



WEALD LIVING
BY SAXON WEALD

2024

ANNUAL
PERFORMANCE
REPORT



www.wealdliving.com

“Home is somewhere to feel safe, relaxed and be with your family.”

Chris and Sophie



Chris and Sophie moved into their two-bedroom shared ownership house in the village of Angmering in July. Chris says “The move into our home was straight forward. We were in a three-bed house previously, so we had pretty much everything we needed.” He adds, “It’s been great to finally get on the property ladder. Although some people were dubious about shared ownership, my brother had purchased somewhere with the scheme in Chichester. He was very positive and happy with how it all went.”

When asked if they would recommend shared ownership to other people...

“110%! We also think staircasing is great option and hope to look at that in the future. Shared ownership works well for young people, as well as older people who haven’t been able to get the money together for a deposit before.”

We also asked the couple to tell us what they love most about their home and where they live.

“The area is lovely with a real sense of community” Sophie tells us. “It’s a lovely estate and a great size for a two-bed. We also have a garden out the back which we enjoy maintaining” Chris adds. Our style is neutral and clean. It was like that when we moved in, but we’ve had chance to put our personality into it now. It’s bright and airy, but we’ve put up blinds to shut the world out when we come home from work and want to relax.”

Lastly, we asked Chris and Sophie what ‘home’ means to them:

“Somewhere to feel safe and relaxed and be with your family. Whenever we go away, we can’t wait to get home to a place that’s ours. We always think how lucky we are.”

Hello and welcome to this year's report



Knowing that our homes are safe is one of our top concerns. We carry out thousands of safety tests in our properties every year to

provide the reassurance you deserve. This includes 3,264 domestic gas safety checks, 206 fire risk assessments and 1,191 electrical checks. New, tougher safety requirements introduced after the Grenfell tragedy mean we have carried out even more safety work than usual. Checking fire doors and upgrading them where needed has been a particular priority.

We've also been updating the information we hold on the overall standard of our properties. This involved employing a team of surveyors to carry out checks. We are now using this information to help us plan the investment needed in maintaining and improving homes. We expect to launch this plan in April 2025.

During the year, we may also have contacted you asking for information about you and your household. This included letting us know about any health conditions or other circumstances which we should take into account. The most common request so far has been to give you a little more time to open the door due to mobility problems. Thank you to everyone who has responded, and please contact us for a copy of the questionnaire if you've not yet filled it in. It really will help us deliver better services.

Finally, I am pleased to say that we have seen an increase in customer satisfaction this year. I believe this reflects the work undertaken to improve our core services, including repairs and grounds maintenance. We also know you value our support services, providing help with everything from financial problems to neighbour issues.

There is always room for improvement of course. You can help by giving your views and feedback, either through completing one of our surveys or joining one of our consultation groups and activities. My sincere thanks go to all of you who have got involved this year – your voice makes a difference.

With best wishes

Steven Dennis

Chief Executive

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G1/V2/C2

Saxon Weald received a regulatory judgement from the Regulator of Social Housing of **G1/V2/C2** following our recent inspection against the government's new consumer standards.

What the gradings mean:

G1: Governance - we meet all of the required standards when it comes to our Board and governance framework.

V2: Financial viability - we are financially stable, although pressure from increased investment in homes and external market conditions means this needs careful monitoring.

C2: Consumer standards - we are compliant, but do have some areas for improvement.

We are proud to say the judgement acknowledges our customer-focused approach. It notes how customer feedback has directly influenced our services, and that we have a wide range of meaningful opportunities for you to have your say.

Areas to improve

Lack of data on the condition of properties: we are addressing this through a programme of property inspections. We have already completed this on 57% of our homes and will have checked all homes within two years.



Backlog of repairs or improvements needed following fire risk assessments: these have now almost been completed.

Improvements are needed to our repairs service: these are already underway, including changing our parts provider to reduce wasted travel time for our operatives.



Lack of data on our customers' needs: we have been collecting information on your circumstances and needs since January, to help us tailor our services effectively.



Regulator of Social Housing

The Regulator of Social Housing is a public body of government that sets consumer and economic standards for social housing providers. They are focused on driving improvement and ensure that we are well-governed, financially viable and offer value for money. Appropriate action is taken if the standards are not being met.

From 1 April 2024, they began carrying out regulatory inspections of social landlords.

Around a third of customers have shared their data with us so far, but to get a better picture, we need to increase this amount.

- If you haven't completed the survey, you can update your details via your online [MyWealdliving](#) account, or call us to request a copy of the questionnaire.

