

Your Customer Annual Report

1st April 2025 to 31st March 2026

irwell
valley
homes

Who will you
nominate in our
**Heart of the
Community**
awards?

See
page 10
for details.

This annual report has been
uploaded to our website www.irwellvalley.co.uk
where you can use our accessibility tool to read it.

The tool will allow you to translate into your
preferred language; increase / decrease
the font; change the font type and spacing;
change the colour contrast or have the
content read aloud.

Click on the icon  to open the tool and
select what you need.

If you need us to communicate or provide
services in a particular way, please let us know.
Email contact@irwellvalley.co.uk, call us
on **0300 561 1111** or discuss with your
Housing Officer.

To jest Twoje ostatnie zestawienie czynszu i biletyn z
Irwell Valley Homes. Zeskanuj kod QR, aby przeczytać
go w języku polskim, korzystając z narzędzia ułatwień
dostępu na naszej stronie internetowej.

Irwell Valley Homes هذا هو أحدث بيان إيجار ورسالة إخبارية من
امسح رمز الاستجابة السريعة ضوئياً لقراءته باللغة العربية.
باستخدام أداة الوصول الموجودة على موقعنا

Irwell Valley Homes ين آخرين بيانيه اجاره و خبرنامه شما از
را اسکن کنید تا با استفاده از ابزار دسترسی در وب QR است. کد
سایت ما، آن را به فارسی بخوانید.

ઇરવેલ વેલી હોમ્સ તરફથી આ તમારું નવીનતમ ભાડું નિવેદન
અને-ચૂઝલેટર છે. અમારી વેબસાઇટ પર સુલભતા સાધનનો
ઉપયોગ કરીને તેને ગુજરાતીમાં વાંચવા માટે QR કોડ સ્કેન કરો.

કા નیوز Irwell Valley Homes ه آپ کا تازه ترین کرایہ کا بیان اور
لیٹر ہے۔ ہماری ویب سائٹ پر ایکسیسیبیلٹی ٹول کا استعمال کرتے
کوڈ کو اسکن کریں۔ QR ہوئے اردو میں پڑھنے کے لیے

Our impact
this year
Page 3

We've listened
to customers
and acted on it
Page 5

Keeping
homes safe and
well-maintained
Pages 8-9

Welcome to **your** annual report

Setting out what we've achieved this year, where we've made improvements and our focus for the future.

You'll see changes we've made following customers' feedback and the impact we had in communities.

We'd love you to get involved in our work. You can find out how by visiting our website or getting in touch – email involve@irwellvalley.co.uk or give us a call on **0300 561 1111**.

As we move forward we will build on what matters most to our customers – providing good homes and services, supporting communities and making a positive difference for you and the place you live.

Sasha Deepwell, *Chief Executive*



A message from Christie, **Chair of the Customer Committee**



As Chair of the Customer Committee and an Irwell Valley Homes customer, I'm proud to represent customer voices at the highest level of the organisation. The committee works closely with the Board and leadership team to make sure customer views help shape decisions, drive improvements and hold Irwell Valley Homes to account for its homes and services.

Since our first meeting at the start of 2026, we've reviewed performance, monitored strategies and challenged the organisation to focus on the most important

things for customers. Of course the committee isn't the only way Irwell Valley Homes engages with its customers – many of you have got involved in various ways over the last 12 months.

Thank you to everyone who's joined in - you can read how your insight has made a difference throughout this report.

As a committee, we're looking forward to continuing to work together to put customers at the heart of Irwell Valley Homes.

Christie Finegan
Chair, Customer Committee

Thank you...

Your feedback is valuable. Whether you've completed a survey, spoken to us, shared a compliment or been part of one of our customer groups - you've helped shape the services we provide.



Our impact 2025-26

Overall customer satisfaction with Irwell Valley Homes as a landlord



70.9% Tenant Satisfaction Measure*

86% Experience surveys**

Customer satisfaction with repairs



75.6% Tenant Satisfaction Measure

87% Experience surveys*

Customers felt kept informed and communicated with



75.7% Tenant Satisfaction Measure

86% Experience surveys*

Customers felt treated fairly and with respect



78.9% Tenant Satisfaction Measure

90% Experience surveys*

Provided homes for **316 new customers** – over half of these people (53%) were previously homeless



Worked with our **Resident Scrutiny Panel** to review two of our services, with 27 actions recommended by customers either complete or in progress



Spent £17m repairing and maintaining homes to keep them safe and in good condition



Invested £11.3m improving homes with new kitchens, bathrooms and windows



Provided £31,250 in grants to our customers and community groups through the Irwell Valley Foundation



Launched a new **Customer Committee of the Board** - taking customer voice to the top of the organisation



Helped customers claim £267,715 in extra income to help towards everyday living costs



* Tenant Satisfaction Measures (TSMs) are a set of measures used by all social housing landlords to show how well they are performing. They combine customer feedback that we collect via a survey with information about services.

