

Abri

Creating communities,  
empowering lives

# Customer Annual Report

2024-2025



# Welcome to our 2024-2025 Customer Annual Report

Our priorities have been focused on delivering excellent services, building strong local relationships, and supporting sustainable communities. We've continued to invest in your neighbourhoods as well as making improvements to the services you receive, based on what matters most to you.

## A year of opportunity as we grow

This year, we welcomed Octavia to the Abri Group\*, with both of our boards and Octavia's shareholders agreeing that together we'll be a better organisation, with the opportunity to improve services for customers.

The partnership will unlock greater investment in our housing and support services as well as see us take on more than **5,000** social and affordable homes in London. With you, our customers, at the heart of our business, this growth will enable us to do more and give those living in Octavia's homes the services they deserve.

Moving into London sees us creating a fourth region as we roll out our regional housing model approach to housing management. The model has you at its core. And it forms part of our commitment to not only local leadership and insight, but also to local ownership and accountability. We'll explain more about this later in the report.

## Consumer standards for housing associations

In April 2024, the Regulator of Social Housing introduced a set of Consumer Standards with the aim of making sure you have a safe, secure, and well-maintained home, with clear communication and good service from your landlord.

These standards align with our objective to manage our business to the highest standards through investing in our homes, getting really good at customer service, and creating thriving communities. In this report, we'll share examples of how we're meeting these standards through the services we provide to you.



## Our customers shaped this report

We worked with a group of customers in developing the style of this report. The group also told us they'd like the report to focus on the highlights this year, with more graphics and fewer words.

Please let us know what you think of this shorter-style report with a greater emphasis on the differences we've made for you and your communities.

**Ralph Facey**  
Chief Operating Officer



We value your feedback, so please share your thoughts on this report. Your input will help us to improve future editions.

\*Octavia joined the Abri Group in December 2024 and at the time of creating this report remains a subsidiary. This means this report only covers Abri services.

# Shaping this report

*"We worked with Abri to create a report that we think covers what customers want to hear, and is centred on how Abri is performing and has done to support customers this year. We felt the report should focus on:*

- Abri's performance and what has been achieved this year
- How the business allocates financial spend in our homes and communities
- How customer feedback has been adopted and has made positive change
- More opportunities to shape services through our resident involvement

*"We recognise that people will like a report in different formats, so we wanted to see a report that leans in on what matters most.*

*"We know that you want to hear most about what happens where you live, so we also shared feedback generally about how Abri's communications should be delivered with a more local lense, which is something being taken into the new financial year with a regionally focussed customer update.*

*"We hope you enjoy reading this year's highlights and finding out more about ways you can get involved with shaping Abri's services through its resident involvement panels."*

- **Jeanette, shared owner, Southampton**
- **Lorraine, rental customer, Fordingbridge**
- **Shanie, rental customer, Portsmouth**
- **John, independent member, Lymington**
- **Sarah, independent member, Brockenhurst**

# Knowing our customers

Earlier this year we launched a new research series called 'Get to Know', and the first project was focussed on understanding you, our customers. This research highlights customer demographics, household make-up, property types and operational differences, showing how location really impacts you and the services you receive from us.

As we continue to move forward with our regional model, it's important that we understand how regional differences affect your needs. The insights in the first of the 'Get to Know' series are key to helping us better serve our customers across the diverse geography we operate in. This work supports our commitment to a large but local approach, helping us to make insight-driven decisions on our services, responding to the unique challenges of each region.

## South

- This region has the highest proportion of shared ownership homes of our three regions
- Your average age is younger here, with more customers aged **16-34** than the other regions
- These neighbourhoods have the highest number of households with children

## South East

- Almost half of you living in this region live alone
- We have lots of leasehold properties here, which make up one of the biggest proportions of our homes.
- On average, you stay living in your home longer if you live in our south east region.

## South West

- This region has the most income equality, which means that people living in this area have similar amounts of money
- This area has the highest proportion of renters
- It's also where the most customers aged **65** and above live out of all three regions

**£10,533,770**  
social value generated

**833** mutual exchanges completed

**958**  
We built new homes

**97.2%**  
satisfaction with our sales process

**93.5% satisfaction**  
with response repairs

**93.0% satisfaction**  
with our customer contact services

We carried out energy efficiency work at **642 homes**



**1,669**  
empty homes re-let

**£7.7m**  
additional income secured by Tenancy Support Services

**92.3%**  
satisfaction with planned works and installations

**835,1** new bathrooms and kitchens

**2,175** cases of **Anti-Social Behaviour managed** in our **communities**

**77.7%**  
of complaints resolved at the first point of contact



**3,230**  
estate inspections

We built **480** shared ownership homes

We built **55 homes** for outright sale

**234** people supported into employment

**£3,933,000**  
community grant funding invested in our communities

We built **423** new affordable and social rent homes



**165,477**  
responsive repairs completed

**£4.6m** spent on fire safety measures

\*These figures demonstrate operational performance and are different to our Tenant Satisfaction Measures scores detailed at the end of this report.

# Focusing on what matters where you live

**We’re working towards a new regional way of working. Our regional housing model has the service we provide you at its core. It forms part of our commitment to not only local leadership and insight, but also to local ownership and accountability.**

It was clear from the feedback from both Abri and Silva customers during the consultation for Silva Homes joining the Abri group that our plans for a regional housing model, centred around a large but local approach, would be the best way to respond to a challenging operating environment and, most importantly, deliver the very best service for our customers.

