

Customer annual report

2025-26



Welcome



Mark Mayler

Chief executive



Welcome to your customer annual report, which explains how Selwood Housing has performed from April 2025 to March 2026.

I am delighted to have recently taken over as the Chief executive of an organisation that I know is staffed by people who are passionate about making a difference.

We always want to hear from customers, about what we are doing well and what we can do better.

Mary Firth

Customer scrutiny team member

I have lived in a Selwood Housing home since 2018, and I think it's so important that customers' voices are heard.

That's why I joined the scrutiny team, which supports staff in shaping services so they work for the people who actually use them.

If you would like to have your say, just go to selwoodhousing.com/get-involved to find out more, or call 01225 715 15 and ask to speak to the customer involvement team.



Value for money

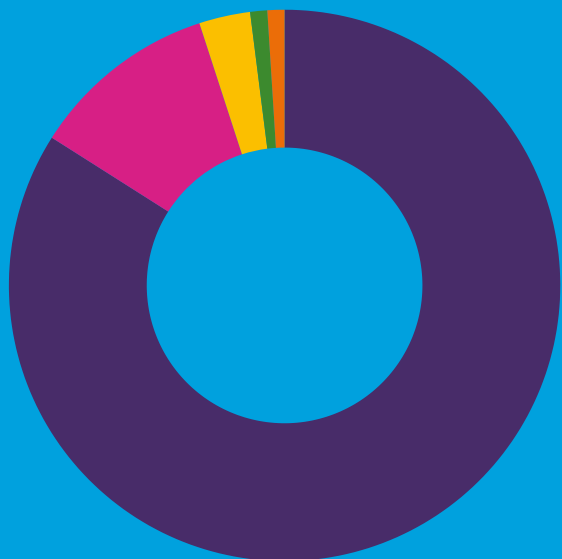


With over 7,300 homes across Wiltshire, Somerset and Bath & Northeast Somerset, our strategic focus is sustainable growth, whilst retaining a local focus and keeping close to our customers and communities.

This is where every £1 came from and how we spent it in 2025-26. Find out more at selwoodhousing.com/about-us/how-were-doing/financial-statements.

Our income

- Rent 84p
- Shared ownership home sales 11p
- Service charges 3p
- Grants 1p
- Other income 1p



Our outgoings

- Building new homes 40p
- Planned maintenance 19p
- Staff and overheads 12p
- Other costs 10p
- Interest 8p
- Repairs 6p
- Managing your home and services 5p



In autumn 2025, we introduced ten zero-emission electric vans to our fleet to help improve the sustainability and efficiency of our operations, delivering savings for customers in the longer term.

Investing in our homes

Repairs

We carried out 22,262 routine repairs and delivered 99.2% of 3,849 emergency repairs within target timescales.

On 'Rant and Rave' - our instant customer feedback system - 93% of customers gave their repair 4 or 5 stars.

Maintenance

We achieved our best ever set of compliance results, with 100% of gas safety checks, fire risk assessments, legionella risk assessments and communal passenger lift safety checks completed.

Awaab's Law came into effect in October 2025, introducing clear response times for landlords to address damp and mould. To help keep customers safe and well in their homes, we have improved how these issues are reported, strengthened our repairs processes and provided additional training for colleagues.

Improvements

We delivered energy upgrades to 68 homes and remain committed to bringing all homes up to at least Energy Performance Certificate 'C' rating by 2030.

We installed a record-breaking 404 new kitchens as well as 161 new bathrooms.

We also fitted windows in 150 properties, upgraded 533 gas boilers, installed 78 electric heating systems and 78 air source heat pumps.



Building new homes



Derelict flats in Warminster being demolished, creating space for 18 new affordable homes.

**144
new
homes**

This year, we built 144 new safe and secure homes for up to 558 people at sites in Bratton, Calne, Chippenham, Frome, Hilperton, Malmesbury, Melksham, Midsomer Norton, Radstock, Trowbridge and Warminster.

We plan to deliver a further 200 homes next year as we work towards our ten-year ambition of providing 1,700 new homes by 2033.

£2.5m

We sold 54 shared ownership homes, helping people take their first steps onto the property ladder.

These sales, together with customers increasing their share in their shared ownership homes through staircasing, generated £2.5m. This income will be reinvested in new and existing homes for our customers.

Supporting customers



Marigold Road fire

When a fire broke out at a block of flats in Frome in December 2025, our teams worked quickly with local community partners to make sure residents had the support they needed.

We have continued to work closely with those affected, helping with moves into new permanent homes or longer-term accommodation while the damaged building is renovated.

Our customer support team was there when needed, answering more than 49,000 calls and over 19,000 emails over the year.

