

# Customer Annual Report

2023-2024

Abri

Creating communities,  
empowering lives



## Introduction from our involved customers

Welcome to Abri's 2023-2024 Customer Annual Report: a report created with customers, for customers.

As customers, we think that we should have our say on the things that matter to us. This is why we wanted to get involved. We've worked with Abri to create a report that we think covers what customers want to hear – how Abri has been performing and what it has done for customers over the course of this year.

For the first time, this year's report shares Abri's Tenant Satisfaction Measure (TSM) performance. TSMs were introduced in April 2023 and are all about sharing performance with customers. We've worked with Abri to make sure they've been shared in a way that makes sense to us.

Abri produces this report to show us how they're performing. But we think it's also a good way for Abri to share helpful information. So, we've asked Abri to include information on the cost of living and real-life examples of the work they're doing to support us, what they're doing to tackle damp and mould, and an update on their building safety work.

You can have your say, too. There are lots of ways to get involved so it's easy to find an opportunity that works for you. Check out the respectful and helpful engagement section from page 9 onwards for all the ways that you can get involved.

**Dorothy, sheltered bungalow, Somerset**

**Jeanette, shared owner, Hampshire**

**Lorraine, social rent, Fordingbridge**

**Emma, social rent, Somerset**



## Welcome

Welcome to Abri's 2023-2024 Customer Annual Report.

We've made this report for our customers so that you can tell how well we've delivered our services over the last twelve months. We've worked with a group of customers to help make sure it has the information you want to see, in a way that works for you. It includes our first full set of results for the Tenant Satisfaction Measures (TSMs); some of the key works we've carried out this year; and the projects we've completed with our communities.

We know it's been a challenging year for our customers. Our priority has, and continues to be, ensuring our customers live in safe, warm, and sustainable homes. Helping our customers with the cost of living has been a big focus for us this year too: from one-to-one employment coaching and running budget friendly cooking classes, to funding local projects in the community and organising school uniform swap shops.

Whilst we're performing well in many areas, there's more we must do to improve. We've got some big plans for the year ahead to help us do this. We're looking forward to completing the rollout of our large but local regional approach that will split our operating area into three regions, each with its own local governance, leadership, and customer panels. By working at a local level, we can get closer to the communities we serve and ensure we're meeting their specific needs.

Finally, I'd like to say thank you to every customer that has shared their thoughts, feedback, and time with Abri this year. From the customers that have helped us shape this report, to the thousands that have answered a survey or responded to a consultation. Your input helps us drive positive change at Abri and ensures that we deliver the best services possible.

I hope you find this report helpful as we take a closer look at how we've been supporting our customers and communities this year.



**Ralph Facey**

Executive Director – Operations

## We value your feedback

Please share your thoughts on this report. Your input will help us to improve future editions.

[www.surveymonkey.com/r/AbriAnnualReport](https://www.surveymonkey.com/r/AbriAnnualReport)



# Our Tenant Satisfaction Measure performance

The main body of the report follows the new Tenant Satisfaction Measures (TSMs) that came into force on 1 April 2023.

## What are TSMs?

The TSMs are made up of 22 performance and satisfaction measures, set out by the Regulator for Social Housing. Every housing association with more than 1,000 homes is required to report their performance each year.

Following each of the TSM themes, this report has been split into sections. At the beginning of each section, we'll share our performance in each area. The sections are:

1. Keeping our properties in good repair
2. Maintaining building safety
3. Respectful and helpful tenant engagement
4. Responsible neighbourhood management
5. Effective handling of complaints

## Why are they important?

The measures are aimed at helping improve standards for people living in social housing, by:

- Providing visibility by letting tenants see how well their landlord is doing, and enabling tenants to hold their landlords to account
- Giving the Regulator insight into which landlords might need to improve things for their tenants.

## How did we determine our scores?

The TSMs are made up of 12 customer satisfaction measures and 10 management information measures.

## Customer satisfaction measures:

From May 2023 to March 2024, we appointed an external agency, IFF Research, to survey 3,000 Abri customers over the phone. Customers were asked questions about how satisfied they were with the service Abri provides. These customers were randomly selected across our customer base with quotas to ensure representativeness by tenure, age and gender.



2,477 rental customers were surveyed, out of a total 26,840\*



524 shared owners were surveyed, out of a total 3,484\*

\*As of May 2023, when surveys began.

## Management information figures:

This is performance data collected as of 31 March 2024.

## A note on the figures in this report

The figures in this report are unaudited – this means that they have not yet been reviewed by our auditors. Abri Group Limited's audited Annual Report and Financial Statements for the year ended 31 March 2024 will be published by 30 September 2024.

## Want to know the detail?

We know that everyone processes information in different ways. Our performance figures have been provided in simple terms throughout the main sections of this report. We've also included a table with our full set of results, along with the questions that customers were asked, towards the end of this report.

## What about Silva Homes?

Silva Homes joined the Abri group in October 2023. As they joined half way through the year, we're reporting our results for the Tenant Satisfaction Measures separately for 2023/2024. Therefore, the data in this report refers specifically to Abri customers.



# Overall performance

Before we get into the detail, the Tenant Satisfaction Measure survey asks our customers about their overall satisfaction with Abri.