That’s why, in April 2024, we launched our first regional strategy for our south east operating area. As a growing organisation, the strategy keeps us rooted in our communities and helps us meet the diverse needs of our customers by focusing on key service areas like housing, community investment and performance, with the overall aim of improving customer satisfaction for those of you who live in our homes in the region - that’s roughly **28,000** of you.

*“I’m excited about what we can achieve for our customers in the region, creating a customer dividend to invest in services that make the biggest difference to our customers’ lives and making the most of our collective experience to make this new approach a success for all customers.”*



**Dasos Christou**  
Regional Managing  
Director South East

## The strategy is made up of five priorities:

- Customer insight and service improvement
- Targeted community investment and stakeholder engagement
- Strong leadership and colleague engagement
- Supporting and influencing group strategy, investment and performance
- Integrating systems, policies and processes

## This means we aim to:

- Build our insight into the needs and priorities of those of you living in the south east region
- Target reinvestment of efficiency savings (the ‘customer dividend’) on a programme of service improvements based on priorities identified through customer consultation
- Make sure regional customer needs and priorities are understood by, and inform, providers of customer services that are delivered in the region, but managed centrally, and the central services that support the region
- Improve overall customer satisfaction with our services in the region
- In the region, we’ll have a programme of service improvement, reinvesting efficiency savings on customer priorities highlighted in our partnership customer consultation from when Silva Homes joined the Group, and through the informal engagement opportunities like the ones we’ll highlight in this report. This is how we’re focusing on getting things that matter most to you right first time.

In support of our model, we’ve created a customer panel to give south east customers a strong voice advocating for those who live in our homes in the region. The panel is designed to empower customers to influence and shape decisions, playing an important role in making sure that our customers’ voices are always heard.

## The customer panel will:

- Help us understand local differences in need and priority by sharing insight, experiences and feedback to help us understand what matters most to our customers in each area. This’ll ultimately shape how we manage the services and experience our customers receive in each region
- Increase our understanding of the needs of our diverse communities to be sure our homes and services are inclusive
- Monitor progress on the delivery of key customer priorities and performance

*“I’m very excited to be leading Abri’s south east regional customer panel as Chair. We set the panel up in 2024, and we’ve been getting to know managers and their teams and sharing our views and opinions on Abri services. This makes sure the regional strategy reflects real customer experience and reflects what really matters. Working with the local leadership team, we hear their plans and give our opinions; learning about achievements and helping to shape priorities for the future.*

*“Based on the success of the customer panel for the south east region, Abri is setting up similar panels for its south and south west regions in 2025. I’m looking forward to working with and supporting the new Chairs to make sure that more customers’ voices are being heard and impact their regions to shape services and make a real difference.”*



**Joanna Smith**  
Chair of the South East  
Regional Customer Panel

## What’s happening next?

Into 2025, we’ll be rolling out our regional housing model throughout the south and south west regions too. This means there’ll be more of our Housing Partners out and about, sorting what matters to you. With smaller patch sizes to support, our Housing Partners will be able to gain better knowledge of our customers and the communities you live in. They’ll get to know what matters most to you, understand what sort of issues you might be experiencing, and what you expect from us.

The Housing team will be responsible for managing housing and tenancy matters and will be your main point of contact for everything from estate inspections, and tenancy queries, to low level community nuisances. And as part of these regional changes, our Community Safety team will also now be operating in all our regions. They’ll be able to support you with things like anti-social behaviour and domestic abuse.

This means you may find that you have a new Housing Partner for your area. You can find out who your Housing Partner is by logging into My Abri.





The Tenant Satisfaction Measures (TSMs) were introduced in April 2023 as part of a new system developed by the Regulator of Social Housing (RSH) to assess how well we’re doing at providing good quality homes and services.

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

- Providing visibility, letting tenants see how well their landlord is doing.
- Enabling tenants to hold their landlords accountable
- Giving the RSH insight into which landlords might need to improve things for their tenants.

The TSMs are split into five themes:



Respectful and helpful engagement



Responsible neighbourhood management



Keeping properties in good repair



Effective handling of complaints



Maintaining building safety

The TSMs help us understand what we’re doing well and where we need to improve and puts our customers at the heart of decision making. Our new regional housing model approach will empower teams to improve customer satisfaction within their localities, using the results from these surveys to understand where our focus needs to be.


You can find the full table of TSM results at the end of this report. You can also find our results on our website by [clicking here](#).

# 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 you and your feedback to make sure we’re delivering great services.

