

Supporting BAME communities to thrive

TENANTS ANNUAL REPORT 2024-2025



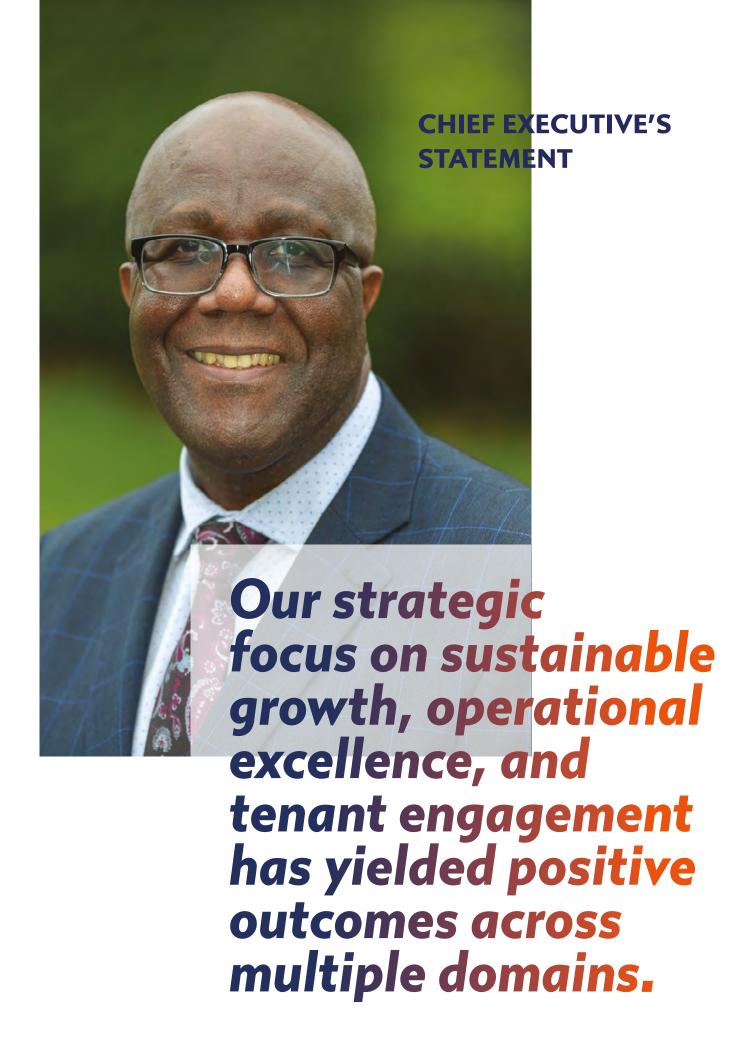




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As the Chief Executive of Nehemiah Housing Association, I am pleased to present the 2024/25 Annual Report, which reflects our ongoing commitment to providing quality affordable housing and fostering vibrant communities. This year has been marked by significant achievements, strategic growth, and a steadfast dedication to our mission of supporting those in need of safe, secure, and affordable homes.

Over the past year, Nehemiah Housing Association has demonstrated resilience and commitment to delivering quality housing and services amidst a dynamic sector environment. Our strategic focus on sustainable growth, operational excellence, and tenant engagement has yielded positive outcomes across multiple domains.

Financially, the organisation has maintained a strong position, with a turnover of £9.1 And achieving a surplus after interest of £726k against a budgeted £734k, reflecting effective financial management despite challenges such as overspending on management costs and repairs. Our operational performance remains robust, with customer satisfaction rates high at 78%, and arrears reduced to 3.5%, surpassing our target. We have also successfully completed refinancing arrangements, strengthening our financial capacity for future investments.

During the year, we engaged extensively with tenants through a successful conference and ongoing consultations, reaffirming our commitment to tenant-centric services. Our efforts to enhance communication and involve tenants in shaping our strategies are ongoing priorities.

We have responded proactively to sector developments, including the implementation of Awaab's Law, which emphasises the importance of maintaining safe and healthy homes. Our compliance with new regulations and our participation in sector-wide reviews, such as the National Housing Federation's (NHF's) strategic review, position us well to meet future challenges.

Our partnership with Midland Heart continues to be a cornerstone of our development strategy, fostering collaborative opportunities to increase social housing supply. Additionally, initiatives such as the Seacole Court partnership and the Kajans Women's Enterprise project exemplify our commitment to community-led solutions and innovative housing models.

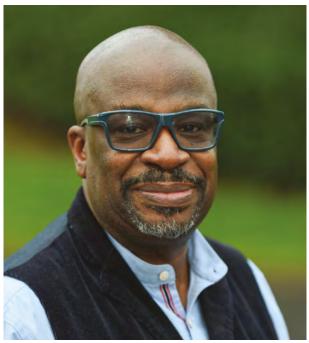
The past year also saw a regulatory inspection and we finalised our new Corporate Plan for 2025-30 and planned strategic board away days to ensure long-term sustainability and growth. Our focus remains on delivering excellent landlord services, investing in our homes, and fostering a diverse and inclusive community. Nehemiah Housing Association remains dedicated to its mission of providing affordable, quality homes and supporting our tenants and communities. We are confident that our strategic initiatives and sector engagement will enable us to meet the housing needs of our tenants and the diverse communities we operate in, now and into the future.

