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WELCOME TO NEHEMIAH HOUSING'S TENANTS ANNUAL REPORT

Chief Executive Statement

**In January 2024, Nehemiah
celebrated 35 years of existence.**

I am pleased to be able to note the overall achievements of the last year, despite the challenges for us and our tenants presented by high inflation and the cost-of-living crisis. Where many people have struggled to afford essentials and having to make decisions between heating and eating.

Our priority throughout the last year has remained steadfast to minimise the impact of these external factors. I believe we dealt with the circumstances constructively and positively.

Delivering Our Corporate Strategy

This is the penultimate year of our 2020-2025 Corporate Strategy – ‘Growing Stronger Together’. There are five elements to our strategy, namely, to be effective and grow, to deliver excellent customer services to our tenants with respect; to maintain strong governance, finance and risk management, to invest in our homes and people development and wellbeing.

Despite these national and international issues faced by our sector, we continue to deliver services and investing in your homes, spending £1.021m on home improvements and £1.8m in routine repairs.

During the year, we have responded to the new consumer regulations approach from the Regulator of Social Housing, with four new consumer standards, with emphasis on safety and building, transparency, influence and accountability: neighbourhood and community and tenancy. These are all impacting positively on the services and accountability we have toward our tenants.

Our continued partnership with organisations including the NHS, Midland Heart, BME National and being a member of the West Midland Housing Association Partnership, and many other specialist services, such as Birmingham Settlement, means that we are confident in providing our tenants with the best services possible and responding effectively to any future demands or changes.

Listening to tenants, we have moved to more localised repairs contractors to offer the best service. Furthermore we have acted on tenants concerns and priorities such as working on issues surrounding damp and mould and ensuring our tenants homes are safe and warm.

This April saw the first year’s reporting on the Tenant Satisfaction Measures, the result of which will be shared further in this Annual Report, where you can not only see our performance but get a view as to how we are doing against our peers on satisfaction, repairs, safety, and complaints.

Despite the challenges of the last few years, our tenant forums continue to work with us, and I would like to thank those who have made this commitment and for all their hard work. We recognise that by working closely you our tenants we can achieve the best outcomes, determine closely with needs, wants and your aspirations.

We remain robust financially and will comfortably meet our financial targets. We have retained our GI and V2 Governance rating for the past year through our ongoing stability checks with the regulator.

I am confident that we have been able to set the right long-term plans to safeguard our finances whilst ensuring that we maintain our commitment to improving services and, investing in existing homes and continuing to deliver high quality affordable homes in the future.

As we look to the next financial year, we are committed to invest more in our IT systems so that we can provide better value for money, faster and a more seamless service to our tenants.

I would like to express thanks and appreciation to all of Nehemiah’s staff for their dedicated efforts to ensure that you receive an excellent service with respect. Thank you for your continued support as we look forward positively to the future.



1333

Tenants



35

Years providing
social housing



78%

Overall Satisfaction
(77% including shared ownership)



1248

Homes



42

Employees
(including board members)



This year sees the first year of reporting on our Tenants Satisfaction Measures (TSM). The Regulator of Social Housing has created a new system to see how well social housing landlords in England are doing at providing good quality homes and services. This includes a set of Tenant Satisfaction Measures (TSMs) in addition to the revised consumer standards, which were introduced in April 2024. These measures include a set of questions to help us, our Board, you (our tenants), and the Regulator understand how we are performing. This report includes our tenant satisfaction measures for rented homes in 2023-24.

This was conducted by our independent researcher, MEL Research. The fieldwork was split over three periods: **July 2023, November 2023 and February 2024.**

All surveys were conducted by telephone, with an overall, 342 tenants giving their feedback – which means we heard from 29% of our tenants.

This tenant annual report shows how we have performed during the last year based on the standards set by The Regulator of Social Housing. We will also present what service improvements we have in place for 24/25 and what we are going to focus on based on what you have told us. Your feedback is important to us. It helps us to improve, shape and develop our services to better meet your needs.

“They phone me every fortnight to see how I am. Also, if there is anything I need, Nehemiah will provide it for me.”