PERFORMANCE AT A GLANCE

OVERALL SATISFACTION

63%

Low cost home ownership residents' results, taken from our TSM survey



39 Households moved into new build shared ownership homes



COMPLAINTS
45



COMPLIMENTS
2



£1.9 Million

Generated by our Money Matters Team in extra benefits for customers

1,204

Scheme meetings held



84,644

CUSTOMER SUPPORT ENQUIRIES



- 21,868 Digital contacts (emails and online contacts)
- 45,251 Phone calls



INVOLVED CUSTOMERS

- 7,262 survey responses
- 159 residents on our email register

SUPPORT FUND

£105k

was used to support 465 customers in need



4

Four Saxon Weald rented households bought their home

Getting your opinion

We carry out a range of surveys during the year to help us find out how you think we're doing. It's really helpful to get a picture from a wide range of people of where to focus our attention and improve what we do.

Home Owners' survey

This survey is sent out to leaseholders annually on the anniversary of the month of when their lease commenced.

Overall satisfaction 24%
from 111 completed surveys

This is a very disappointing result. Based on answers in the survey, customers were mostly dissatisfied by increased service charges. These costs were impacted by high utility prices, which we have to pass on to the homeowner. We are pleased that in the first six months of reporting this year, satisfaction has raised to 43%.



Development and sales survey

This survey is sent out to residents following a move into a newly built property.

Overall satisfaction 96%
from 23 completed surveys

Satisfaction with home quality: **91%**

Satisfaction with communal areas: **83%**

If you receive a survey, please take a few minutes to complete it and send it back to us. Your responses really help us know what we could do more of, or do better.

Learning from complaints

Quite often, a complaint can lead to us changing the way we do things for the better. Your compliments also let us know when we are doing something well.

Last year Saxon Weald received 291 complaints and 84 compliments.

243 Complaints were resolved at the first stage
48 Complaints were resolved at the second stage

We also received 43 complaints and 2 compliments from our Weald Living customers

You can make a complaint to us by

- Phone: 01403 226060
- Email: info@wealdliving.com
- Letter: Please see our address on the back page
- Secure message from your [MyWealdLiving](#) account
- Completing a form on our website: www.wealdliving.com/your-voice/complaints. You can also find details on there about the complaints process.

43 Weald Living complaints:

- 12 Standard of accommodation
- 15 Repairs service
- 1 Staff behaviour
- 13 Rent & service charges
- 4 Communal areas
- 2 Isolated incident

You said - we did

We believe that complaints can help us improve our services. Here are a few examples of changes we've made for the better.



You said...

The wording you use in your service charge communications is confusing. It is not clear what is a rent arrear and what is a service charge. I don't know what I am being asked to pay for.

We did...

We have updated our service charge letter to improve the wording and make it clear what is a rent arrear and what is a service charge arrear.

You said...

I am trying to buy my home through right-to-buy, and I'm confused by how the the valuation process on my home works.

We did...

We reviewed the Right-to-buy policy to include more detail about the valuation process.

In addition...

We received some complaints from residents about service charges. At schemes with communal heating systems, higher utility costs were reflected in their charges. The scheme managers set aside time in their scheme meetings to listen to residents' concerns and explain how the systems work.

Compliments from our customers

Last year, we were really happy to receive **84 compliments**, two of which came from our Weald Living customers.



"I've been selling my leasehold home. Thank you so much for your help completing the forms for my solicitors. You have been great!"

"I've been going through the process of buying my home through the Right to Buy scheme. I now have a completion date.

Thanks so much for all your help over the last few months."

"We are both disabled and wheelchair users. This is just to say sincere and grateful thanks for all you do. Bless you. We love it here!"

"I just wanted to say a huge thank you for the help and support you have given me during a difficult time in my life personally & financially. I find it very difficult to ask for help, so I appreciate you reaching out to me with such kindness. The help you give people like myself in difficult times is truly amazing."

Tenant Satisfaction Measures

All housing associations must carry out an annual satisfaction survey to comply with regulatory requirements.

There are 12 Tenant Satisfaction Measures (TSMs) which we ask customers about on a monthly basis via telephone, and a further 10 measures where we collect data ourselves.

Our results from April 2023 - March 2024, and those of similar-sized housing associations (with between 1,000 and 10,000 homes) are shown here.

There is always room for improvement, but we are happy to share that in most areas, we performed better than our peers.

Keeping you informed

If you'd like to follow how we are performing, our TSM ratings are updated every six months on our website:

www.saxonweald.com/your-voice/TSMs

* Benchmarking (Other housing associations). We use the Median figures supplied by Housemark.

Housemark collected data from 221 English landlords choosing to submit year end TSM results for the period April 2023 to March 2024.

Our data entry fields match the Regulator of Social Housing's TSM guidance and definitions.

