

A man and a woman are walking a black dog on a leash in a residential area. The man is wearing a yellow beanie, a blue jacket, and a grey sweater. The woman is wearing a grey beanie, a grey jacket, and a white sweater. They are both smiling and looking at each other. The background shows brick houses and a clear sky.

aspire
housing

Providing safe homes & stronger communities

Our annual report 2023/24

Welcome to Aspire Housing’s annual report for 2023/24.

Over the following pages, we’re pleased to share figures and information that highlight our key areas of activity and performance over the past financial year.

In this report, you’ll find out more about our homes in numbers, the safety and quality of our homes, our neighbourhoods and communities, our approach to listening to the customer voice, and our performance.

We hope you find it valuable and interesting.

Andrei Szatkowski
Executive Director of People



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Our homes in numbers



Our homes in numbers

We have a commitment to provide our customers with safe, decent and affordable homes.

We do this through continually looking for opportunities to regenerate our communities with the creation of new homes, and through striving to maintain our existing homes to a standard that our customers can be proud of.



9,433

Total homes managed



8,661

Homes managed that are rented



269

Homes managed that are bought on long leaseholds



503

Homes managed that are shared ownership



138

New homes



528

Existing homes re-let



110

New homes let



61

Average days to re-let

Sign into **‘MyAccount’** online – using ‘MyAccount’ makes it easy to pay your rent or book a repair. Just log in at aspirehousing.co.uk



What's next?

We are looking ahead to the next five years, with aspirational plans to build or acquire over 650 new homes – an investment of over £130 million that will create homes in our communities for generations to come.

Where are our homes?

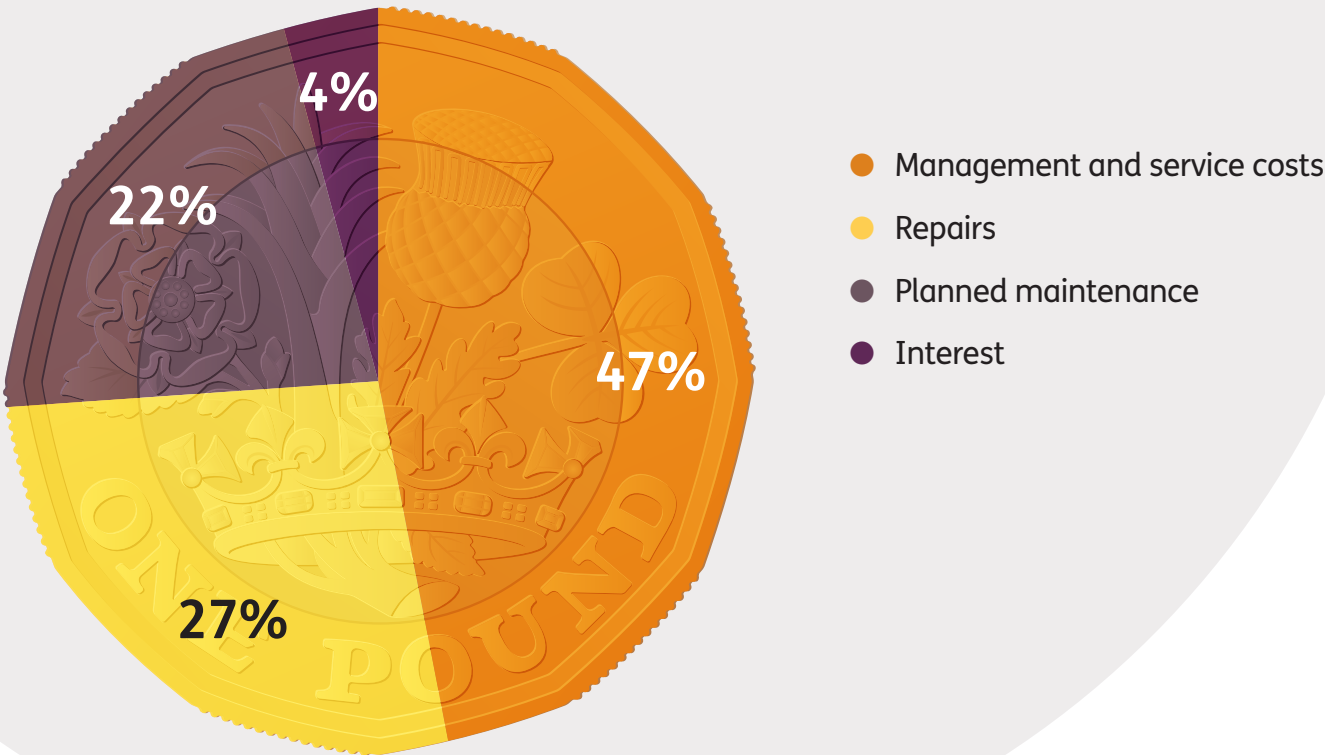
1. **Newcastle-under-Lyme**
8,146 homes, including 67 new homes
2. **Cheshire East**
850 homes, including 33 new homes
3. **Stoke-on-Trent**
129 homes, including 50 new homes
4. **Cheshire West & Chester**
73 homes
5. **Stafford**
71 homes
6. **Cannock Chase**
39 homes
7. **East Staffordshire**
31 homes
8. **Staffordshire Moorlands**
10 homes
9. **South Staffordshire**
9 new homes