342

tenants giving
their feedback

(29% of our
tenants)





How Do We Measure Up Across The Housing Sector

We are committed to being transparent and want to keep you informed about how we measure up against other social housing landlords. As members of Housemark, we regularly submit data on our performance, allowing us to benchmark our services against those of our peers. This helps us identify areas where we excel and where we can make improvements, ensuring that we continue to provide the best possible service to our tenants.

Housemark is the leading data and insight company for the UK housing sector and are responsible for collating performance data from over 221 registered providers of social housing.



This year sees the first full year of how we have measured up against the Tenant satisfaction measures and also against other housing providers.

At a glance

| Tenant Satisfaction Measures | Lower Quartile | Median | Upper Quartile | Nehemiah |
|--|----------------|--------|----------------|----------|
| TP01: Overall satisfaction | 63.0% | 69.4% | 78.0% | 78% |
| TP02: Satisfaction with repairs | 64.5% | 70.4% | 78.7% | 79% |
| TP03: Satisfaction with time taken to complete most recent repair | 59.0% | 66.4% | 75.5 | 76% |
| TP04: Satisfaction that the home is well-maintained | 63.3% | 69.4% | 77.8% | 84% |
| TP05: Satisfaction that the home is safe | 70.0% | 76.1% | 82.2 | 85% |
| TP06: Satisfaction that the landlord listens to tenant views and acts upon them | 51.3% | 58.9% | 67.3% | 76% |
| TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them | 62.7% | 69.5% | 76.7% | 85% |
| TP08: Agreement that the landlord treats tenants fairly and with respect | 70.0% | 76.3 | 83.3 | 88% |
| TP09: Satisfaction with the landlord's approach to handling complaints | 26.0% | 33.8 | 40.0% | 53% |
| TPI0: Satisfaction that the landlord keeps communal areas clean and well maintained | 58.7% | 65.5% | 72.3% | 77% |
| TPII: Satisfaction that the landlord makes a positive contribution to neighbourhoods | 56.0% | 62.5% | 71.2% | 78% |
| TPI2: Satisfaction with the landlord's approach to handling anti-social behaviour | 51.0 | 57.6 | 63.6% | 74% |



Maintaining Your Home

We were pleased to announce a change to our repairs and maintenance contractor and call centre, which took place on 13th September 2023.

We have actively consulted with our tenants and listened to your concerns, particularly regarding repairs carried out in your homes. Your feedback has been invaluable in helping us review and improve our service delivery and as a result, we have transitioned to a more localised approach, employing smaller, dedicated maintenance specialists who are better equipped to meet your needs efficiently and effectively.

We have therefore split the repairs and maintenance contract using two smaller local contractors covering the Birmingham, Coventry and Sandwell area and, the Dudley, Walsall, and Wolverhampton area.

Frontier Property Services covering the Birmingham, Coventry and Sandwell areas; whilst PR Builders; are covering the Dudley, Walsall, and Wolverhampton areas.

Our new repairs and maintenance call centre is taking calls on behalf of Nehemiah Housing 24 hours a day, and 7 days a week.

Since the implementation we have been using the feedback on our repairs service to help with continuous improvement within this area of work.



"Well, I do have good contact with them and feel like they are always there when I need something, and there is good communication. The repair service is very efficient and very quick."



Repairs

Repair completed

87%

Repairs completed
within timescale
(non-emergency)

(7% decrease in performance
from the previous year
2022/2023)

91%

Repairs completed
within timescale
(emergency)

(9% decrease in performance
from the previous year
2022/2023)

49

Void properties
were let this year

(45 increase of voids from
previous year 2022/2023)

4

Average number
of repairs
per property





Satisfaction With Repair

79%

Tenants were satisfied with the way Nehemiah dealt with their repairs and maintenance.

(0% increase in performance from the previous year 2022/2023)



TP02: Satisfaction with repairs 23/24

WAVE 3 85 Surveys sent

WAVE 2 78 Surveys sent

WAVE 1 74 Surveys sent



Following the repairs satisfaction questionnaire, tenants were asked what they felt Nehemiah could do to improve its repair service.

The most common suggestion was to improve waiting times and/or solve ongoing repairs and listen to tenants / better communication / logging in the repair request.