TENANT SATISFACTION MEASURE	SAXON WEALD	OTHER HOUSING ASSOCIATIONS*
OVERALL SATISFACTION	80%	70%
KEEPING PROPERTIES IN GOOD REPAIR		
Satisfaction with repairs overall	76%	70%
Satisfaction with repairs – time taken	70%	66%
Well maintained home	78%	70%
Homes NOT meeting Decent Homes standards	0	0.3%
Repairs completed within target	74%	82%
Emergency repairs completed on target	93%	95%
MAINTAINING BUILDING SAFETY		
Provide a home that is safe	86%	76%
Gas safety checks carried out	100%	100%
Fire risk assessments carried out	99%	100%
Asbestos surveys carried out	100%	100%
Legionella assessments carried out	93%	100%
Lift safety checks	100%	100%
RESPECTFUL AND HELPFUL ENGAGEMENT		
Listens to your views and acts upon them	69%	59%
Keeps you informed about things that matter to you	79%	70%
Saxon Weald treats me fairly and with respect	86%	76%
EFFECTIVE HANDLING OF COMPLAINTS		
Satisfaction with Complaints handling	44%	34%
Number of stage 1 complaints per 1000 homes	40.7	39.7
Number of stage 2 complaints per 1000 homes	5.9	5.3
Stage 1 complaints responded in target	85.7%	85%
Stage 2 complaints responded in target	91.4%	83%
RESPONSIBLE NEIGHBOURHOOD MANAGEMENT		
Communal areas clean and well maintained	68%	66%
Makes a positive contribution to your neighbourhood	69%	63%
Approach to handling anti-social behaviour (ASB)	65%	57%
ASB cases relative to size of landlord (cases per 1000 homes)	14.1	38.6
ASB cases that involve hate incidents (cases per 1000 homes)	0.2	0.7

Customer Task and Finish group

A Task and Finish group is a panel of residents who get together to influence the way Saxon Weald delivers services to residents.

Last year's Task and Finish group included six enthusiastic customers and an independent chairperson. We asked them to assess our complaints procedure and complaints-related communications.

Group members Jill and Jacqui explain:

The first thing we did was think about what a good response might look like from a customer point of view. We checked what the official requirements were, but then also thought about the emotional impact, and how a letter might make a customer feel. We came up with nine elements we thought a good response should have. We then used this checklist to review examples of complaint letters and emails that Saxon Weald had sent.

The main thing we found was inconsistency in the quality of the responses. Some were spot on, but some lacked any empathy or weren't clear enough. We also found that some didn't give enough detail of how they had reached their decision or what would happen next.

We came up with 27 recommendations which we think would improve things. Some of us presented these to Saxon Weald's customer experience committee. It was a bit daunting at first, but we felt they really listened and appreciated our work.



Jacqui, a member of the Task and Finish group.



The task and finish group in a meeting.

It's been a great experience for me personally. You get to meet new people, help improve things for others and have a bit of fun along the way. We all want to carry on and be involved in the next group.

Here are some of the group's recommendations:

- Complaint acknowledgements to always include details of who the issue has been passed to for investigation.
- Produce guidelines for staff on the best way to carry out an investigation and set out their findings.
- Make sure staff have training in showing understanding and empathy in their communication.
- Establish a quality assurance system for monitoring complaint responses.
- Adopt the group's quality criteria and use it as a checklist before sending a complaint response.

You can find out more about Task and Finish and how to join a group by taking a look on our website under the "Your voice" section.



Why not join the customers who are already shaping our services?

- We have 159 residents on our email register
- We had 7,262 survey responses during the year
- There are 40 'green team' volunteers helping monitor grounds maintenance
- We held 1,204 scheme meetings
- There were 34 entries to our Youth Awards
- We have 14 members on our policy review team
- 10 customers are members of our task and finish groups

For more information on getting involved go to: www.wealdliving.com/your-voice/getting-involved



Using your information to tailor our services

We have been improving the information we hold on customers. This is to make sure our services are shaped by your needs. The information we hold can also be used to check that our services are fair and accessible to everyone.

We have been encouraging customers to complete and update their details by logging into their MyWealdliving account and filling in the new 'About me' section. You can still do so by visiting [Mywealdliving.com](https://www.mywealdliving.com).

Some customers may have received our household questionnaire in the post or been given one from a scheme or extra care services manager. Others may have been invited to complete their details online.

To date, we've received just over 2,000 responses.

Some of the information we hold can help us deliver better, more-focussed services and support. For example, it may help identify when a customer needs more time to answer the door or phone, or may need additional support in other areas. It can also help further analysis of other surveys and see if trends of particular groups are developing in positive or negative ways.

