

TENANTS ANNUAL REPORT 2026



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Delivering Excellence to Tenants: Building Stronger Communities Together

The 2025/26 year has been one of progress, resilience and continuous improvement for Nehemiah Housing Association. Our focus has remained firmly on providing safe, well-maintained homes, listening to our tenants and strengthening the communities we serve.



Kevin Fearon, Operations Director

The housing sector continues to face significant challenges, including rising costs, increasing regulatory expectations and growing demand for housing services. Despite these pressures, Nehemiah has remained focused on delivering high-quality services whilst maintaining strong levels of compliance and tenant satisfaction. The achievements highlighted throughout this report reflect the dedication of our staff, Board members, tenants and partners working together to improve services and create thriving communities.

One of the most encouraging outcomes this year has been the improvement in tenant satisfaction. Our independent Tenant

Satisfaction Measures (TSM) survey reported overall satisfaction of 83%, with particularly strong performance in repairs, home safety and tenants feeling they were treated fairly and with respect. These results demonstrate the positive impact of placing tenants at the heart of our decision-making and service delivery.

Listening to tenants continues to be central to everything we do. Through our Tenant Conference, estate walkabouts, surveys, complaints, resident meetings and everyday contact with our teams, tenants have helped shape service improvements and influence our priorities. Their feedback has strengthened our approach to complaints handling, communication, contractor oversight and repair quality, whilst also helping us identify areas where we need to improve further.

Maintaining safe homes remains one of our highest priorities. During the year we continued to deliver strong compliance performance across key health and safety areas, whilst investing significantly in the improvement of homes through kitchen, bathroom, heating, boiler and window replacement programmes. We also secured funding to support energy-efficiency improvements that will help tenants benefit from warmer homes and lower energy costs in the years ahead.

Beyond housing management, we continued to support tenants through tenancy sustainment initiatives, safeguarding services, domestic abuse awareness and retirement living programmes.

We strengthened partnership working to help tenants access financial support, welfare advice and specialist services when needed, recognising that supporting communities means addressing wider wellbeing challenges as well as housing needs.

This year also marked an important milestone in our regulatory journey. Following our first Consumer Standards inspection, Nehemiah achieved a compliant C2 grading, confirming that our governance arrangements and tenant services meet regulatory expectations. While we welcome this achievement, we remain committed to continuous improvement as we work towards achieving the highest possible standards across all areas of service delivery.

Looking Ahead

While we are proud of the progress made during 2025/26, we also recognise that there are areas where we must continue to improve.

Tenants have told us that complaints handling, communication and the consistency of repairs remain important priorities. Although satisfaction levels have improved in many areas, we know you want clearer updates, faster responses, better follow-through and greater visibility of the actions we take in response to your concerns. Tenant feedback has also highlighted the importance of continuing to improve neighbourhood services, communal areas and opportunities for tenants to influence decisions that affect your homes and communities.

We have listened carefully to this feedback and have used it to shape our priorities for 2026/27.

What You Told Us

- Complaints need to be handled more effectively and consistently.
- Repairs need to be completed more quickly and right first time.
- Communication should be clearer, more regular and easier to understand.
- Communal areas and neighbourhood services can be improved further.
- Tenants want stronger evidence that their feedback leads to positive change.

What We Are Doing

- Improving complaint handling through faster responses, clearer communication and a more transparent process.
- Strengthening repairs performance, increasing first-time fix rates and enhancing contractor oversight.
- Providing clearer service updates and increasing our "You Said, We Did" communications.
- Investing in cleaner, safer neighbourhoods and improving communal area standards.
- Expanding opportunities for tenant engagement and ensuring tenants can influence service improvements and decision-making.

Our ambition is not simply to deliver good services, but to continuously improve them. We remain committed to listening, learning and acting on what tenants tell us, ensuring that Nehemiah remains a landlord that is accountable, responsive and focused on delivering excellent services for the communities we serve.

I would like to thank our tenants, colleagues, Board members, contractors and partners for their contribution throughout the year. Together, we have continued to make progress despite a challenging operating environment. By working collaboratively, remaining focused on our values and placing tenants at the centre of everything we do, we will continue to build safe homes, stronger communities and a sustainable future for everyone connected to Nehemiah Housing Association.



Kevin Fearon
Operations Director
Nehemiah Housing Association

A Year of Progress and Looking Ahead

The 2025/26 year marked an important milestone for Nehemiah Housing Association as we completed the first year of our Corporate Plan, Delivering Excellence to Tenants.

This year has been one of progress, resilience and reflection. Like many organisations across the housing sector, we have operated within an increasingly complex environment shaped by economic pressures, regulatory change, rising costs and wider social uncertainty. Yet despite these challenges, Nehemiah has remained focused on its purpose, providing safe, quality homes and supporting thriving communities.

Throughout the year we continued to place tenants at the centre of everything we do.

Tenant feedback shaped service improvements, strengthened our approach to complaints handling and informed our priorities for the future. Our annual Tenant Satisfaction Measures survey showed encouraging results, with overall satisfaction rising to 83%, strong performance across repairs and safety measures, and all tenant perception measures performing above the sector median.

This report demonstrates how listening to tenants has directly influenced action from improving communication and complaint responses to strengthening contractor oversight, introducing post-repair checks and improving the quality and consistency of services.

The year also represented an important step in Nehemiah's regulatory journey.

Following our first Consumer Standards inspection, we achieved a compliant C2 grading, confirming that our governance and services continue to meet regulatory expectations while providing a platform for further improvement. Work is already underway as we continue progressing toward achieving a CI grading.

Alongside maintaining compliance and financial resilience, we continued to invest in the wellbeing of our communities.

Our safeguarding work expanded during the year, with a strengthened approach to supporting vulnerable adults and greater focus on domestic abuse awareness, risk management and multi-agency working. We also continued to support tenants through our retirement living schemes, helping older tenants maintain independence, social connection and wellbeing through community activities and targeted support initiatives.

Creating safe communities remained a key priority. Through proactive management of anti-social behaviour, partnership working and early intervention, we continued working to ensure tenants feel safe, supported and heard within their neighbourhoods.

Partnership continues to be central to Nehemiah's future.

During the year we strengthened collaborative relationships across the housing sector, voluntary organisations and local partners while continuing to explore opportunities for sustainable growth. Working alongside partners including Midland Heart and other housing associations, we remain committed to expanding opportunity while maintaining financial strength and long-term stability.

Although the wider environment remains uncertain, this report reflects an organisation that continues to adapt, learn and move forward.

It tells the story of a year shaped by tenant voice, community impact, strong partnerships and a commitment to continuous improvement.

Above all, it reflects the dedication of our tenants, colleagues, Board members and partners whose contributions continue to make Nehemiah a values-led organisation with a strong sense of purpose and community.

Together, we continue to build safe homes, stronger communities and a sustainable future.

Our Year in Review: Listening to Tenants

Delivering Excellence with our Tenants: Tenant Conference 2026

In 2026, we brought tenants together for our Tenant Conference — an important opportunity to listen, share updates and work together on the services that matter most. The event built on the success of previous tenant engagement activity and continued our commitment to making sure tenants have a meaningful voice in shaping Nehemiah Housing's future.

The conference gave tenants the chance to hear more about our priorities, including improving communication, repairs, customer service, neighbourhoods, safety and wellbeing. It also created space for open discussions about what is working well, where we need to improve, and how tenants can continue to influence decisions through surveys, meetings, estate walkabouts and the Tenant Scrutiny Panel.

"The conference was good as there was a lot of information that helped."

What Tenants Told Us

Tenants told us they valued being able to speak directly with staff, ask questions and share their views in a supportive setting. Feedback highlighted the importance of being listened to, receiving clear information, and seeing visible improvements following tenant feedback.