## How are we doing?


Our Tenant Satisfaction Measures scores tell us:



65.2% of rented customers and 44.1% of shared owners are satisfied we listen to your views and act upon them



79.6% of rented customers and 66.7% of shared owners are satisfied we treat you with fairness and respect



75.0% of rented customers and 64.1% of shared owners are satisfied we keep you informed about things that matter to you

There are so many ways you can get involved to shape our services, from responding to one-off surveys to more formalised opportunities like joining our Resident Scrutiny Panel. There are different options depending on how much time you want to spend working with us, whether that’s as little as five minutes.

| Co-regulation                                     |  |   |  |   |
|---|--|---|--|---|
| National issues. Government policy and regulation | Holding Abri to account on its commitments   | Everything that Abri does in my region  | Something specific that Abri does  | Something specific that Abri does   |
| NATIONAL TENANT PANELS                            | SCRUTINY <ul style="list-style-type: none"><li>• Looking back</li><li>• Check and test</li><li>• Accountability</li><li>• Strategic overview</li></ul> | REGIONAL CUSTOMER PANELS <ul style="list-style-type: none"><li>• Parity</li><li>• Performance</li><li>• Priorities</li><li>• Planning</li></ul> | CUSTOMER SAFETY PANEL <ul style="list-style-type: none"><li>• Customer lens on compliance</li><li>• Priorities</li><li>• Assurance</li><li>• Quality</li></ul> | COMPLAINTS REVIEW PANEL <ul style="list-style-type: none"><li>• Customer lens on complaints</li><li>• Advocacy</li><li>• Resolutions</li><li>• Lessons learnt</li></ul> |

| Co-creation  |  |   |
|--|--|---|
| Something specific that Abri does  | My estate or neighbourhood – what Abri does  | My estate or neighbourhood – what everybody does  |
| SPECIAL INTEREST GROUPS <ul style="list-style-type: none"><li>• Task and finish</li><li>• Understanding customer perspectives</li><li>• Solutioning together</li></ul> | LOCAL GROUPS <ul style="list-style-type: none"><li>• Local focus/ champions</li><li>• Understanding customer perspectives</li><li>• Solutioning together</li></ul> | COMMUNITY INVESTMENT <ul style="list-style-type: none"><li>• Employment, empowerment and health and wellbeing</li><li>• Initiatives</li><li>• Partnerships</li><li>• Volunteering</li><li>• Capacity building</li></ul> |

If you’d like to hear more about these opportunities, you can get in touch with us.

You can email [resident.involvement@abri.co.uk](mailto:resident.involvement@abri.co.uk) or call 0300 123 1567.

# Our Resident Scrutiny Panel

Working with our customers to improve the services and experience we deliver is really important to us. Our Resident Scrutiny Group (RSG) supports us in doing this by reviewing our services and performance.

They make sure we're doing everything we should be, which includes monitoring our performance and decision-making process. They also use their findings to make recommendations for improvements and provide support where it's needed. The group follows the progress of changes and improvements through regular follow up reviews.

**"The Resident Scrutiny Group is an independent group of Abri residents who are passionate about making recommendations to improve the overall customer experience.**

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

**"It's been another busy year for the group. We've completed several reviews, examined performance and complaints, and held the Abri Board to account through our twice yearly co-regulation events. We've been spreading the word about the group and are in the middle of signing up new members.**

**"It's a privilege to be involved in the group and to work with others who are passionate about working on behalf of customers and helping make Abri the best it can be."**



**Andy Frost**  
Chair of the Resident Scrutiny Group

## This year, the Resident Scrutiny Group carried out two main reviews:

### Improving energy standards of existing properties

This year, the group reviewed the customer journey for our retrofit programme of works, supporting our ambition to invest more sustainably in our homes. Five recommendations were made, including using the term 'energy efficiency works' instead of retrofit and more collaborative working with Housing Partners to support customers having works done at their home.

All the recommendations were agreed to and adopted, making it one of the highest recommendation implementation reviews ever completed by the RSG. This review also produced a video of the report findings, recommendations, and comments from our retrofit team all about how the review took place to improve the process for our customers.

### uPVC process and communications

The group looked at communications sent by Abri and our contractors for our uPVC programme, for areas where we're installing new windows and doors. This review is in the final stages and will be published soon.

### Reducing our wait times for repairs

Back in 2021, our Resident Scrutiny Group recommended the timescales for completing repair jobs should be trialled, with the aim of reducing the timescales for routine repairs.

At the start of 24/25, the average time to complete a repair was **27.9 days**. By the end of 24/25 the average time to complete a repair reduced to **19.1 days**. We always offer the first available appointment to reduce the amount of time you have to wait for works to your home.

### Sounding Board

The Resident Scrutiny Group is supported by a Sounding Board. This is 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 a Scrutiny Sounding Board (SSB) member this year, as we launch a quarterly update newsletter and invite SSB members to join project groups and observe RSG monthly meetings.

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

# More ways you’ve shaped our services this year

## Anti-social behaviour policy consultation

In January 2025, we reviewed how we manage ASB in our communities to make sure we’re meeting our customers’ expectations and handling reports in the most appropriate way. We asked customers how they feel about our approach to managing ASB and whether they think our timescales to give updates are reasonable.

To do this, we set up a survey to get customers’ views on our ASB policy and procedure. We received **3,581** responses, and we’re now working on developing our policy and procedure in line with our regional focus based on what our customers told us in this consultation. We’ll be sharing these changes with you soon.

## Rent increase and communications workshop

In December 2024, we hosted two rent workshops with customers and asked for their views about our annual rent increases for 2025. In these workshops, we shared how rent increases are governed and calculated, how we use rental income, and the support offered and provided to people facing financial difficulties.

On the topic of how we communicated this, customers in the workshops told us that they didn’t like the term ‘not for profit’ as it didn’t feel genuine and that the letter was very long. They proposed having more of the additional support information go in a leaflet to make the amount of information less daunting in letter format. The customers at the workshop also told us we need to make better use of offline methods to share our support for customers who are struggling, but it’s great that we already have a lot of support information online.