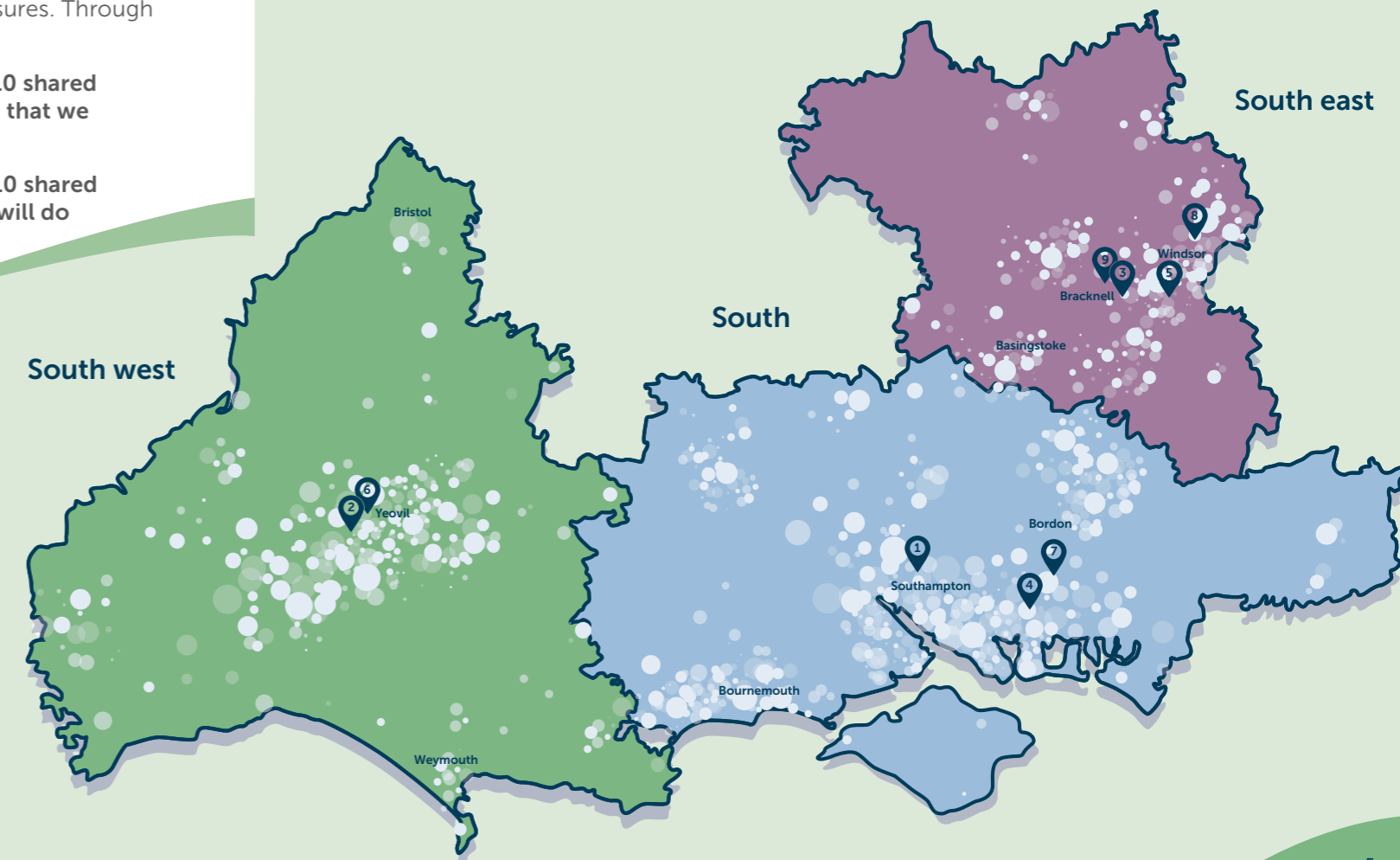
## Here's what they said:

**7 in 10 rental customers, and 6 in 10 shared owners, told us they were satisfied with the service we provide.**

The survey also asked some questions that aren't part of the Tenant Satisfaction Measures. Through their responses:

**7 in 10 rental customers, and 6 in 10 shared owners, told us they were satisfied that we were easy to deal with.**

**6 in 10 rental customers, and 5 in 10 shared owners, told us they trust that we will do what we say will do.**



## Keeping properties in good repair

We believe everyone has the right to a safe, warm and sustainable home. Our dedicated teams visit thousands of customers every day to keep their homes in good condition, from simple repairs to carrying out large scale replacements of kitchens and bathrooms when these items reach the end of their life.

### Here's how we're doing:

**Out of those surveyed, 70% of customers stated that Abri had carried out a repair to their home in the last 12 months:**

**7 in 10 of those customers told us they were satisfied with the overall repairs service from Abri over the last 12 months.**

**Nearly 7 in 10 customers were satisfied with the time taken to complete their most recent repair after they had reported it.**

**7 in 10 customers told us they were satisfied that their home is well maintained.**

**Every single one of our homes meets the Decent Homes Standard.**

**97.9% of emergency repairs and 95.5% of non-emergency repairs are completed within target timescales.**

## Making our homes more sustainable

We're retrofitting our homes to help reduce customer energy bills, make homes warmer and meet our net-zero commitments. Retrofit refers to any work we carry out on an existing home to improve its energy efficiency. This year we've started work on 330 homes, with 120 of these complete and 210 still in progress.

This year we completed work on homes across Barrick, Merriott, Winsham and Chard in Somerset, and Froxfield and East Meon in Hampshire, making them more energy efficient and easier to heat. The work has included cavity wall, loft, and eaves insulation, solar panel installation, and individualised ventilation programmes. These measures have improved the energy efficiency of our homes, taking their Energy Performance Certificate rating to a minimum band C, with many at bands A and B.

### Regenerating Sawyers Close

We're completely redeveloping Sawyers Close. Made up of four blocks, it's home to hundreds of our customers in Windsor. The plans were approved by the Royal Borough of Windsor and Maidenhead in December 2023 and will replace the existing buildings with 413 high quality affordable homes. This is 221 more homes than before, meaning all existing residents will be offered a new and improved home, and we'll be able to offer a high-quality home to more families in need.

The plans will bring the wider community together, with a range of facilities that will be available not just to Sawyers Close residents, but to the wider community too. These include a new community centre, a cycle hub, and a community orchard and garden (which will be relocated from their current position). We've also got plans for the play area – it's yet to be confirmed whether we'll be relocating and upgrading the existing area or constructing a brand-new multi-age play area for all to enjoy.



### Shinewell Gardens

Teams across Abri worked together to develop a piece of green space in Shinewell Gardens, Southampton, which needed some extra love and care. Ten customers responded to a consultation to share their views on the space and help us design a garden that met their needs. Thanks to £7,100 from Abri's community grant to Green Earth Plan and a Housing Environmental Local Partnership Agreement between Abri and Southampton City Council, the team were able to tidy the area, repair the fencing rails, install new feather edge boards and install two new sleeper raised beds. The area is now a welcoming green space for the community to come together and enjoy nature.



### Reporting your repairs on My Abri

It's quick and easy to report a repair using the My Abri customer portal. Depending on the type of home you have, you can report repairs, book repairs for a date and time that suits you, and if things change, you can even reschedule or cancel the appointment. **Visit [www.myabri.co.uk](http://www.myabri.co.uk)**

**£85m**

**Total spent on all repairs and maintenance**

## Protecting your home from damp and mould

It's important that your home is protected from damp and mould. Here are our top tips on spotting the early signs, preventing it, and what to do if you discover it.

### Spotting early signs

**Here are a few signs of damp to look out for before mould growth appears:**

- Condensation on windows and window frames;
- Damp areas on walls, particularly behind furniture and in corners, where small patches of mould may begin to appear; and
- Peeling wallpaper or peeling paint.

### How to reduce the risk of damp and mould at home

- Dry clothes outdoors if possible, or keep them in a bathroom with the door closed, extractor fan on and/or windows open until the clothes are fully dry;
- Close internal doors when cooking food, boiling the kettle, or taking a shower so that moist air does not escape into other rooms;
- Turn on the extractor fan in your kitchen (or open a window) when you are cooking;
- Turn on the extractor fan in your bathroom (or open a window after) when you are showering or bathing;
- Wipe down cold surfaces after cooking or showering (particularly if you do not have an extractor fan) to remove any moisture that may have settled on the surface, and;
- Arrange furniture so that it's at least 5cm away from walls, so air can circulate freely around your home.

### What to do if you spot damp and mould

Please let us know if you spot any signs of damp and mould in your home. You can report it by speaking to an Abri colleague, through the My Abri customer portal, or by calling us.

### Defeating damp and mould: a success story

After receiving reports of damp and mould in a customer's home, an Abri operative visited to assess what may be causing the issue and to treat the mould.