“ This wonderful home is a dream come true for all of us and our family are so thankful to have a happy place for our kids to grow and call home. Thank you so much. ”

Mobeen and Salma



Your information is in safe hands

Once you have given us your information, you want to be certain that it is safe.

We are committed to protecting the privacy and security of your personal information. All staff throughout the business have training on data protection.

We are also proud to retain Cyber Essentials Plus accreditation, demonstrating our commitment to cyber security and offering customers the reassurance that their data is protected in our systems.

What information do we hold?

We need names, addresses, dates of birth, contact details and financial information so we can provide housing and other services to our customers. We may also need additional information such as certain medical and benefit details.

To monitor equal opportunities and only with your explicit consent, we may also ask you for information about your ethnicity, gender and sexual orientation.

Should you want to know more about your privacy rights and data protection, please visit our website: www.saxonweald.com/privacy.



Our housing management team support residents to manage their tenancies.

They sometimes have to deal with difficult situations including anti-social behaviour, rent arrears, tenancy fraud and domestic abuse.

Domestic Abuse

No one should be subject to domestic abuse or feel unsafe in their home. We can help you by dealing with your disclosures of domestic abuse quickly, effectively, and sympathetically by a trained staff member. We offer a non-judgemental and person-centred approach and will help put support and intervention in place that works for you. We want you to be safe in your home and can arrange for additional security if you need it. We can also arrange for referrals on to specialist support services.



There is helpful information available on our website www.saxonweald.com/da or you can call and speak to our trained customer service team, who will be able to help you.

In 2023/24

- 17 domestic abuse cases reported
- 15 female survivors/2 male survivors
- 8 customers helped with moving



Domestic Abuse survivor

How we helped

We supported customers with additional security to help them feel safe in their homes, and moved customers who were at risk of harm.

What next?

We are preparing for re-accreditation with the Domestic Abuse Housing Alliance in Autumn 2025. This will see us deliver additional training to staff, strengthen partnerships with specialist agencies who provide support to survivors and increase publicity about the support we can provide to those affected by domestic abuse.

Anti-social behaviour (ASB)

Anti-social behaviour can sometimes occur, even in the safest of neighbourhoods.

117 cases of anti-social behaviour were reported to us last year. This is around 20% more than the previous year.

Breakdown of ASB cases

- 31: Drug and alcohol related nuisance
- 30: Noise
- 27: Verbal abuse / harassment
- 8: Criminal behaviour
- 8: Misuse of communal areas
- 6: Physical violence
- 4: Pets and animal nuisance
- 1: Hate related incidents
- 1: Vandalism and damage to property
- 1: Vehicle nuisance

We work in partnership with the police, environmental health and local ASB / mediation teams to help manage anti-social behaviour. Legal action is a last resort and we'll always try other methods first. These may include using sound monitoring equipment, verbal and written warnings and ASB contracts.

After receiving a report of anti-social behaviour, a Housing Manager will be in contact within three working days. However, if the incident is serious, you'll hear from us within 24 hours.

To help us investigate, it's important to keep a log of incidents, recording what happened, who was involved and the date/time this occurred.

More information, including our anti-social behaviour policy, can be found on our website: www.saxonweald.com/living-in-your-home/antisocial-behaviour/

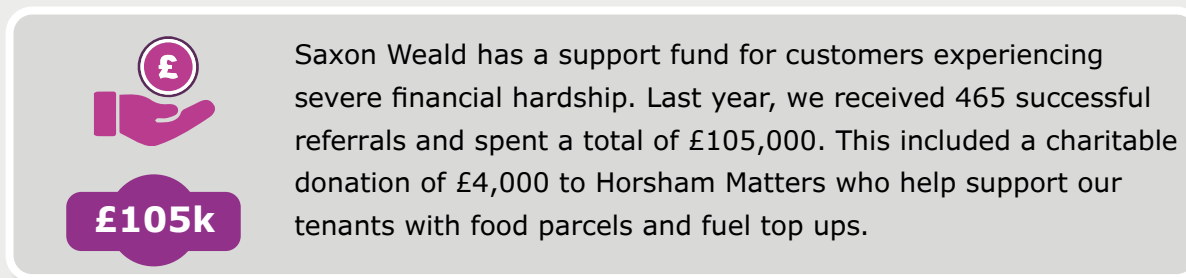
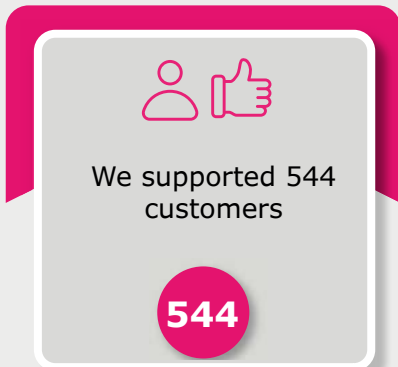


Support from our Money Matters team

Money Matters Advisers help maximise our customers' income. They carry out benefit checks, help customers make benefits claims and challenge unfair decisions made by the Local Authority or the Department for Work and Pensions (DWP). They also offer basic budgeting advice, complete affordability checks for new tenants and process referrals to our Financial Support Fund.