I would like to extend my sincere gratitude to our dedicated staff, partners, and tenants for their ongoing support and commitment. Together, we will continue to make a positive impact and uphold our vision of a society where everyone has a place to call home.

Llewellyn Graham Llewellyn Graham

OPERATIONS DIRECTOR STATEMENT

Over the last year, Nehemiah Housing has reinforced our commitment to collaboration, connectivity, care, consistency, and community enhancement. We actively partnered with tenants through forums, surveys, and local engagement to continually refine our service delivery and responsiveness. Strengthening local ties, we transitioned to localised repair services, boosting efficiency and tenant satisfaction.



KEVIN FEARON, OPERATIONS DIRECTOR

Prioritising support and care, we proactively addressed tenant concerns such as damp and mould and reinforced efforts against anti-social behaviour to safeguard vulnerable residents. Our ongoing collaboration with community organisations including Mind Birmingham, the NHS and other social housing providers ensures comprehensive tenant wellbeing.

Our commitment to investment in improving our housing quality, alongside ambitious targets for improved communication and service transparency, underscores our dedication to consistently high standards. We continue to create opportunities that foster improved living conditions, health, and self-care for our tenants, ensuring Nehemiah Housing remains deeply integrated and positively impactful within our neighbourhoods.

We continue to create opportunities that foster improved living conditions, health, and self-care for our tenants...

WELCOME

Welcome to Nehemiah Housing's Tenants Annual Report for 2024/25. This year's report provides a clear and honest overview of how we've performed as your housing provider, the progress we've made, and the challenges we continue to face. Above all, it reflects our ongoing commitment to delivering highquality, safe, and affordable homes while listening to and working closely with you—our tenants.

Thank you for your continued support, engagement and partnership.

Over the past year, we have focused on improving services that matter most to you, from repairs and maintenance to community engagement and tenant satisfaction. We've also made strides in areas such as digital accessibility with our new Tenants Portal, sustainability, and strengthening our support for residents facing financial or personal difficulties.

Your voice has played a vital role in shaping our work. This report includes feedback from tenant surveys, performance data, and examples of how your involvement has helped drive positive change across our communities.

Thank you for your continued support, engagement, and partnership. Together, we are building not just homes, but stronger, more resilient communities.



TENANT CELEBRATING LIVING AT MCCALLA HOUSE FOR OVER 20 YEARS

OUR YEAR IN REVIEW: LISTENING TO TENANTS

WORKING TOGETHER FOR A BETTER FUTURE: ENANT CONFERENCE 2025

On 27th February 2025, we held our Tenant Conference, bringing together over two dozen tenants. It was an inspiring day dedicated to celebrating our partnership, hearing your feedback, and shaping the future of our community.

We had lively discussions about our new Corporate Plan for 2025-2030 and explored new ways for tenants to get involved. The event highlighted the important role you play and helped strengthen the bond between our tenants and staff. Thank you to everyone who attended and made it a success!

What We Heard From You

'We were listened to in all aspects that management spoke and we felt valuable'

'I enjoyed learning more 'It was informative about Nehemiah Housing, and nice for tenants to the working services and have their say' further service and improvements'

Feedback On The Conference

The feedback we received was overwhelmingly positive.

of survey respondents rated

the conference as "good" or

"excellent."

Areas For Improvement

'It was good but can do with more people attending.'

'More time to discuss things.



We also know there are areas we can improve. Some of you raised concerns about the accessibility of the venue and the need for enhanced communication. Your comments are invaluable, and we're already using them to make our next events even better.

Taking Action on Your Feedback

The heart of the conference was our breakout session, where we discussed the five key pillars of our new Corporate Plan.

Here's a summary of the important topics we covered and what we're doing about them:

Communication and Repairs: Many of you highlighted the need for more consistent and effective communication about repairs.

We heard you, and we're working on a plan to provide clearer updates and time-lines, making it easier to track progress on your repair requests.

Investing in Our Homes: While we were happy to hear positive feedback about the quality of some of our homes, we also heard about persistent issues with heating, damp, and the quality of some contractor work.

We are now reviewing our service contracts and strengthening our follow-up processes to ensure repairs are completed to the highest standard

Your Wellbeing: We know that housing issues can impact your wellbeing, and we're committed to addressing this.

We're improving training for our contractors to ensure they provide excellent customer service and technical expertise. We also want to foster a greater sense of community and reduce feelings of isolation.



Future Opportunities:

We heard a strong desire for more information about homeownership and shared ownership schemes.

This is an exciting opportunity, and we now have re-sources and information to help empower you on your journey, details are now available on our website.



What's Next?

The conference was just the beginning. The detailed feedback and ideas you shared are now being used to create an action plan. This plan will be reviewed by the Scrutiny Panel and will guide our efforts to improve services and ensure your needs are at the centre of everything we do.

TENANT SCRUTINY: IMPACTING CHANGES

Statement from the Scrutiny Chairperson – Sheron Crystal

'As the Scrutiny Panel, we've had the privilege of taking a closer look at Nehemiah Housing Association's work over the past year. Our role is to be a supportive partner, helping the Association do the best it can for you, the tenants. We believe that by working together, we can ensure Nehemiah remains a strong and responsive housing provider.