They were able to treat the problem areas shown to them by the customer, and - after a thorough search - identified some hidden spots. As the customer was struggling to open their windows easily, the home couldn't get the appropriate ventilation it needed. This meant that condensation was building up, leading to dampness and eventually spots of mould. To treat the cause of this issue, our operative raised a job to install a mechanical ventilation unit in the customers' home that would help reduce excess moisture by bringing fresh air into the home.

The customer was very pleased with our service and shared some feedback with us - they were very grateful for what we had done, and told us that the operative was the most polite person they could wish for! They feel safe in their home and that they can be proud of their rooms now that work is complete.



### What we're doing to tackle damp and mould

When you report damp and mould to Abri, we'll work quickly to assess the extent of the problem and understand what's causing it. We'll clean any mould present to remove the hazard, and then address the root of the issue. This year we've brought much of our damp and mould related work in-house, helping us to reduce lead times, help more customers, and control the quality of work provided. We still work with specialists when required.

## Maintaining building safety

Ensuring that customers are safe in their homes is our highest priority. There's lots that we do to keep our homes safe, whether it's making sure all our gas and electric appliances are serviced, carrying out lift safety checks, or investing in large-scale projects like replacing cladding.

### Here's how we're doing:

**8 in 10 rental customers, and just under 8 in 10 shared owners, told us that they were satisfied that Abri provides a safe home.**

**We're required to carry out safety checks to our homes and communal areas. As of 31 March 2024, we have completed:**

<b>99.9% of our due gas safety checks;</b>
<b>99.1% of our due fire safety checks;</b>
<b>98.9% of our due asbestos safety checks;</b>
<b>96.4% of our due water safety checks and;</b>
<b>89.9% of our due lift safety checks.</b>

Some of our percentages aren't where we need them to be. We want to be 100% compliant with all our safety measures, but sometimes we're not able to gain access to a property to carry out the necessary work. Please do let us into your home to carry out these services, it's really important for the safety of you and your family.

**£5.5m** This year we have spent **£5.5m on fire safety.**



### An update on building safety

Following the introduction of the Building Safety Act, we've set up a dedicated working group that is responsible for ensuring our buildings remain fully compliant with new legislation. The work covers safety across all our buildings, with particular attention to those deemed high risk (those that are 18 metres high or taller).

We're also launching a residential engagement strategy which will share with customers how they can access the safety information for their building. It's important that our customers can influence the work we do around building safety, especially regarding their own homes. Throughout the year we'll be running Community Action Days in our communities with taller buildings, where we'll be inviting customers to join a new Building Safety Panel.

### Culture and leadership at the centre of building safety

This year we were delighted to receive confirmation that we've been awarded a Certificate of Commitment and Progress – Building Safety Stage One: Leadership and Culture. This follows an in-depth survey of Abri's leadership and culture around building safety. The process has given us valuable insight into safety at Abri and will help us to improve building safety for all those living and working in our properties.

### Cladding works at Park Reach

In October 2023, we completed the cladding remedial work at Park Reach, Southampton, removing flammable materials from the walls of the building. During the works, a Waking Watch (trained people who continually patrol the building) were on-site as an extra safety measure to alert everyone if there was a fire. Park Reach now has no combustible material on its external walls and has reached an A1 fire classification, with the investment from Abri on the project totalling £2.03 million.



### Bowhayes Lodge lift upgrade

We recently completed the £75,000 upgrade of the lift at Bowhayes Lodge, an Independent Living scheme in Crewkerne, Somerset. Lifts are an important part of our Independent Living Schemes – they help customers with low mobility to keep their independence and be more active. Unfortunately, the contractor we appointed experienced some delays in carrying out the work. This meant that Abri paid less for the work completed. Some of the remaining money was used to fund a small party for customers, complete with cakes and a live singer! The customers were delighted with their new lift, the communication from Abri, and their party.



### Safer evacuations at Arch House

When practising fire evacuations at Arch House, one of our Partnership Living Schemes in Bracknell, we noticed that stones from the rear patio were making it difficult for wheelchair users to get to the fire assembly point. We've now replaced the stones with a concrete path so that customers and colleagues can navigate to the point quickly and safely.

## Respectful and helpful engagement

Our customers are at the heart of everything we do, so who better to tell us how we can improve? We listen to our customers and work with their feedback to make sure we're delivering great services. There are different ways customers can have their say, from responding to one-off surveys to more formalised opportunities like joining our Resident Scrutiny Panel.

### Here's how we're doing:

**6 in 10 rental customers and nearly 5 in 10 shared owners were satisfied that Abri listens to their views and acts upon them.**

**7 in 10 rental customers and 7 in 10 shared owners were satisfied that Abri keeps them informed about things that matter to them.**

**8 in 10 rental customers and 7 in 10 shared owners agreed that Abri treats them fairly and with respect.**

### What else have our customers told us?

<b>88.7%</b>	<b>Satisfaction with lettings experience</b>
<b>95.7%</b>	<b>Satisfaction with the sales process</b>

## How customers got involved this year

### Resident Scrutiny Group

The Resident Scrutiny Group (RSG) is an independent group of Abri residents who are passionate about making positive changes and improving the overall customer experience.

We do this by conducting detailed reviews on the topics that customers tell us are important, taking a close look at Abri's performance and decision making. We use these findings to suggest how things could be done better, and then track the progress of improvements through regular follow-up reviews.

It's been another busy, but exciting year for us, as we've carried out three reviews. We've worked closely with Abri colleagues, the Executive Team and Board Members to carry these out – and it's clear they really value our work.

It's a privilege to be involved in the Group, and to work with others that are passionate about working on behalf of customers and helping make Abri the best it can be. I'd like to thank everyone who has volunteered their time this year.

I'm looking forward to the year ahead and working with the RSG members to get to grips with other issues that really matter to Abri customers.

### Andy Frost

Chair of the Resident Scrutiny Group



## 2023 – 2024 Reviews

### The Resident Scrutiny Group (RSG) carried out three reviews this year:

**1. Communal and estate services review** - the group reviewed Abri's new Estate Standard and have made recommendations around how we communicate these services with customers, checking whether, once the teams have had an opportunity to put the new estate walkabouts into practice, they're as effective as we hope they will be. For the first time, the RSG was involved in shaping these policies as they were developed, meaning that customers had influence from the very beginning of the process.

**2. Abri's response to food poverty in the cost-of-living crisis** – this was a big review and proved to be very emotive throughout the whole process. It focused on the customer journey, highlighting the areas where customers may not have access to services and the impact this has on them. Eight recommendations have been made, and RSG will be supporting the implementation of them over the coming months.

**3. Leaseholder charges** – the project group reviewed the communications around charges for our leasehold customers and the rationale behind them. Seven recommendations have been submitted, with one of them already being discussed for implementation.

#### Find out more

For the most recent updates on the work we're doing, check out the **Scrutiny page** on the **Abri website**.

