaic panels and air source heat pumps.

**“We had solar panels put on in September, the loft filled with the extra layer and the windows have been done, which is perfect. So it’s lovely and comfortable and warm now!”**

Ray, Westbury

We also prioritised customers experiencing [damp and mould issues](#) by expanding our use of monitoring equipment and technologies to help find the root causes. The surveyor cube, for example, gives real-time data to help identify problem areas.

# Investing in our homes



Ahead of our targets for the year, we installed:

- 481 new kitchens and bathrooms
- 229 new windows
- 147 new roofs

Our planning team booked over 27,000 repair jobs, and we've worked hard to improve our response times, completing 99.7% of emergency repairs within target.

Real-time feedback from customers via our Rant & Rave platform showed that 91% of customers rated the repair they had received as 4/5 or 5/5.

We also completed 100% in-date gas safety checks and fire risk assessments.







# Building new affordable homes

In December, we secured a **£55m loan from Lloyds Bank** enabling us to press on with our plans to build 1,700 more local affordable homes by 2034.

During the year we built **171 new homes**, housing up to 661 people - an annual increase of 11%.

This included **regeneration of a derelict site** in a historic conservation area at Polebarn Road, and our **first EPC A rated scheme** at Platinum Court in Studley Green.





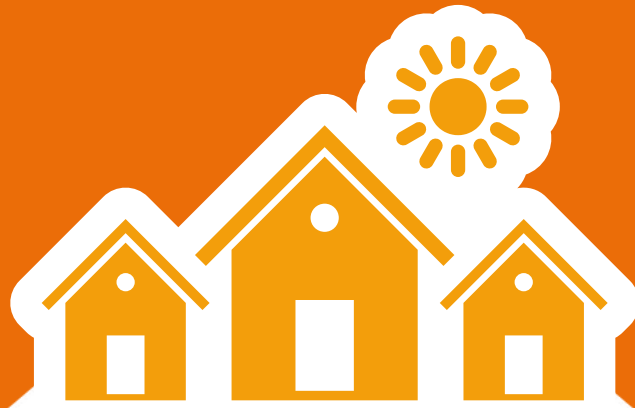
## Supporting our customers

The customer services team responded to a staggering **47,392 calls** and approximately **12,000 emails!**

Our tenancy sustainment team supported **82 households facing financial hardship** to maintain their tenancies. This included £10,500 in grants and 150 fuel vouchers, as well as referrals to other charities and providing benefit eligibility advice. Working in this way has helped us to maintain **a low level of rent arrears at just 0.76%**.

We held **889 weekly drop-in sessions** at sheltered housing schemes and made 339 home visits to customers living in supported housing with a mental health diagnosis.

We welcomed **301 households to our existing homes** and supported 90 moves via mutual exchange.



# Helping shape our communities

Our Priority Neighbourhoods projects for 2023 - 24 were two communities in **Warminster and Westbury**. Highlights included community action days, a community garden makeover and events at four supported housing schemes.

In Warminster, we carried out a 'door knock' and resident consultation. Responding to concerns about safety and antisocial behaviour, we applied for grant funding to install **CCTV on the Westleigh estate**.

Our Stronger Communities Fund distributed **£22,835 across 15 community projects** including refurbishing a skatepark, funding fun runs and pop-up youth cafes. Additionally, we provided charity Trowbridge Future with £10K to support their projects across the community.

We also brought people together! For example, our Manor Court sheltered housing community and a local primary school began working together on an **eco-project**.





# Community highlights



Incredible Edible community garden before and after. Manor Court residents and children from Studley Green school at the Nextdoor Nature project.



Bradford on Avon skatepark open event. The opening of Trowbridge Future's Mill Street youth centre. Performers at Frome children's festival.



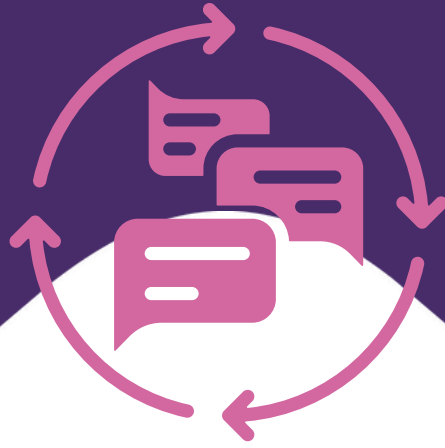
# Developing our people

We believe that being truly local makes us different, with [over 75% of our team](#) living in the same towns and villages as our customers.

We have continued to invest in training, development and extending professional skills – for instance 11 staff members gained a Chartered Management Institute (CMI) accredited [qualification in management and leadership](#), and we welcomed [four new apprentices](#) in carpentry, electrical and plumbing & heating.