With this feedback, we created a new rent booklet as an enclosure to the lengthy statements you receive about your new rent. It explains what you need to do with the information and how to access support as well as sharing more reminders about making changes to your rent account when you need to take action.



## Enhancing security in our neighbourhoods

In February 2024, we wrote to many of our customers to let you know that we intend to enter into a Qualifying Long-Term Agreement (QLTA) for security service and maintenance requirements across many of our neighbourhoods. This includes CCTV, access control and intruder alarms.

QLTAs are used to ensure we have the right contracts in place to meet our needs; while also ensuring we get the best value for money. That’s why we consulted with everyone who pays variable service charges that lives in a building with a communal space before approaching the market to find a new supplier.

The themes of the feedback were around the running costs of the systems, how energy efficiency will be considered, as well as sustainable energy sources, and whether we can share the description of works in different formats in the next stages of the process.

Our next steps will involve running a tender process to find the most suitable supplier for our needs, considering both quality and price. This’ll take place later in 2025.

# What’s coming up next year?

While our priorities can change throughout the year, we’re planning to carry out reviews and consultations about allocations and lettings, chargeable works, complaints, permissions, pets, rent setting, consultations, resident involvement, pests, and shared ownership, to name a few.

## Could you start a residents’ group where you live?

Residents’ groups 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’d like to make a reality but need a helping hand for, or simply want to build community spirit in your area, then get in touch.

We have a residents’ group at our Independent Living scheme, Bishops Court, in Chard, where many customers have difficulty getting out an about as it’s in an area with limited transport links. Here, the association has transformed the communal garden, making it much brighter and full of flowers and vegetables, and secured funding to add a shed and patio. Those living there says it brightens their day and has had a positive impact on their mental health

To act as the voice of our customers, we have a residents’ group at Sawyers Close in Windsor. The group has been up and running for year and voices concerns and signposts information to others living at the scheme. They work with us on our regular communications to the block and promote events and activities taking place in the community

We can support you in setting up a new residents group or reigniting an old group. We can support in all sorts of ways, from helping your group to get off the ground, to making an official association with a chair, secretary and treasurer, to applying for funding opportunities. Reach out to us to find out more.

- Email us at [ciadmin@abri.co.uk](mailto:ciadmin@abri.co.uk)
- Call us on 0300 123 1567

## 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. Right now, 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 find the right opportunity for you.

- Email us at [resident.involvement@abri.co.uk](mailto:resident.involvement@abri.co.uk)
- Call us on 0300 123 1567




# 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.

## How are we doing?


### Our Tenant Satisfaction Measures scores tell us:



**76.2% of customers were satisfied with their repair completed in the last 12 months**



**98.7% of emergency repairs were carried out on time**



**94.7% of non-emergency repairs were carried out on time**

### Our commitment to customer service

Did you know we have customer leads in our repairs team? We think these colleagues play a vital role in driving excellent customer service when it comes to maintaining our homes. They also work closely with customers who have vulnerabilities or complex repair issues. The customer leads play an important role in keeping you up-to-date on the status of complex or challenging repair works.

As well as this, the team will reach out if you've told us you're dissatisfied with our service to make sure we can aim to be better by making changes or providing extra support. So, they play a big part in making sure we offer quality homes and services.

As well as reporting on Tenant Satisfaction Measures, we get instant feedback by text message surveys sent to you after we carry out repairs at your home. In 24/25, we received **10,049** completed surveys from you, with **93.5%** satisfaction with responsive repairs appointments after the work was complete. We also received **626** surveys after our installations like kitchens and bathrooms, which told us **92.3%** of you were satisfied with the work at your home. This helps us improve our services more quickly by getting real-time feedback from you.

## Investing in our homes

### Case study: Windsor Court, Southsea

People living at Windsor Court had reported leaks, so this year we carried out a roof replacement along with replacing the original wooden fascias, soffits and cladding. At the same time, we completed internal redecorations to bring the block back to life with a new lick of paint. In total, we invested **£43,092** on these works.

### Case study: Normandy Street, Alton

We needed to carry out some block repairs to the render on the building and take away a lot of the algae on the walls as part of the preparation for a repair project. Afterwards, we carried out a full redecoration, including painting the wooden sash windows, colour-matching them to the original buildings. At the end of the works, we restored the building's sign to make it easier to read. We've had some great compliments from customers living there and our neighbours next door. In total, these works cost us **£11,828**.

## Making our homes more sustainable

This year, we secured more than **£23** million from the Warm Homes Fund to improve the energy efficiency of **2,800** homes over the next three years, which will help make our homes warmer, more comfortable, and more affordable to heat, providing much-needed support during a time of rising energy costs.

Our energy efficiency upgrades will include improved insulation, double glazing, solar panels, and cleaner heating systems. These measures will not only reduce energy bills but also contribute to the UK's transition to net zero by lowering carbon emissions.

Our retrofit roadmap sets out that all homes will be EPC Band C by 2030 and net zero by 2050. This year, we've carried out energy efficiency works at **630** homes and had **403** in progress at year end. These works will help make our customers' homes warmer, more affordable to heat, and lower carbon emissions to meet our net zero commitments.