### The Scrutiny Sounding Board

The RSG is supported by the Scrutiny Sounding Board (SSB), a group of volunteer customers who help with reviews and provide feedback on a more ad-hoc basis. There'll be even more opportunities to get involved as an SSB member this year, as we launch a quarterly update newsletter and invite SSB members to join project groups and observe RSG monthly meetings.

### Want to join us?

If you'd like to find out more about the Resident Scrutiny Group or the Scrutiny Sounding Board then please send a message to our support team at [scrutiny@abri.co.uk](mailto:scrutiny@abri.co.uk)



### Consultations

Here are some of the consultations customers got involved in to help shape the services, policies and processes that affect them:

**Mansbridge 2025** – As our Mansbridge estate is going to be 100 years old in 2025, we consulted with local customers to find out how we could develop projects that will improve the area into 2025 and beyond. 106 customers responded, asking us to prioritise fly-tipping, litter, antisocial behaviour, parking and an improved repairs service. We've got lots planned over the coming year to address these priorities and get started on the exciting heritage celebrations.

**Neighbourhood Policy and Procedure** - 1,126 customers got involved in shaping our new policy, letting us know what really mattered to them about their neighbourhood. Find out more on page 14.

**Consultation on Silva joining the Abri group** – 133 customers in our south east region shared their thoughts on Silva joining the Abri Group, explaining what matters most to them and what they'd like to see us prioritise. Reducing the time taken to get repairs done was overwhelmingly rated as the highest priority. The second and third priorities for customers who replied were reducing anti-social behaviour and cleanliness of internal communal areas.

### Surveys

We also carry out research surveys that help us to understand our customers' priorities. Here's some examples:

- 29 customers responded to a survey about use of the community pantry at Café 1759.
- 15 customers in Chapel, Southampton, answered a survey about community safety and resident associations.
- 5 customers in Clivia Close, Weymouth, shared their thoughts on green spaces.
- 30 of our specialist support providers responded to a survey about how we can improve our Partnership Living schemes.

#### Could you start a resident association in your area?

Residents' associations bring the community together on issues that affect them, giving customers like you a voice. If you have ideas for improving your area, activities or events that you would like to make a reality but need a helping hand, or simply want to build community spirit in your area, then get in touch. We can support you in setting up a resident association or reigniting an old group. Look at our guide or get in touch to find out more.

**Email:** [ciadmin@abri.co.uk](mailto:ciadmin@abri.co.uk)  
**Call us:** 0300 123 1 567

**View the guide:** <https://bit.ly/43gf95n>

### Other ways you can have your say

We're working on some new ways for customers to have a say, share their views and ideas and influence services. We look forward to sharing more about these as new opportunities become available. In the meantime, there's lots that you can take part in; from reviews and consultations to having a place on a Complaints or Community Funding Panel.

Let us know what you're interested in and how much time you'd like to commit, and we can help the right opportunity for you.

**Email us:** [resident.involvement@abri.co.uk](mailto:resident.involvement@abri.co.uk)

**Call our dedicated Resident Involvement number:** 023 8062 8062



## How we're supporting customers

In 2023, we listened to 4,868 customers across the Abri group to understand how they were impacted by the rising cost of living.

### Here's what they told us:

- **One in two** of our rental customers had gone without food or heat in the last 6 months because they could not afford it.
- **Many customers** are working additional hours or working rather than retiring, in order to pay bills.
- **71%** of customers had used at least one alternative method of financial support in the last six months.
- **45%** of shared owners worry about meeting monthly expenses.
- **20%** of Abri rental, Silva rental, Abri shared owners and Silva shared owners use credit cards to pay essential bills.

### Our Tenancy Support Services Team

Our Tenancy Support Services Team help our customers to stay in their homes and maintain their tenancies. Alongside our Housing Partners, the team have helped customers gain more than £6.3 million in potentially unclaimed benefits this year. We've also expanded the team to ensure the whole of Abri's operating area is covered and have recruited a designated Safeguarding Lead and supporting officer to ensure that any safeguarding issues are referred to the appropriate external agencies.

### Starting fresh: a helping hand for a domestic abuse survivor

The tenancy sustainment team provided a package of support to help a customer who was moving into an Abri home from a refuge, after fleeing domestic abuse with her baby. With no support available from family or friends, Tenancy Sustainment Officer, Beth, did all that she could to help the customer settle into her first tenancy. Beth was able to source a double bed and mattress for the customer, a cot and mattress for her baby, kitchen essentials, towels, and bedding. Beth also helped her to set up utility bills and apply for a council tax reduction, provided general budgeting advice, and signposted the customer to mother and baby groups. The customer thanked Beth personally for all her support and said she felt confident and empowered to manage her tenancy going forward.

### Getting back on the right track

Maria, a Welfare Benefits Officer at Abri, had been supporting a vulnerable customer with their benefits on and off for some years. The customer was under significant stress due to family events. The trauma of this led to her losing her job, getting into rent arrears, and her home being under-occupied. Maria was able to support the customer to reduce her arrears and look for a smaller property that better suited her needs and was more affordable. Maria also encouraged the customer to make an appointment with her GP and self-refer to Steps to Wellbeing for counselling support. The customer has now received counselling and, feeling like she's in a much better place, is looking for a part-time job with support from Abri's Employment Service.

### Drip by drip: making savings with Wessex Water

Abri is working with Wessex Water to support customers in Somerset to tackle the cost of living and climate crisis through a water-saving scheme. The scheme provides customers with free water-saving devices and advice on how to reduce water consumption; helping protect the environment by reducing wastewater, whilst also reducing water and energy bills.

### Whisking away worries and helping Ms B stay independent

Ms B, a customer in one of our Independent Living Schemes, is only able to eat soft foods and fluids. With rising food prices, she cooks in batches and freezes leftovers, using her microwave and cooker stopped working at the same time, she reached out to Abri for assistance. We referred her to the Somerset Hardship Fund, securing a cooker delivery and nearly £200 in energy vouchers. This financial relief meant that Ms B could also purchase a new microwave and continue cooking independently. Grateful for the support, Ms B told us we'd help settle her money anxieties.

### Homeowner webinars

Homeownership can be daunting with lots of new processes to get used to. We've been supporting our shared owners by running a series of webinars that cover shared owners' responsibilities, service costs and rent, remortgaging, staircasing and selling a shared ownership home. Customers also have a chance to ask their own questions through a live Q&A.

“I'm in the process of buying a house with Abri via the shared ownership scheme I cannot express how fantastic the service is...”  
**—Jessica, shared owner**

## Addressing food inequality

Responding to our customers' priorities, we've invested £99,200 in upscaling our key food and fuel initiatives in 23/24.

### Community pantries

Our pantries have helped customers to access food at a fraction of the cost of supermarket prices, whilst also reducing waste. Here's what customers had to say:

“The pantry has been a lifeline for my family, without it we would go hungry.”

“It's good to come to, I feel comfortable and enjoy the company and community.”

“It's great to try different types of food items you wouldn't normally buy, or which would be out of your spending budget.”