76%

Tenants were satisfied with the time taken to complete repairs by the contractor.

(3% decrease in performance from the previous year 2022/2023)



Keeping Your Home Free From Damp And Mould

Nehemiah understands that dealing with damp in your home can be frustrating, and we are here to help. Our approach to tackling damp is more proactive and thorough. Our goal is to create a healthier, more comfortable living environment for you, and we are committed to resolving damp issues quickly as possible.

There are lots of reasons why you might get damp and mould in your home, and it can sometimes be difficult to identify and remove the root cause. We know how upsetting this can be, so we're always looking for ways to improve our damp and mould process.



With the new Damp and Mould Policy firmly in place, we can:

- ✧ Ensure that tenants are treated in a fair and consistent way.
- ✧ Comply with statutory requirements and good practice.
- ✧ Focus on working in partnership with tenants ensuring that a safe and healthy internal environment is provided.
- ✧ Undertake effective investigations and implement all reasonable remedial repair solutions and improvements to eradicate damp & mould including, managing, and controlling condensation.
- ✧ Ensure that tenants have access to and/or are provided with comprehensive advice and guidance on managing and controlling damp and condensation.
- ✧ Maximize the available budgets and ensure that they are used effectively and efficiently to deal with damp, mould, and condensation problems.
- ✧ Ensure that the fabric of our property is protected from deterioration and damage resulting from any damp issues.

Nehemiah Property Services Officer

"We take damp, mould, and condensation issues seriously. When we are called out to investigate any suspected damp, mould, or condensation issues, clearly something has gone wrong. We will listen to our tenants, inspect the property throughout and advise on the remedial works that will need to be carried out."

Service Improvements 24/25

We know that repairs are one of the key areas of importance to our tenants as we strive to aim to get it right first time. That's why we are working with our contractors to improve tenant satisfaction, ensuring we manage the relationship with our contractors better, including having more frequent meetings to review performance.

- ⬡ We will improve the way we communicate with tenants about repairs via our website, tenants newsletter and our new tenant portal that is being developed.
- ⬡ We will continue to make changes to our repairs service based on the feedback we receive from tenant complaints.
- ⬡ We aim to have a Repairs & Maintenance Champion on our tenants scrutiny panel with a level of transparency regarding our performance and service delivery.



Sheron Crystal from Birmingham has expressed an interest and is looking forward to getting involved in this role.

"Tenants have many skillsets to offer. Making change isn't always about money. It's about drawing on peoples' talents and skills, so they feel part of the change they want to see. I first got involved as a tenant by being an advocate for others at my housing scheme over maintenance issues".





Improving The Quality Of Your Home

"It's comfortable to live there and I enjoy living here"

Tenant

Every tenant has the right to a decent home. You have the right to be listened to and have your views heard on decisions which may affect your home, your community and your safety.

84%

Satisfaction that the home is well maintained

(1% increase in performance from the previous year 2022/2023)

Working together, we all have responsibility to keep everyone safe. We have set out some of the things we have done to include the following:

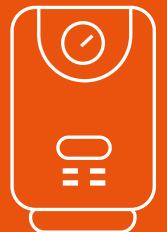


Components included



76

Full replacement
bathrooms



30

New replacement
Worcester Bosch
Boilers



"Been with Nehemiah for a long time, never had any issues, they always listen. Any repair work that needs doing they come promptly."



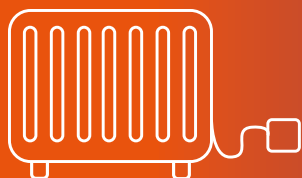
The Overall Spend on Maintenance was

£2,350,700



7

Complete Central Heating systems



43

Electric storage heaters



50

Replacement kitchens



62

Window/Door replacements





Building Safety And Compliance

Keeping our tenants safe is of utmost importance to us here at Nehemiah Housing ensuring the safety of those who live with you or visit you. We are also committed to ensuring that indoor and outdoor areas are safe, and any risks are cautiously controlled.