During the year, we also pressed ahead with [work to improve and create new digital services](#), so we can deliver an even better experience of working with and at Selwood Housing.





# Listening to feedback

In our first year of reporting tenant satisfaction measures (TSMs), our survey results are in the **top 25% of our peer group**. Overall customer satisfaction with our services is at 84.1%, based on feedback from 592 customers.

274 customers also helped shape 12 services this year by **attending focus groups and completing surveys**. These included reviews of our policies on lettings, pets and trees and the process for reporting a repair.

An **independent scrutiny team** made up of seven customers reviewed our damp and mould service and we implemented 8 out of 9 of their recommendations.





# Dealing with complaints

We welcome the opportunity to put things right where they have gone wrong. This year, we received 397 complaints, and we [expanded our complaints team](#) by an additional role, reflecting our commitment to managing customer complaints.

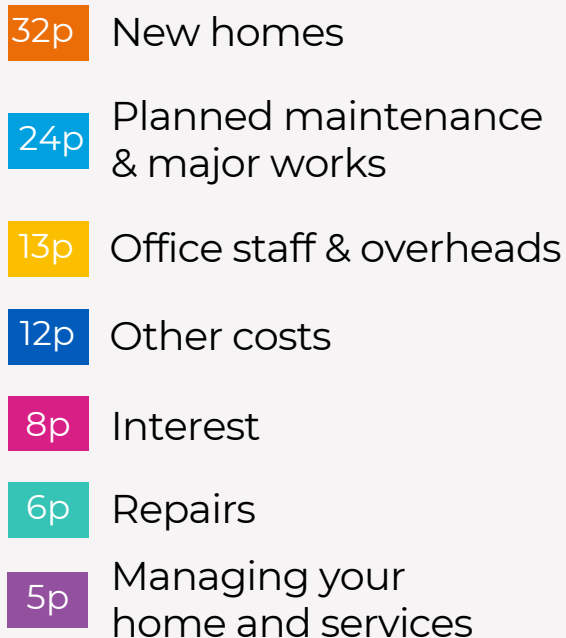
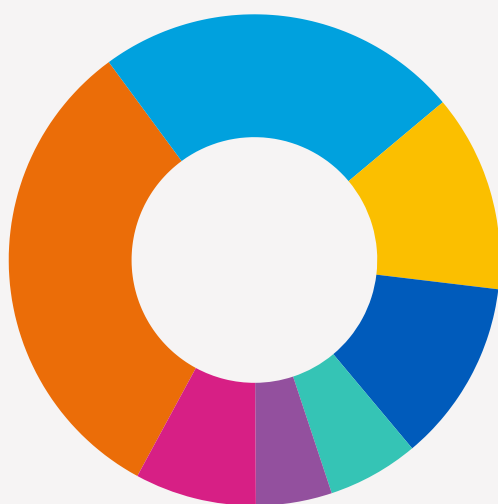
A [new complaints process](#) made it easier for customers and staff to resolve issues and to ensure we follow best practice in the sector. This included the introduction of customer satisfaction checks, a more detailed closure letter and further training for staff.

Our response rate within our advertised timescales increased to 92%, and [we made 11 service improvements](#) based on the outcomes of our learning process. For instance, repairs requiring multiple visits was an area of frequent dissatisfaction, so we trained our plumbers in plastering, tiling and carpentry to enable more work to be completed by one person.

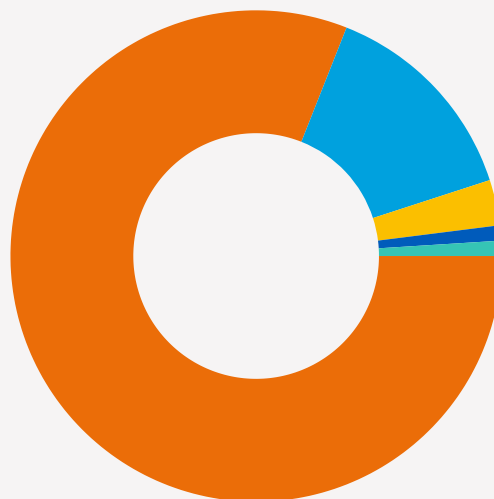
# Value for money

With the cost of living a concern for many customers, it's important that we share how we spend our money and where it comes from. You can see more detail in the [annual financial report](#) on our website.

## How we spent every £1 of income received



## Where every £1 of income came from



# Looking ahead



Looking ahead, we will invest further in our homes, prioritising those areas that we know are most important to our customers – repairs, safety and energy efficiency.

We're also committed to achieving the new tenant satisfaction measures, providing quality homes and services to our customers.

With a current pipeline of 300 new homes, we can deliver more affordable homes and the stability and security these bring, for people living in our local communities.

To read more, visit [how we're doing at selwoodhousing.com](https://www.selwoodhousing.com)

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