In June 2023, we launched our first mobile pantry in Crewkerne, Somerset. By bringing the pantry to residents, we've been able to help those unable to visit a community pantry to access affordable and quality food, supporting an average of 19 shops per week.

### Expanding our Good Grub Club

By partnering with local groups, we've introduced more Good Grub Clubs, to support more families tackle holiday hunger by gaining the confidence and skillsets to create high quality, nutritious meals on a budget. We've provided £49,000 from our Partnership Fund to run clubs across Southampton, Salisbury, Chard, Yeovil, Littlemoor, Whitehill and Bordon, Windsor, and Bracknell.

### Energy efficiency cooking

Abri's free Energy Efficiency Cooking workshops in Bristol, Chard, Clewer and Dedworth, Gosport, Littlemoor, Mansbridge, Millbrook, Longwood Park and Yeovil, have helped customers explore low-cost and low-energy cooking at home. The workshops offer guidance on using cupboard store ingredients in slow cookers and air fryers. Customers even got to take home their brand-new appliance and the ingredients to cook up each tasty recipe.



## Our customer focused employment support offer

In July 2023 we launched our new employment support offer, which focuses on reaching Abri customers. Through tailored support and bespoke action plans, we're helping customers improve their life chances, take greater control of their finances and are supporting them to sustain their tenancies. The new offer also helps our teams to identify where customers might benefit from additional support from Abri or external organisations.

**This year we've supported 264 people into employment or a better job.**

### Supporting young people with SENDS to find empowering employment

Abri's Employment Service worked on a project in the south west to support people with Special Educational Needs and Disabilities (SEND) into real jobs, where they can fulfil their employment aspirations, and achieve social and economic inclusion. We led and coordinated a group of local employers, schools, colleges and support agencies in securing employment opportunities and outcomes for young people with SEND, by breaking down barriers to participation and encouraging them to create innovative Supported Employment pathways. As a result, the support meant that:

- **51 employers engaged with the opportunity;**
- **15 employers offered supported placements/internships/apprenticeships;**
- **98 people took part in a supported placement;**
- **9 people secured permanent employment, and;**
- **1 person secured an apprenticeship.**

### Stories from our customers

We supported James from Fareham to change careers: introducing him to a new opportunity and supporting him with his CV, cover letter and interview preparation. Once he was offered the job, we funded his workwear and boots so that he could work safely.

**James said:**

“I felt ready and had been fully supported by Abri's Employment Services.”

In Castle Cary, Adrian was supported back into work after Covid meant his business was no longer viable: beginning with volunteering at Carymore Environment Trust, before gaining employment with the RSPB. **Adrian said:**

“Gaining training and employment has given me the confidence to go forward, rather than dwell on what has passed. It's empowered me to take that step forward with some direction.”



# Responsible neighbourhood management

While repairs and maintenance are a key part of our services, we're here to help our customers with much more than that. We're all about creating communities that help our customers thrive. This could be helping a customer find a home that meets their needs, supporting them to sustain their tenancies, finding ways that they can keep their independence for longer, and generally ensuring our neighbourhoods are safe.

## Here's how we're doing:

**Out of those surveyed, 47% of customers said they live in a building with communal areas (either inside or outside) that Abri is responsible for maintaining.**

**6 in 10 of those rental customers, and more than half of shared owners, told us they were satisfied that Abri keeps these communal areas clean and well maintained.**

**6 in 10 rental customers, and nearly 5 in 10 shared owners, were satisfied that Abri makes a positive contribution to their neighbourhood.**

**Nearly 6 in 10 rental customers, and 4 in 10 shared owners, were satisfied with Abri's approach to handling anti-social behaviour.**

## How are we performing?

**Between 1 April 2023 and 31 March 2024, there have been 57.8 new anti-social behaviour cases per 1,000 homes reported to Abri.**

**Out of these cases, 1.7 per 1,000 homes involved hate crime incidents.**

## Introducing our regional model

In 2023/2024 we launched our regional model, splitting our operating area into three separate regions – take a look on page 5 for a map of these. As a growing organisation, it keeps us rooted in our communities and helps us meet the diverse needs of our customers.

### This means that we are:

- using local customer feedback, data and research to set our priorities for each region;
- reducing the patch sizes our housing colleagues are responsible for – smaller areas to manage mean colleagues can spend more time in communities and connecting with our customers;
- introducing regional managing directors and boards who are experts in their regions, and;
- launching regional customer panels to amplify customer voices and drive change at a regional level.

So far, we've laid the path with our south east region and look forward to our south and south west regions taking shape in the coming year. Rest assured, we're still one Abri – and we strive to deliver the same great service to every customer. Stay tuned for opportunities to get involved.

## Looking after our neighbourhoods

### Introducing a new neighbourhood policy and procedure

Well-maintained, clean, and safe spaces make people feel good about the places they live. To ensure we have a consistently high standard across all our neighbourhoods, we've created a new policy and procedure which sets out how we manage our neighbourhoods and communal spaces, to create environments where communities can thrive. It's centred on customer priorities which we gathered through a consultation of 1,187 customers.

### They told us about their top priorities for:

#### Their neighbourhood:

1. Feeling safe (81%)
2. Appearance of communal areas (71%)
3. Appearance of individual properties (49%)
4. Relationship with neighbours (37%)

#### The physical environment of an estate:

1. Grounds maintenance (59%)
2. Reducing litter (51%)
3. Street lighting (48%)
4. Appearance of properties and gardens (34%)

To support the policy and procedure, we've produced customer-friendly documents that outline what our customers can expect from us, including an **Estate Standard** (how we'll look after the physical environment) and a **Good Neighbourhood Charter** (promoting how customers can foster positive neighbourhood relationships).

**To access these documents, visit:**

[www.abri.co.uk/customer-support/neighbourhood-policy](http://www.abri.co.uk/customer-support/neighbourhood-policy)

## Introducing estate inspections

Following the launch of our new Neighbourhood Policy and Procedure (find out more on page 14), we're piloting inviting customers to join us on estate inspections where we have lots of properties. The inspections are a direct response to customer feedback and are an opportunity for us to explore neighbourhood improvements and resolve estate issues in person with our customers.

### You said, we did:

- You told us that non-residents were parking in your spaces in Linden House and Byron House, Slough. We introduced a parking management system and ensured the parking spaces were clearly marked to promote considerate parking and positive neighbour relationships.
- You told us that the bin area in Mead Close, Reading was untidy. We put up a better signage system and made changes to the bins so that customers were unable to put the incorrect items in them. This improved the use of the bin store and meant that Abri didn't need to use your service charge payments to clear rubbish as frequently.
- You told us that you'd like a communal area to enjoy your outside spaces in both Manor Place, Somerset and Carter Close, Castle Cary. We installed picnic tables and benches so you could make better use of the areas.
- You told us that the doors to the communal rubbish area in Beckington Crescent, Chard, were warped and could not close, so we fitted new doors, and they now shut properly.
- You told us that residents were parking on the grass areas in Manning Close, Salisbury, so we installed a small picket fence to prevent this from happening and reduce neighbourhood tensions.