- **Communication:** Tenants want clear, timely updates about repairs, planned works and service changes.
- **Repairs and follow-up:** Tenants told us that completing repairs well, keeping appointments and following up on outstanding issues remains a priority.
- **Being heard:** We can refer or signpost you to dedicated domestic abuse services for expert advice.
- **Housing Options:** Tenants welcomed opportunities to give feedback and want to see how their views lead to action.
- **Community and wellbeing:** Tenants value events that bring people together, reduce isolation and strengthen local connections.



What We Will Do Next

We are using the feedback from the conference to support our service improvement work during 2026/27. This includes improving how we communicate with tenants, strengthening follow up on repairs, promoting more ways to get involved, and continuing to work with tenants to ensure your voice remains central to our decision-making.

Thank you to everyone who attended, contributed and shared their experiences.

Your feedback helps us understand what matters most and supports our aim to deliver better services, stronger communities and homes where tenants feel safe, respected and listened to.

"Everyone was clear and informative. They let members ask questions and responded in a clear and excellent manner."

"The caring nature of Nehemiah. You truly care for your tenants."

"Sessions were informative and felt listened to."

"This conference was better than 2025 — more involvement from tenants and information was very good."

Your Feedback - Real Change

You said it. We listened. Now we're acting.

Your feedback is driving change. Between April 2025 and March 2026, tenants shared 201 survey responses across complaints, anti-social behaviour, newsletters, the website, estate walkabouts, right to acquire information and local neighbourhood issues. Your views showed us what is working, what needs to improve and what matters most to you.

The message was clear: you want communication that is quicker, clearer and easier to access. You also want to know what happens after you give feedback. That's why we are improving updates, following up concerns more clearly, sharing information in different ways and reporting back through "You Said, We Did" messages.

YOU SAID	WE ARE DOING	IMPACT FOR TENANTS
You want clearer, more regular updates.	We are improving updates with clearer timescales, named contacts where possible and better explanations of decisions.	You should feel informed, reassured and confident that your concerns are being followed up.
You want walkabouts to be better promoted and followed up.	We are looking at earlier notice, clearer agendas, text reminders and more consistent "You Said, We Did" updates after engagement activities.	More tenants can take part and see what action follows.
You want newsletters that are useful and engaging.	We are shaping newsletter content around what tenants asked for, including repairs, rights and responsibilities, useful contacts, safety tips, community updates and local events.	Newsletters will be more relevant, practical and easier to connect with.
You want information in ways that work for you.	We are using printed newsletters, letters, emails, text messages and online updates.	More tenants can get information in the way that suits them best.
You want the website to be easier to use.	We are using your feedback to improve access, navigation and rent account information as part of future website development.	You should find it easier to get key information and services online.
You want complaints and anti-social behaviour (ASB) handled clearly and with empathy.	We are improving updates, outcome explanations and support during complaints and anti-social behaviour investigations.	You should feel listened to, treated fairly and kept informed.
You raised local issues such as parking, traffic, fly-tipping, lighting and ASB.	We are using estate-level feedback, including Field Street responses, to shape local action planning and future tenant engagement.	Local action can focus on the issues tenants say matter most.
You want clearer Right to Acquire information.	We are developing more tenant-friendly information on eligibility, costs, discounts, timescales, responsibilities and where to get advice.	You will be better able to understand your options and make informed decisions.



The message is simple: your voice makes a difference. Your feedback is helping us improve communication, focus on local action, make information easier to access and show more clearly what changes as a result. We will keep asking, keep listening and keep reporting back.

Thank you for speaking up. Your feedback is shaping better services, stronger communities and clearer communication for all tenants.



Your Voice, Your Community

Last year, we reminded tenants that your voice is the most powerful tool we have. By getting involved, you can directly influence decisions that affect your home, neighbourhood and community.

This year, your feedback shows that message is still just as important. Tenants have used surveys, walkabouts, newsletters and local feedback opportunities to tell us what matters most. That feedback is helping us improve communication, strengthen local action planning, shape future engagement and make services more responsive.

There are many ways to have your say. You can join the tenant forums, respond to surveys, attend meetings, take part in walkabouts or simply share your views with us. Whether you have a few minutes or a few hours, your input can help shape better services and stronger communities.

Let's keep working together to make your voice count.



Transparency, Accountability and Influence: A Year in Review

How we're doing: keeping you informed on our services

Before we share this year's Tenant Satisfaction Measure (TSM) results, we want to explain why these results matter and how we use them.

This section is about being open with you. It shows how we are performing, what tenants have told us, where we are doing well, and where we need to improve.

The results help us focus on three important things:

- **Transparency:** sharing clear information about our performance so you can see how we are doing.
- **Accountability:** showing where we are meeting expectations and where we need to do better.
- **Influence:** using your feedback to help shape improvements to services.

Tenant Satisfaction Measures, are used by all social landlords in England. They help tenants understand how their landlord is performing and give landlords a clear way to compare results and improve services.

Our TSM results include:

- **What tenants told us** through the satisfaction survey.
- **Service information we collect**, such as complaints, repairs, building safety checks and neighbourhood services.

Your feedback helps us to:

- Understand your experience of our services
- Identify what is working well
- Focus on the areas that need improvement
- Take action where services need to be better
- Report back to tenants on progress

The following pages show our 2025/26 TSM results. Where the results show we need to improve, we will explain what we are doing and how we will keep tenants informed.



Rent and Support

Helping tenants to sustain their tenancy and stay on top of rent

We know paying rent can be difficult at times. This year we focused on early support, clear payment options, and working with partner agencies to help tenants manage rent and avoid arrears.

1) Rent payments – how we performed this year

99.26%

Rent collection stayed strong overall.

- **99.26%** of rent due was collected (as a proportion of rent available to collect)
- Rent collected as a proportion of rent due (excluding opening arrears) was **101.29%**

(This can happen when payments also clear older balances).

Why it matters:

Strong rent collection helps us maintain services and invest in homes, while keeping rent accounts stable for tenants.

3) Preventing eviction

1

Keeping tenants in their homes

We work hard to prevent eviction by offering support early and agreeing realistic repayment plans.

- **One** eviction happened due to rent arrears in 2025/26
- This remained within our maximum target of **six**

Why it matters:

Preventing eviction helps tenants stay in their home and community, and avoids the disruption and cost of homelessness and temporary accommodation.

2) Arrears – what's improving

2.98%

Current tenant arrears improved compared to last year.

- Current arrears rate reduced from 4.20% to **2.98%**
- This shows fewer tenants ended the year behind on rent compared with the previous year.

Why it matters:

Lower arrears means fewer tenants are facing debt stress, and it reduces the risk of rent problems escalating.

4) Where we are focusing next

0.56%

Former tenant arrears

One area we are working to improve is former tenant arrears (rent owed after a tenancy ends).

- Former tenant arrears rate increased from 0.41% to **0.56%**

Next year we will focus on improving how we:

- Follow up earlier before a tenancy ends
- Support tenants to avoid leaving with arrears
- Strengthen tracing and recovery processes where appropriate



5) Rent support

Help for tenants struggling to pay

We know pressures such as benefits changes, Universal Credit delays, or changes in household circumstances can affect rent payments.

This year we continued to provide rent focused support, including:

- Early contact when payments fall behind
- Repayment plans based on affordability
- Referrals for specialist money and benefits advice
- Support to prevent arrears building up and escalating

Impact this year:

We provided tailored rent support to our tenants, intervening early to stop arrears from escalating, keep payments on track, and help tenants sustain their tenancy. Working alongside partner agencies, we helped tenants access money and benefits advice (including Universal Credit support) and agree affordable repayment plans—reducing the risk of enforcement action and helping more people stay in their homes.

6) Partner agencies we used to support tenants with rent

We work with specialist organisations so tenants can access the right advice quickly.

