

My Homes Plus



How are we doing?

Tenant Satisfaction Measures special

Pages
4-5

News • Updates • Advice



Homes Plus

Issue 7

Hello, I'm Wayne Gethings, your Group Chief Executive. Welcome to the latest edition of My Homes Plus - our first since Housing Plus Group and The Wrekin Housing Group merged.

It's been a busy first few months after we officially brought our two legacy organisations together in January. We're now better placed than ever to deliver on the things that matter most to you - high-quality homes, responsive services and strong communities.

Over 3,500 of you gave us your feedback in the lead up to the merger.

We asked you about priorities and the aims of the merger, such as whether being able to build new homes was important. **Here's what you told us:**

- Your top three priorities were: Repairs, major improvements and feeling safe in your home
- You said the top things that make a great repairs service are: Ease of reporting a problem, quick response, range of dates and times of appointments and completed first time.
- Surveys & meetings were your preferred ways to get involved.
- The types of skills and training you value include: apprenticeships, work experience, digital skills training and employment advice.

The new Housing Plus Group will:

- Continue to work with and listen to customers, and in doing so be able to provide even better services for you.
- Be more resilient. Increasing investment in existing homes, while also growing our capacity to build more social homes.

- Remain connected to the communities we already serve while having a larger voice in the region, with 1,800 employees, 34,000 homes and a turnover of more than £250million, we will create additional regional economic impact.
- Provide more opportunities for our employees and be a great place to work.

The board and I are committed to delivering the above benefits for all customers.

Across the Group, we're continuing to invest in your homes – over the next 12 months we'll be spending £6.4m to ensure your homes continue to be well maintained. This will include 355 brand new kitchens, 217 upgraded bathrooms and 440 new energy efficient boilers. We've also secured over £12m in government funding to make 2,000 homes warmer, more energy-efficient and more affordable to run. Whether that's through new insulation, upgraded heating systems or greener building methods in our developments, we're committed to making a lasting difference.

This magazine is just one of the ways we'll keep you updated on the work we're doing, the services available to support you, and the stories that showcase the fantastic work that's happening across our neighbourhoods.

I'm proud of what we've already achieved together and excited about what lies ahead.

Wayne Gethings

Group Chief Executive,
Housing Plus Group



Since the formation of the Service, Performance and Customer Experience Committee (SPaCE). I've had the privilege of working closely with customers, staff and board members to ensure your voice is heard. The committee's job is

simple - to make sure services are working well for you, and to challenge where they're not.



We've looked closely at how we handle complaints. We know we haven't always got this right - especially when it comes to responding

quickly. That's why we're bringing our response times in line with Housing Ombudsman Service expectations and learning from complaints to stop the same issues happening again.

Lastly, we're keen to work with even more of you on shaping services. We've got a growing list of topics we'll be exploring with tenants in 2025/26, and we'll continue to use your feedback - through surveys, forums, and conversations - to help us get it right.

Kevin Morgan

Chair – Service, Performance and Customer
Experience Committee

Homes Plus Community Hubs are now a part of the National Databank

In today's digital world, access to the internet is essential. To make sure everyone benefits from internet connectivity, the National Databank offers free mobile data for people who can't access the internet.

Our Homes Plus Community Hubs, in Stafford and Shrewsbury, are now part of this initiative providing free mobile SIM cards for people experiencing data poverty or living on a low income in our communities.

Like a foodbank but for mobile data, you can drop-in to one of our Community Hubs for free and friendly help.

To see our Community Hub locations **see below**.

We are very pleased to be part of the Good Things Foundation's National Databank initiative. You can find more information about the National Databank by visiting www.goodthingsfoundation.org/our-services/national-databank



Don't miss out on hundreds of free activities for your kids this summer!

If you're looking for something for the kids to do over the school holidays that won't break the bank, make sure to make the most of the free activities available in Shropshire, Staffordshire and Telford & Wrekin.

If your child is entitled to free school meals, they can access lots of fun activities over the school holidays as part of the Holiday Activities and Food (HAF) programme.

The scheme offers free activities, as well as healthy meals over the school holidays. From arts and crafts to cookery and sport, your child can enjoy summer without you needing to worry about the cost.

For more information about the HAF programme visit your council's website below or scan the QR code.



www.staffordshire.gov.uk



www.shropshire.gov.uk



www.telford.gov.uk

Drop-in and see us

Everyone is welcome at our weekly Community Hub drop-in sessions where we offer quick and free advice, online training and access to our computers and printers. We're also here if you just want to pop in for a cuppa.