Data for rented and shared ownership homes, excluding leaseholders.



How your rent is being spent (per £1)

You've told us you're interested in how we spend your rent money. Every pound we get is spent in the following way:



Our 2024-2030 corporate plan set out our vision of optimising Value for Money (VfM) and reducing waste. Our VfM strategy focuses on effectiveness, efficiency and economy by:

- Reducing costs, delivering safe and decent homes and excellent housing services ensuring every £1 of rent is well spent
- Ensuring people, processes and technology are smarter, simpler, slicker to achieve optimum return from resources
- Making sure our investment in new homes, communities and people is well spent and we achieve our objectives





Safety and quality of our homes

Safety and quality of our homes

You've told us that our repairs service is your top priority, so we are investing in transforming the customer service experience for this area in response to your feedback.

Our Home Transformation Programme will be focusing on our day-to-day repairs service, including waiting times, job cancellations and communication. We will work closely with our group of involved customers to ensure that the changes we make to the service are the ones that will make the most difference to our customers.

Repairs and maintenance



99.73%

Homes met the
Decent Homes standard



£4,198

Spent on average
per property



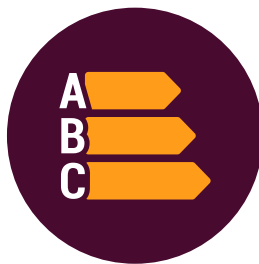
£7,430,344

Spent on home
improvements



1,647

Home condition
surveys completed



80.3%

Properties that have an EPC
rating of C or above (how
energy efficient your home is)



7,565

Number of
emergency repairs



31,338

Number of non-emergency
repairs



99.97%

Gas safety
check compliance



99.94%

Electrical safety check
compliance



How are we doing?

Find out more about our Maintenance and Building Safety performance on page 22.

Do you have a repair you need to report?

It's easy to do online 24/7 – click here: aspirehousing.co.uk/our-services/repairs-maintenance



100%

Fire risk assessment compliance



£9,972,231

Spent on responsive repairs



15%

Repairs booked online

What's next?

We will continue our commitment to investing in our homes. This year, we have planned spending of around £21 million on improvements, repairs and cyclical works, of which £9 million will be spent on upgrades to our existing homes.



Condensation, damp and mould

We're fully committed to addressing damp and mould issues in our customers' homes and will take action wherever it's needed. As part of our commitment to proactive maintenance and customer care, we've reached out to all our customers, encouraging them to report any instances of damp and mould.