Key partners included:

- **Birmingham Settlement** – financial support and advice. We received 121 referrals from Birmingham Settlement.
- **Birmingham Irish** – benefits advice, advocacy and support referrals
- **Saint Albans** – welfare rights, advocacy and community support

These agencies helped tenants with:

- Benefits checks and Universal Credit support
- Budgeting and money advice
- Resolving issues that can lead to rent shortfalls
- Early intervention to sustain tenancies

Need support?

If you're struggling to pay your rent, don't wait - contact your **Housing Officer** or the Housing Services Team as soon as possible. We can help you set up an affordable repayment plan, check your benefits, and signpost you to free money and debt advice.

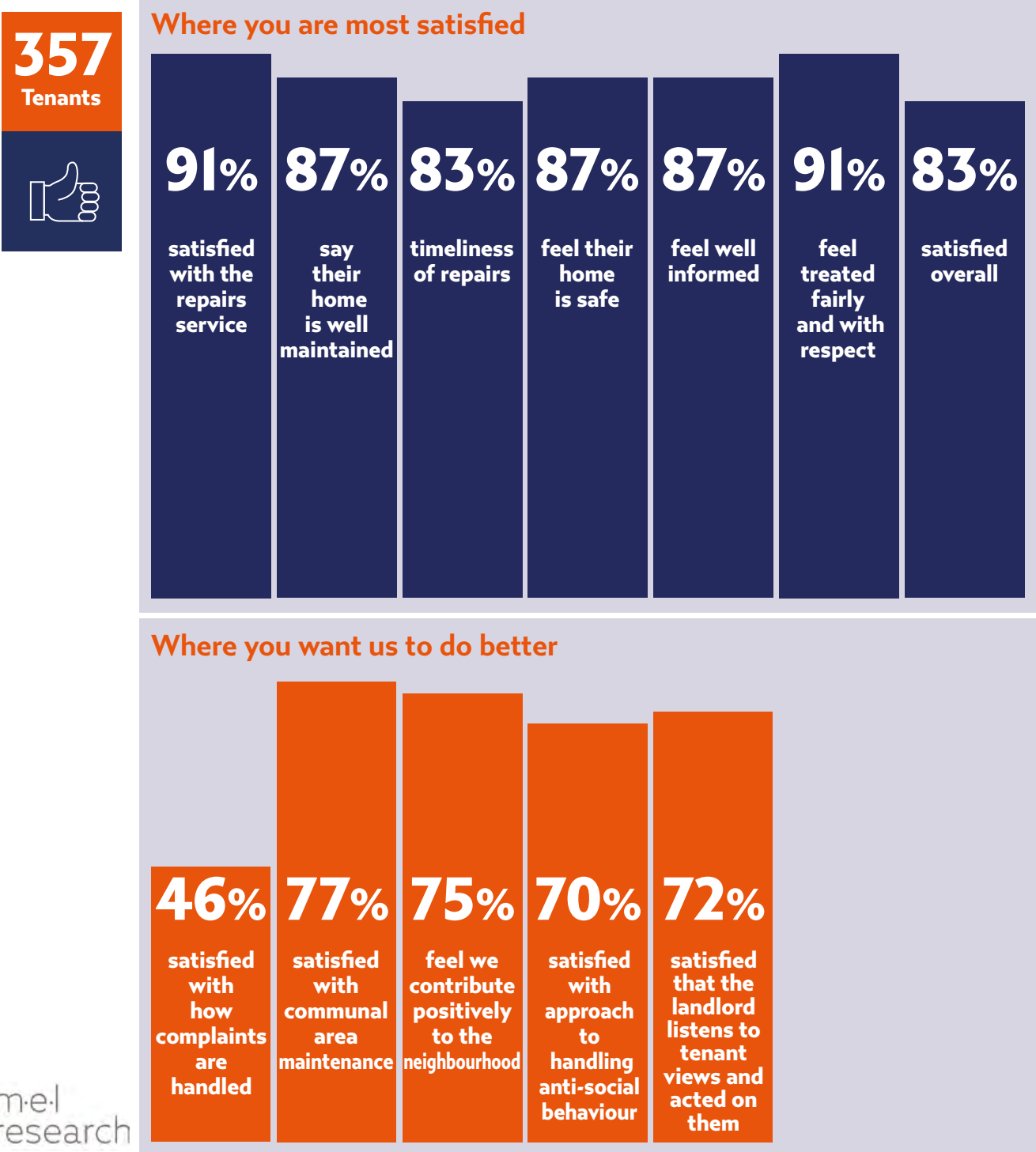


Tenant Satisfaction Measures 2025/26

Why this survey matters

Every year, all social landlords must carry out a Tenant Satisfaction Measures (TSM) survey. It helps the Regulator of Social Housing check that services are safe, fair and accountable — and it helps us understand what matters most to you. This year's survey was carried out independently by **M·E·L Research**, who spoke to **357 tenants** by phone between July 2025 and March 2026. Your feedback directly shapes how we improve services.

Headline results



What You Told Us

Your feedback, your voice, your neighbourhood

What matters most to you

Our analysis shows three things have the biggest impact on your overall satisfaction:

01 The condition and upkeep of your home

Repairs done well and homes maintained properly make the biggest difference.

02 How quickly repairs are completed

Speed and communication during repairs strongly shape your experience.

03 Feeling listened to and seeing action

When you feel heard — and see changes — satisfaction rises sharply.



"I rent a flat for over 6 years and customer service from them is excellent. I don't have to ring them for repairs; they ring me to ask what upgrade is needed in the flat to maintain it. The upkeep of the general communal area is great, the maintenance people clean up after themselves, and they keep the place clean and tidy. No noisy neighbours here. The car park is nice and clean. Bins are never overflowing. We see the gardeners, who maintain the outside area. We see the pest control every 2 weeks, I cannot complain. I only give them praise. When I speak to other people who own their houses or rent somewhere else, they are always complaining. They are asking how I have no complaints."

What We're Doing Next

Your feedback is shaping our plans for 2026/27

We've listened carefully to what you told us.

Here are the top three improvements we're making next year.

01 **Faster, clearer and better - quality repairs**

You told us repairs are improving – but you want them to be quicker and more consistent.

We are delivering:

- Faster response times
- Better communication during repairs
- Stronger follow up checks to make sure work is done properly



02 **A better complaints experience**

Complaints handling had the lowest satisfaction score. We are fixing that.

We are delivering:

- Faster responses
- Clearer explanations
- A simpler, more transparent process

03 **Stronger neighbourhood and communal area services**

You want cleaner, better maintained shared spaces and more visible action in your neighbourhood.

We are delivering:

- More visible caretaking
- Better upkeep of shared spaces
- Clearer updates about what's happening in your area

When you will see change

You will start to notice improvements from summer 2026, with the biggest changes delivered during 2026/27:

- Repairs improvements already underway
- New complaints process rolling out this year
- More visible estate checks and caretaking from autumn 2026

We will keep you updated throughout the year so you can see how your feedback is shaping the services you receive.

Estate Walkabouts: Your Voice Matters

Estate walkabouts are a chance for you to speak to Nehemiah staff about where you live. We visit your neighbourhood, listen to your views and look at what needs improving.

Thank you to everyone who took part in 2025/2026. We held 85 estate walkabouts and spoke with 524 tenants. That means 34 more tenants shared their views with us than the year before.

85
Estate
Walkabouts

Spoke to
524
Tenants

Why walkabouts are important:

- They help us hear directly from tenants.
- They help us spot problems in your neighbourhood.
- They give you a chance to tell us what is working well.
- They help us understand what needs fixing or improving.
- They help us plan better services for the future.