## Here are some ways we've made our existing homes more energy efficient:

- A customer in Chard who had solar panels and loft and cavity wall insulation installed where they lived said their home usually stays a steady **19 degrees**, instead of dropping to **17 degrees** as it did before. This means they've already seen savings in their electricity bill.
- Another customer in Winsham who had solar panels and loft and cavity wall insulation installed at their home has also seen reduced energy costs, as well as realising the impact these improvements are having in reducing their carbon footprint.
- For another customer in Merriott where we've installed solar panels along with loft and cavity wall insulation, they've seen a reduction in energy costs without changing their usage habits. They're now looking for the best tariff for a home with solar panels to get the most out of their exported energy.
- For a customer in Yeovil who had solar panels installed six months ago, they're saving an average of **£15** per week on their electricity. Before having them installed, their electrical appliances cost them **£40** per week on a key meter, but this is now down to **£25** per week because of the electricity created by their solar panel system.

This year, **35** of our customers who've benefitted from our home energy efficiency investment shared their monthly electricity costs with us. Every one of them we spoke to said they saved on their monthly electricity bills – the average being a **46%** saving.



# Maintaining building safety

Making sure our 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.

## How are we doing?

Our Tenant Satisfaction Measures scores tell us:



We’re working hard to reach 100% for all of these measures. Later in the report you can find out more about how we’re achieving access for these essential appointments.

As part of our commitment to keeping you safe, here are the preventable measures we take to make sure that our homes are safe and that the risk of harm from fire is reduced. These include:

- An independent fire safety assessment of communal areas of blocks of flats supplemented by monthly inspections by our colleagues, including a visual check of fire safety arrangements
- Additional fire risk inspections carried out by our dedicated Fire Risk Assessment Estate Wardens
- Our partnership with the Hampshire Fire & Rescue Service, our primary authority for fire safety, who provide fire safety advice to us.
- in our high-rise blocks, we organise fire safety awareness events alongside the fire service
- Our zero-tolerance policy on leaving objects in corridors and stairwells that could either cause a fire or obstruct escape routes
- Spot checks of corridors, bin stores and any other locations where a fire could break out
- An annual programme of gas safety checks for every one of our homes

### Case study: Berry Court

In June 2024, we completed a **£4.3 million** project to upgrade the cladding at Berry Court in Bournemouth. The work was carried out to make sure the building meets the latest fire safety standard. The work was not without its challenges given the complexity of completing works on a building with the unique design of Berry Court, while those living there remained in their homes. During the works, a Waking Watch patrolled the building as an extra safety measure to alert everyone if there was a fire.

While carrying out the upgrade, there were changes in legislation with the Building Safety Act coming into effect. We adapted the works to be compliant with the guidance, making the safety of our customers our priority.

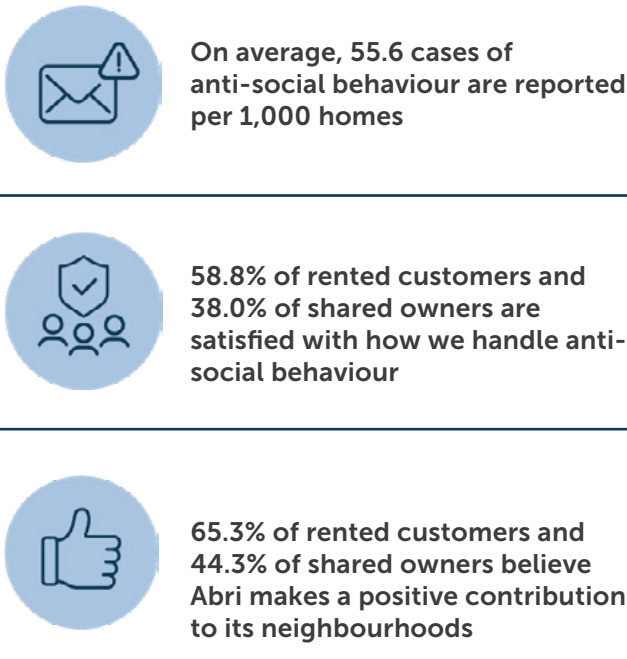
# Responsible neighbourhood management

While repairs and maintenance are key parts 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 you find a home that meets your needs, supporting you to sustain your tenancies, finding ways that you can keep your independence for longer, or making our neighbourhoods safer.

Well maintained, clean, and safe spaces make people feel good about the place they live. That’s why our Neighbourhood Policy and Procedure sets out how we manage our neighbourhoods and communal spaces, to create environments where communities can thrive.

## How are we doing?

Our Tenant Satisfaction Measures scores tell us:



## Estate inspections

We carry out monthly estate inspections of all the neighbourhoods where we have homes. In some areas where we have lots of properties, we invite you to join us on these estate walkabouts. This year, we carried out **3,230** estate inspections and **727** of them involved customers.

These visits are a chance for us to check on the condition of the area, pick up on any issues like fly-tipping, abandoned vehicles and general tidiness, along with getting out in the community to chat with you.

## Here are some ways we’ve enhanced our neighbourhoods after an estate inspection:

- Plans were approved for a new pathway at Jenner Way in Alton to aid pushchairs and mobility scooters
- We removed dilapidated sheds at Givle Close in Yeovil and will be talking to those who live there to decide how else we can use the space
- We carried out line painting on the road to maximise parking spaces at Chaffinch Gardens in Bracknell
- We installed new bin covers at Sawyers Close in Windsor to prevent fly-tipping
- Parking scheme signs have been placed around Sorbus House in Wokingham

## How can I get involved in a future estate walkabout?

If you live in an area where we’ll be carrying out an estate walkabout, you’ll receive an invitation by letter. While we’d love to have you all join us, we unfortunately can’t include everyone. So, we send invitations to customers living in the most condensed area of the neighbourhood.