We helped 315 households settle into a Selwood Housing home and supported 84 mutual exchanges, helping families into homes that better meet their needs.

We worked closely with customers to help tenancies stay on track. Arrears remained exceptionally low for the sixth year running, at just 0.6%, and there were only four evictions due to continued non-payment of rent.

We also offered extra support to customers experiencing damp and mould or finding it difficult to heat their homes. Where customers needed practical help, 115 households received vouchers for utilities, basic white goods and food. We also supported eight households with house or garden clearances, helping them resolve issues and sustain their tenancies.

Shaping communities

Priority neighbourhoods

In 2025/26 we focussed on seven areas in Trowbridge, hosting a range of community days and activities aimed at bringing people together and making meaningful improvements to the area.

These included:

- regular estate walkabouts to increase visibility and identify any concerns
- working alongside a local charity to trial activities for families
- refurbishing a planter in College Road and running a 'Love Your Garden' competition, helping to make our neighbourhoods greener
- updating signage and installing a new fence in Ashmead Court to prevent antisocial behaviour
- helping at Longfield Food Bank
- holding two clearance events, to dispose of unwanted large items
- putting on a fun day for families living in Charlotte Square, an afternoon tea party at The Homestead and a Christmas event in Hilperton and Staverton

Work continues on longer-term improvements, including communal storage solutions, parking management options and improvements to bin store facilities.



Stronger communities fund

£53K

worth of
support
given

31

projects
supported

We supported local projects across 12 towns and villages and helped bring in £581K match funding from partners

The projects included a men's mental health group, furniture providers and foodbanks, toddler groups, warm spaces, financial education for teenagers and literacy lessons for adults.

Involving customers



We provide regular customer involvement opportunities – including focus groups (both in person and online), surveys, coffee mornings and estate pop-up events.

Customer input led to improvements including new guidance on responsive repairs, hoarding, bereavement and clear corridors.

The customer scrutiny team carried out reviews of our caretaking and empty homes services. They made twelve recommendations to our Board, all of which were approved. Find out more at selwoodhousing.com/get-involved/our-scrutiny-team.

We recruited two new customer board members and customers were included on the interview panels for the new CEO and director roles.