## Localised action plans

Localised action plans are one way we work with our communities to address the needs, challenges and barriers of a specific area. We gather insight from local people through door knocking, face to face meetings, surveys, and events. For example, speaking to customers at Carlton Road North, Weymouth, we recognised that there were ongoing antisocial behaviour and service issues. We created a bespoke plan to address this: building strong relationships internally, designing a new grounds maintenance programme, and holding a Community Action Day. The estate is now much tidier and customer feedback tells us it's a pleasant place to live.

### Restoring community pride with redecorated spaces

We know how important clean and pleasant communal spaces are. After consulting with customers about their colour preferences, we refreshed the communal staircases at Illo House in Yeovil and laid new flooring that was much easier to keep clean. Both Pearson House in Yeovil and St Gildas in Chard were also given a new look and feel with fresh paint and new carpets. All three schemes are spaces to be proud of and have received brilliant feedback.



# Keeping our communities safe

## Adapting our approach to anti-social behaviour

We want everyone to feel safe in their own home and community. Our specialised in-house team works closely with the police, partnering with support agencies and those in the surrounding community to tackle anti-social behaviour (ASB) and find solutions that work for all. Following recommendations made by Abri's Resident Scrutiny Group as part of an ASB review in 2022, we've developed an accessible online ASB reporting tool that helps customers understand the different types of ASB and how they should be reported.

### Report crime anonymously

We've continued our pioneering partnership with Crimestoppers, a charity that helps people speak up about crime by reporting it 100% anonymously.

You can report crime and give information anonymously to Crimestoppers on **0800 555 111** or by visiting their website [crimestoppers-uk.org](http://crimestoppers-uk.org)

# CrimeStoppers.

## 0800 555 111

100% anonymous. Always.



## Creating thriving communities

### Join the Community Funding Panel

Help us decide which local organisations and projects we provide funding for by joining our Community Funding Panel. This year the panel committed more than £90,000 in funding for projects, ranging from local foodbanks to summer events for children and community garden space to food-based initiatives. To find out more and register your interest, email Lucy Davis, Community Development Officer – Specialist at [lucy.davis@abri.co.uk](mailto:lucy.davis@abri.co.uk)

### Here's what some of the local organisations we've been able to support this year have been doing:

- **Love Outdoors CIC** has been supporting residents in Gosport with their mental health as part of the "Willow Welly and Wellbeing Group".
- **Youth Options in Southampton** has offered programmes to reduce anti-social behaviour and create safer and cleaner communities.
- **St Michael's & All Angels Church** maintained their "Birchfield Community Project" in Yeovil, delivering coffee mornings, craft and garden events and more.
- **Groundwork South** has been delivering their "Vench Community Days" in Lockleaze, Bristol, including Community Feasts and Warm Space Café Sessions.
- **The Autism Group** extended their "Tea with Tag" project for East Berkshire, providing a safe space and support network for those families living with autism.
- **In Windsor, the Berkshire, Buckinghamshire & Oxfordshire Wildlife Trust** introduced their "Budding Balconies" programme, to reconnect residents with nature to support mental health and wellbeing.

### Taking action in the community

This year we've held 27 Community Action Days across our geography to bring our services and support directly to our customers. They are an opportunity to meet customers and provide instant help on anything from minor repairs and rubbish and grounds clearance to tenancy and employment support. We've even had the police and local councillors join us on the day.

### 10 years of the Round About Cafe

This year we celebrated 10 years of the Round About Cafe in Mansbridge, Southampton. The cafe sits in the heart of one of Abri's original communities and is a welcoming place to get delicious treats. It's already run hundreds of events (from digital training to Christmas crafts) and is home to a community pantry, offering access to food at a lower cost than supermarkets. So far, we've helped save over 10,940kgs of food from going to waste and saved members more than £27,800 by buying food at less than full price.

### A network of support for Bristol customers

As a housing provider, there's a lot that we can support our customers with, but we also recognise that there are other partners who can provide support that's beyond our area of expertise. That's why our Housing and Community Investment colleagues have been working together to build a network of support for our customers living in Bristol. We used feedback from customers to identify potential partners providing services such as community pantries, health and wellbeing events, youth activities and more. The project has made a huge impact on customers already and we've seen increased customer satisfaction in the area.



### A new role to boost wellbeing

This year we introduced a new Wellbeing Coordinator role, dedicated to promoting health, wellbeing and inclusion for customers in our Independent Living and Partnership Living schemes. Delivering events based on customer feedback, the team of coordinators have worked at over 30 schemes, with more than 200 customers getting involved with the sessions. All activities have been designed around reducing isolation and encouraging socialising, such as gardening, first aid courses, and exercise classes.

### Mansbridge Melody Makers

After speaking to some customers who were partial to a casual sing-along, we saw an opportunity to start a community choir at the Round About Cafe in Southampton. Whilst it was initially targeted at male customers who were living alone, we soon found that there was a wider interest from the community, so we welcomed everyone to join. It's helped customers build their confidence, make new social connections, and improve their health and wellbeing; here's what some of them had to say:

“The feeling of belonging with other people and enjoying a good sing-along, very therapeutic”

“Good tunes and a sense of community”

“The group has made such a difference to this old girl”

## Effective handling of complaints

We want to deliver great services, homes and clear communication. But we don't always get things right. When that happens, everyone at Abri is empowered to accept and handle complaints.

### Here's how we're doing:

**Out of those surveyed, 31% of rental customers stated that they had made a complaint to Abri in the last 12 months, along with 27.1% of shared owners.**

**3 in 10 of those rental customers, and 3 in 10 shared owners, told us they were satisfied with Abri's approach to complaints handling.**

### How are we performing?

We've received 78.4 stage 1 and 20.9 stage 2 complaints per 1,000 rental homes.

We've received 44.2 stage 1 and 13.7 stage 2 complaints per 1,000 shared ownership homes.

### Complaints handled within complaint handling code timescales:

- Rental customers: 62.2% of stage 1 complaints and 33.4% of stage 2 complaints.
- Shared owners: 62.6% stage 1 complaints and 37.0% stage 2 complaints.

### What else have customers told us?

**90.4%** Satisfaction with Customer Contact Centre interaction

### Learning from our mistakes

We strive to provide a fair and effective resolution to any complaint and use the learnings to improve how we work. Our complaints and compliments are themed so that we can easily tell where we're excelling or areas we need to work on.

### Top three compliment topics this year:

1. Standard of works completed.
2. Customer service – help and support available.
3. Customers sharing their thanks.

### Top three complaint topics this year:

1. Time to complete work.
2. Wrongly advised appointments.
3. Unconfirmed appointments.



We're improving our appointment booking process to make sure every appointment is booked in right first time. We learn from every complaint, identifying when extra colleague training is needed to ensure we don't make the same mistakes twice. Also this year, we've introduced a new 'no access' process which includes appointment reminders 48 hours before and letting customers know via text when we've not gained access to their property (e.g. if they're not home).