There’s plenty of other ways you can get involved though. From Community Action Days to focus groups, we’re always open to involving customers in any way we can. If you’d like to hear more about these opportunities, you can get in touch with us.

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

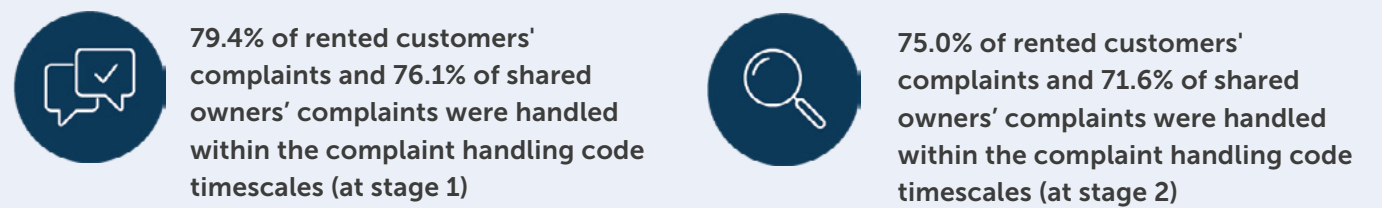
Call us on 0300 123 1567

# 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 to get the best outcome.

## How are we doing?

Our Tenant Satisfaction Measures scores tell us:



We view customer complaints as a learning opportunity, as we put things right where things have gone wrong. We want our customers to have confidence that we listen, learn and take action. Our aim is to provide a fair and effective resolution to any complaint and use the learnings to drive service improvements.

We have a dedicated dispute resolution function responsible for managing all Housing Ombudsman Service requests for information and action on behalf of the Group. This department works closely with our legal colleagues to collate information and to report to our governance forums, recommending steps that need to be taken to make things right for our customers.

We also carry out extensive analysis to learn from our customer complaints, to inform service improvements and drive customer-led change.

## Here are a few ways we've improved our services this year

### Noise transference

- Since the pandemic, Abri receives more than **200** complaints a year related to noise disturbance
- This year, we changed how we investigate noise complaints to determine whether they're anti-social noise nuisance or day-to-day noise transfer
- We've also improved our communication to make sure you're aware of our investigation and action plan to manage your expectations
- When homes above ground floor are re-let, they now include acoustic mats underneath white goods to reduce sounds caused by vibrations from devices like washing machines
- Where we're re-letting a property with a floor covering already in the home, we'll now assess the quality of the carpet left in the property and either clean it, allowing customer moving in to receive it as gifted, or we'll remove it in cases where it risks health and safety standards from being poorly fitted or any hard flooring is removed
- In our new build affordable rent flats, we now include carpets and the provision of acoustic mats for white goods where there's space to include them
- In 24/25, we've seen a **26%** reduction in noise complaints.

### No access

- Missed jobs frustrate you just as much as they do us. This is why we report on 'no access'. This can be down to the communication around the repair or because the job has been wrongly left a missed appointment card even when you're at home
- We held workshops to understand the main causes for concern around no access. We prioritised repairs and gas and electrical services
- To support with access, we introduced a new series of new SMS messages to our main tenant in the run up to the service taking place, meaning you get reminders and a chance to re-book if you need to
- For customers with particular needs, we offer additional contact before the appointment to explain the purpose of the visit and what would take place when we attended their property
- We've also asked our operatives to offer more information about the reason an appointment was missed, including the reason for no access, and confirmation that they'd waited for at least five minutes before abandoning the visit
- Our operatives are also asked to record more details about how they attempted to contact you and whether they reached a voicemail or advised you to rebook, as well as evidence that they issued a missed appointment card to your property by adding photographs to the job record of our notice at the front door
- Operatives can raise a welfare concern if something at a property gives them reason to do so. In cases like these, they follow our 'See Something Say Something' procedure
- In 24/25, we received an average of **31.25** cases of dissatisfaction related to no-access each month, a reduction of **16.7%** from the year before.

## 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 on 0300 123 1567.**

## How to compliment us or raise a complaint

There are different 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 on 0300 123 1567**
- **Write to us at Abri, Collins House, Bishopstoke Road, Eastleigh, Hampshire, SO50 6AD**
- **Speak to your Housing Partner or Independent Living Partner for where you live**



# More ways we've supported you this year

## Support with the cost of living

In October 2024, we sent a cost-of-living questionnaire to all our rented and shared ownership customers. We heard from **3,352** of you (**88%** of responses were from rental customers, **12%** shared owners) about how the increased cost of living in the UK is affecting you and your household.

### You told us:

- You're struggling with the cost of living, but it's improving since last year
- Your food, utilities and fuel are the biggest drivers of rising living costs
- Rent is becoming a bigger issue for you
- Many rental customers are struggling with everyday expenses
- Many shared owners are making cutbacks on essentials and borrowing more

The majority of respondents told us their cost of living is going up but it's getting better each year, and while it's still a struggle financially, more are finding things are starting to level out. But we still have support available to those who need it.