50+

Involvement
opportunities

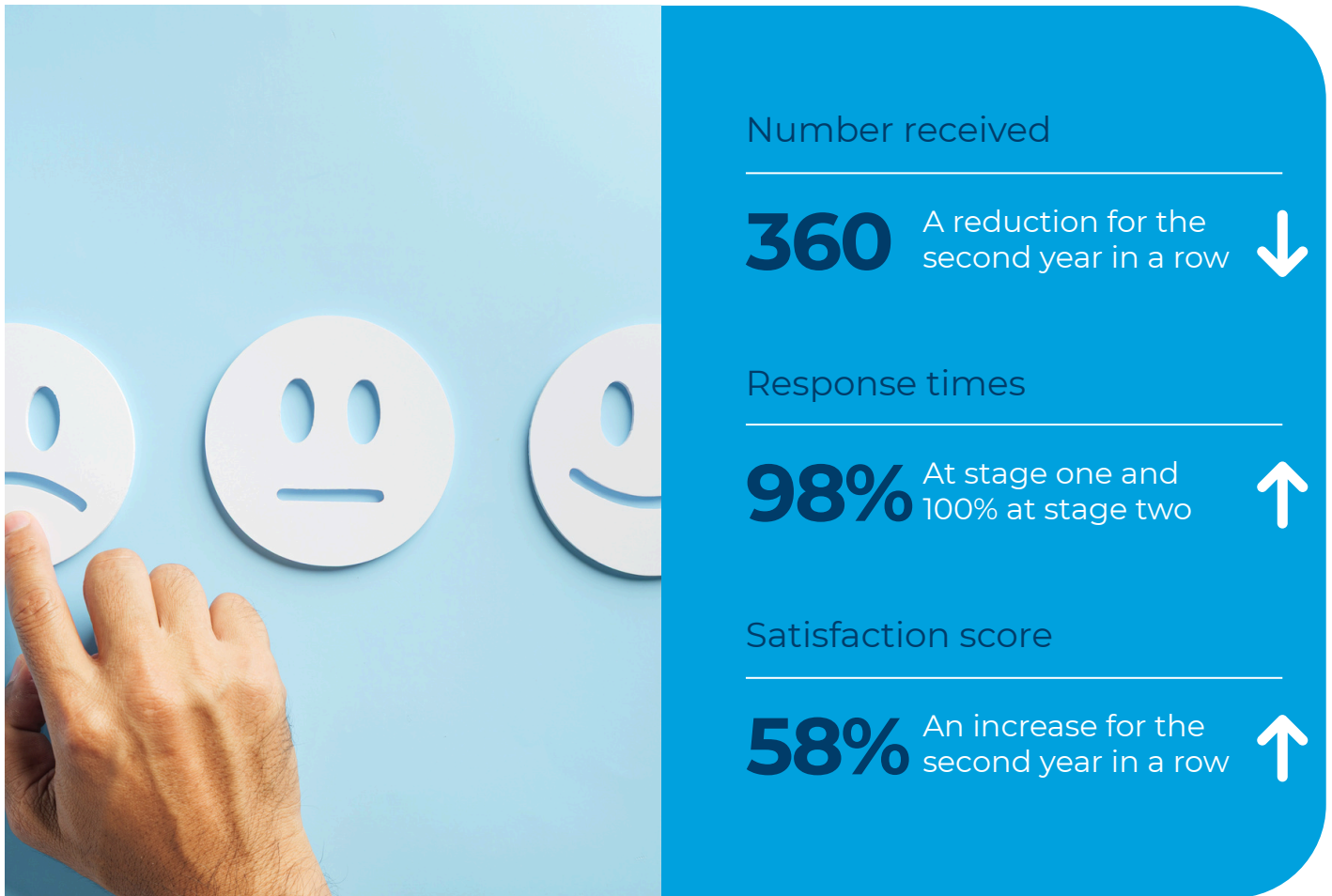
700+

Customer
engagements

200+

Recommendations
and suggestions

Complaints



We genuinely welcome feedback and view complaints as an opportunity to put things right and improve the services we provide. There's no need to worry about making a complaint. You can also report antisocial behaviour to us anonymously.

During 2025/26, we received 360 complaints and 257 compliments.

The main complaint themes were quality of response, compensation, staff attitude, workmanship and antisocial behaviour.

Feedback from complaints helped us make several improvements, including:

- ✓ **Strengthening antisocial behaviour case management**
- ✓ **Improving how we diagnose complex repairs and plan follow-on works**
- ✓ **Making appointment communication clearer**
- ✓ **Providing more staff training on vulnerability, equality and diversity**

TSMs



Tenant satisfaction measures

Tenant satisfaction measures (TSMs) show how we are performing and where we can improve, while helping customers hold us to account.

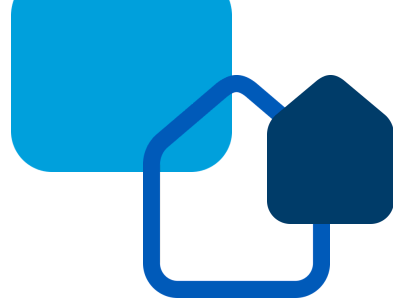
These results reflect feedback from 662 customers, gathered by telephone, email and post between April 2025 and March 2026.

We are pleased to have maintained an overall satisfaction score of 87%, with almost all other measures improving slightly or remaining stable.

Our operational performance also contributes to our TSM results. You can find out more at selwoodhousing.com/about-us/how-were-doing/tenant-satisfaction-measures.

You are satisfied with our overall service	87.2%	We keep you informed about things that matter to you	91.4%
You are satisfied with our repairs service	87.6%	We treat you fairly and with respect	90.1%
You are satisfied with the time taken to complete your most recent repair	87.3%	You are satisfied with our approach to complaints handling	58.4%
Your home is well maintained	88.7%	We keep communal areas clean and well maintained	88.0%
Your home is safe	91.3%	We make a positive contribution to the neighbourhood	81.9%
We listen to your views and act upon them	77.5%	You are satisfied with our approach to handling antisocial behaviour	71.8%

Next year



We will make the most of new funding opportunities to help us provide more quality homes and improve existing neighbourhoods. This includes the Social and Affordable Homes Programme, with our first bid supporting the redevelopment in Warminster.

We will also keep preparing for changes that affect how we support customers and look after homes, including:

- new rules giving social housing tenants better access to information, known as STAIRS, with the first phase due in October 2026
- updates to conduct and capability standards, expected in autumn 2026
- ongoing changes to how housing health and safety is assessed

Creation of a new Customer feedback, insight and service improvement policy

This will bring together what customers tell us through surveys, complaints, engagement activities and performance information, so we can see what needs to improve, track the difference we make and show how customer feedback shapes our decisions.



Contact us



Address

🏠 Bryer Ash Business Park,
Trowbridge, BA14 8RT

Phone

☎ 01225 715 715

Email

✉ info@selwoodhousing.com

Website

🌐 selwoodhousing.com

Socials

📘 SelwoodHousing
📷 selwoodhousing

