

JULY 2025

YOUR

WREKIN



My Community Fund helps Guides and Brownies

How are we doing? Tenant Satisfaction Measures 2024-25

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The Wrekin
Housing Group

Welcome to the latest edition of Your Wrekin – our first since Housing Plus Group and Wrekin Housing Group merged.

It's been a busy first few months after we officially brought our two legacy organisations together in January. We're now better placed than ever to deliver on the things that matter most to you – high-quality homes, responsive services and strong communities.

Over 3,500 of you gave us your feedback in the lead up to the merger.

We asked you about priorities and the aims of the merger, such as whether being able to build new homes was important. Here's what you told us:

- Your top three priorities were: repairs, major improvements, and feeling safe in your home.
- The top things that make a great repairs service are: ease of reporting a problem, quick response, range of dates and times of appointments, and completed first time.
- Surveys and meetings were your preferred ways to get involved.
- The types of skills and training you value include: apprenticeships, work experience, digital skills training, and employment advice.

The new Housing Plus Group will:

- Continue to work with and listen to customers, and in doing so be able to provide even better services for them.
- Be more resilient. Increasing investment in existing homes, while also growing our capacity to build more social homes.
- Remain connected to the communities we already serve while having a larger voice in the region, with 1,800 employees, 34,000 homes

and a turnover of more than £250m, we will create additional regional economic impact.

- Provide more opportunities for our employees and be a great place to work.

The board and I are committed to delivering the above benefits for all customers.

Across the Group, we're continuing to invest in your homes – over the next 12 months we'll be spending £6.4m to ensure your homes continue to be well maintained. This will include 355 brand new kitchens, 217 upgraded bathrooms and 440 new energy efficient boilers. We've also secured over £12m in government funding to make 2,000 homes warmer, more energy-efficient and more affordable to run. Whether that's through new insulation, upgraded heating systems or greener building methods in our developments, we're committed to making a lasting difference.

This magazine is just one of the ways we'll keep you updated on the work we're doing, the services available to support you, and the stories that showcase the fantastic work that's happening across our neighbourhoods.

Importantly, there are details in this edition on how you can make your voice heard, get involved and influence how we do things. We would love to hear from you to understand what you think about the services you receive from us.

I'm proud of what we've already achieved together and excited about what lies ahead.

Wayne Gethings

Group Chief Executive,
Housing Plus Group



Since the formation of the Service, Performance and Customer Experience Committee (SPaCE), I've had the privilege of working closely with customers, staff and board members to ensure your voice is heard. The committee's job is simple – to make sure services are working well for you, and to challenge where they're not.

We've looked closely at how we handle complaints. We know we haven't always got this right – especially when it comes to responding quickly. That's why we're bringing our response times in line with the Housing Ombudsman Service expectations and learning from complaints to stop the same issues happening again.

We're keen to work with even more of you on shaping services. We've got a growing list of topics we'll be exploring with tenants in 2025/26, and we'll continue to use your feedback – through surveys, forums, and conversations – to help us get it right.

Kevin Morgan

Chair – Service, Performance
and Customer Experience
Committee



Don't miss out on hundreds of free activities for your kids this summer!

If you're looking for something for the kids to do over the school holidays that won't break the bank, make sure to make the most of the free activities available in Shropshire, Staffordshire and Telford & Wrekin.

If your child is entitled to free school meals, they can access lots of fun activities over the school holidays as part of the Holiday Activities and Food (HAF) programme.

The scheme offers free activities, as well as healthy meals over the school holidays. From arts and crafts to cookery and sport, your child can enjoy summer without you needing to worry about the cost.

For more information about the Holiday Activities and Food programme, visit your council's website or scan the QR code below.



www.telford.gov.uk



www.shropshire.gov.uk



www.staffordshire.gov.uk

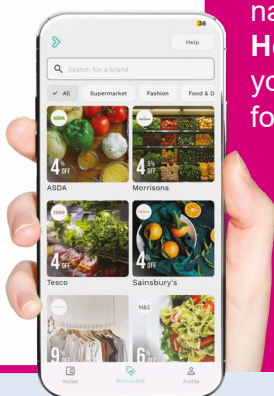


Don't forget, Wrekin tenants can take advantage of discounts at over 100 brands and stores using the Housing Perks app.

It's a great way to save money on everyday purchases.

For more information, visit wrekin.com/housingperks

Or email getinvolved@wrekin.com



Download the free Housing Perks app by scanning the QR code or searching "Housing Perks" in the App Store or Google Play.