What tenants told us

You told us about repairs, damp and mould, grass cutting, rubbish, fly-tipping, parking, anti-social behaviour and support with moving home. Your feedback helps us understand what matters most to tenants.

Where we visited

We visited neighbourhoods in:

- **Birmingham**
- **Sandwell**
- **Walsall,**
- **Coventry**
- **Dudley**
- **Wolverhampton**

We received strong feedback in Sandwell, Coventry and Walsall, and we want to hear from more tenants in Wolverhampton next year.

What we will do next

We want even more tenants to take part. The more we hear from you, the better we can understand what matters in your neighbourhood. We will:

- Tell you about walkabouts earlier.
- Use letters, texts, posters and newsletters to remind you.
- Look at different times for walkabouts.
- Share more "You Said, We Did" updates so you can see what has changed.
- Work harder to hear from more tenants in Wolverhampton.

"It is good to see staff out on the estate and to be able to talk face to face."

"The walkabout gave me a chance to raise things that affect where I live."

"I want to know what happens after we report issues, so updates would really help."

Estate Walkabouts / Service Improvements 2026/27

New Spring Street: A Positive Outcome for Residents

Following concerns raised during the New Spring Street walkabout in January 2025, action was taken to address both a serious leak in a property and wider security concerns affecting those who lived on this estate. The leak had caused significant damage to the ceiling of a tenant's home, whilst other tenants had also highlighted the need for improved fencing at the rear of the properties to increase safety, privacy and security.

During the follow-up walkabout in January 2026, tenants confirmed that the issues had been resolved. Repairs to fix the leak were completed successfully, with the tenant affected expressing satisfaction with the outcome. Tenants also shared positive feedback about the new fencing, which has helped improve the sense of safety and privacy for those living on the estate. This is a great example of how listening to our tenants and responding to concerns can lead to meaningful improvements in our communities.



Empowering Tenants



Listening, Learning and Improving

At Nehemiah Housing Association, tenant voices remain central to how we shape and improve services. In 2026, we are reviewing the Tenant Scrutiny Panel so we can make future scrutiny clearer, more accessible and more effective.

While the review takes place, tenants can still get involved through surveys, meetings, scheme activities, walkabouts, complaints, compliments, phone calls, emails, text messages, newsletters and face-to-face conversations.

Why this matters in 2026

The Regulator of Social Housing's Consumer Standards focus on transparency, influence and accountability. This means tenants should have meaningful opportunities to share views, understand performance and see how feedback leads to action.

How tenants are being involved

Tenant feedback continues to shape services and key documents, including the Tenant Engagement Strategy 2026–2029. We are focusing on plain English, accessible formats, clearer communication and stronger “You Said, We Did” reporting.

Tenant priorities shaping our work

Tenant feedback has highlighted five key priorities:

- Repairs and property standards
- Safety and security
- Anti-social behaviour and local environment
- Clear, consistent communication
- Flexible ways to get involved

What tenants can expect next

We will continue to:

- Share clear “You Said, We Did” updates
- Publish Tenant Satisfaction Measure results in a tenant-friendly way
- Use complaints, compliments and feedback to improve services
- Keep tenants updated on the scrutiny review

Thank you to tenants who get involved

Thank you to all tenants who have shared their views during the 2025–2026 financial year. Your feedback makes a real difference and helps Nehemiah to continue improving services for tenants.

Resident Success Story

"Mrs Modi moved into McCalla House on 23 May 2025, it was very emotional for her as she was so worried about leaving her home and downsizing even though she had visited the flat prior and loved it. It was the fact that she was finally closing that chapter of her life.

It took Mrs Modi a while to settle and find her normal but with support and a listening ear she started to navigate her way through and together find external outlets to support her with other ongoing matters, which she is embracing wholeheartedly.

As a trained chef she participated in making some Caribbean food for the Windrush event that we celebrated as a scheme which was well received. Also, she is getting involved with other activities that we are doing at the scheme.

This has been the right move for her as she is now building new relationships with the residents and striving towards reaching new personal goals in life."

Mrs Modi added:



Mrs Ann Modi

"Yes thanking everyone at Nehemiah that supported me and still do through this journey, especially Marie the manager."

Befriending: Building Connections, Reducing Isolation

Dudley Caribbean and Friends Association (D.C.F.A) Befriending Service has historically operated from Henry Court in Dudley since it was built. The Befriending service enables older African Caribbean residents and other local elders to access meals, companionship and wellbeing activities. This long-standing arrangement with Nehemiah demonstrates an ongoing working relationship between the two organisations.

(D.C.F.A) Befriending Service provides a range of activities each week to help reduce loneliness, improve health and wellbeing, and encourage older people to remain active and connected.

A typical weekly Tuesday session (11:00 am – 2:00 pm) includes:

- Welcome and social time – tea, coffee and an opportunity to chat with friends and volunteers.
- Gentle chair-based exercise – designed to improve mobility, strength, balance and confidence.
- Health and wellbeing sessions – talks and information from health professionals and community organisations on topics such as healthy living, dementia awareness, falls prevention, nutrition and managing long-term health conditions.
- Hot nutritious community lunch – providing a freshly prepared meal while encouraging social interaction.
- Games and activities – including bingo, quizzes, memory games and other social activities to stimulate the mind and encourage participation.
- Friendship and peer support – opportunities to make friends, share experiences and reduce social isolation.
- Outreach and wellbeing support – practical help, signposting and support for older people who may be isolated or unable to attend regularly.

In addition to the weekly group, (DCFA)'s wider Befriending Project also offers:

- Regular telephone befriending for people who prefer support from home.
- Face-to-face home visits by trained volunteers.

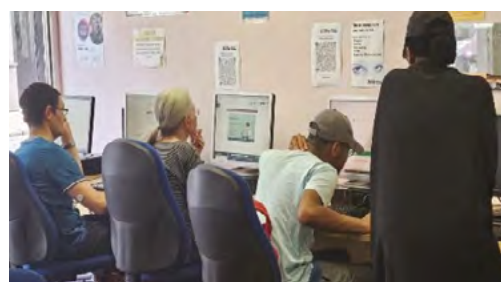
- Accompaniment to appointments or community activities where appropriate.
- Volunteer support to help older people reconnect with their local community.
- Local excursions.

The service supports individuals over 65 living in the Dudley borough, particularly those experiencing loneliness, isolation, disability, dementia or reduced mobility. It accepts both self-referrals and referrals from health and social care professionals.

Dudley Caribbean and Friends Association Befriending Activities



Befriending Christmas lunch 2025



Befriending volunteers completing online training.

"I had a stroke 11 years ago; I spent 6 weeks in hospital. At home I felt isolated. Since coming to Befriending, I have made lots of friends. Befriending keeps me motivated."

Lorraine Service User

The (D.C.F.A) Befriending Service is supported by a dedicated team of 10 trained volunteers, all of whom have completed DBS checks and receive training in first aid, safeguarding, and good practice in supporting older people.

Volunteers give their time regularly to provide companionship, social connection and practical support, helping to reduce loneliness and improve wellbeing among older residents. They support a programme of planned activities designed to encourage participation, confidence and community belonging.

Activities are carefully planned and coordinated by Shirnette Collins, a qualified teacher and social worker, bringing professional experience in education, community development and person-centred support. Together, with the volunteers, we create a safe, welcoming environment where older people feel valued, respected and connected. Although (D.C.F.A) has been serving the community for well over 40 years through its grassroots activities and support for residents, the organisation was officially registered as a charity in 1987.



Dudley Befriending

In 2027, (D.C.F.A) will celebrate 40 years of officially registered service to the Dudley community. This significant milestone will recognise over four decades of commitment, dedication, and positive impact in supporting older people, strengthening community connections, promoting inclusion, and preserving the heritage and experiences of the Caribbean community and wider Dudley population.