This year, we were impressed by the Association's ongoing commitment to our diverse community. We saw firsthand the dedicated effort to maintain property standards, provide essential support to our most vulnerable tenants, and invest in projects that enrich our neighbourhoods. We commend Nehemiah for their work in these areas, which are the foundations of a great housing association.

This year, the Scrutiny Panel has also been actively involved in reviewing key policies to ensure they align with the needs of the tenants. We've reviewed the:

- Telephone Recording Policy,
- Corporate Plan 2025-2030,
- Tenant Engagement Strategy,
- Marketing and Communication Strategy, and the
- ASB (Anti-Social Behaviour) Leaflet.

These reviews are essential for making sure that Nehemiah's policies and strategies are as effective and tenant focused as possible.

Looking forward, we've identified some key areas where we can all focus on making things even better. Your feedback is the most powerful tool we have, and we want to en-sure it's not just heard, but also acted on. We are encouraging Nehemiah to improve how they communicate with you,

especially about repairs and maintenance, so you're always in the loop. We also want to see clearer ways for your feedback to be used to shape services and for you to hear about the positive changes that result from your input'.



SHERON CRYSTAL, SCRUTINY CHAIRPERSON

YOUR VOICE, YOUR COMMUNITY

Want to help shape your community? Your voice is the most powerful tool we have. By getting involved, you can directly influence the decisions that affect your home and neighbourhood.

Whether you have a few minutes or a few hours, there's a way for you to make an impact:

- Join the Scrutiny Panel. Work with us to review policies and hold the association accountable.
- Share your feedback. Respond to surveys, attend meetings, or simply let us know your thoughts. Your input is crucial!

Nehemiah Housing Association is at its best when its tenants are engaged. Your experience makes a real difference. If you're interested in learning more about how you can get involved, please reach out to the Nehemiah team today.

Let's work together to make our community stronger!



TRANSPARENCY, ACCOUNTABILITY AND INFLUENCE: A YEAR IN REVIEW

HOW WE'RE DOING: KEEPING YOU INFORMED ON OUR SERVICES

At Nehemiah Housing, we want to be open and honest about how we're doing. We want to make sure you know how our services compare to other Social Housing providers and how we're always working to make things better for you.

Why is this report important to you?

- **Transparency:** It's a way for your landlord to be open and honest about their performance.
- **Accountability:** The TSMs and regulatory grades help you hold your landlord accountable for their promises.

Influence: The feedback from these surveys helps your landlord understand where they need to get better, so they can improve services for you and your neighbours.

Checking Our Work and Listening to You:

We now use information directly from the Regulator of Social Housing. This is the main body that checks on all social landlords in England. They collect important information from hundreds of housing providers, which helps us compare our performance with everyone else. This way, we can clearly see where we're strong and, just as importantly, where we need to improve our services to you.

Listening to You: Your Voice Matters

This year is special because it's our second full year of feedback from the Tenant Satisfaction Measures (TSMs). These are a set of 22 key questions and checks, like:

- How quickly we fix repairs
- How safe your building is
- How helpful and respectful our staff are

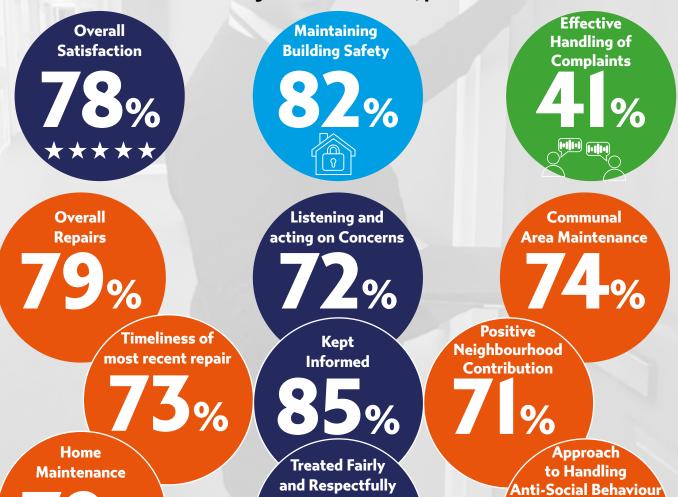
- How well we handle your complaints
- How we manage your neighbourhood

This feedback comes straight from you and helps us understand how we're truly measuring up against others.



2024/25 Performance

Nehemiah Housing Tenant Satisfaction Measures 2024/25 Percentage who are satisfied/positive





How Do We Compare To Other Housing Associations

The tables on below shows how well we are performing in key areas, and for you to see how we compare to other landlords.