### Turning complaints into compliments

Delivering excellent customer service is really important to us, including when we're investigating complaints. Our colleagues treat every case with empathy and compassion. Here's some feedback we've had this year:

“The Complaint Officer was very professional, understanding and resolved the issue promptly.”

“She was very understanding and considerate of how this situation had affected me and my family. She kept me in the loop at all times.”

“They've been so caring and considerate throughout the process. Their attention to detail and empathy has been astonishing!”

“You dealt with my complaint well and took in mind I'm disabled.”

“Excellent customer service skills, very empathetic and dealt with all aspects of my complaint. I felt listened to.”

## Resident Scrutiny Group's review into complaints

This year the Resident Scrutiny Group (RSG) completed their complaints review which they began in 2022/2023. They carried out desktop research: Reviewing policies and procedures, regulatory codes, our complaints data, and examples of previous communication with customers. They also met with some of the Complaints team.

The review found that although Abri's overall approach to customer complaints was good, this wasn't always evidenced in our performance and customer satisfaction levels. We've taken on board the recommendations and made some improvements:

- Empowering every Abri colleague to take ownership of a complaint. We've created an internal web page dedicated to complaint handling with useful tools to empower all colleagues to take ownership of issues raised in complaints.
- We're following customer preferences. The review found it was important for customers to be updated about their complaints in a way that works for them. We've provided clearer guidance around this and added it to our quality-checking list.

## Using feedback to improve our services

In Spring 2023, we noticed a spike in complaints relating to the grounds maintenance service we provided, with customers telling us that they were confused. As well as responding to individual complaints, we used this as an opportunity to launch our new **Neighbourhood Policy** and Procedure, which included our **Estate Standard** document. The simple guide sets out how we're looking after the physical environment and helps customers identify different levels of service.

## Join our Complaints Panel

We work with our customers to put things right. Our Complaints Panel is made up of a group of customers and independent members of the community who help review stage 2 complaints. We're always looking for new members, so if you'd like to find out more or apply, email the team at [customerrelations@abri.co.uk](mailto:customerrelations@abri.co.uk) or give us a call.

## How to compliment us or raise a complaint

There are several ways you can compliment us or raise a complaint:

- Head to [www.myabri.co.uk](http://www.myabri.co.uk)
- Email us at [customerrelations@abri.co.uk](mailto:customerrelations@abri.co.uk)
- Give us a call at **0300 123 1567**
- Write to us at Abri, Collins House, Bishopstoke Road, Eastleigh, Hampshire, SO41 6AD, or;
- Speak to your Housing Partner or any of our colleagues.

# Supporting customers with the cost of living

We're committed to supporting any customer who may be struggling with the cost of living. We've pulled together some helpful resources below, but if you're worried about covering every day costs or simply need some advice, please get in touch:

- Online via your **My Abri customer portal**, or;
- Call us on **0300 123 1567**.

## Abri support

**Cost of Living Hub:** Providing tips, advice, and practical support either through Abri or our local community. Visit: [www.costoflivinghub.abri.co.uk](http://www.costoflivinghub.abri.co.uk)

**Benefits and budgeting calculator:** Check that you're receiving the support you're eligible for. Visit: <https://bit.ly/better-off>

## We can help you with:

- Budgeting and money advice;
- Benefits advice to ensure you're receiving what you're entitled to;
- Signposting to specialist agencies and local support, and;
- Tenancy-related advice and guidance.

**Employment support:** Our Employment Service can help you find a job, access training, apprenticeships and more. For more info and support, contact our Employment Service by emailing [ESDepartment@abri.co.uk](mailto:ESDepartment@abri.co.uk) or calling **0800 432 0570**.

**Community pantries:** Helping you to access food at a fraction of the cost of supermarket prices, whilst also reducing waste. Our pantries are located at **Round About Café in Southampton, Café 1759 in Whitehill and Bordon**, and on the move with our **mobile pantry in Crewkerne**. The pantries are open to everyone, you simply need a local postcode to join. We also work closely with partners who provide similar pantries across our communities. Get in touch to find your nearest pantry.

## Other organisations

**Help for Households:** The Government's website lists all cost of living support available through the Government and includes hints and tips to reduce bills. [www.helpforhouseholds.campaign.gov.uk/](http://www.helpforhouseholds.campaign.gov.uk/)

**Too Good to Go:** Save waste and money by getting bags of unsold food at discounted prices [www.toogoodtogo.co.uk](http://www.toogoodtogo.co.uk)

**Olio:** Share or collect unwanted food from your neighbourhood and items to borrow from neighbours like hoovers, tables and chairs. [www.olioex.com](http://www.olioex.com)

**Citizens Advice:** Provide free confidential advice by calling **0800 144 8848** or visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Your local authority:** Speak to your local council to find a warm space or local foodbank in your area.

**Looking after your pet:** If you're struggling to feed or look after your pet speak to the **RSPCA** on **0300 123 0650** or the **PDSA** on **0800 917 2509** for help accessing food or paying vet bills.

## Help with energy bills

Contact your energy supplier, some have hardship schemes for those in debt.

**Charis Grants:** Launched to support those struggling with energy bills. Visit [www.charisgrants.com](http://www.charisgrants.com) or call **01733 421 021**.

**Energy Saving Trust:** Offers hints and tips on cutting down your energy use and information on savings and grants available. [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

**Energy Helpline:** Gives advice and tips on switching suppliers and what options are available to you. [www.energyhelpline.com](http://www.energyhelpline.com) or **01204 916 135**.

**National Energy Action:** A charity working to end fuel poverty. [www.nea.org.uk](http://www.nea.org.uk) or **0800 304 7159**.

**Simple Energy Advice:** Provides impartial and independent advice service. [www.simpleenergyadvice.org.uk](http://www.simpleenergyadvice.org.uk) or **0800 098 7950**.



## Other ways to save

**Supermarket loyalty cards:** Savings on everyday items.

**Discount codes:** Search for discount codes before making online purchases.

**Insurance:** Use comparison websites to make sure you're getting the best price for your home, pet, or car insurance.

**Health care:** If you visit an NHS dentist or pay for repeat prescription medication you may be entitled to free support. Visit [www.gov.uk/help-nhs-costs](http://www.gov.uk/help-nhs-costs) or speak to your provider.

Have you considered a mutual exchange? If you feel your home is bigger than you need, downsizing could help reduce your bills. Visit **Homeswapper** ([www.homeswapper.co.uk](http://www.homeswapper.co.uk)) to find somewhere near you.

## Tenant Satisfaction Measures: results in full

These are the same results that we've shared throughout the report, just displayed differently. Under the 'how was this measured' column you'll either see a Q followed by a number, or 'MI.' The Q and number refer to the survey questions we asked customers, you can see how these were worded on pages 22 and 23. 'MI' refers to management information, this is data that Abri collects internally about our performance.