Befriending Volunteers



Befriending Group Day trip to Bebbington Airport 2025

"When I came to Befriending I had not long lost my partner and the house, I felt less than useless. Befriending has opened my friendship group and since becoming a Befriender, I have taken part in First aid and safeguarding courses".

Diane Volunteer and resident of Henry Court

"Coming to Befriending you get to see other people. Mixing and talking about everyday life. I especially enjoy the exercise class, great fun!"

Yvonne Resident of Henry Court

Repairs

REPAIRS / SERVICE	2024-2025	2025-2026
Repairs completed within Nehemiah's target timescale (Non-emergency)	94%	96%
Repairs completed within Nehemiah's target timescale (Emergency)	88%	98%
Void properties	47	131
Average number of repairs per property	4	9
Satisfaction with repairs	79%	91%
Satisfaction with time taken to complete most recent repair	73%	83%
Satisfaction the home is well maintained	79%	87%
Overall spend on Repairs Maintenance & Home Improvements	£3.0m	£3.3m

Building Safety and Compliance



Keeping our tenants, their households and visitors safe is our highest priority at Nehemiah Housing.

We are committed to carrying out annual gas safety checks and ensuring that we continue with our 100% compliance.



Electrical systems must also be inspected every five years.

We have a legal duty to comply with all relevant legislation and government standards enforced by the Regulator of Social Housing. Wherever possible, Nehemiah aims to exceed the minimum required standards.

Upgrading Your Heating: Making Homes More Energy Efficient



£854,000
Retrofit
programme

Nehemiah Housing is prioritising heating system upgrades, including replacement storage heaters, boiler improvements, upgraded heating controls and new hot water cylinders. This is to make homes more energy efficient and help meet the Government's EPC C or above target, by 2030.



Nehemiah has secured £427,000 funding from West Midlands Combined Authority which Nehemiah has matched creating an £854,000 retrofit programme to improve energy efficiency, reduce fuel poverty and support carbon reduction, over a 4-year period. Subject to assessments, at least 100 homes will be upgraded to EPC C by 31 March 2028.

Repairs Service Improvement 2025/26



We know that when something goes wrong in your home, you want it fixed quickly and efficiently. That is why improving your repairs service remains a major focus for us every year. Each year, we review how the service is performing, listen to resident feedback, learn from

complaints and satisfaction surveys, and use this information to make practical improvements. Our aim is to keep building on the progress already made, so the service becomes more responsive, reliable and easier for residents to use.

What's Changing for the Better?

Smarter Communication: You will soon be able to report, manage and track repairs through our tenant portal.

- **Report repairs 24/7:** Log issues at a time that suits you.
- **Add photos and details:** Help us understand the repair and respond more effectively.
- **Track progress:** Follow your repair from report to completion.
- **Receive updates:** Get clearer updates and communicate directly with the maintenance team.

First Time Fix:

We are improving our operatives' skills and making sure they have the right tools and parts. Our first-time fix rate for routine repairs is currently 69%, helping to reduce repeat visits and disruption to your day.



Safety and Quality

**FOR ALL REPAIR AND MAINTENANCE ISSUES,
PLEASE ENSURE YOU CONTACT THE
CALL CENTRE, WHO ARE AVAILABLE
24 HOURS A DAY 7 DAYS A WEEK, ON:**

DIRECT ON FREEPHONE

0800 849 1400

FROM A MOBILE ON

0303 030 1000

Budget Performance Summary

Overall repairs and maintenance expenditure for 2025/26 totalled £2.93m against a budget of £2.77m, representing an overspend of £131.7k.

This variance reflects a combination of operational pressures and necessary compliance-driven investment.

	MEASURE	£M
	Budget	2.77
	Actual Spend	2.93
	Variance	+0.13

Repairs Delivery and Performance

Property Services performance remains operationally robust, with high delivery levels across responsive repairs and compliance activity.

98% Repairs Completed	98% of repairs completed, with 7,070 reported and 6,735 completed - Emergency repairs completed within target at 94% - Extensive planned works delivered, including kitchens, bathrooms, boilers, and heating systems - Average number of repairs reported per property were 9 vs 4 last year	Key operational pressures include: - Increased volume of void-related works 131 void properties vs 47 last year - Budget pressure on planned programmes, including boilers and electrical remedials - Financial pressure from increasing disrepair claims - Rising demand linked to damp and mould - Extensive remedial works on our 5-year electrical inspections

INDICATOR	2025/26 ACTUAL	TARGET	POSITION
Repairs completed	6,735	-	✓
% repairs completed	98%	95%	✓
Emergency repairs in target	94%	95%	◐
Average days to complete	9 days	10 days	✓

Compliance Performance

Compliance performance is strong overall, with most statutory areas at 100%. Gas compliance is at 99.61%.

Strategically, investment requirements remain significant, requiring ongoing asset management planning and prioritisation.

AREA	COMPLIANCE
Gas safety (2025/26)	99.61%
Other statutory areas (2026/27)	100%

In total we:

Renovated
46
bathrooms



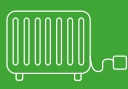
Installed
25
boilers



Updated
68
kitchens



Fitted
37
electrical heaters



Replaced
2
roofs



Replaced
7
gas central
heating systems



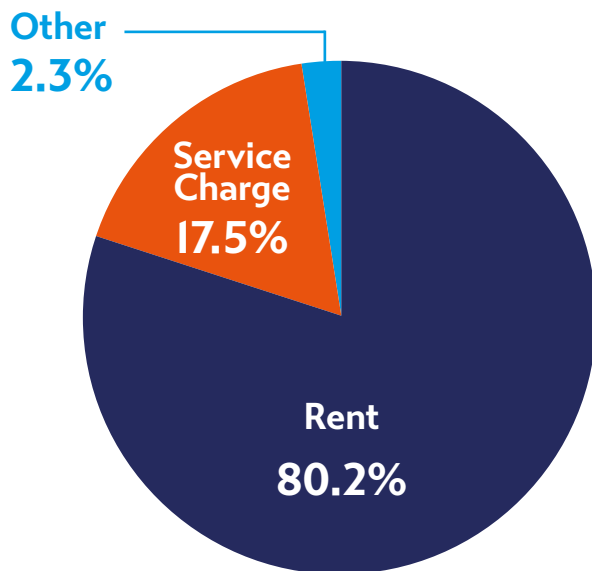
Changed
100
windows



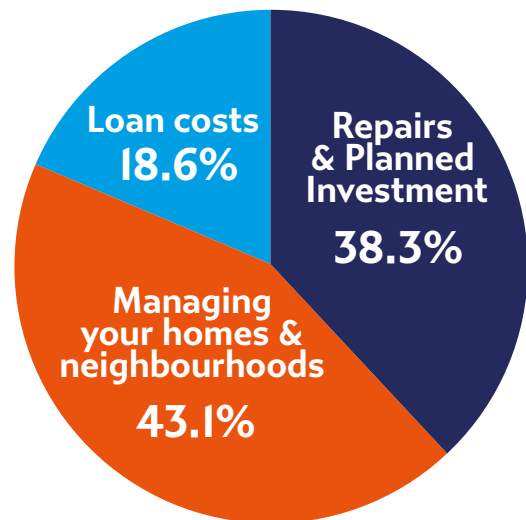
Investing in the Quality of Your Home

In 2025/26 we had a turnover of £9.4M, 98% 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/C2 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



Feeling Safe

Helping You Feel Safe at Home and in Your Community

This section summarises the latest Tenant Satisfaction Measures (TSM) results for 2025/26 and explains what Nehemiah Housing will focus on during 2026. The latest Wave 3 year-to-date results show improvement across all four community and safety-related measures when compared with 2024/25. All perception measures are above the sector median and are reported as being in the top quartile.