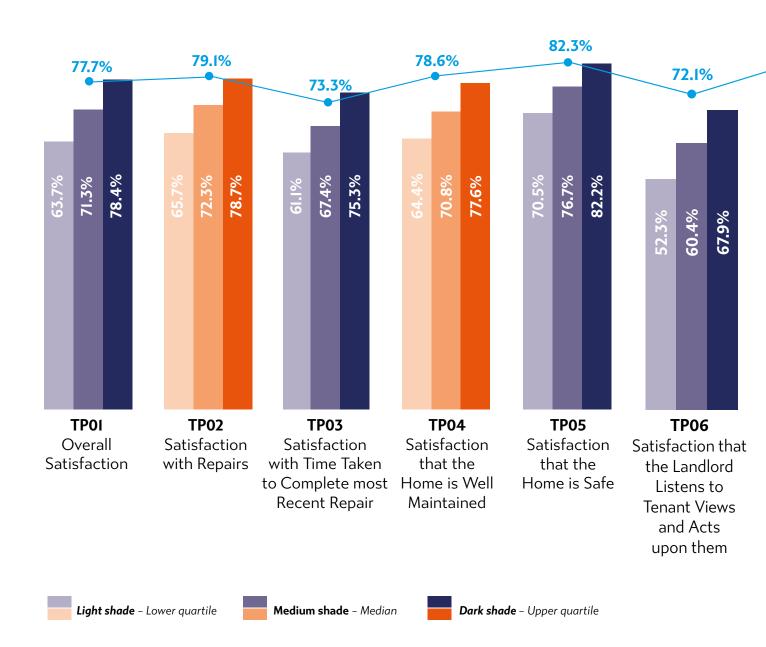
What does this mean to you?

Lower quartiles represent: If a landlord's score is in the lower quartile, it means their performance is in the bottom 25% of all social housing providers for that particular service.

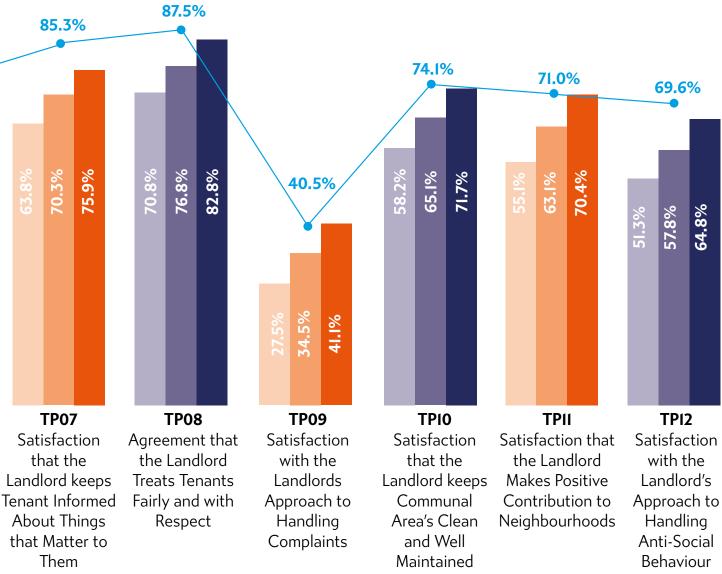
Median: This represents the Housing providers in the middle of the ranking.

Upper quartile: If your landlord's score is in the upper quartile, it means their performance is in the top 25% of all social housing provid-ers for that service.

The row on the left (or the light blue line) shows Nehemiah Housings performance and how this then compared to our peers.







TRANSPARENCY, INFLUENCE AND ACCOUNTABILITY **YOUR VOICE MATTERS**



Satisfaction with the landlord's approach to handling complaints:

A I2% decrease in performance from the previous year

It should be noted that while satisfaction with complaints handling was the least scoring metric, Nehemiah's score is still higher than the national median, suggesting this is a shared challenge across the sector. However, with this in mind we are committed to continue the culture shift.

- "Complaints are gifts": Foster an organisational culture where complaints are viewed not as negative incidents, but as valuable feedback that helps identify weaknesses and drive improvements.
- **Leadership commitment:** We will continue to have a strong commitment from leadership which prioritises complaint handling and tenant satisfaction.

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

4% decrease in performance from previous year).

Agreement that the landlord treats tenants fairly and with respect:

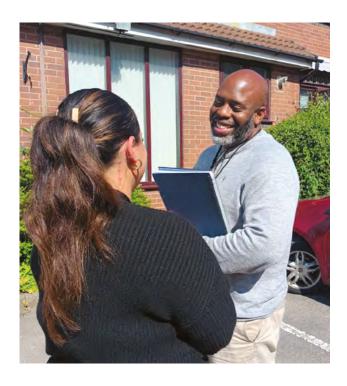
No change to previous year

Improving our services at Nehemiah Housing is a continuous journey, one that we undertake hand in hand with our tenants. We are committed to actively listening to your feedback and implementing your views.



ESTATE WALKABOUTS

Estate walkabouts - also known as estate inspections - are when we take a stroll around your neighbourhood to spot anything that needs our attention. We're looking for all sorts of things, from repairs needed in communal areas or grounds to tackling issues like **fly-tipping**. These walkabouts are also a fantastic chance for you to chat directly with our Housing Officers about any concerns you have, whether it's about the estate itself or anything else to do with your home or tenancy.