We want to support you to live in a healthy home, so we have introduced changes to enhance our service in this area. These include implementing a new policy and process, ensuring faster response times for customers, and putting in place follow-up assessments to make sure any issues are properly resolved.



£2,384,133

Spent on condensation,
damp and mould works



Over 1,000

Mould washes
carried out



962

Technical surveys to assess
the root cause of damp
and mould issues



206

Average new cases
per month

Are you having issues with condensation, damp or mould?

Find out more about Healthy Homes and get support here:
aspirehousing.co.uk/condensation-damp-and-mould

Aids and adaptations

We supported the approval of 76 major adaptations in our homes through Disabled Facilities Grants.



£136,035

Spent on aids and adaptations

A photograph of two men walking towards the camera on a paved path. The man on the left is older, with grey hair and glasses, wearing a dark blue coat over a red and white checkered shirt and a dark scarf. The man on the right is younger, with long dark hair and a beard, wearing a brown shearling jacket over a red and blue plaid shirt and blue jeans. They are both smiling. In the background, there is a brick building with white window frames.

Neighbourhoods and communities

Neighbourhoods and communities

We understand that the past few years have proved challenging times for many, and we are committed to providing vital support to our customers wherever possible.

Your wellbeing will always be our top priority. Whether you need housing support, money advice or help finding a job, we will do what we can to help.

We work closely with partners throughout our region and have measures in place to help us provide a wide range of support and jointly problem solve for any areas that need attention. This means we can provide the best possible support for our customers, bringing in expert help and guidance wherever necessary.

Anti-social behaviour (ASB)



338

New ASB cases reported

28% related to verbal abuse/harassment, threatening and intimidating behaviour.

21% involved noise related complaint.

18% drug and substance misuse, including drug dealing.



58%

Resolved through early intervention tools

(including mediation, community consultation, noise reduction measures in homes, etc)



42%

Resolved through positive enforcement measures

(including injunction measures, possession orders and moving customers into other accommodation)



5

Cases related to hate incidents



30

Homes allocated to support victims of domestic violence



1,653

Flytipping clearances carried out by our caretaking service

If you've experienced ASB and would like to report it, click here: aspirehousing.co.uk/asb

Money advice



502

Customers received advice from the Money Advice team



£494,691

Debt reduced for customers with our help



78%

Of Money Advice customers successfully supported to reduce rent arrears through our service

Worried about money?

Speak to our Money Advice team: aspirehousing.co.uk/our-services/money-advice

Employment and skills



228

Customers supported



61

Customers supported into employment – 34 full time, 27 part time



100%

Customer satisfaction



75

Customers said the service had increased their confidence



£51,000

Funding secured through the Shared Property Fund to provide additional community-based interventions

Our Employment & Skills team can support you into work, training or new opportunities – find out more: aspirehousing.co.uk/our-services/employment-and-skills



Tenancies



64

Customers successfully supported to move home through mutual exchange



To find out more about home swapping and mutual exchange, click here: aspirehousing.co.uk/mutual-exchange



£398,040

Financial outcomes achieved for our customers



337

Customers helped to sustain their tenancies



204

Customers empowered and support plans completed



324

Successful charitable applications for customers
Securing **£38,024** for our customers



6,567

Intensive housing management visits completed



72

Customers supported to access statutory mental health services



393

Food bank vouchers issues



6

Rough sleepers supported through accommodation project



30

Care leavers supported through housing transition service



17

Temporary accommodation customers housed and supported



14

Temporary accommodation customers successfully moved on and living independently

How are we doing?

Find out more about our Neighbourhoods performance on page 23.



We're here to help!

Find out more about our wellbeing and housing support services here: aspirehousing.co.uk/our-services/wellbeing-and-housing-support

What's next?

Next year, we will continue and expand our neighbourhood support, having already put forward over £100,000 worth of initiatives to support customers and communities.





Customer voice

Customer voice

Your opinions are incredibly important to us. We want to know what our customers are saying – what we're doing well, and where we need to improve – so we have ensured we have channels in place for you to tell us how we're doing.