01 Satisfaction that the home is safe:

87%
Feel home
is safe

Tenant satisfaction that the home is safe has increased to 87%, up from 82% in 2024/25. This is a positive improvement of 5 percentage points and reflects continued focus on compliance, safety checks, repairs, and maintaining homes to a safe standard.

Service improvement focus for 2026:

We will continue to monitor safety-related feedback, review complaints and repair themes, and ensure tenants are kept informed about safety checks, planned works, and how to report concerns. We will also use resident meetings at our schemes, walkabouts, and tenant feedback to identify any local issues early.

Access for gas and electrical safety checks

Keeping tenants safe depends on being able to carry out important gas and electrical safety checks when they are due. These checks help us make sure appliances, wiring, and safety systems are working properly and reduce the risk of fire, carbon monoxide, electrical faults, and other hazards.

We understand that appointments are not always convenient but giving us access first time helps us complete checks quickly, avoid delays, and keep your home, your neighbours, and the wider community safe. If an appointment is not suitable, please contact us as soon as possible so we can rearrange it.

If appointments are missed or access is not provided, we will always try to work with tenants first.

We understand that plans can change, and we will make reasonable efforts to rearrange appointments at a suitable time. However, gas and electrical safety checks are essential and cannot be left outstanding. If access is repeatedly missed or refused, this may delay important safety work and increase risk to you, your neighbours, and the wider community. Where needed, we may have to take further steps, such as additional contact, formal letters, or legal action as a last resort.

Our message to tenants for 2026:

Please help us keep you safe by allowing access for gas and electrical checks. These visits are a legal and essential part of maintaining safe homes, and your cooperation makes a real difference.

02 Satisfaction that Nehemiah makes a positive contribution to neighbourhoods:

75%
Feel we contribute positively

Satisfaction with Nehemiah's positive contribution to neighbourhoods has increased to 75%, up from 71% in 2024/25. This improvement shows that more tenants recognise the role Nehemiah plays in supporting local communities, although this remains an area where continued visible action is important.

Service improvement focus for 2026:

We will strengthen local engagement through resident meetings, scheme-based feedback, estate walkabouts, and community activities. We will also improve how we communicate neighbourhood improvements so tenants can see what action has been taken in response to their feedback.

03 Satisfaction that communal areas are clean and well maintained:

77%
Satisfied with maintenance

Satisfaction with communal areas has increased to 77%, up from 74% in 2024/25. This 3 percentage point improvement is encouraging and reflects the importance tenants place on clean, safe, and well-maintained shared spaces.

Service improvement focus for 2026:

We will continue to review cleaning and maintenance schedules, carry out regular inspections, and use tenant walkabouts to identify issues quickly. We will also improve communication about cleaning standards, planned works, and how tenants can report problems in communal areas.

04 Satisfaction with Nehemiah's approach to handling anti-social behaviour:

70%
Satisfied with handling ASB

Satisfaction with Nehemiah's approach to handling anti-social behaviour has increased to 70%, up from 69.6% in 2024/25. This 0.4 percentage point improvement is positive and shows progress in an area that is very important to tenants and communities.

Service improvement focus for 2026:

We will continue to review ASB case handling, improve communication with tenants affected by ASB, and ensure reports are acted on promptly and sensitively. We will also use tenant feedback, complaints learning, and policy reviews to strengthen the consistency and quality of our response.

Retirement Living: Supporting Independence and Community

At Nehemiah Housing, our Retirement Living schemes support residents aged 55 and over to live independently while remaining connected, safe, and engaged within their communities. Across our 8 schemes, we provide welcoming environments where residents can enjoy an active and fulfilling life-style at their own pace.



Our Retirement Scheme Officers maintain regular, friendly contact with residents through wellbeing calls, ensuring they feel supported and able to raise any concerns at an early stage. This proactive approach helps promote wellbeing while respecting residents' independence.

A wide range of social and community activities take place across our schemes, helping residents stay active and connected. These include regular coffee mornings, arts and crafts sessions, and gentle exercise classes to support physical health. Schemes also come together to mark key cultural and national occasions, creating opportunities for shared celebration and social connection.

Our residents are supported through engagement with our Community Partnership & Engagement team, who attend resident meetings and help coordinate activities and information sessions. Housing Officers also provide accessible advice through rent surgeries, offering support and guidance in a familiar and trusted setting.

Our retirement living schemes are more than just places to live - they are supportive communities where residents feel valued, involved, and able to enjoy later life with confidence.

Case Study – Health and Wellbeing Support at Charles Pearson Court

Resident profile information and engagement at one of our supported housing schemes, identified a high number of residents living with Diabetes. In response to this identified need, Nehemiah Housing arranged a 4-week Diabetes Awareness and Support workshop, delivered within the communal lounge.

The sessions were attended by residents and members of the local community and focused on managing diabetes, improving wellbeing, and reducing health risks. This targeted intervention demonstrates how tenant insight is used in practice to develop services that support tenant health, independence, and quality of life.



Anti-Social Behaviour

At Nehemiah Housing, we recognise that Anti-Social Behaviour (ASB) can have a significant impact on individuals and the wider community. Tackling ASB remains a key priority, and we are committed to creating safe, respectful, and inclusive neighbourhoods where all tenants feel secure in their homes.



Our approach to ASB is both firm and fair. We work closely with tenants and partner agencies to respond promptly to concerns, using early intervention wherever possible. This includes offering advice and support, issuing appropriate warnings, and working with external organisations to resolve issues proportionately and effectively.

Where more serious concerns arise, we take a collaborative, multi agency approach to ensure issues are addressed robustly and sensitively. This includes working closely with the Police and other partner agencies to support those affected, take appropriate enforcement action where required, and prevent further incidents from occurring. We remain vigilant in our approach and are committed to ensuring our communities are safe for everyone.

Anti Social Behaviour – Key Figures (2025-2026)



Supporting a Vulnerable Tenant Experiencing Noise Nuisance: Listening, understanding and taking action

As part of our commitment to providing safe and supportive homes, tenant feedback received through the Tenant Satisfaction Survey (TSM) highlighted concerns about ongoing noise nuisance affecting one household. This case demonstrated the importance of early intervention, clear communication, and tailored support - particularly where vulnerability is identified.

The Issue

The tenant reported their home environment, which had previously been quiet, had become increasingly disruptive due to noise from a neighbouring property.

The reported issues included:

- Frequent loud music
- Banging, shouting, and clapping
- Attempts to resolve the issue informally with the neighbour, which were unsuccessful

The tenant was autistic and explained the ongoing noise was having a negative impact on their wellbeing and ability to feel settled in their home.

Our Response

Following identification of the concern through survey feedback, the Housing Officer contacted the tenant to fully understand the situation.

The following actions were taken:

- A detailed discussion took place to assess the nature and frequency of the noise
- A risk assessment was completed to ensure the tenant's vulnerabilities were considered
- An action plan was agreed with the tenant, setting out monitoring arrangements and next steps
- An acknowledgement letter was issued to confirm actions taken and provide reassurance

Outcome and Case Closure

As part of the investigation, the neighbouring tenant responsible for the noise was contacted and issued a formal warning in line with tenancy conditions.

Since the warning was issued:

- No further incidents have been reported
- The behaviour is considered to have been addressed

As a result, the case was formally closed. The tenant was advised to continue reporting any further incidents of noise nuisance should they occur, so that appropriate action can be taken promptly if required.

Key Learning Points

This case highlighted:

- The value of acting on tenant feedback, even when raised indirectly
- The importance of recognising and responding to vulnerability
- How early intervention can resolve issues without escalation
- The need to reassure tenants and keep them informed throughout the process

By listening and responding in a timely and supportive way, we aim to help all tenants feel safe, heard and comfortable in their homes.