Total number of tenants engaged 1st April 2023 to 31st March 2024

463

Total number of tenants engaged 1st April 2024 to 31st March 2025

430

Your input is not just welcomed; it's essential. It helps us understand what matters most to you, allows us to address issues proactively, and ensures our services truly meet your needs. We extend our sincere thanks to every tenant who took the time to engage with us this past year. We look forward to building on this foundation, strengthening our partnerships, and working even more closely with you to create vibrant, safe, and welcoming communities for everyone.

Get Involved! We encourage you to look out for information on upcoming tenant walkabouts and other engagement opportunities. Your voice truly makes a difference!

SERVICE IMPROVEMENTS 2025/26

Accessible Information:

 Dedicated Webpage/Section: Created an easily navigable section on the Nehemiah website with all walkabout schedules, to be developed to include previous reports and FAQ.

Clearly stipulating the value of a walkabout

- **Highlight Benefits:** Clearly explaining why walkabouts are essential for our tenants (e.g., direct impact on local environment, opportunity to voice concerns, quicker resolution of issues and building community).
- **Showcase Past Successes:** Share examples of how your feedback from walkabouts led to positive changes.

EMPOWERING TENANTS



Empowering Tenants: A Look at Nehemiah Housing Association's Scrutiny Panel in 2024/25

At Nehemiah Housing Association, we firmly believe that our tenants are at the heart of everything we do. Their experiences and insights are invaluable in shaping and improving the services we provide. A cornerstone of this commitment to tenant involvement is our dedicated Tenant Scrutiny Panel (TSP), a group of passionate residents who independently examine and challenge our operations. The 2024/25 financial year has seen the TSP undertake crucial work, driving positive change and ensuring Nehemiah remains accountable to its communities.

What is the Tenant Scrutiny Panel?

The TSP is a voluntary, tenant-led group empowered to investigate and scrutinise Nehemiah's services and policies. Their role involves gathering evidence, conducting thorough investigations, and ultimately making recommendations for improvement. Crucially, they also monitor the implementation of these recommendations, ensuring that their work translates into tangible enhancements for all tenants. This independent oversight provides a vital voice for residents, helping to bridge the gap between management and the everyday experience of living in a Nehemiah home.

A Year of Impact: **Key Achievements in 2024/25**

- **Improving Information Accessibility:** The panel contributed to the review of communication materials to ensure they are clear, easy to understand, and available in various formats. This includes promoting plain language, clear layouts, and user-friendly digital platforms. Their input here is vital in ensuring all tenants, regardless of their circumstances, can access important information.
- **Policy Review and Input:** The TSP has also been instrumental in reviewing key Nehemiah policies, including the corporate strategy, marketing communication strategy, and customer engagement strategy. Their objective viewpoint ensures that policies are not only well-intentioned but also practical and effective from a tenant's perspective.

The Power of Tenant Voices

The work of the Tenant Scrutiny Panel is a testament to the power of tenant involvement. By providing an independent and constructive challenge, the panel helps Nehemiah to continuously assess its performance, identify areas for development, and implement meaningful changes. The dedication of panel members like Leonie, Marjorie, Miriam, and Sheron, who bring their experiences and commitment to making a difference, is invaluable.

As we look ahead, Nehemiah Housing Association remains committed to supporting and empowering our Tenant Scrutiny Panel. Their insights are crucial for our continued growth and for ensuring that we consistently deliver high-quality, tenant-focused services. We extend our sincere thanks to all the panel members for their hard work and dedication throughout 2024/25, helping us to create a better living experience for all our residents.





RP02: Repairs completed within provider's target timescale:

(Non-emergency)

(previous year: 88%)

Void Properties

were let this year

RP02: Repairs completed within provider's target timescale:

(Emergency)

(previous year: 91%)

Average number of repairs per property

(previous year 4)

SATISFACTION WITH REPAIRS

79%

Satisfied with the way Nehemiah dealt with their repairs and maintenance

(no change to the previous year)

73%

Satisfied with the time taken to complete repairs by the contractor

(3% decrease in performance from the previous year 2023/2024)



SAFETY & QUALITY – OUR COMMITMENT TO PROVIDING SAFE AND GOOD QUALITY HOMES



We continue to strive to carry out repair and maintenance to your home. As the landlord, we are responsible for maintaining the structure and exterior of the property including roof, walls, windows and doors. Tenants are responsible for minor repairs and reporting issues to the landlord. We are responsible for the safety of gas and electrical compliances and providing a safe and inhabitable living environment.



For all repair and maintenance issues, please ensure you contact the call centre direct on freephone 0800 849 1400 or from a mobile on 0303 030 1000, who are available 24 hours a day, 7 days a week.



MAKING HOMES MORE ENERGY EFFICIENT

Nehemiah Housing has been focusing on the buildings' fabric (replacement of new insulation, windows and upgrading heating systems). This can be achieved through retrofitting existing properties in order to meet the government's target of EPC C rating by 2030.

What have we done

We joined forces with the West Midlands Combined Authority to bid for Social Housing Decarbonisation Fund (SHDF). We were successful in securing £109,000 of the total cost of £231,000 for 21 homes. This incorporated replacing front entrance doors, supplying and installing 270mm of loft insulation, ventilation which included trickle and wall vents, and replacing existing storage heaters with high retention LOT 20 compliant heaters, which adhere to a set of standards to ensure energy efficiency once installed in your home.





