

Annual Report for Customers 2024/2025

For the year ending 31 March 2025



This year marks an important milestone for our organisation, as we present our first joint Annual Report as a unified Group following our merger in January 2025. Bringing together our people, strengths and ambitions has created a stronger foundation to deliver more for our customers and communities.

Throughout this first year, our mission has guided every decision we've made: **we create places people are proud to call home.** It reflects our shared purpose and the commitment of colleagues across the Group. Whether maintaining safe, high quality homes, building new ones, or supporting customers through challenges, this mission remains at the heart of our work.

The results in this report show both the progress we've made and where we know we must continue to improve. We have invested in keeping homes safe, growing our new build programme, and strengthening services that matter most to our customers.

I'm proud of what we've achieved together in our first year as the new Housing Plus Group, and equally committed to the work ahead. By listening, learning and investing in our homes and communities, we will build on this strong start and continue delivering on our promise to the people and places we serve.

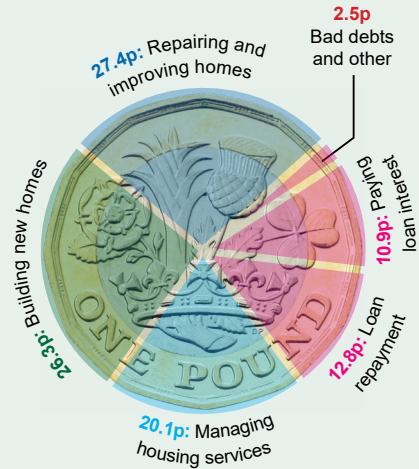
Wayne Gethings
Group Chief Executive



The logo for Housing Plus Group features a stylized house icon with a blue roof and a white body, positioned above the text 'Housing Plus Group'. The word 'Housing' is in a dark green font, 'Plus' is in a lighter green font, and 'Group' is in a dark green font. The house icon has a blue outline and a white interior.

Spending and investment

How we spent each £1 of your rent



Cost per unit/home

£4,987

Rent collected
101.6%

Rent arrears
£2.5m

Highest paid salary cost
£12.83/home

Collective executive directors' salary costs
£73.83/home



Keeping homes safe

Money spent keeping homes safe
£21.6m

Homes meeting the Decent Homes Standard
99.9%

Registered care services with a 'Good' CQC rating*
92.(0)%

Gas servicing
99.9%

Fire risk assessments
100%

Asbestos surveys
100%

Water safety checks
96.3%

Lift safety servicing
100%

Electrical safety tests
99.6%

Satisfaction that the home is safe
85.1%

Satisfaction that the landlord keeps communal areas clean and well maintained
71.(0)%

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*Our care services are registered under Choices Housing Association Ltd and Care Plus Ltd



Repairing homes

Total responsive repair demand
88,174

Non-emergency repairs completed within landlord's time frame
80.5%

Emergency responsive repairs completed within landlord's time frame
88.8%

Overall satisfaction with repairs service
82.2%

Satisfaction with time taken to complete the most recent repair
80.6%

Satisfaction that the home is well maintained
80.1%

TSM

TSM

TSM

Investing in homes

Money spent improving existing homes
£31.2m

New homes completed
561

Listening to your voice

Customer service requests
334,195

Overall customer satisfaction
80.(0)%

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Satisfaction that the landlord listens to tenants views and acts upon them
69.6%

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Satisfaction that the landlord keeps tenants informed about things that matter to them
80.6%

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Agreement that the landlord treats tenants fairly and with respect
82.4%

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Handling complaints

Stage 1 complaints
2,285
(69.6/1,000 homes)
69% responded to within time frame

Stage 2 complaints
232
(6.5/1,000 homes)
78% responded to within time frame

Satisfaction with the landlord's approach to handling complaints
40.(0)%

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Looking after your area

ASB cases requiring action
1,391
(34.4/1,000 homes)

ASB cases involving hate incidents
21
(0.9/1,000 homes)

Satisfaction that the landlord makes a positive contribution to the neighbourhood
71.8%

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Satisfaction with the landlords approach to handling ASB
66.4%

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Helping you with money matters

Extra income secured for customers
£8.8m

Customer debt reduced or cleared
£1.4m

Money saved on customers' energy bills
£207k

Cadent Winter Support funds utilised
£110k

Crisis and resilience funds utilised
£49k