To find out more about the help and support available to you and opening times, visit www.homesplus.co.uk/drop-in-and-see-us

How to find us



Burton Square Community Hub

Burton Square, Stafford, ST17 9LT



Castlefields Community Hub

69 New Park Street,
Shrewsbury, SY1 2LE



Meole Community Hub

25 Maesbrook Road,
Shrewsbury, SY3 9NL



How we are doing:

Tenant Satisfaction Measures (TSMs) 2024-25

We've published our latest Tenant Satisfaction Measures (TSMs) for the first time as a combined organisation following the merger of Housing Plus Group and The Wrekin Housing Group.

These measures are part of a national framework introduced by the Regulator of Social Housing to help tenants understand how well their landlord is performing. They cover key areas such as repairs, safety, complaint handling, and overall satisfaction.

This year's results reflect feedback from 2,748 customers across our new combined organisation, giving us our clearest picture yet of what we're doing well and where we need to improve. We

were really pleased so many of you feel safe in your homes and proud of your neighbourhoods. Many of you are also happy with how we maintain and repair your homes.

We know there's more to do around complaints handling, communication, and making it easier to deal with us. We're working hard to improve in these areas and will keep listening to what matters most to you.

To see the full summary of how we approached the surveys this year, visit www.housingplusgroup.co.uk/tsm-methods or call **0800 048 8955** to request this information by post.

Overall satisfaction

Overall satisfaction

80.2%

Keeping properties in good repair

Satisfaction with repairs

82.2%

Satisfaction with time taken to complete most recent repair

80.6%

Homes that do not meet the Decent Homes Standard

0.1%

Non-emergency responsive repairs completed within target timescale

80.5%

Emergency responsive repairs completed within target timescale

88.8%

Satisfaction that the home is well maintained

80.1%

Respectful and helpful engagement

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

69.6%

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

80.6%

Agreement that the landlord treats tenants fairly and with respect

82.4%

Maintaining building safety

Satisfaction that the home is safe

85.1%

Gas safety checks

99.99%

Fire safety checks

100%

Asbestos safety checks

100%

Water safety checks

96.3%

Lift safety checks

100%

Effective handling of complaints

Satisfaction with the landlord's approach to handling complaints

39.6%

Stage one complaints per 1,000 homes

69.6

Stage two complaints per 1,000 homes

6.5

Stage one complaints responded to within Complaint Handling Code timescales

60.1%

Stage two complaints responded to within Complaint Handling Code timescales

57.8%

Responsible neighbourhood management

Satisfaction that the landlord keeps communal areas clean and well maintained

70.9%

Satisfaction that the landlord makes a positive contribution to neighbourhoods

71.8%

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

66.4%

Anti-social behaviour cases opened per 1,000 homes

34.4

Anti-social behaviour cases that involve hate incidents opened per 1,000 homes

0.9

The My Community Fund

Housing Plus Group grant helps charity maintain bereavement support

A Staffordshire-based community group supporting bereaved families is set to continue its support for young people who have lost a loved one thanks to funding from Housing Plus Group.

A Child of Mine was founded by Gayle Routledge who lost her son to cancer in 2010. The charity now works in partnership with healthcare professionals to provide both emotional and practical support to bereaved parents and families.



My Community Fund helps Guides and Brownies

Scouts, Guides and Brownies in Staffordshire and Shropshire have received a welcome boost from our grant scheme.

The 1st Brewood Guides and 2nd Brewood Brownies have received grants to help with day-to-day expenses such as books, badges and craft materials, while the Copthorne Guide and Scout Hut in Shrewsbury has enjoyed a major refurbishment with our support.

To read these stories in full and for all the latest news and updates visit www.housingplusgroup.co.uk/news and follow us on Facebook at www.facebook.com/MyHomesPlus

The Radio Teleswitch Service switch-off

Households still reliant on old Radio Teleswitch (RTS) meters are being assured that their heating and hot water won't be disrupted by the planned switch-off of the devices.

A mass switch-off planned for June 30 has been postponed, and energy suppliers are now being told to phase the old meters out gradually. Most will be replaced with smart meters.

To check if you have one, look for a switch box labelled 'Radio Teleswitch' near your electric meter, or consider if you use electric heating, storage heaters, and get cheaper energy at certain times – especially if you don't have gas.