We have a duty to comply with the law, in addition to several standards set out by the Government that are enforced by the Regulator of Social Housing. Wherever we can, Nehemiah will always strive to go above and beyond the least standards necessary

100%
Asbestos
Safety Checks

(same performance
as last year 22/23)

100%
Fire
Safety Checks

(same performance
as last year 22/23)

100%
Electrical
Safety Checks

(same performance
as last year 22/23)



1000%

100%

Lift

Safety Checks

(same performance
as last year 22/23)

100%

Gas

Safety Checks

(same performance
as last year 22/23)

100%

Water

Safety Checks

(same performance
as last year 22/23)

Service Improvement 24/25

We have allowed **£818,902** for repairs to our stock and **£20,000** for any **Building Safety Repairs**.

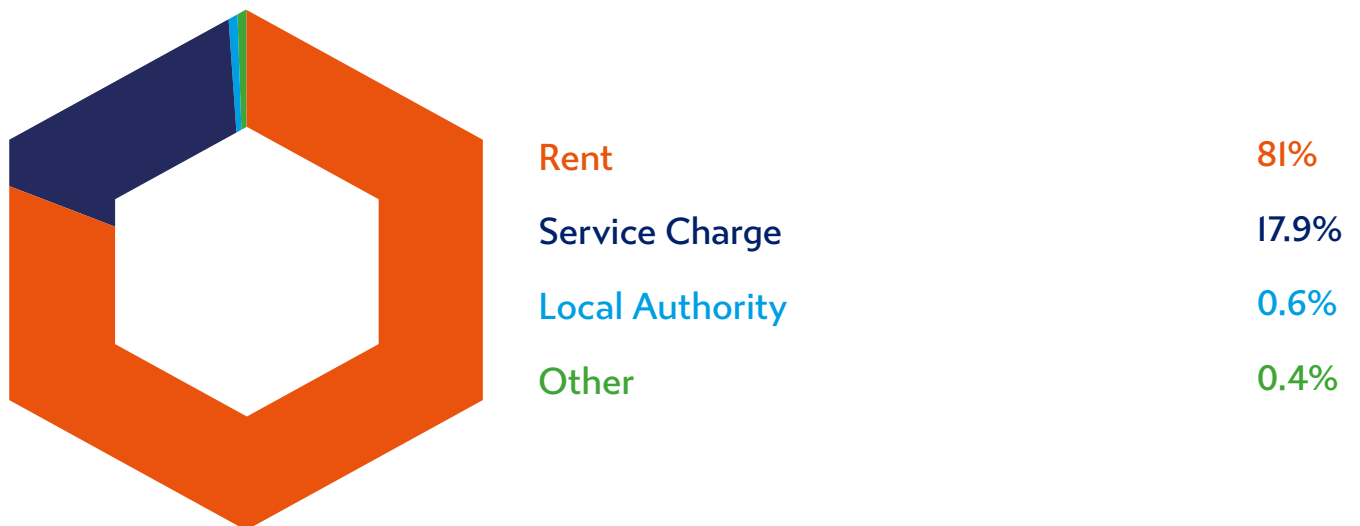
We will monitor the performance of the new repairs contractors that are now in place i.e. Frontier Property Services and PR Builders.



Investing In The Quality Of Your Home

In 2023/24 we had a turnover of £8.6M, 96% of this is from the business of providing social housing homes. £2.8M was spent on the repair and maintenance and improvement of homes and £1.1M was spent to purchase homes. We retained a GI/V2 rating which is excellent for an association of our size. This means we are a strong and stable organisation, and we are in a good position to be a good landlord and make sure that your homes are safe.

Income Breakdown - Where we get our money from



Costs – Where our money is spent





Helping You Feel At Home In Your Community

85%

Satisfaction that
the home is safe

Most tenants were
satisfied with Nehemiah
providing a home that
is safe although the
satisfaction levels have
decreased by 4% since
last year.

78%

Satisfaction that
the landlord makes
a positive
contribution to
neighbourhoods

(3% decrease in
performance from the
previous year 2022/2023)

Around eight in ten
tenants were satisfied
that Nehemiah makes
a positive contribution to
their neighbourhood.

77%

Satisfaction that
the landlord keeps
communal areas
clean and well
maintained

(3% decrease in
performance from the
previous year 2022/2023)

Nearly eight in ten
tenants who are living
in a building with
communal areas were
satisfied with the
communal services
received. With 54% of
tenants saying they lived
with communal areas.