REPAIRS SERVICE **IMPROVEMENT 2025/26**

We know that when something goes wrong in your home, you want it fixed quickly and efficiently. That's why improving your repair service has been a major focus for us this year. We've been listening to your feedback and working hard to make real, positive changes.

What's Changing for the Better?

Smarter Communication:

Soon, you will be able to report and manage repairs via our tenants' portal.



- Submit repair requests 24/7: Report issues as soon as they arise.
- Detailed Descriptions: Easily add photos and descriptions to help us understand the problem.
 - Track Progress: Monitor the status of your requests from submission to completion.
- Communication: Receive updates and communicate directly with the maintenance team.



First Time Fix:

We're boosting our operatives' skills and ensuring they have the right tools and parts. Our first time fix repair rate currently stands at 69% for routine repairs, reducing the need for repeat visits and disruption to your day.

...improving your repair service has been a major focus for us this year

REPAIRS, MAINTENANCE & HOME IMPROVEMENTS

A Stock Condition Survey is a visual inspection of our properties to assess the interior and exterior age and "condition" of the main components and systems. The survey helps Nehemiah Housing plan it's asset management strategy.

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.

79% satisfaction that the home is well maintained



Full replacement **bathrooms**



New replacement **Worcester Bosch** boilers



Complete central heating systems



Electric storage heaters





The overall spend on **Repairs Maintenance** and Home Improvements





kitchens





BUILDING SAFETY AND COMPLIANCE

Keeping our tenants safe is of upmost 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 by the government that are enforced by the Regulator of Social Housing. Wherever we can, Nehemiah will always strive to go above and beyond for the best standards necessary.



Same performance

as year before



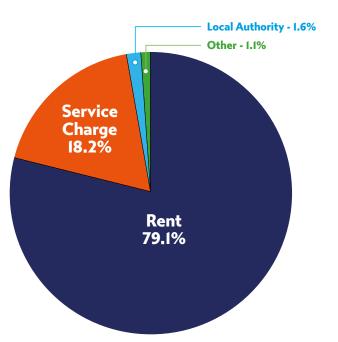
...Nehemiah will always strive to go above and beyond...

INVESTING IN THE QUALITY OF YOUR HOME



In 2024/25 we had a turnover of £9.IM, 96% of this is from the business of providing social housing homes. £3.3M was spent on the repair and maintenance and improvement of 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 your money is spent





HELPING YOU FEEL SAFE AT HOME IN YOUR COMMUNITY



1. 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 3% since last year.

Service Improvement 25/26

While the 82% satisfaction rate is strong, we will conduct a thorough analysis of the reasons behind the 3% drop. Understanding the root cause will enable us to address any emerging issues proactively and prevent further declines in a crucial area of tenant satisfaction. This will involve reviewing recent safety-related complaints, conducting more granular surveys, and holding tenant forums to gather direct feedback.



2. Satisfaction that the landlord makes a positive contribution to neighbourhoods:

We have seen a reduction in the level of satisfaction by 7%

Service Improvement 25/26

A 7% drop in satisfaction regarding neighbourhood contribution is a clear signal for Nehemiah to look into where we can address areas of improvement. While still a majority, this trend, if unaddressed, could impact overall tenant morale and potentially lead to more significant dissatisfaction in the future. Nehemiah will consider:

Reviewing recent neighbourhood-focused activities: What has changed compared to last year?

Gathering specific feedback from tenants:

What do tenants feel is missing or what issues are most pressing in their neighbourhoods?

Improving communication: Ensuring that tenants are aware of Nehemiah's ongoing efforts and contributions to their communities.

Prioritising visible improvements: Nehemiah will focus on initiatives that have a direct and noticeable positive impact on the neighbourhood.

3. Satisfaction that the landlord keeps communal areas clean and well-maintained:

3% decrease in performance from the previous year 2023/2024

Service Improvement

Despite the relatively high satisfaction rate, the 3% decrease means we will be looking to improve:

Review Cleaning and Maintenance Schedules:

Assess if current schedules are sufficient to maintain the desired standard given the property's usage.

Conduct Regular Inspections: Proactively inspect communal areas more frequently to identify and address minor issues before they become significant sources of dissatisfaction.

Gather Targeted Feedback: Implement mechanisms (e.g., specific survey questions, tenant walkabouts) to pinpoint which communal areas are causing concern and what specific issues tenants are noticing.

Enhance Communication: Inform tenants about cleaning schedules, planned maintenance, and how to report issues in communal areas. This transparency can help manage expectations and build trust.

Addressing this slight decline quickly will help to maintain strong tenant satisfaction in this critical area.

Satisfaction with the landlord's approach to handling anti-social behaviour: 70% (4% decrease in performance from the previous year 2023/2024). Dealing with anti-social behaviour is a serious matter to Nehemiah and our tenants, and 70% of you are satisfied with our approach.

We are committed to fostering peaceful communities and taking appropriate action when issues arise. We've noted a 4% decrease in satisfaction here, and this is an area we are particularly focused on. We are reviewing our processes for handling ASB, improving communication with those affected, and exploring ways to ensure our interventions are as effective as possible. We encourage you to continue reporting any incidents so we can act swiftly.