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 **£7.7 million** in potentially unclaimed benefits this year. We've also expanded the team to cover all of the regions where we have homes, along with specialist safeguarding support working alongside external agencies.

This year, we've supported **326** households with furniture and white goods in the last year. By supporting customers with white goods like a fridge freezer or washing machine, we've prevented **£371,775** of appliance poverty – this is calculated as the cost that would've been charged to buy fresh food daily for someone without a fridge, or the use of launderettes for a family without a washing machine.

### A step up on the career ladder

Our Employment Support Services can help you into employment or secure a better job, give you the confidence and skills to find a job, explore opportunities, or take that next step on the career ladder.

This year, we helped **234** people access employment opportunities. We work in partnership with local organisations, schools and colleges to create training, job and apprenticeship opportunities.

### Here are some of the ways we've helped customers this year:

- Daisy was struggling to find work; we helped her access a cleaning job opportunity
- We helped Sarah update her CV which was part of her application to secure a job on a naval base
- Matthew was facing financial hardship from being out of work, so our team helped him access support and signposted him to debt advice and social groups
- We helped David access a remote role which was well suited to him as he suffered from health complications
- We supported Mark, who experiences agoraphobia, into voluntary work.



## Our pantry community is growing

Our pantries offer food in the heart of the community at a fraction of the cost of supermarkets. They also serve as a meeting point for neighbours to say hello, an opportunity to meet new people, or volunteer to support the local community.

We have two local pantries based at our cafes - Café 1759 at Bordon and The Round About Café in Southampton. And we now have more than **800** members who stop by for a coffee and chat, and to see what's on the shelves.

**Amanda's a pantry member and volunteers with us too: "I've been a member of the Community Pantry since it opened. It's made me try new foods and things I wouldn't normally buy, or you can't find in shops.**

**"I like how each week there are different things available, and it's a surprise each time I do a shop. Sometimes there's really nice treats: one week there was a big multipack of fancy chocolate bars. I wouldn't normally buy them as they're expensive, but they were great for my kids and they loved them. I really like the freezer items as it helps me to plan what to cook each week which is important as I have a large family.**

**"Sometimes you can't get all the ingredients for a full meal from the pantry, but I use parts of it during the week and can do other shopping at the supermarket to make a full meal. Other times there are ingredients to make some simple, easy meals, especially things like pasta and veggie based dishes, which helps keeps my food costs down.**

**"When I come in to do my shop I chat to other pantry members and we share ideas of what to cook using the food available. I loved the addition of the cleaning products recently as they can be really expensive to buy, and no surprises they were snapped up quickly!"**

## Creating thriving communities

### Community Funding Panel

Did you know you can help us decide which local projects we support? To do this, you can join 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 including:



**Bracknell Home-Start** – supporting families and children under the age of five with practical aid and support



**Weymouth Food Bank** – offering access to fresh produce, supporting health and wellbeing for those in need



**Caring in Bristol** – a Christmas drop-in centre for people at risk of homelessness or facing food insecurity and isolation over the festive period, with a meal delivery on Christmas Day and Boxing Day for those who couldn't reach the centre



**Youth Options** – a Millbrook based engagement and wellbeing project running over the school holidays to support healthy lifestyles and positive choices



**Bridgwater Together** – run by the community council for Somerset as an annual multicultural celebration of the diverse communities in the town, with activities centred on culture and heritage, highlighting unique traditions



**Berkshire Women's Aid** – to fund a befriender service, supporting victims of domestic abuse through training volunteers to carry out welfare check-ins and offer essential support to survivors



You can find out more on our website, here: [www.abri.co.uk/what-we-do/community-funding](http://www.abri.co.uk/what-we-do/community-funding)



# Giving back to our communities

Did you know we ask our suppliers to "give something back" by way of a social value return? It's how we use our buying power to generate additional support for our customers and communities.

So, when we buy things, we make sure that organisation commits to giving back to our communities through social value, either through a monetary donation or in kind. This can be materials, funding, equipment, employment opportunities or volunteering hours. In the last year, we've supported projects with more than **£10.5 million** worth of social value funding.

## Here are some ways we've reinvested this money back into our communities:

### New mobile pantry in Bracknell

This year, we launched a new mobile pantry visiting areas of Bracknell Forest, thanks to social value funding of **£2,845** through our partnership with Travis Perkins. The pantry offers access to affordable food, supporting customers to feed their families while also signposting other services for those in need. It also helps reduce the amount of food going to landfills and helps people learn budgeting skills.

**One customer who visited the pantry commented:**  
*"The pantry really helped me. I used to struggle getting to the local shop for essentials due to my mobility, and it's saved me a lot of money."*

### A helping hand for those in need

The first year of a tenancy brings lots of stresses to those setting up their new home. The cost of furnishing a new home can cause some people to end up in spiralling debt, which is why we've worked with the charity SCRATCH to support those in need to furnish their homes, who wouldn't have been able to do so without our help. This work was supported by our social value commitment from City Plumbing, pledging **£5,000**, and has meant we're able to help up to **150** households through our furniture fund.

**One customer who accessed the support said:**  
*"When my fridge freezer broke down, I knew it would take me at least a year to save for one. Being on a low income means I just couldn't afford to buy fresh food every day for me and my three children, and having a freezer means I can budget better."*

**Another said:** *"We were able to get a washing machine two weeks before our first baby was born, which meant we could get his bedding and clothing clean and ready for his arrival without having to take our washing on the bus to our family living far away."*

### Sprucing up the garden at Castleman House

The outside space at Castleman House in Ascot got a new lease of life with the support of Travis Perkins through our social value fund.