74%

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

(3% decrease in
performance from the
previous year 2022/2023)

Around three quarters of
tenants were satisfied with
Nehemiah's approach to
handling anti-social
behaviour.

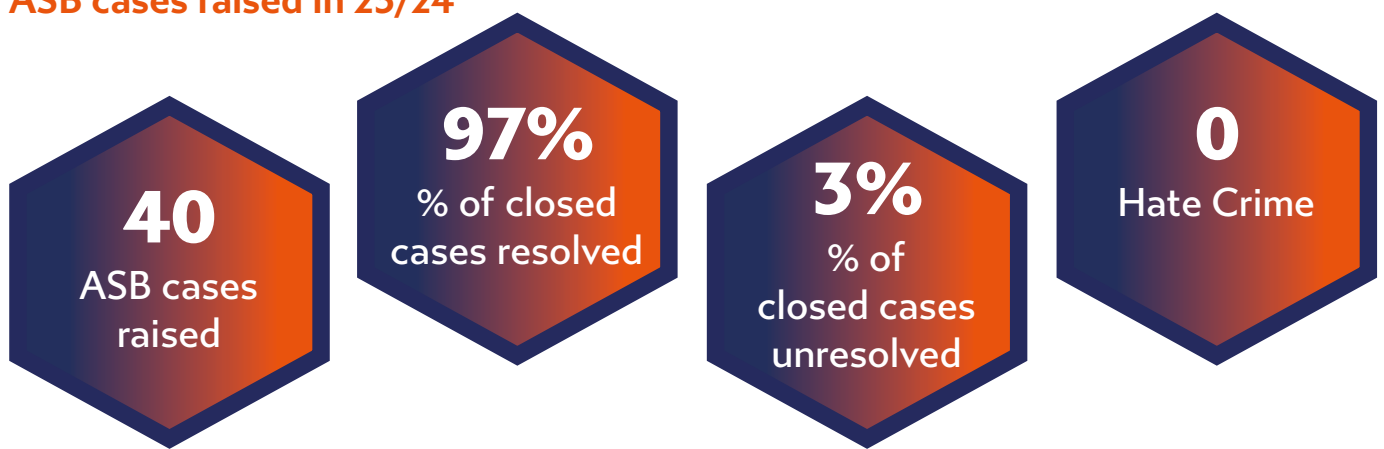




Anti-Social Behaviour

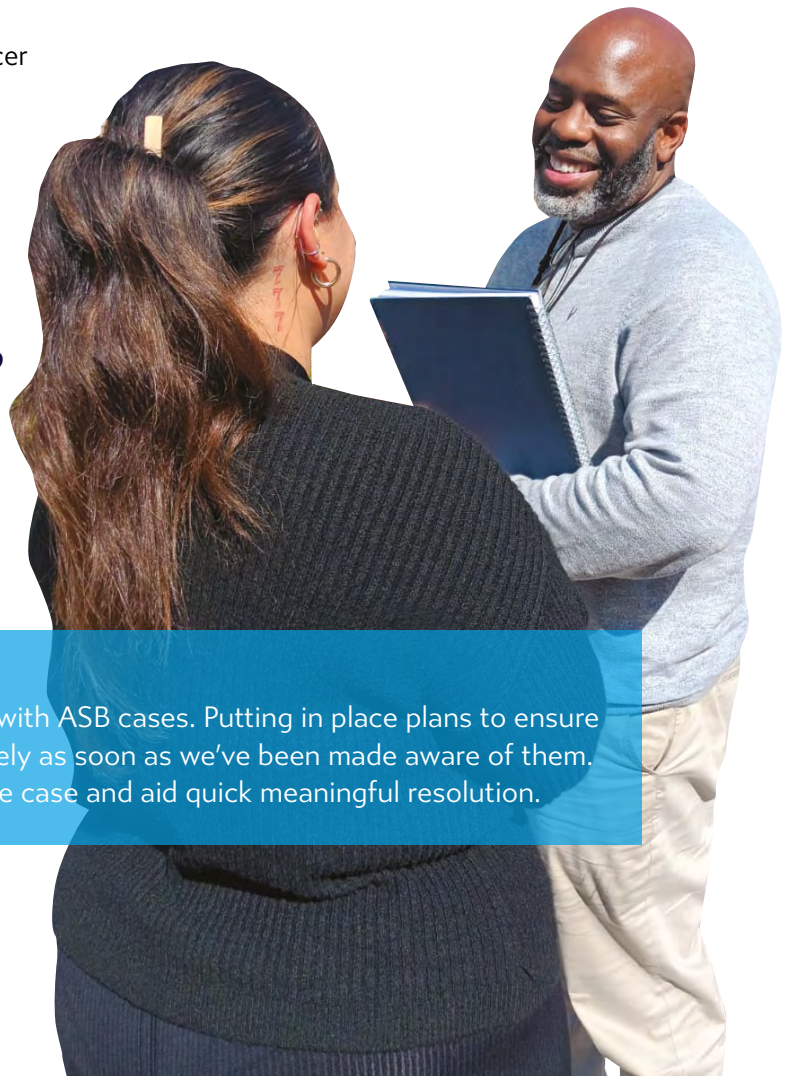
Addressing anti-social-behaviour (ASB) is a top priority for Nehemiah because we understand its impact on both individual tenants and the broader community. We are committed to creating a safe, peaceful environment where everyone can enjoy their home. Our approach to dealing with ASB is firm and fair; we work closely with tenants, local authorities, and other partners to address issues promptly and effectively. By taking a strong stance on ASB, we aim to protect the wellbeing of our tenants and ensure communities remain welcoming and harmonious.

ASB cases raised in 23/24



Matthew Warren Temporary Tenancy Services Officer

"I take anti-social behaviour (ASB) cases extremely seriously and I have an array of knowledge within this area. I understand the distress each case can have on an individual especially vulnerable tenants, so I want tenants to feel confident to report ASB activity. I endeavour to make all of our tenants feel heard and have confidence in what I do when dealing with their issues".



Service Improvement 24/25

We will ensure that we act quickly when dealing with ASB cases. Putting in place plans to ensure that all cases are captured and managed effectively as soon as we've been made aware of them. Holding regular fortnightly meetings to review the case and aid quick meaningful resolution.



Retirement Living

We value the feedback from our tenants in our retirement schemes and have used them to shape the services we provide. The tenants comments and insights help us understand what truly matters to them, allowing us to offer a better service to meet their needs.

We have regular resident meetings and informal coffee mornings to capture our residents' views.

8

Activities
within our
schemes

- Regular Coffee mornings/breakfast club at many of the schemes
- Rent Surgeries across all retirement schemes
- Sunday Morning Christian online services
- Dominoes Club
- Weekly Friends & Neighbours Community
- Dudley Befriending Group
- Dementia Care Group
- Tenant online meetings including rent review and cancer prevention working in conjunction with NHS.

"Seems like a little community and staff are friendly".

"I'm very happy in here. they look after everyone. They're listening to us very carefully".





Your Feedback - Your Voice Matters



53%

Satisfaction with
the landlord's
approach to handling
complaints

(4% increase in performance
from the previous year
2022/2023)

85%

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

(15% increase in
performance from the
previous year 2022/2023)

88%

Agreement that
the landlord treats
tenants fairly and
with respect

(3% increase in performance
from the previous year
2022/2023)

At Nehemiah Housing we are always finding ways that we can improve our service, and this cannot be done without your feedback. So, we are committed to listening to our tenants and taking steps on your views.