For help with any of the issues on this page, please contact money.matters@saxonweald.com

How we supported our customers



Horsham Matters

Horsham Matters is a local charity that supports people in the Horsham area when they need it most. It is the area where the largest proportion of our customers live.

Last year they provided Foodbank vouchers to 2,044 households
Value = £91,980
 plus furniture and fuel vouchers worth £1,500

Helping hand guide

We've put together a booklet containing lots of information to help with day-to-day living costs. Our Helping Hand Guide has advice on benefits, debt advice and financial support, as well as energy rates and the costs of running your appliances. It aims to give you lots of knowledge to help your money stretch further.

There's also information on foodbanks and where to get food at discounted prices. Finally, some top tips to avoid wastage and how to best economise where you can.

It is available to download on our website: www.wealdliving.com/storage/downloads/helping_hand_guide-1713777710.pdf

or call our office on 01403 226000 and ask for a copy to sent to you.





Our housing tenures

83% of our housing stock is for social or affordable rent.

15% of our customers own a share or all of the home they live in.

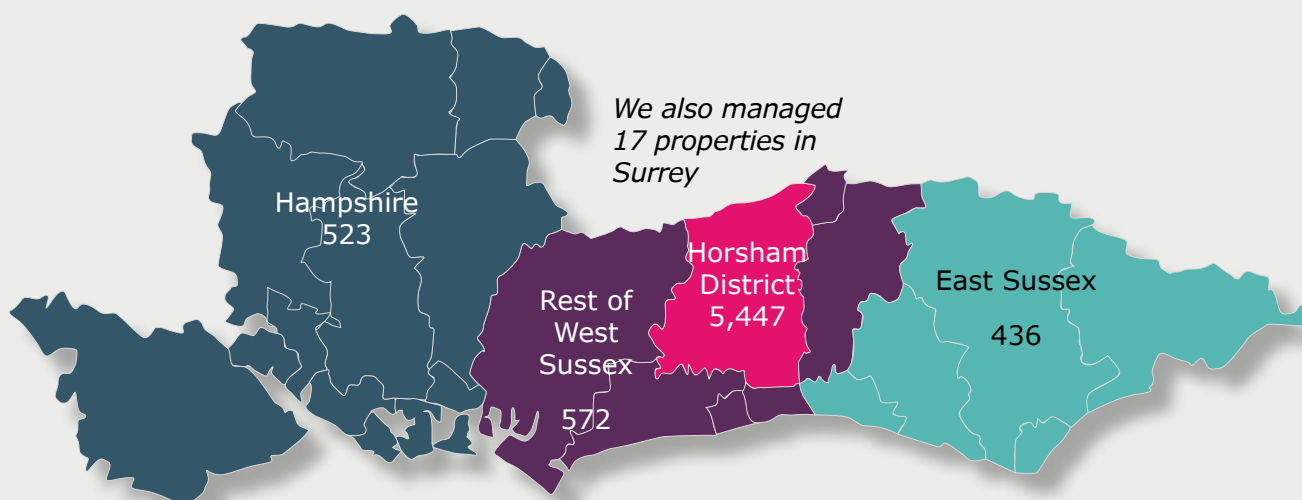
Under 2% of our properties are available for market rent.

Weald Living homes

Saxon Weald manages 6,995 properties overall. Of these, 1,157 (16.5%) come under our Weald Living brand.

This includes:

- 547** Leasehold homes
- 157** Leasehold homes for older people
- 345** Shared ownership homes
- 108** Market rent homes



Newly built homes

Between April 2023 and March 2024 we completed 101 new build homes.

64 properties were for affordable rent.

37 were for shared ownership purchase.

We received £425,250 in grant funding towards building much-needed new homes.

Moving in, moving up and moving on

- 27** 27 Properties in extra care schemes have been resold. Of these, 23 were shared equity apartments and four were outright owners.
- 39** 39 Households moved into new shared ownership homes.
- 9** Nine shared owners staircased (bought a larger share of their home). Six of those staircased to 100% and outright ownership.
- 8** Eight shared owners moved house.
- 17** Last year we sold 17 properties that were no longer suitable for our business. This is usually when the property needs more work than is economically viable, or is outside of our main area of operation.



