

# Customer annual report 2022-23



Welcome to your annual report  
which shares highlights and key  
developments at Selwood Housing  
from April 2022 to March 2023.

T. 01225 715 715  
E. [info@selwoodhousing.com](mailto:info@selwoodhousing.com)  
[selwoodhousing.com](http://selwoodhousing.com)

**Selwood**  
Housing 

# Investing in homes



Improved our productivity for responsive repairs by almost 11% and carried out:

- 17,000 non-urgent repairs
- 6,500 emergency repairs
- 12,500 planned services



Customer satisfaction was high!

- Electrical testing = 100%
- Gas servicing = 98%
- Repairs = 89%

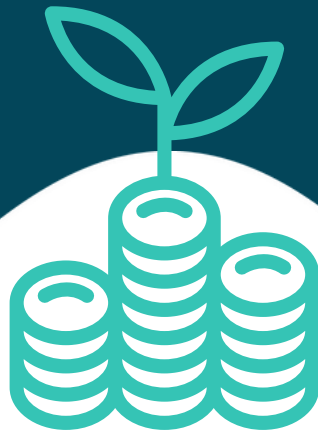
Recruited 2 specialist damp & mould surveyors and trained all surveyors in domestic energy assessment



Achieved 100% compliance for fire risk assessments and gas servicing

”

Workmanship has been perfect, made sure everything was done right and have left me feeling safe and happy.



# Investing in homes

We continued our programme of improvements for customers' homes with a particular focus on improving energy efficiency.

This included the successful completion of two energy efficiency pilots to improve 90 homes through a mixture of fabric first, heating upgrade and photovoltaic technology.

We successfully bid for £1.4m in funding from the Social Housing Decarbonisation Fund. With an additional £4.3m co-funded by us, we can deliver a further programme of improvements between 2023 and 2025 to our least energy efficient homes.

This will bring substantial benefits to customers, making homes warmer with lower heating costs.

# Neighbourhoods



Priority Neighbourhoods pilot launched in Trowbridge and Melksham communities.



Agreed 88 mutual exchanges through [homeswapper.co.uk](https://www.homeswapper.co.uk)

64 families in energy debt & financial hardship supported by our tenancy sustainment team.



A total of 289 ASB cases closed with 97% resolution.



Our case was dealt with very effectively & efficiently, the follow up was great & it's nice to know that you take anti-social behaviour very seriously.



# Our neighbourhoods

Our pilot Priority Neighbourhoods project proved popular with customers, staff and our local partners.

Highlights included a community door knock that involved fifty Selwood Housing staff visiting almost 450 households in Trowbridge and Melksham to hear residents' ideas on ways to improve their local communities.

Another high point was the family fun day and community garden makeover at Studley Green in Trowbridge which marked the end of the project.

In 2023/24 we plan to follow up the success of the pilot with a new programme of community activities involving customers in Westbury and Warminster.





# Community Highlights

Pupils from Studley Green primary school joined our Platinum Court team to name the site and help with some landscaping!



A summer family fun day and community garden makeover brought smiles all round!



# Affordable homes

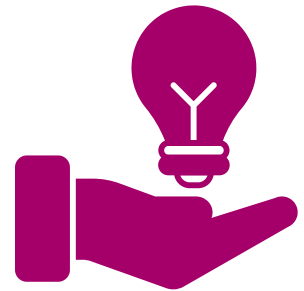


Handed over keys to our 7000th home and welcomed 553 new households.



Built 154 new homes for rental and shared ownership. Including, for the first time, homes in Nunney and Malmesbury.

Completed our first 100% EPC A-rated scheme at Platinum Court, Trowbridge.



46 shared ownership homes sold. All profit reinvested to build more affordable homes.

”

The service and step-by-step support made it easier for me to make this move to my new home without any stress.



# Affordable homes

In December 2022, we celebrated a significant milestone when we handed over the keys to our 7000th home. As a locally based housing association, this is a proud achievement.

It also represents our ongoing commitment to providing secure tenancies in lower cost rented homes and helping people onto the housing ladder through shared ownership homes.

Our aim is to build a further 1,700 new homes in the next 10 years, alongside a large programme of improvements to existing homes.

We continue to invest in our local communities, building new homes and helping to regenerate the local area with developments like Platinum Court.

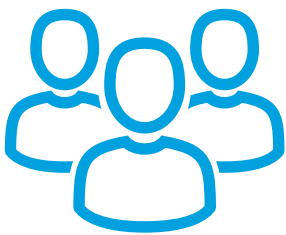
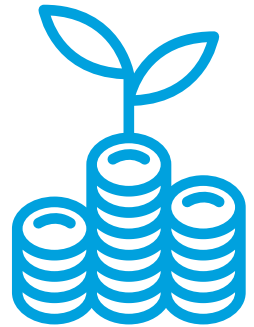


# Customer voices



Received over 6,500 responses from customers via our Rant & Rave platform.

Our Stronger Communities Fund invested £42,000, plus a further £433K in match funding, for projects of benefit to customers and communities.



274 customers helped shape services across 12 involvement and communities projects!

The Scrutiny team delivered a customer-led review of our communication with customers.



”

I found the process very open and collaborative.