Estate Walkabouts

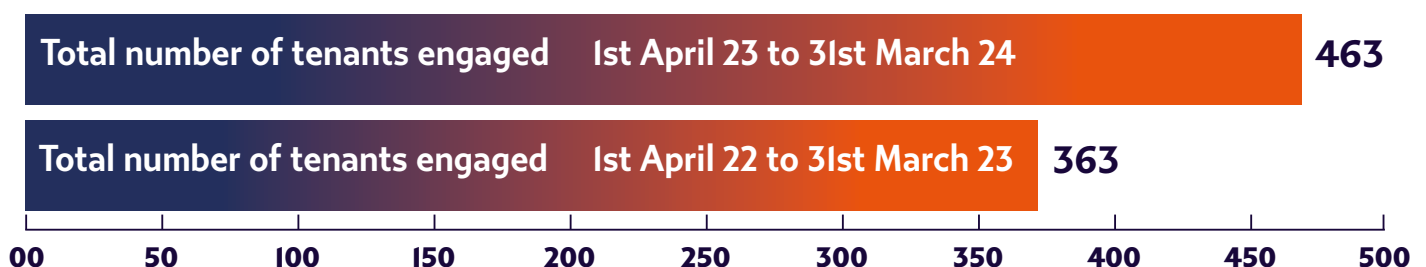
The walkabouts – also known as estate inspections – involve walking around the estates where our homes are located, and identifying issues that might need to be tackled.

This includes a wide range of issues such as repairs to grounds and communal areas, or incidents of fly tipping.

Walkabouts also give tenants the opportunity to talk to Housing Officers and discuss issues about the estate or anything else to do with their home or tenancy.



Total No. of Tenants engaged in walkabouts 23/24 in comparison to 22/23





Complaints

Our purpose is to improve the lives of our tenants by providing healthy, affordable homes and enhancing our communities. Complaints help us do this by providing a way of learning and giving us an opportunity to put things right in a fair and reasonable way for our tenants.

Nehemiah Housing is committed to listen, investigate, learn and implement any required changes in order to understand our tenants and the service needed to deliver an exceptional level of customer service. We work with tenants and aim to resolve concerns and complaints efficiently and fairly.

In line with the Housing Ombudsman our Complaint Handling Code has a two-stage complaint process, which helps us to have a more transparent way of dealing with your concerns. With changes in the complaint handling code, you no longer need to wait 8 weeks before referring your case to the Ombudsman. A tenant can be referred to the Ombudsman, at any time before, during or after the process.



"Just from where I came from 2 months ago, I am now able to be mobile, and get in and out of my property, really grateful to Nehemiah for providing this accommodation, it has changed my life for the better."

Service Improvements 24/25

We will be focussing on improving our communication with tenants about their repairs and giving regular updates when additional parts are required before we're able to complete a repair. We will do this through the next phase of our tenant portal service, which will keep tenants updated on the status of their repairs.

We will provide additional support, tools and training to Nehemiah complaint handlers who investigate complaints so that they can produce thorough responses that are in line with the Complaint Handling Code.

We will continue to work and manage our contractors, ensuring we closely monitor their interaction with tenants and the quality of their work.

Vanessa Sealy from Wolverhampton has expressed an interest and is looking forward in getting involved with her role as a Complaint Champion.

I'm really looking forward to getting involved within the scrutiny panel as a Complaint Panel Champion having the opportunity to identify problems and implement changes and demonstrating a proactive approach to addressing issues."



Keeping Tenants Informed

85%

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

(4% increase in performance from the previous year 2022/2023)

- Distributed three editions of our quarterly tenant newsletter
- Developed our website to feature regular blogs around topics of importance to our tenants and news of events
- 14 topic notifications sent via text message
- Social media: 153 Facebook followers
- 23 Tenant/residents meeting
- 1972 X (Twitter) followers.





Working Together To Deliver On Our Promise



We have signed up to this charter because we are committed to putting our tenants at the heart of everything we do. We know there are areas that we need to improve on. We want to make sure that we give you, our tenants, the opportunity to voice your views so we can listen and act upon the things that matter to you. As part of this approach, we will regularly ask all our tenants how they believe we are doing against the six key themes. These areas are linked to the 'Together with Tenants charter', which lists the six promises we committed to when we signed up to 'Together with Tenants.'

For more information on 'Together with Tenants' visit:

<https://www.housing.org.uk/our-work/together-with-tenants/>



TENANT ENGAGEMENT EXPERTS
tpas
member 2023-2024

This year Nehemiah Housing joined forces with TPAS Tenant Engagement Experts, who are dedicated to improving tenant engagement standards across the country. They bring tenants, landlords and contractors together through a wide range of services, independent and impartial advice, support, consultancy, and training.