Making changes to your home

Last year 24 leaseholders applied for permission to make changes to their homes. Some leaseholders submitted applications for several alterations to be made to their homes, with a total of 37 approved.

Five applications were made retrospectively at the point the owner wanted to sell their property. This costs a lot more than if you apply before getting the works done.

If you plan to make some home improvements, you need our written permission for any structural alterations or changes to the fixtures and fittings of your property.

You may also need to get planning permission and/or building notice from your local authority.

There's more information on our website: www.wealdliving.com.

Changes that we approved in 2023-2024:

- 1 Air source heat pump
- 1 EV charging point
- 9 Boiler/heating
- 8 Kitchen refit
- 9 Bathroom refit
- 3 New windows/doors
- 1 Electrical/lighting works
- 1 Sheds
- 3 Building works
- 1 Other



"Home is a sanctuary where you feel happy."

Linda



"Home is family, warmth and love."

Aaliyah



Consultations for works

As a leaseholder, you pay towards the cost of any works to the building of your home as part of your service charge. As the freeholder, we must consult you on the work required.

- Last year, we consulted with **10 leaseholders for refurbishment work at a scheme in East Sussex.**
- We also consulted **159 leaseholders for works or services carried out to their buildings.**

These included:

- Roof replacement
- Lift replacement
- Rebuilding of front entrance porch

- Cyclical redecoration of the internal common areas
- Communal furniture upgrade
- Repointing, timber repairs and decoration
- Cleaning of render and rain water goods
- Flooring replacement
- Fire compartmentation, reroofing and associated works
- Grounds maintenance
- Window replacement
- Lease of minibus



Keeping your homes safe

Our health and safety team help keep your homes safe, secure and compliant with legal standards. This includes ensuring appropriate training and guidance is given to all our staff, so they can operate safely, and assess risks.

Every week, building safety checks are done on all our residential blocks, adding up to nearly 5,000 checks annually.

Our teams carry out all manner of safety checks each year; from gas, fire and water assessments, to security, electricity and lighting.



If you notice something that doesn't look right, please let us know so that we can check it out and put it right.

Email info@wealdliving.com or call 01403 226000.

Fire Safety



Last year we completed:

- 206 Fire risk assessments
- 47 Fire safety visits to schemes
- 2,400 Fire alarm tests
- 2,456 Means of escape inspections
- 525 Emergency light flick tests

We have been conducting checks on the front doors of properties within our blocks to ensure they meet safety standards.

Smoke alarms save lives

As your landlord, we are required to provide you with a smoke alarm but you are responsible for making sure your smoke alarm is in good working order. Test your smoke alarm every month by pressing the circular test button on the alarm. If the expiry date is close or has passed, please contact us to arrange a replacement.

Other things you can do to stay safe

- Keep all exits clear, especially in communal areas. This includes prams, pushchairs and mobility scooters and wheelchairs.
- Keep fire doors closed. They can prevent the spread of a fire in your home by up to 20 minutes.

Gas Safety



Every year we're legally required to carry out annual inspections of all gas appliances and installations we've put in your home. Our gas contractor, TSG will notify you when your annual inspection is due.

Last year we completed:

- 3,264 Landlord gas safety checks to domestic properties
- 228 Gas safety checks in schemes

Electrical safety



We need to conduct regular electrical maintenance checks to make sure your home is safe every five years.

We will send you details of your electrical maintenance check when it's scheduled in. It is important that you are present and allow us access to your home to perform the checks.

Last year we completed:

- 1,191 Domestic EICR electric checks
- We also carry out annual testing on all portable appliances in the communal areas at all 54 of our retirement and extra care schemes.

MAINTAINING & IMPROVING HOMES



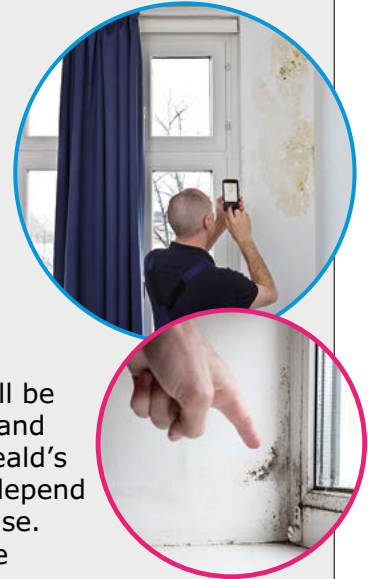
Condensation, damp and mould

Some condensation in homes is common and can usually be managed by letting warm, moist air escape. However, excessive moisture in the home can cause mould or indicate a bigger issue, such as damp.