Safeguarding: Spotlight on Domestic Abuse

Safeguarding means making sure people are safe. We take any concerns about a person's safety seriously and work closely with tenants and partner organisations to ensure the right help is available. This year, we are specifically highlighting **Domestic Abuse** because it can affect anyone and is often not visible. It is frequently linked to other challenges, such as money problems, poor mental health, or being controlled and isolated.

What is Domestic Abuse?

Domestic abuse is not only physical violence.

It can also include:

- Threats and emotional abuse
- Controlling behaviour, such as stopping you from seeing friends or family
- Economic abuse, such as taking your money or controlling your finances

Domestic Abuse Activity (April 2025 – March 2026)

During the last year, we managed the following safeguarding activity:



Every domestic abuse case is treated as a priority. We focused on assessing risk, agreeing on safe contact arrangements, and supporting tenants to access specialist help. Where necessary, we worked with partners such as local safeguarding teams and the Police.

How We Support Tenants

If you tell us you are experiencing domestic abuse, we will listen and take you seriously. Our support includes:

- **Safe Contact:** We will agree on the safest way to contact you - whether by phone, email, letter, or through a person you trust.
- **Privacy:** We handle your information carefully and only share it when it is necessary to keep you or others safe.
- **Specialist Help:** We can refer or signpost you to dedicated domestic abuse services for expert advice.
- **Housing Options:** If your home is no longer safe, we can talk through your housing options and support you in making the choice that is right for you.
- **Multi-Agency Working:** For high-risk cases, we work with organisations like MARAC (Multi-Agency Risk Assessment Conference) to reduce risk.

Our Future Commitments

To ensure we continue to improve our support, over the next year we will:

- Improve the consistency of our records regarding safe contact and risk decisions.
- Maintain strong links with the Police, local authorities, and specialist domestic abuse services.
- Continue communicating with tenants to help people recognise the signs of abuse and seek help early.

Safeguarding Vulnerable Adults: 2026 Policy & Performance Update

Nehemiah Housing's updated Safeguarding Vulnerable Adults at Risk Policy (May 2026) strengthens governance and consistency, highlighting new oversight panels, housing-specific risks, and domestic abuse support.

Policy Framework & Governance

Domestic Abuse & Performance (2025-26)



A Year of Progress and Looking Ahead

As we reflect on 2025/26, we are proud of the progress made across our services, homes and communities. This year has been shaped by tenant feedback, continued investment in our homes and a commitment to delivering the priorities set out in our Corporate Plan, Delivering Excellence to Tenants. While the housing sector continues to face significant challenges, Nehemiah has remained focused on providing safe, affordable homes and improving the services that matter most to our tenants.

Throughout the year, tenants told us what was working well, where improvements were needed and how we could better support our communities. We listened and used that feedback to shape service improvements, strengthen accountability and set priorities for the future.



A Year of Progress

This year we achieved several positive outcomes for tenants and communities.

Safe Homes and Strong Compliance

Keeping tenants safe remains our highest priority. During 2025/26 we maintained excellent compliance performance across key safety areas, including gas safety, electrical safety and other statutory requirements. We also continued to invest in homes through major improvement programmes, including new kitchens, bathrooms, boilers, heating systems and windows.

£427,000
Retrofit
programme

We were also pleased to secure £427,000 funding from West Midlands Combined Authority for a retrofit programme, over a 4-year period, that will improve the energy efficiency of at least 100 homes and help reduce fuel poverty for tenants in the years ahead.

Improved Tenant Satisfaction

Our Tenant Satisfaction Measures (TSM) survey showed encouraging results across several areas.



These results reflect the hard work of staff, contractors and tenants working together to improve services and communities.



Tenant
arrears
reduced to
2.98%

Supporting Sustainable Tenancies

We continued to support tenants experiencing financial pressures through early intervention, affordable repayment arrangements and partnerships with specialist advice agencies. As a result, current tenant arrears reduced from 4.2% to 2.98%, helping more tenants sustain their tenancies and remain in their homes.

Strengthening Tenant Voice

Tenant engagement remained central to our approach. During the year we:



Tenant feedback directly influenced improvements in repairs, complaints handling, communication and neighbourhood services.

Regulatory Progress

A significant milestone during the year was our first Consumer Standards inspection. Nehemiah achieved a compliant C2 grading, providing assurance

that our governance arrangements and tenant services meet regulatory expectations and providing a strong foundation for further improvement.

Listening and Learning

While we are pleased with the progress made, we recognise that there are areas where tenants expect us to do better.

Through surveys, complaints, estate walkabouts, meetings and day-to-day conversations, tenants consistently highlighted the importance of:

- Faster and more consistent repairs.
- Better communication and service updates.
- A more positive complaints experience.
- Improved neighbourhood and communal area services.
- Clearer evidence that feedback leads to change.

We welcome this feedback because it helps us improve. Being open and honest about where we need to do better is an important part of delivering accountable services and maintaining tenant trust.

Looking Ahead to 2026/27

The year ahead will focus on building on our successes whilst addressing the areas that matter most to tenants.



Improving Repairs

We will continue to improve repair response times, increase first-time fix performance and strengthen contractor management to ensure repairs are completed to a consistently high standard.

Improving Complaints Handling

We will continue making the complaints process simpler, faster and more transparent, ensuring tenants feel listened to and informed throughout the process.

Improving Communication

Tenants have told us they want clearer updates and better information. We will strengthen our communication through improved service updates, enhanced digital access and a stronger “You Said, We Did” approach so tenants can clearly see the impact of their feedback.

Investing in Neighbourhoods

We will continue to improve communal areas, strengthen estate inspections, tackle anti-social behaviour and support cleaner, safer neighbourhoods where residents feel proud to live.

Strengthening Tenant Influence

We will create more opportunities for tenants to shape services, participate in engagement activities and influence future decisions, ensuring tenant voice remains at the centre of everything we do.

Moving Forward Together

The progress made during 2025/26 would not have been possible without the support and involvement of our tenants, staff, Board members, contractors and partners.

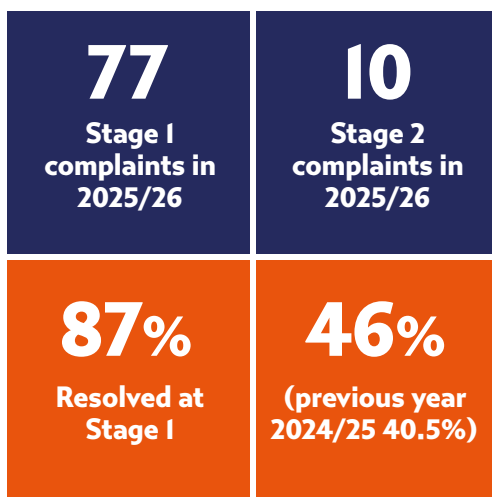
As we look ahead, our commitment remains unchanged: to provide safe homes, deliver excellent services, listen to tenants and continuously improve. By working together, we can continue building stronger communities, improving lives and ensuring that Nehemiah remains a landlord that tenants can trust and be proud of.



Listening, Learning and Putting Things Right

When tenants tell us something has gone wrong, we want to listen, respond and learn from it. Complaints help us understand what matters most to residents and show us where we need to do better.

At a glance



Your feedback helps us improve the services that matter most to you

During 2025/26, we received 77 stage 1 complaints and 10 stage 2 complaints (compared with 37 stage 1 complaints and 7 stage 2 complaints the year before). While this was a noticeable increase, it also shows that more tenants are coming forward, that concerns are being recorded more consistently, and that tenants feel more confident about raising issues.

Even with higher complaint numbers, performance remained strong. Most complaints were resolved at stage 1, with 87% needing no further escalation.