We believe in fairness and respect for all customers and colleagues. We have introduced a range of equality, diversity and inclusion (EDI) measures to our organisation over the past year, including forming a brand new colleague EDI Forum. We endeavour to tailor our services to individuals to suit all needs, wherever possible.

We also want to be open and transparent, sharing more about how we're performing and what we're doing in response to the feedback you give us.

Engagement

What our engaged customers did:

- Oasis continued to monitor delivery of the Customer Promises and challenged where they thought we have not delivered against customer expectations. This included challenges around complaint handling, seeking assurance on our approach to maintaining safety in homes, and endorsing the Domestic Abuse Policy
- Our CARE group reviewed anonymised complaints and responses and provided feedback to Aspire colleagues. They also took part in colleague complaint handler training and fed into improved learning from complaints processes
- Customer Assessors have carried out **138** individual assessments resulting in **214** follow-up actions
- Customer Led Service Reviews - **10** improvement recommendations to the Aspire website, **7** improvement recommendations to the Leasehold Policy
- We launched our HOME Customer Group in summer 2023, who will be working alongside us to monitor and actively shape our maintenance service



13

Satisfaction surveys active during the year



Over 350

Customers took part in our Kitchen Choice consultation

Find out more about how we engage and communicate with our customers, and how your voice shapes what we do. Click here: aspirehousing.co.uk/who-we-are

How are we doing?

Find out more about our Engagement performance on page 23.



Other consultation style activities included: website improvements review, customer consultation workshops on the new corporate plan, reviewing a new ASB feedback survey, and consultation at Holborn Place regarding better use of shared and communal spaces.

What's next?

- Three new service-focused groups – Neighbourhoods, Customer Services and Community Living Forum
- Involving our engaged customers to help shape the new Customer Magazine
- Aspire 100 – a digital survey group that will complete regular in-depth surveys and online tasks

Are you interested in becoming an involved customer? Find out more here: aspirehousing.co.uk/get-involved

Complaints



851

Formal complaints

Main complaint areas:

- General internal repairs
- General communication
- Work not complete
- Quality of work
- Time to complete
- Receipt of updates
- Staff attitude/conduct
- Plumbing



7

Average days to close stage one complaint



19

Average days to close a stage two complaint



3

Cases investigated by Housing Ombudsman



71%

Stage one complaints fully or partially upheld



70%

stage two complaints fully or partially upheld

How are we doing?

Find out more about our Complaints performance on page 22.

To see our latest self-assessment against the Complaint Handling Code, click here: aspirehousing.co.uk/corporate-information

A photograph of two men, likely Aspire Housing staff, standing in front of a white car and a brick house. The man on the left is younger, with short dark hair and a beard, wearing a dark grey polo shirt with the Aspire Housing logo and dark trousers. The man on the right is older, with grey hair, wearing a dark grey long-sleeved shirt with the Aspire Housing logo and dark trousers. Both are wearing tool belts. The background shows a brick house with a blue awning over the entrance and a white car parked in front. A large purple and orange banner with the text 'Our performance' is overlaid on the image.

Our performance

Tenant Satisfaction Measures (TSMs)

Introduced by the Regulator of Social Housing (RSH) in April 2023, the TSMs ensure that every social housing provider collects and publishes consistent information on essential services like repairs, safety, and complaints.

This transparency allows you to see how your landlord is performing in comparison with other housing providers, and gives the regulator an insight into what improvements may be required to improve services for customers.



Tenant
Satisfaction
Measures

To see more about our latest TSM results, click here: aspirehousing.co.uk/tsms

Overall satisfaction



78%

of customers living in rented homes are satisfied with the overall service provided by Aspire.

Here are our Annual TSM Results for 2023/24.

Maintenance



81%

of customers were satisfied with their **overall repairs service** over the last 12 months.



71%

of customers were satisfied with the **time it took to complete** their most recent repair.