We want to reassure you that we take these issues very seriously. If you own a leasehold property and Saxon Weald is the freeholder, please let us know if you are concerned about excessive condensation, damp or mould in your property, so we can help get to the root of the problem. You can email homefix@saxonweald.com or call us on 01403 226000. We'll ask a few simple questions to help give us an idea of the scale and severity of the problem and also ask if you can send us some photos.

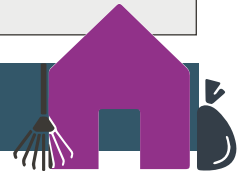
What we do if you report mould in your home

We will arrange a surveyor to review the information you have provided, and we may arrange a visit to your home to inspect the affected area. As a leaseholder, there may be some remedial actions that will be your own responsibility and some that are Saxon Weald's responsibility. This will depend on the terms of your lease. We will be able to advise you further once we have investigated the underlying causes.



The surveyors who came were so professional. They talked to me about what they were doing, but they also listened to me and answered my questions. They were brilliant, it really felt like they cared. Then they explained what work was needed and that they would keep me updated.

MAINTAINING & IMPROVING NEIGHBOURHOODS



Managing our estates

Our Estate Management Team help keep your neighbourhoods tidy and safe. They manage contracts with our grounds maintenance, tree maintenance and cleaning contractors.

Within the team are our own Neighbourhood Improvement Operatives. Whatever the weather, the team of five operatives are out and about clearing up and making a big difference to the area where you live.

The team frequently has to remove items that create a safety risk.

Any belongings or rubbish left in communal hallways may be removed. These items are a potential fire hazard and a safety risk, blocking emergency escape routes.

Here is a breakdown of the 1,689 jobs they did last year:

571	Estate inspections
242	Gutter clearances
239	Clearances / fly tipping
212	Fire / Legionella assessment actions
126	Empty homes clearances
120	Asbestos collection
83	Communal area clearances

43	Empty homes garden works
18	Garage lock changes
14	Car park line-marking jobs
11	Garage checks
4	Kitchen & bathroom clearances
3	Lighting jobs
3	Heater deliveries





Grounds maintenance

In May last year, our new grounds maintenance contractors began their contracts. The new contractors are:

- Groundscapes, covering sites in the Horsham District and West Sussex
- GreenServe covering East Sussex
- Grounds Care Group covering Hampshire

We have seen a significant improvement in service quality since the new contracts began. As well as being able to see the difference, we've had positive feedback from our customers and colleagues across the region.



YOUR voice

I would just like to compliment you on the grass cutting at my flat in Steyning. Having complained for many years, I'm now pleased you have found a regular contractor.

YOUR voice

I just wanted to say how much improved the grounds around Abbotswood are looking now that we have new contractors. It is good to see that we are now regularly visited by them. Without any prompting, my visitors this weekend commented on the trimmed bushes and tidier look of the grounds.

Thank you for your perseverance!



Complaints 6

This year we had just 6 complaints regarding grounds maintenance. Last year we had 32.



Compliments 14

We received 14 compliments relating to grounds maintenance this year. Last year we had none.

Tree works

Connick Tree Care looks after all of our tree maintenance. They protect the health of the trees, the local environment and biodiversity, and the safety of the areas surrounding the trees.

Since May 2023, they have assessed and collected data on all 2,980 trees across our sites (excluding customer gardens). Their surveys detail the coordinates, species, height, maturity and health of the trees.

Where needed, they monitor and re-survey the trees, and work through any recommended actions.



Keeping it clean

Our contractors, Cleanscapes currently clean 217 of our blocks/schemes.

The number of visits varies from one to five a week, depending on the property type and size.

In total, that's nearly 15,000 cleans per year.





Service charges

Last year 125 people queried their service charges. Of those, we made 45 adjustments. We also adjusted the costs for the other properties in the same building too!

Service charge debt

If you are having problems paying your service charge, please talk to us. We will always try to put reasonable arrangements in place to help.

Unfortunately, there are occasions where people don't arrange to pay what they owe.

Last year we had to recover arrears from 16 leaseholders. In the first instance we are obliged to contact their mortgage provider for assistance. Seven settled at this stage.

Unfortunately for the other leaseholders, we needed to take further action and, for one leaseholder, this resulted in court action.

Through these actions, we recovered £6,821.

More information about service charges can be found on our website www.wealdliving.com/rent-and-service-charges



Extending your lease.

If your lease has less than 85 years remaining, it may be harder to sell your property (should you wish to) and affect its value. To find out more about the process and costs involved we have information on our website. Go to: www.wealdliving.com/home-owner-services/extending-your-lease/

Last year, nine lease extensions were completed and we received four new applications to extend leases.