Response times also improved, with stage 1 complaints resolved in an average of 7.2 working days against the 10-working day target, and stage 2 complaints resolved in an average of 18.4 working days against the 20-working day target. We also continued to accept every complaint raised, helping to keep the process fair, open and easy to access.

Most concerns raised by tenants were about repairs and maintenance, customer service, grounds maintenance and communication. Repairs remained the main issue, but complaints about customer service and staff also increased. Together, these themes tell us that tenants want clear updates, timely action, better follow-through and a more consistent experience when dealing with us and our contractors.

'Better communication, quicker action and stronger follow-through are the changes tenants told us they want to see most'. There was also progress in how tenants felt about our complaint handling. In the latest Tenant TSM survey, 46% of respondents said they were satisfied with the way their complaint was handled, compared with 40.5% the previous year. This placed us above the sector median and shows that, while there is still more to do, we are moving in the right direction.

We also learned from 6 cases considered by the Housing Ombudsman during the year. Their feedback, alongside what tenants have told us directly, has helped shape further improvements in communication, complaint ownership, repairs follow-through and contractor standards.



Turning Feedback Into Better Services

YOU SAID Keep us updated and explain what is happening.	YOU SAID Repairs need to be completed properly and with less delay.	YOU SAID We want a more consistent experience from contractors and staff.
WE DID We improved written follow-ups, strengthened email monitoring and made complaint responses clearer.	WE DID We introduced post-repair checks and increased monitoring of long-running and repeat repairs.	WE DID We strengthened contractor oversight, refreshed training and reinforced standards around conduct, fairness and communication.

Case study (2025/26): Post-repair checks to prevent repeat problems

In a 2025/26 complaint, a tenant reported repairs were taking too long and that work had not been completed to the standard they expected. The key learning from this case was clear - we must carry out post-inspections after planned works to check quality, spot issues early and reduce the need for repeat visits. This case helps explain why we introduced post-repair checks and strengthened monitoring of long running and repeat repairs, so problems are addressed sooner and tenants see better results first time.

Complaints do more than highlight problems — they help drive change. One of the clearest messages from tenants

was the need for better communication, so we have strengthened the way we monitor emails, improved written follow-ups, and made sure our complaint responses explain decisions more clearly. We are also recording tenants' preferred contact methods so we can keep people informed in the way that works best for them.

We have also focused on getting repairs right first time, improving contractor behaviour and making complaint handling more consistent. This has included introducing post-repair checks, keeping a closer eye on repeat repairs, strengthening oversight of contractors and reinforcing expectations around professional conduct, safeguarding and data protection.

Refresher training has also been provided to staff on complaint handling and compensation so that decisions are clearer, fairer and more consistent. Looking ahead to 2026/27, we will continue to focus on keeping tenants better informed, improving the quality and speed of repairs, raising contractor standards, handling complaints fairly and on time, and making sure feedback leads to changes that tenants can see and experience.

Our priorities for 2026/27

- Keeping tenants better informed
- Improving the quality and speed of repairs
- Raising contractor standards
- Handling complaints fairly and on time
- Ensuring feedback leads to visible change

Celebrating How TPAS Helps Us Strengthen Tenant Voice

For many tenants, the conference was the first chance to hear from TPAS and learn more about how they can support stronger tenant voice and involvement.

We are proud to work with TPAS, a national organisation that supports tenant engagement and helps landlords and tenants work together more effectively. For many tenants, our tenant conference was the first real introduction to TPAS and the support they can offer. Their involvement helped create a positive space for learning, sharing ideas, and bringing tenants together, while also showing how they can support us to listen better, involve more tenants, and make positive changes based on what tenants tell us.

With TPAS support, we have been able to:

- Build a better understanding of how to involve tenants in a meaningful way
- Create safer, more welcoming, and more inclusive opportunities for tenants to get involved, with the tenant conference helping introduce many tenants to TPAS and their support
- Strengthen how we listen, learn, and improve services with tenants at the centre

Together, this support is helping us build stronger relationships with tenants and shape services around real experiences and shared learning.

"They invite tenants to take part in meetings, for example about rent rises, and ask tenants for their opinions on matters that affect them."

Building Confidence and Skills

One of the most valuable parts of TPAS support is helping tenants and staff build confidence, skills, and understanding. This helps tenants feel informed, involved, and better able to influence the services that matter to them.

- Understand their rights and responsibilities more clearly
- Learn how decisions are made and how they can have a say
- Feel more confident joining meetings, surveys, panels, and other activities
- Find out more about support, advice, and opportunities in the wider community

This is helping create the right environment for tenants to get involved with confidence and for us to respond in a better way.

Helping More Tenants Be Heard

Working with TPAS has helped us make involvement opportunities fairer, more inclusive, and easier to access. It is helping more tenants feel able to speak up, share their views, and play a part in shaping services in their communities.

- Give more tenants the chance to have their voice heard
- Make involvement activities more welcoming, supportive, and inclusive
- Build trust so tenants feel comfortable sharing honest feedback

This is helping us create even better ways for tenants to get involved now and in the future.



Listening Learning and Taking Action

TPAS support reminds us how important it is to listen to tenants and act on what they tell us. By learning from feedback and working together, we are improving communication, reviewing services, and helping tenants shape what happens next.

- Make information clearer and easier to understand
- Support improvements to services such as repairs, monitoring, and accountability
- Give tenants a stronger role in shaping future priorities and changes

We are committed to a strong “You Said, We Did” approach so tenants can clearly see that their feedback is listened to, valued, and acted on.

Looking Ahead

Looking ahead, with continued support from TPAS, we will continue to:

- Provide ongoing training and development opportunities for tenants
- Expand opportunities for meaningful involvement and scrutiny
- Ensure engagement is inclusive and accessible to all tenants
- Strengthen communication so tenants feel informed, empowered, and heard

Our partnership with TPAS is something to celebrate. It is helping us strengthen tenant engagement, improve services, and keep tenants at the heart of everything we do.

“They’ve got more things going on now to have tenants socialise. They care for tenants and their wellbeing.”



Accessibility / Contacts

Contact Us

If something needs fixing in your home, we're here for you day and night.

Repairs (24 hours a day, 7 days a week):

Freephone: 0800 849 1400

From a mobile: 0303 030 1000

General Enquiries

For general information, updates, or to use the Tenant Portal, visit:

www.nehemiah.co.uk

You can also use the contact form on our website. We aim to reply within 3 working days. For general enquiries, email us at **contact@nehemiah.co.uk**

Feedback

For feedback, suggestions, or to get involved, email us at **haveyoursay@nehemiah.co.uk**

Complaints and Office Details

If you would like to make a complaint by email, please contact us at **complaints@nehemiah.co.uk**

Main office phone: 0121 358 0966

Head office address:

**1-3 Beacon Court, Birmingham Road,
Great Barr, Birmingham, B43 6NN**

Opening hours:

**Monday to Thursday, 9.00am to 5.00pm;
Friday, 9.00am to 4.30pm**



Need This in a Different Format?

We want everyone to be able to read and understand our information. If you need this report in:

- Large print
- Audio
- Easy-read
- Another language
- An online digital version

Just let us know — we're happy to help. If anything is unclear, a member of staff is always here to support you.

Keeping You Safe at Home

We are responsible for making sure your home is safe and well-maintained. This includes:

- Gas safety checks
- Electrical checks
- Looking after the structure of your home (roof, walls, windows, doors)

Please make sure you allow access when we book safety checks or repairs.

Your Feedback Matters

Your views help us improve our services. You can:

- Make a complaint
- Give feedback
- Tell us what's working well

Let us know what needs to change. We listen to every comment because your experience helps shape our services.

Get Involved in Your Community

There are lots of ways to have your say:

- Join our Tenant Forum
- Come along to estate walkabouts
- Take part in surveys and events

Your ideas help make our homes and neighbourhoods better for everyone.



**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.