If you already have a smart meter, no action is needed. If you have an RTS meter, contact your energy supplier to upgrade – smart meters offer more accurate readings and are often installed for free. Check your mail for updates or contact us for help.



An example of a RTS meter

For more information, please visit www.citizensadvice.org.uk



We recently spoke to our customer Annie, in Stafford, after completing a rewire at her property.

We always try our best to minimise disruption for our customers and to make electrical sockets as accessible as we can, within building regulations.

Annie said: "There was very little mess, but they did tidy up, took the rubbish with them and left the house as neat and tidy as it was before they started.

"I asked if there was a possibility that the new sockets would go slightly higher than the skirting board because I can't bend down.

"They are now well above the skirting board and they're within reach for me."

You can watch more from Annie at www.housingplusgroup.co.uk/TSM-2024-2-25

Could you be our next volunteer?

We are looking for befrienders, gardeners, readers, dog walkers, bingo callers, photographers, quiz masters and more!

Get in touch by emailing Engagement&Volunteering@Care-Plus.org.uk

Customer advocacy officer thanked for making a difference

A customer has praised Jo, Senior Advocacy Officer, for making them feel heard and going the extra mile to resolve their concerns.

Read more at www.housingplusgroup.co.uk/TSMs



Building trust and promoting safety in Oswestry

In response to concerns raised by customers in Oswestry around safety and community wellbeing, we teamed up with partners to organise an event designed to

bring neighbours together. The event provided an opportunity for families to meet our team, share their thoughts, and enjoy activities centred around bike and scooter safety - a key theme identified by the community.

Read more at www.housingplusgroup.co.uk/TSMs



A resident at one of our retirement living communities has become a published author!

Kenn, who has been living at the scheme in South Staffordshire for eight years, began writing his book Arctopus three years ago after two strokes had left him unable to work.

A sci-fi fan, Kenn's inspiration for the book came from his favourite films Alien and Predator.

Kenn said: "I can't believe it's out there now and people all over the world can buy it. I never thought I'd see it as a published book."



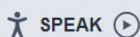
Summer safety tips

- ✓ **Make sure windows at the front of your property are closed if you're spending time in the garden at the back of your home.** You may not hear someone coming through an open window or door at the front.
- ✓ **Don't leave your shed open or unlocked** and keep valuables out of sight.
- ✓ **Don't post about being on holiday on social media until you return home.** You could be advertising an empty home to a burglar.
- ✓ **Run your taps and shower to get rid of any old water** in the system when you get back home if you have been away for more than a week.
- ✓ **Only use your barbecue in a well-ventilated outdoor space** – never on balconies and away from sheds, fences, trees, shrubs, garden waste and other buildings.
- ✓ **Never leave a barbecue unattended**, especially when there are children or pets around.
- ✓ **Only light a barbecue with appropriate fuels**, NEVER use petrol or white spirit.
- ✓ **Remove glass or mirrored items from windowsills or balconies** to avoid accidental fires.
- ✓ **Don't make a garden fire** – they're not good for the environment and could harm others.
- ✓ **Never leave children unattended** around water.
- ✓ **Empty paddling pools, containers and buckets after use** and turn them upside down.

Look out for this button

Did you know that our website offers 24/7 accessibility support?

Access speech, reading and translation assistance at any time, from any page of www.homesplus.co.uk



Free first aid training for tenants

Housing Plus Group tenants are learning vital, life-saving skills through free first aid training sessions offered across the organisation.

The hands-on courses are delivered alongside staff, including support workers, supervisors and maintenance teams, and are designed to build confidence in emergency situations at home and in the community.

Tenant Stephanie recently took part and said:

"My previous certification had expired, so this was a great opportunity to refresh my skills. First aid is always evolving, and I like to stay up to date. The course was practical, informative, and the team created such a supportive environment."

The training includes CPR and other key techniques. (Please note: participants need to be able to get down to the floor and back up again.)

More sessions will be available throughout the year. **To find out how you can take part** and other free training we offer for tenants, email getinvolved@wrekin.com.



Could you become an involved customer?

Becoming an involved customer is a fantastic opportunity to gain a further understanding of how our business works, help make our services better for customers, build friendships with other panel members and boost your confidence.

You don't need any previous experience to get involved. We'll provide all the training and support you need to help improve the customer experience.

Register your interest by emailing customerinvolvement@housingplusgroup.co.uk