"Home is somewhere you go from and dream of coming back to."

Derek



YOUR VOICE

"My home means a lot, with memories and pictures of loved ones all around me."

Margaret

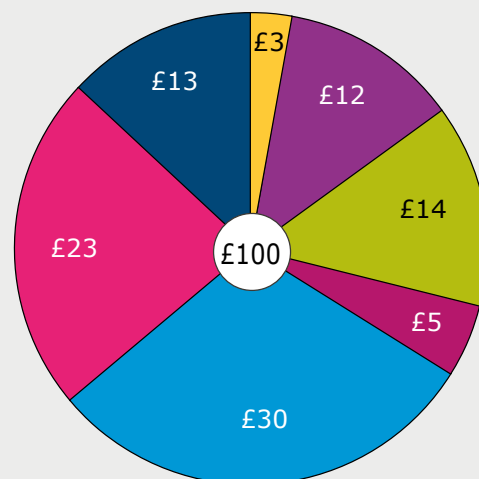


YOUR VOICE

How we spend our money

For every £100 we spend 2024

■ Housing Management	£3
■ Service charge costs	£12
■ Cleaning and grounds maintenance	£3
■ Utilities	£6
■ All other services	£3
■ Staff costs	£14
■ Overheads	£5
■ Repairs and maintenance	£30
■ Day-to-day repairs	£9
■ Property improvements	£17
■ Regular servicing and maintenance	£4
■ Interest payments	£23
■ Investment in new homes	£13



During this year we spent:

- 2% more on maintenance and repairs
- 1% more on utilities
- 2% less on staff costs
- 5% less on new homes

OUR PEOPLE

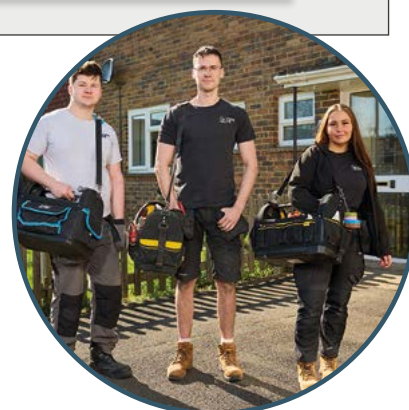
A dynamic and diverse workforce contributes to the success of any business. At Saxon Weald we are committed to equality of opportunity, being fair and inclusive and to being a place where all our colleagues feel they belong.

Having the right people working for us helps us deliver a positive experience to our customers and is at the heart of all we do at Saxon Weald.

Our colleagues

In the 2023-24 year we employed:

283	Full and part-time staff (268 full time equivalent)
154	Office-based staff
35	Scheme managers
85	Maintenance / repairs
9	Board members



I appreciate the opportunities to talk to tenants and hearing from them how the homes and services we provide have made a difference to that person or family. These conversations remind me of the positive impact we make working for an affordable housing provider, and why the work we do is so important.

The favourite part of my job is helping to solve problems and discovering new ways of working - these both involve talking to lots of lovely people.



I love being part of a team that puts a plan together... and then seeing the difference that plan can make to the lives of our customers.



I am passionate about what I do and enjoy turning negativity into positivity; be it with staff, our customers or any tasks that need doing. I often visit unhappy residents. This helps keep me grounded and in touch with our customers.





Our contact hours

Visits to our office are by appointment only.
Please contact us to make a booking.

Our phone lines are open

Monday - Thursday from 8.30am – 4.30pm
Friday from 8.30 - 4pm

Ways to contact us:

Secure message via your
online account service:

MyWealdLiving.com

Email: info@wealdliving.com

Our website:

Wealdliving.com/contact-us/

Facebook:

www.facebook.com/wealdliving

Telephone: 01403 226060

Online, anytime, anywhere

Our easy-to-use, online services put you in charge of your home, anytime, anywhere.

They provide secure access to your information and are available 24 hours a day, 7 days a week from a desktop, laptop, tablet or mobile.



Pay your rent or service charges



Book repairs, manage appointments



View and update your details

Sign up today at: www.mywealdliving.com



Reporting communal repairs

Most communal repairs are carried out by HomeFix, our in-house repairs team.

You can report a repair:

- Through your online account at any time at mywealdliving.com
- By email – HomeFix@saxonweald.com
- By phone on 01403 226000

IN AN EMERGENCY

Always phone if it is an emergency. If you have an emergency outside of our usual opening times, please **call 01403 226000** and you will be transferred to our out-of-hours service.



WEALD LIVING

BY SAXON WEALD

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