NEIGHBOURHOOD AND COMMUNITY

Retirement Living: Supporting Independence and Community



At Nehemiah, our Retirement Living schemes are designed to help residents aged 55 and over live independently while staying connected, supported, and active. We currently manage eight schemes, each offering a safe, welcoming environment where tenants can enjoy a fulfilling lifestyle.

Our dedicated team provides regular wellbeing calls to every tenant, ensuring they feel supported and listened to. We also offer a wide range of social activities and events that promote health, wellbeing, and community spirit.

Highlights from across our schemes include:

- Regular coffee mornings and special events like the Macmillan Coffee Morning
- Arts and crafts sessions

- Regular exercise classes to encourage physical wellbeing
- Celebrations of key cultural and national events such as:
- Diwali, Easter, Christmas, New Year's, Remembrance Day, St Patrick's Day, St George's Day, Valentine's Day, Jamaican Independence Day and Windrush
- Involvement from our Community Partnership & Engagement Officer and safety talks at tenant meetings
- Rent surgeries with the Housing Officer to provide direct support and advice

Our Retirement Living schemes are more than just places to live—they are vibrant communities where tenants can thrive, stay active, and feel part of something special.



Tackling Anti-Social Behaviour In Partnership

At Nehemiah, we recognise that anti-social behaviour (ASB) can have a serious impact on individuals and the wider community. That's why addressing ASB remains one of our top priorities. We are dedicated to fostering safe, respectful, and peaceful neighbourhoods where all tenants feel secure and valued in their homes.

Our approach is both firm and fair. We work in close partnership with tenants, local authorities, and community organisations to respond to concerns swiftly and effectively. By taking proactive steps and standing strong against ASB, we aim to protect the wellbeing of our residents and support vibrant, inclusive communities.

Some of the methods that we used to resolve ASB was early intervention, warnings and referrals to other partnership agencies.

for the year

Total number of ASB cases raised for the year Total number of Closed Cases resolved Total number of ASB cases raised Total number of Closed Cases of Closed Cases reported Total number of Closed Cases of Closed Cases reported Total number of Closed Cases of Closed Cases raised Total number of Cases raised Total number of Cases raised Total number of Cases raised Cases raised Total number of Cases raised Total number of Cases raised Total number of Cases raised Cases raised Total number of Cases raised Cases

Hate crime reported



SAFEGUARDING

Safeguarding Success: A Year in Review (2024-2025)

At Nehemiah Housing, safeguarding remains at the heart of our mission to ensure the safety, well-being, and dignity of our tenants. As we reflect on the past year, we are proud to share the progress and positive outcomes achieved through our safeguarding initiatives. Here's a look at the highlights from 2024-2025:

Proactive Safeguarding Efforts

In 2024, we successfully addressed 15 safeguarding cases, demonstrating our commitment to tenant safety. Of these, six cases were resolved, while ongoing support continues for others. Our team worked tirelessly to ensure tenants received the care and attention they needed, with cases ranging from material and financial abuse to neglect and psychological support.

Positive Outcomes

- **Empowering Tenants:** In Birmingham, a physical abuse case was resolved with the tenant transitioning to a care home, ensuring their safety and comfort.
- Family-Centered Support: In Wolverhampton, a neglect case was addressed, offering homecare services. The tenant chose family support, highlighting the importance of personalised care.
- **Specialised Assistance:** A psychological abuse case involving dementia was resolved with the tenant moving to a care home, ensuring they received the specialised care they required.

These success stories reflect our dedication to finding tailored solutions for each tenant's unique needs.

Collaborative Partnerships

Our safeguarding efforts were strengthened through collaboration with key partners,

including social services, the police, and health services. These partnerships allowed us to provide comprehensive support, from addressing domestic violence to assisting tenants with mental health challenges.

We also engaged with the Safeguarding Association and Multi-Agency Safeguarding Hub (MASH), ensuring best practices and expert guidance in handling complex cases.

Well-Being Initiatives

In 2024, we completed well-being calls for all tenants in sheltered schemes, ensuring regular check-ins and follow-ups. Weekly audits and in-person visits helped us stay connected with tenants and address any concerns promptly. These initiatives reinforced our commitment to tenant care and community engagement.

Policy and Training Enhancements

Domestic Abuse Policy and Missing Vulnerable Adults Policy. Staff training was a priority, with mandatory sessions on safeguarding, dementia awareness, and enhanced safeguarding practices. All staff underwent DBS checks, ensuring a robust framework for tenant protection.

System Improvements

In August 2024, we transitioned to a new housing management system, streamlining safeguarding data and processes. By the end of the year, all cases were successfully migrated, enabling more efficient case management and oversight.