Tenant Satisfaction Measure	How was this measured?	Rental customers	Shared owners	
<b>Overall satisfaction</b>				
TP01	Overall satisfaction with the service provided by the landlord	Q1	75.0%	62.7%
<b>Keeping properties in good repair</b>				
TP02	Satisfaction with repairs completed in last 12 months	Q3, Q4	76.2%	
TP03	Satisfaction with time taken to complete most recent repair	Q5	68.8%	
TP04	Satisfaction that the home is well-maintained	Q7	76.3%	
RP01	Homes that do not meet the Decent Homes Standard	MI	0%	
RP02	Repairs completed within target timescale (emergency)	MI	97.9%	
RP02	Repairs completed within target timescale (non-emergency)	MI	95.5%	
<b>Maintaining building safety</b>				
TP05	Satisfaction that the home is safe	Q8	81.8%	79.7%
<b>Safety checks</b>				
BS01	% gas safety checks completed	MI	99.9%	
BS02	% fire safety checks completed	MI	99.1%	
BS03	% asbestos safety checks completed	MI	98.9%	
BS04	% water safety checks completed	MI	96.4%	
BS05	Lift safety checks	MI	89.9%	
<b>Respectful and helpful engagement</b>				
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	Q9	63.6%	48.4%
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	Q10	74.4%	72.2%
TP08	Agreement that the landlord treats tenants fairly and with respect	Q11	81.4%	74.0%
<b>Effective handling of complaints</b>				
TP09	Satisfaction with the landlord's approach to handling of complaints	Q14, Q15	34.9%	36.2%
CH01	Number of Stage 1 and Stage 2 complaints received per 1,000 homes	MI	S1: 78.4 S2: 20.9	S1: 44.2 S2: 13.7
CH02	% of complaints handled within the complaint handling code timescales (Stage 1 and Stage 2)	MI	S1: 62.2% S2: 33.4%	S1: 62.6% S2: 37.0%

## Tenant Satisfaction Measures: results in full - continued

Tenant Satisfaction Measure	How was this measured?	Rental customers	Shared owners	
<b>Responsible neighbourhood management</b>				
TP10	Satisfaction that the landlord keeps communal areas clean and well-maintained	Q16, Q17	61.3%	56.6%
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods	Q18	63.5%	49.5%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Q19	57.3%	43.9%
NM01	Number of anti-social behaviour cases per 1000 homes (all cases)	MI	57.8 (across all homes)	
NM01	Number of anti-social behaviour cases per 1000 homes (hate crime only)	MI	1.7 (across all homes)	

## Additional questions

We used the survey to ask customers three additional questions that do not contribute towards our Tenant Satisfaction Measure performance figures.

Questions	How was this measured?	Rental customers	Shared owners
Generally, how satisfied or dissatisfied are you with the way Abri deals with repairs and maintenance (for those customers who have not had a repair in the last 12 months)?	Satisfaction scale 1 - 5	71.6%	
How strongly would you agree or disagree with the following statement "I trust Abri to do what they say they will do"?	Agreement scale 1 - 5	66.0%	56.4%
How satisfied or dissatisfied are you that Abri is easy to deal with?	Satisfaction scale 1 - 5	75.7%	62.0%

## What questions did we ask?

Here are the questions that we asked to determine each of our Tenant Satisfaction Measure figures. Depending on the services we provide, some questions were asked to all customers, and some only to our rental customers. Customers were also able to pick 'Not Applicable / Don't know' when answering questions.

Most questions asked customers how satisfied they were. The options for these questions are below. We've referred to this as the 'satisfaction scale 1-5'.

- **Very satisfied (5)**
- **Fairly satisfied (4)**
- **Neither satisfied nor dissatisfied (3)**
- **Fairly dissatisfied (2)**
- **Very dissatisfied (1)**
- **Not applicable / don't know**

A small number of questions asked customers to what extent they agreed with a statement. The options for these questions are below. We've referred to this as the 'agreement scale 1-5'.

- **Strongly agree (5)**
- **Agree (4)**
- **Neither agree nor disagree (3)**
- **Disagree (2)**
- **Strongly disagree (1)**
- **Not applicable / don't know**

## The survey

	Which customers did we ask?	What was the question?	What were the answer options?
Q1	All customers	Taking everything into account, how satisfied or dissatisfied are you with the service provided by Abri?	Satisfaction scale 1 - 5
Q2	All customers	Please could you provide a reason for your answer?	
Q3	Rental customers	Has Abri carried out a repair to your home in the last 12 months?	Yes No
Q4	Rental customers who answered 'yes' to Q3	How satisfied or dissatisfied are you with the overall repairs service from Abri over the last 12 months?	Satisfaction scale 1 - 5
Q5	Rental customers who answered 'yes' to Q3	How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	Satisfaction scale 1 - 5
Q6	Rented customers who answered 'no' to Q3	Generally, how satisfied or dissatisfied are you with the way Abri deals with repairs and maintenance?	Satisfaction scale 1 - 5
Q7	Rental customers	How satisfied or dissatisfied are you that Abri provides a home that is well maintained?	Satisfaction scale 1 - 5
Q8	All customers	Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Abri provides a home that is safe?	Satisfaction scale 1 - 5
Q9	All customers	How satisfied or dissatisfied are you that Abri listens to your views and acts upon them?	Satisfaction scale 1 - 5
Q10	All customers	How satisfied or dissatisfied are you that Abri keeps you informed about things that matter to you?	Satisfaction scale 1 - 5

	Which customers did we ask?	What was the question?	What were the answer options?
Q11	All customers	To what extent do you agree or disagree with the following: "Abri treats me fairly and with respect"?	Agreement scale 1 – 5
Q12	All customers	How satisfied or dissatisfied are you that Abri are easy to deal with?	Satisfaction scale 1 - 5
Q13	All customers	How strongly would you agree or disagree with the following statement: "I trust Abri to do what they say they will do"?	Agreement scale 1 – 5
Q14	All customers	Have you made a complaint to Abri in the last 12 months?	Yes No
Q15	Customers who answered 'yes' to Q14	How satisfied or dissatisfied are you with Abri's approach to complaints handling?	Satisfaction scale 1 - 5
Q16	All customers	Do you live in a building with communal areas, either inside or outside, that Abri is responsible for maintaining?	Yes No
Q17	Customers who answered 'yes' to Q16	How satisfied or dissatisfied are you that Abri keeps these communal areas clean and well maintained?	Satisfaction scale 1 - 5
Q18	All customers	How satisfied or dissatisfied are you that Abri makes a positive contribution to your neighbourhood?	Satisfaction scale 1 - 5
Q19	All customers	How satisfied or dissatisfied are you with Abri's approach to handling anti-social behaviour?	Satisfaction scale 1 - 5
Q20	All customers	Have you experienced anti-social behaviour in your neighbourhood in the last 12 months?	Yes No

# We value your feedback

Your input will help us to improve future editions.

Please share your thoughts on this report. Your input will help us to improve future editions.

[www.surveymonkey.com/r/AbriAnnualReport](https://www.surveymonkey.com/r/AbriAnnualReport)

If you would like this report shared in a different language or format, please get in touch.



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[www.myabri.co.uk](http://www.myabri.co.uk)



Creating communities,  
empowering lives