Whether you're a tenant or landlord, they are there to provide you with the skills and knowledge you need to work with Nehemiah Housing. Because together we can have conversations that matter. Finding solutions together, saving money and bringing lasting change to communities.





Our Year In Review

2023/24 has been a hard year for many of our tenants and we recognise this and over the past year have been working hard to listen to your views and act on your suggestions.

We hope that by reading this report you will see that we have taken the opportunity to reflect and think about where, as an organisation we want to be going forward. In developing this report, we have consulted with staff, our tenants, and other partners, in order that we can deliver continuous improvements that puts our tenants at the HEART of everything we do.

We are committed to engaging with you in different ways to ensure you feel safe in your homes. We have been working hard to expand the information and services about safety on our website, including ways you contact us about any concerns you may have.

In addition to all the work we have undertaken in repairs and upgrades to homes we have also been working hard with events and activities throughout the year.

Some of the highlights are:



Tenants have helped us develop our new website and made sure the wording in our tenancy agreements is clearer.



We held an online evening meeting to discuss and answer questions about the rent increase.

We arranged and paid for tenants involved in organising social events to gain food hygiene qualifications.



Tenants got involved in the recruitment of customer facing staff.

We fitted bright new furniture in the lounge at Father Joe Taaffe House in Digbeth and redecorated communal spaces at Shanti Niketan in Wolverhampton.



We made updates to our policy for dealing with complaints.



We increased ways you can get involved, including our plans to set up a tenants' panel to help us with future editions of our tenants newsletter.



In June 2023 we held parties across our retirement schemes to celebrate the 75th Anniversary of Windrush and several tenants talked about their memories of first coming to the UK.



We secured grant funding to upgrade the storage heaters at 12 homes on Sphinx Drive, Coventry. We'll also be applying for funding for further homes.



We created a 'who's who' guide about staff at a housing scheme so that names and duties are clearer for tenants. This will be done elsewhere too.



We started a booklet of useful information for new tenants moving into retirement living flats, to also be available to existing tenants.



We put together a bedtime safety and energy-efficiency checklist – such as switch off the TV and lock windows – for Henry Court in Dudley. It'll be used at other schemes too.



Kevin Fearon – Operations Director

2024 began by celebrating our 35th anniversary year and we organised a community event with West Midlands Faith in Action (WMFiA) and West Midlands Mayor Andy Street that was designed to enable a dialogue between Mayor Andy Street and community leaders to identify development priorities and funding opportunities through the West Midlands Combined Authority (WMCA) Deeper Devolution Deal. It was an event that was attended by over 60 people at our McCalla House retirement scheme in Wolverhampton.

These are just a few examples of how we are working to manage neighbourhoods responsibly, invest in our communities and provide care and support to those who need it most.

Collaborating with you our tenants brings many benefits and helps us direct help and support where it is needed most. We have consistently heard over the past year that the cost-of-living crisis is a huge pressure on households, and we have responded in several ways to provide support for tenants in areas where they need it most. We are committed to working hard for every tenant to deliver good and consistent customer service and create wider opportunities for everyone where we can.

Kevin Fearon – Operations Director



More Changes And Improvements To Come

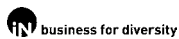
Marcia Cunnison - Customer Engagement Officer

"We hope you've enjoyed reading this year's Annual Report to Tenants. Nehemiah Housing has been working hard to involve tenants in every area of its work and I'm sure, like me, you're also looking forward to seeing more changes and improvements in Nehemiah Housing performance this coming year."



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Registered office is at I-3 Beacon Court, Birmingham Road, Great Barr, Birmingham, West Midlands, B43 6NN

Nehemiah Housing is registered under the Co-operative and Communities Benefit Societies Act 2014 registration number 25952, governed by the National Housing Federation ("NHF") 2011 Model Rules. It is an exempt charity for tax purposes.

Nehemiah is a Registered Provider of Social Housing, registration number L3833 and regulated by the Regulator of Social Housing ("RSH").

Nehemiah Ventures Ltd is a subsidiary of Nehemiah Ltd is registered with the Registrar of Companies for England and Wales, registration number 10933356.