78%

of customers are satisfied their **home is well** maintained.



85%

of customers are satisfied that we **provide a home** which is safe.



96%

of **emergency repairs** were completed within target.



66%

of **non-emergency repairs** were completed within target.

Building safety



99.7%

of homes met the
Decent Homes Standard on
March 31st 2024.



99.9%

Gas checks had been
carried out in **99.9%** of
homes at year end.



100%

of **water safety, lift safety,**
asbestos safety and fire safety
checks carried out in 2023/24.

Engagement



85%

of customers said they
are **treated fairly and**
with respect.



73%

of customers said they are
satisfied that they are **kept**
informed about the things
that matter to them.



69%

of customers said they are
satisfied that **we listen to their**
views and act on them.

Complaints



43%

of customers are
satisfied with
Aspire's approach to
complaints handling.



84

On average, Aspire
received **84 complaints**
per 1,000 homes in
2023/24 (Stage 1 and
2 complaints).



76%

of **Stage 1 complaints**
were completed within
ten working days.



64%

of **Stage 2 complaints**
were completed within
20 working days.

Neighbourhoods



68%

of customers are
satisfied we **keep**
communal areas clean
and well maintained.



70%

of customers are
satisfied we **make a**
positive contribution
to neighbourhoods.



64%

of customers are
satisfied with Aspire's
ASB handling
approach.



39

On average, **39 cases**
of **ASB** were reported
per 1,000 homes in
2023/24.

Continuous improvement



You said

You told us the wait for repairs was too long.

We did

We introduced our Home Transformation Programme, which has been shaped by customer feedback and seeks to improve the way we deliver the repairs and maintenance service.

We also increased the number of in-house trade operatives.

You said

You asked for more face-to-face support opportunities.

We did

We now hold drop-in sessions every day of the week, and have added two sessions in Kidsgrove to make it more accessible for customers in that region.

You said

Some of our contractors were not performing to a standard you rightfully expect.

We did

We introduced a new contractor code of conduct, reviewed who we work with, ended some contracts, and introduced new companies to our portfolio.

You said

You told us we need to get better at handling complaints.

We did

We changed our process to ensure complaint handling performance is now monitored and challenged by our Senior Management team and Complaints Panel.



Click here for more information on how the Housing Ombudsman provides support for customer complaints:
housing-ombudsman.org.uk



You said

Our older customers expressed concerns around the cost of living.

We did

We launched our cost-of-living roadshows – visiting our communities with warmth, support and useful advice for over-55s.

At these events, we offer valuable financial advice, provide helpful freebies like winter warmth packs, slow cookers and food, and invite local partners to share guidance and support.

You said

You said we needed to improve the methods and frequency of how we communicate with you.

We did

We have established Customer Liaison Officers to support customers through the complaint process and ensure follow-up work takes place.

We now publish newsletters for customers to let you know the things we are doing, and we have Neighbourhood Plans to address things that matter to you and your community.

You said

You said you would like to see us out and about in your community.

We did

We have increased the number of Locality Coordinators in our neighbourhoods to make our colleagues more accessible to our customers.

You said

You told us addressing condensation, damp and mould should be given priority.

We did

We established a team with specific focus on condensation, damp and mould. We appointed specialist contractors to reduce waiting times, and replaced underperforming contractors.

You said

You want to see value for money.

We did

Last year, we saved £400k through procurement and efficiency measures.

Let us know what you think about us!

You can give us feedback on our services at any time – find out more: aspirehousing.co.uk/customer-feedback

The logo for Aspire Housing, featuring the word "aspire" in a bold, lowercase sans-serif font, with the word "housing" in a smaller, lowercase sans-serif font directly beneath it. The logo is set against a solid orange circular background.

aspire
housing

Talk to us



**Approved by our
engaged customers**

Aspire Housing, Kingsley, The Brampton
Newcastle-under-Lyme, ST5 0QW

aspirehousing.co.uk