Those living at the Independent Living scheme were asked how the garden transformation should take shape, with old and rotting raised garden beds taken away and replaced with new, long-lasting, brick raised planters. The residents now have more opportunities to use their green spaces at the scheme and to plant their own shrubs and vegetables. They now enjoy spending time outside in the nice weather, thanks to the project which was valued at **£5,800**.

**Pauline, who lives at scheme, said:** *"The garden looks really nice and growing veggies will save us a few pennies. It lifts our spirits and is good for everyone's wellbeing."*

### Great Orchard Wildflower Garden

In Ilchester, our grounds maintenance team planted a wildflower area and trees for all-year-round colour at our Independent Living scheme, Great Orchard, funded through our social value partnership with City Plumbing, pledging **£930** to the project. The ambition was to tidy up the area and encourage biodiversity, with input from those living at the scheme about what they'd like to see within their outdoor space. As part of this, we installed bug hotels, bat boxes and a hedgehog house.

**Joy, who lives at Great Orchard, said:** *"It's lovely to see this spare piece of land being put to good use as an eco-garden, which lots of us can see from the windows of our bungalows."*

### Junk orchestra serenades Southampton

We've supported junk orchestra members in Mansbridge to make their own music this year, thanks to **£8,000** from Travis Perkins for our social value fund. The money has provided tools and equipment for the group to make their own instruments out of items that would otherwise have been thrown away.

We know that music helps mental health, and by bringing the community together to form an orchestra it reduces social isolation by connecting people who share a love of music.

**One member of the junk orchestra said:** *"The group has really helped my mental health and to get me out of the house and feel more confident."*

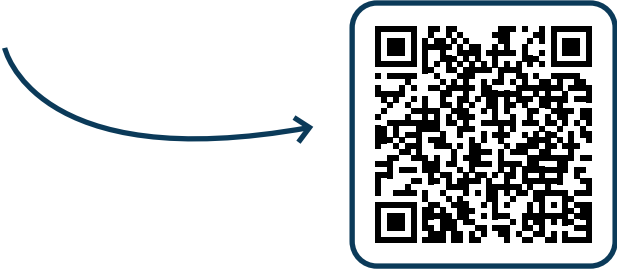




| Tenant Satisfaction Measure  | Low Cost Rental Accommodation (LCRA) | Low Cost Home Ownership (LCHO) |
|--|--------------------------------------|--------------------------------|
| Overall Satisfaction with Abri   | 74.5%                                | 52.4%                          |
| Keeping properties in good repair  |                                      |                                |
| Satisfaction with repairs completed in the last 12 months                              | 76.2%                                | N/A                            |
| Satisfaction with time taken to complete most recent repair                            | 69.9%                                | N/A                            |
| Repairs completed within target timescales (emergency)                                 | 98.7%                                | N/A                            |
| Repairs completed within target timescales (non-emergency)                             | 94.7%                                | N/A                            |
| Satisfaction that the home is well maintained  | 74.6%                                | N/A                            |
| % homes that do not meet the Decent Homes Standard                                     | 0.0%                                 | N/A                            |
| Maintaining building safety  |                                      |                                |
| Satisfaction that the home is safe   | 81.6%                                | 75.8%                          |
| % of due gas safety checks completed   | 99.9%                                |                                |
| % of due fire safety checks completed  | 99.3%                                |                                |
| % of due asbestos safety checks completed  | 90.0%                                |                                |
| % of due water safety checks completed   | 97.5%                                |                                |
| % of due lift safety checks completed  | 96.7%                                |                                |
| Respectful and helpful engagement  |                                      |                                |
| Satisfaction that the landlord listens to tenants views and acts upon them             | 65.2%                                | 44.1%                          |
| Satisfaction that the landlord keeps tenants informed about things that matter to them | 75.0%                                | 64.1%                          |
| Agreement that the landlord treats tenants fairly and with respect                     | 79.6%                                | 66.7%                          |

|  |       |       |
|--|-------|-------|
| Effective handling of complaints   |       |       |
| Number of Stage 1 complaints received per 1,000 homes                              | 69.9  | 54.2  |
| Number of Stage 2 complaints received per 1,000 homes                              | 20.4  | 19.9  |
| Satisfaction with complaint handling   | 41.3% | 23.4% |
| % of complaints handled within the complaint handling code timescales (Stage 1)    | 79.4% | 76.1% |
| % of complaints handled within the complaint handling code timescales (Stage 2)    | 75.0% | 71.6% |
| Responsible neighbourhood management   |       |       |
| Satisfaction that the landlord keeps communal areas clean and well maintained      | 66.6% | 44.9% |
| Satisfaction that the landlord makes a positive contribution to neighbourhoods     | 65.3% | 44.3% |
| Satisfaction with the landlords approach to handling ASB                           | 58.8% | 38.0% |
| Number of new ASB cases reported per 1,000 homes                                   | 55.6  |       |
| Number of new ASB cases that involve hate crime incidents reported per 1,000 homes | 1.3   |       |

You can find out more about how we carry out the TSM surveys, and the questions asked, on our website.





Creating communities,  
empowering lives