Once downloaded, tap 'Sign up' and follow the on-screen instructions. When prompted for your 'Organisation ID/Housing Association name', type "Wrekin" and select **The Wrekin Housing Group** from the list. You'll also need your Tenancy Reference Number, which can be found on your tenancy agreement or rent letter.



Could you become an involved customer?

Becoming an involved customer is a fantastic opportunity to gain further understanding of how our business works, help make our services better for customers, build friendships with other panel members and boost your confidence.

There are plenty of ways to get involved – whether it's joining one of our friendly groups, helping us review and improve our services, or simply sharing your thoughts through surveys and feedback.

You don't need any previous experience. We'll provide all the training and support you need.

Register your interest by emailing getinvolved@wrekin.com



How we are doing:

Tenant Satisfaction Measures 2024-25

We've published our latest Tenant Satisfaction Measures (TSMs) for the first time as a combined organisation following the merger of Housing Plus Group and The Wrekin Housing Group.

These measures are part of a national framework introduced by the Regulator of Social Housing to help tenants understand how well their landlord is performing. They cover key areas such as repairs, safety, complaint handling, and overall satisfaction.

This year's results reflect feedback from 2,748 customers across our newly combined organisation, giving us our clearest picture yet of what we're doing well and where we need to improve. We were really pleased so many of you feel safe in your homes and proud of your neighbourhoods. Many of you are also happy with how we maintain and repair your homes.

We know there's more to do around complaints handling, communication, and making it easier to deal with us. We're working hard to improve these areas and will keep listening to what matters most to you.

To see the full summary of how we approached the surveys this year, visit housingplusgroup.co.uk/tsm-methods or call **0800 048 8955** to request this information by post.



80.2%
Overall satisfaction



Keeping properties in good repair

82.2%
Satisfaction with repairs

80.6%
Satisfaction with time taken to complete most recent repair

Homes that do not meet the Decent Homes Standard

0.1%



Non-emergency responsive repairs completed within target timescale

80.5%



Emergency responsive repairs completed within target timescale

88.8%



80.1%
Satisfaction that the home is well maintained

Respectful and helpful engagement

69.6%
Satisfaction that the landlord listens to tenant views and acts upon them

80.6%
Satisfaction that the landlord keeps tenants informed about things that matter to them

82.4%
Agreement that the landlord treats tenants fairly and with respect

Maintaining building safety

85.1%

Satisfaction that the home is safe

Gas safety checks completed

99.9%



Fire safety checks completed

100%



Asbestos safety checks completed

100%



Water safety checks completed

96.3%



Lift safety checks completed

100%



Effective handling of complaints

39.6%

Satisfaction with the landlord's approach to handling complaints



Stage one complaints per 1,000 homes

69.6



Stage one complaints responded to within Complaint Handling Code timescales

60.1%



Stage two complaints per 1,000 homes

6.5



Stage two complaints responded to within Complaint Handling Code timescales

57.8%



Responsible neighbourhood management

70.9%

Satisfaction that the landlord keeps communal areas clean and well maintained

71.8%

Satisfaction that the landlord makes a positive contribution to neighbourhoods



66.4%

Satisfaction with the landlord's approach to handling anti-social behaviour

Anti-social behaviour cases opened per 1,000 homes

34.4



Anti-social behaviour cases that involve hate incidents opened per 1,000 homes

0.9

Building trust and promoting safety in Oswestry

In response to concerns raised by customers in Oswestry around safety and community wellbeing, we teamed up with partners to organise an event designed to bring neighbours together. The event provided an opportunity for families to meet our team, share their thoughts, and enjoy activities centred around bike and scooter safety - a key theme identified by the community.

The day included interactive sessions focused on responsible riding, practical tips for staying safe, and activities for children. It also gave us valuable face-to-face time with our customers, helping to strengthen relationships and ensure that everyone felt heard and supported. Feedback from the event was overwhelmingly positive, with many welcoming the chance to speak directly with us and work together.



We are pleased that 72 percent of customers feel we make a positive contribution to neighbourhoods. This event is just one example of how we're working closely with tenants, local agencies and partners to build strong communities and respond to concerns to make sure our services meet your needs.

You can read more customer feedback in our 2024-25 Tenant Satisfaction Measures results, visit housingplusgroup.co.uk/TSMs



My Community Fund

Housing Plus Group grant helps charity maintain bereavement support

A Staffordshire-based community group supporting bereaved families is set to continue its support for young people who have lost a loved one thanks to funding from Housing Plus Group.

A Child of Mine was founded by Gayle Routledge who lost her son to cancer in 2010. The charity now works in partnership with healthcare professionals to provide both emotional and practical support to bereaved parents and families.