A Year of Progress

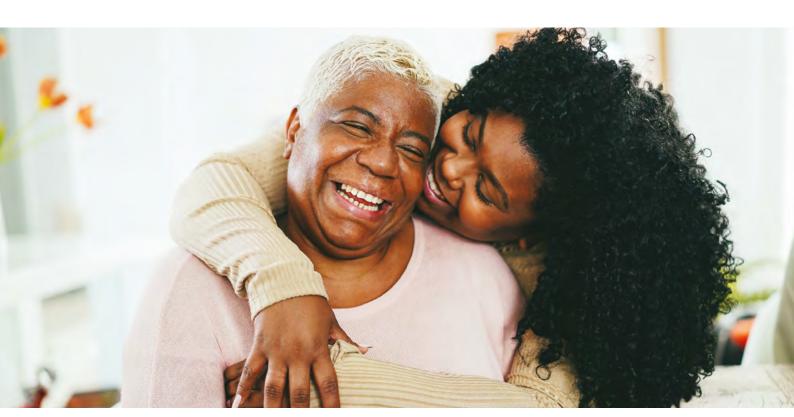
- No Serious Incidents: We are proud to report no serious safeguarding incidents this year.
- Hate-Free Communities: No hate crime cases were logged, reflecting the positive environment we strive to create.
- **Domestic Violence Support:** A domestic violence case was escalated to the police, ensuring swift action and tenant safety.

Looking Ahead

As we move into 2025, we remain committed to safeguarding excellence. Our focus will be on strengthening partnerships, enhancing tenant support, and continuing to refine our policies and practices. Together, we will build safer, stronger communities where every tenant feels valued and protected.

At Nehemiah Housing, safeguarding is more than a responsibility—it's a promise. Thank you for being part of our journey as we continue to make a positive impact in the lives of our tenants.

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COMPLAINTS

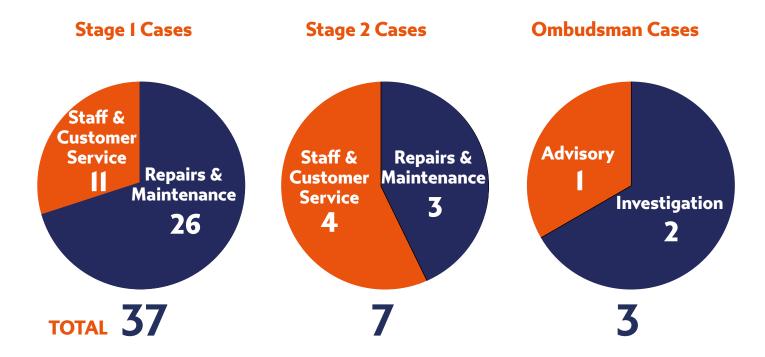
At Nehemiah Housing, our core purpose is to improve the lives of our tenants by providing healthy, affordable homes and enhancing our communities. We truly believe that complaints are a valuable tool in achieving this. They offer us a crucial way to learn and grow, giving us the opportunity to put things right for you in a fair and reasonable way.

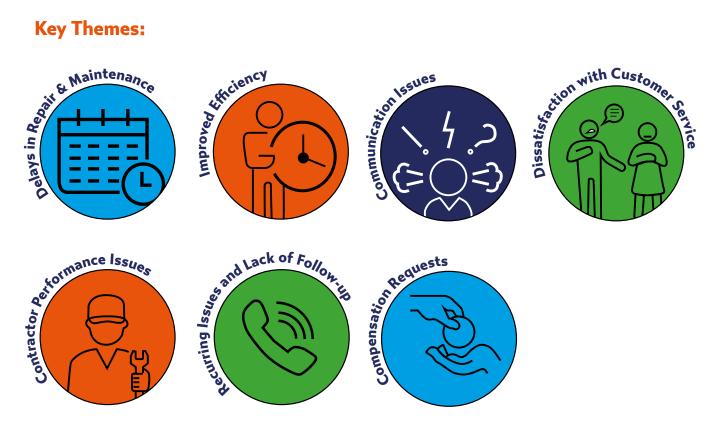
We're committed to listening carefully, investigating thoroughly, and then learning from your experiences. This helps us implement any necessary changes to better understand your needs and deliver exceptional customer service. We always work alongside our tenants, aiming to resolve any concerns and complaints efficiently and fairly.

Complaint Handling Code

To ensure transparency and efficiency, our Complaint Handling Code follows a two-stage process, in line with the Housing Ombudsman's guidelines. We want to make it as straightforward as possible for you to raise concerns. With recent changes to the Complaint Handling Code, you no longer have to wait 8 weeks before referring your case to the Ombudsman; you can do so at any point - before, during, or after our internal process. Your voice matters, and we're here to help you use it effectively.







SERVICE IMPROVEMENTS

We have a service improvement plan that will provide us with insights into complaints management and performance, enabling us to identify areas for improvement and stay on track.

Our service improvement plan is monitored, and we report on it quarterly to the Operations Committee and the tenants' Complaint Lead. This is what we are focusing on in 2025/2026.

WHAT ARE WE GOING TO DO?

To formore ter more proactive, tenant-centric, and collaborative culture around complaint resolution within **Nehemiah Housing** Association.

Improving communications with length limited and communications with length len with our tenants

Gain
detailed feedback
on tenants' with our services, using various channels

Inform tenants about the complaints process and how process and how their input drives change.

Contractor Performance
Inform
tenants
about process and how their input drives change.

Online Experience the online complaints section more intuitive and user-friendly.



I'm at a Tpas event



If you require this in large print, braille or a different language, please contact us on 0121 3580966



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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.