Stronger Communities Fund beneficiary



# GET INVOLVED

Your voice helps us improve and shape our services and make them better for all our customers.

Customers tell us how we're doing through our Rant & Rave platform and our surveys. You also influence our services by joining our Scrutiny panel or taking part in focus groups or workshops.

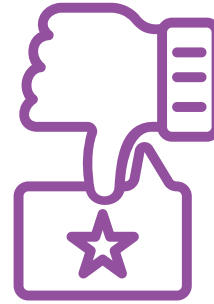
We're always keen to involve more of our customers in these groups. Interested? We'd love to hear from you! You don't need any experience and will be rewarded for your time.

Visit the [involvement pages](#) on our website to see all our current opportunities. To stay in touch about involvement, join the [Make a difference mailing list](#).

# Managing complaints

Your top 3 topics for complaints:

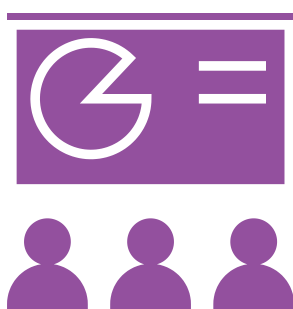
- quality of response
- workmanship
- compensation



We received 590 complaints:

- 226 resolved informally
- 330 resolved at Stage 1
- 34 resolved at Stage 2.

Our Scrutiny panel recommended we start a customer complaints forum - we did! The forum now helps us improve how we handle complaints and customer satisfaction.



All Selwood Housing staff completed a new complaints training course.

”

Exceptionally knowledgeable on the issues around the complaint. He showed empathy - excellent in regards to customer service.



# COMPLAINTS

Listening to and learning from customer complaints and Rant & Rave feedback is key to improving our services. In 2022/23, actions taken as a direct result of listening to customers included:

- Switching to a new grounds maintenance supplier to improve performance and service.
- Adding extra resources to support out of hours response services during severe weather.

You can read about our [complaints process](#) and find out how to submit a complaint on our website.

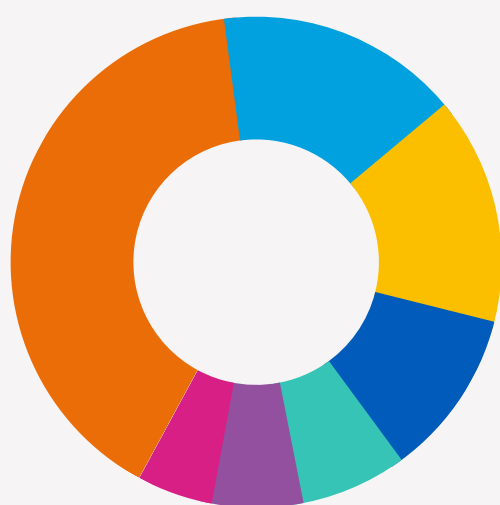
Compliments about our services and staff are always welcome too! We share these with colleagues to ensure we continue to get things right.

# Value for money



With 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.

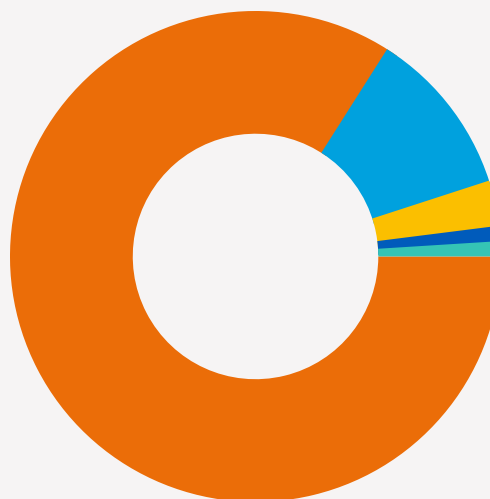
## How we spent every £1 of income received



40p	New homes
16p	Planned maintenance & major works
15p	Office staff & overheads
11p	Other costs
7p	Repairs
6p	Managing your home and services
5p	Interest

## Where every £1 of income came from

84p	Rent
11p	Sales of shared ownership homes
3p	Service charges
1p	Grants
1p	Other income







# Value for money

Delivering excellent value for money homes and services is one of our guiding principles. We aim to deliver the targets we've set against regulatory value for money and tenant satisfaction measures.

In October, a group of customers met our finance director to learn about our approach to value for money and review the strategy. [Find out more](#) and read our value for money strategy on our website.

Our customer satisfaction results for the year recorded that over 76.6% of customers rated rent as value for money in our 2022/23 survey.

Rent arrears were 0.7%, a record low for the third year running. This reflects our commitment to supporting customers with their tenancies and money management skills.

# Looking ahead



Cost-of-living pressures, rising inflation and interest rates have brought many new challenges in the last year, both for Selwood Housing and our customers.

In the face of these challenges, we have prioritised our planned investment in areas that will bring substantial benefits to customers, such as energy efficiency and damp and mould issues.

We will continue to develop and improve our processes and systems in our transformation programme, Horizon. This will create new inclusive digital services and more choices for customers.

Our corporate strategy lays out our plan to build 1,700 affordable homes over the next 10 years. You can read this on our website along with our annual financial statement.

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