My Community Fund helps Guides and Brownies

Scouts, Guides and Brownies in Staffordshire and Shropshire have received a welcome boost from our grant scheme.

The 1st Brewood Guides and 2nd Brewood Brownies have received grants to help with day-to-day expenses such as books, badges and craft materials, while the Copthorne Guide and Scout Hut in Shrewsbury has enjoyed a major refurbishment with our support.

To read these stories in full, visit housingplusgroup.co.uk/news

Summer safety tips

- ✓ Make sure windows at the front of your property are closed if you're spending time in the garden at the back of your home. You may not hear someone coming through an open window or door at the front.
- ✓ Don't leave your shed open or unlocked and keep valuables out of sight.
- ✓ Don't post about being on holiday on social media until you return home. You could be advertising an empty home to a burglar.
- ✓ Run your taps and shower to get rid of any old water in the system when you get back home if you have been away for more than a week.
- ✓ Only use your barbecue in a well-ventilated outdoor space – never on balconies and away from sheds, fences, trees, shrubs, garden waste and other buildings.
- ✓ Never leave a barbecue unattended, especially when there are children or pets around.
- ✓ Only light a barbecue with appropriate fuels, NEVER use petrol or white spirit.
- ✓ Remove glass or mirrored items from windowsills or balconies to avoid accidental fires.
- ✓ Don't make a garden fire – they're not good for the environment and could harm others.
- ✓ Never leave children unattended around water.
- ✓ Empty paddling pools, containers and buckets after use and turn them upside down.



Free first aid training for tenants

Wrekin tenants are learning vital, life-saving skills through free first aid training sessions offered across the organisation.

The hands-on courses are delivered alongside staff, including support workers, supervisors and maintenance teams, and are designed to build confidence in emergency situations at home and in the community.

Tenant Stephanie recently took part and said:

"My previous certification had expired, so this was a great opportunity to refresh my skills. First aid is always evolving, and I like to stay up to date.

"The course was practical, informative, and the team created such a supportive environment."

The training includes CPR and other key techniques. (Please note: participants need to be able to get down to the floor and back up again.)

More sessions will be available throughout the year. To find out how you can take part and other free training we offer for tenants, email getinvolved@wrekin.com



The Radio Teleswitch Service switch-off

Households still reliant on old Radio Teleswitch (RTS) meters are being assured that their heating and hot water won't be disrupted by the planned switch-off of the devices.

A mass switch-off planned for June 30 has been postponed, and energy suppliers are now being told to phase the old meters out gradually. Most will be replaced with smart meters.

To check if you have one, look for a switch box labelled 'Radio Teleswitch' near your electric meter,

or consider if you use electric heating, storage heaters, and get cheaper energy at certain times – especially if you don't have gas.

If you already have a smart meter, no action is needed. If you have an RTS meter, contact your energy supplier to upgrade – smart meters offer more accurate readings and are often installed for free. Check your mail for updates or contact us for help.

For more information, visit citizensadvice.org.uk

Money Matters

Here to help

A Wrekin customer who bravely chose to seek help with her debt five years ago has shared her story in the hope of showing others there is light at the end of the tunnel.

Donna Morgan, from Telford, was able to clear the £6,000 she owed with the help of Wrekin's debt advice service. She has been debt-free ever since.

Donna had never been in money trouble before, until a mental health crisis led her to fall behind on her rent and bills for the first time.

She said: "Everything had crumbled because of my mental health. I had my head in the sand when it came to bills.

"It got to a point that I felt I couldn't manage any more so I just started to ignore everything."

Donna was referred to Wrekin's Money Matters team, and her case was picked up by debt and energy manager Dan Bebbington.

Dan was able to secure a Debt Relief Order (DRO) to wipe most of Donna's debt, with the rest covered by charity grants and manageable repayment plans.



Reflecting on how far she has come, Donna said: "I've not had any debts, none whatsoever since, because I am constantly on top of everything.

"Knowing what that felt like, that feeling of despair, I never want to be there again."

She is now urging others in the same boat to reach out to a debt advisor. She said: "They can make such a difference, and really drag you out of that hole that you might find yourself in."

Dan said: "It's wonderful to hear how much Donna's life has been transformed.

"Her story is testament to how much can change once you take that brave decision to ask for help."

If you're worried about debt, or need support with your finances in any other way, get in touch with our friendly Money Matters team. They offer a confidential, non-judgemental service to support all tenants.

t: 01952 217234

e: money.matters@wrekin.com

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- ✓ Flexible payment options from just a few pounds a fortnight
- ✓ Peace of mind for less than you think

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