** Our experience surveys are sent to customers by text message after receiving a service from us, asking you to rate the service you've received.



What your rent pays for

For every £1 of rent and service charges paid, this is how it was spent:

Repairing and maintaining homes	40p
Neighbourhood management	17p
Depreciation*	17p
Service costs	11p

The remaining 15p contributes to the financing and funding of our property investment.

** Depreciation is the reduction in the value of our assets over time as they get older or as wear and tear occurs*



The standards we work to



Above all, we're accountable to you, our customers.

We must also meet the Consumer Standards set by the Regulator of Social Housing. These standards say we must:

- Listen to customers and involve them in decisions while treating everyone fairly and with respect.
- Provide safe, well-maintained homes and quality services.
- Help create safe and well-kept neighbourhoods by working with customers and partner organisations.
- Manage tenancies fairly and consistently.

How we're performing



One of the ways our performance is measured is through the **Tenant Satisfaction Measures (TSMs)**.

These are used by all social housing providers to measure performance and customers feedback about their experiences of our homes and services.

Between August and October 2025, an independent research company carried out our annual TSM survey with 602 customers.

Throughout this report, you'll see our results.

Did you know?



We also publish performance information every three months on our website, so you can keep track of how we're doing throughout the year.

Scan the QR code to find out more.



Customers have real influence

In 2025 we launched a new **Customer Committee of our Board**, made up of people who live in our homes. The committee helps ensure we are well managed, listening and responding to customers, and considering them in all we do.

- Helping us develop our plans around our homes and the services you receive.
- Challenging us on our performance.
- Monitoring action plans to ensure we deliver what we say we will.



YOU SAID
WE DID

Some of the changes we've introduced following input from our Customer Committee include:

- Launched a new **Customer Complaints Group** – involving residents in how we learn from complaints to help us improve homes and services in the future.
- Changed the name of our **Neighbourhood Officers** to Housing Officers, to make their role clearer for customers.



- Developed our new business plan – 'Building on what matters' – making sure it focuses on what matters most to customers. **Scan the QR code** to read it.
- Provided further background information when we share performance data, to make it more transparent and easier to understand.



Thank you
...to everyone who got involved with our work this year.

Customers review our services

This year our Resident Scrutiny Panel carried out two reviews. The first looked at how we set and collect rent and provide financial support, the second looked at how we provide and carry out repairs.



YOU SAID
WE DID

Some of the changes we've introduced following these reviews include:

- Made it easier to understand your rent account balances in the customer portal (your online account). Check out the flyer enclosed for more details about our new and improved portal.
- Reworded and redesigned letters about rent arrears to make them stand out to customers.
- Updated customers about the companies we use to carry out repairs and maintenance – you can find out the latest updates in your winter newsletter enclosed.

Coming soon...



The reviews also recommended that we get better at diagnosing repairs so we're working on introducing video calls to help us assess repairs correctly so we send the right person with the equipment and materials they need to fix it first time... **Watch this space!**

Customers influence future plans

In 2025 we launched our new plan outlining how we'll provide good customer service and engage with you.

We held a customer focus group to help us shape this customer strategy and ensure it focuses on your priorities.

One action was to create a set of standards for key customer services which explain what we do, how we do it and what happens if we don't get it right.

They were co-created with customers through a series of workshops and are designed to help make our services more transparent, consistent and accountable.



You can read more about the standards and our customer strategy on our website: www.irwellvalley.co.uk.



How we're doing

Number of experience surveys completed this year

1,226

We added a prize draw incentive this year to try and encourage more people to respond – so next time you receive the text message asking for your feedback, fill it in and you might win £250!

Percentage of customers who were satisfied their involvement in our work had made a difference

89%

New measure for 2025-26

Percentage of customers who completed the TSM survey who were satisfied we listen to your views and act on them

62.7% ↑

Compared to 54.7% last year

Percentage of customers who completed the TSM survey who had made a complaint in the last 12 months and were satisfied with how we handled it

40.2% ↑

Compared to 29% last year

Number of stage 1 complaints received per 1,000 homes

119 ↑

Compared to 103.9 last year

Number of stage 2 complaints received per 1,000 homes

29.8 ↑

Compared to 17.8 last year

Percentage of stage 1 complaints responded to within timescales

91.1% ↑

Compared to 87.3% last year

Percentage of stage 2 complaints responded to within timescales

95.4% ↑

Compared to 86.7% last year

While we're disappointed more customers felt they had to complain last year, the increase also reflects greater awareness of how to raise a complaint and increased customer confidence in raising a concern. We have continued to use what we learned through complaints to identify common issues and make improvements to services. We have also created a new Customer Complaints Group to help us with this important work.

Watch **Lewis'** story

Lewis, one of our customers in Bolton, applied to be part of our Customer Committee because he wanted to share his experiences as a younger customer.

"I think it's good to have that representation on the committee and to represent Bolton was also a big thing for me," Lewis said. "The Customer Committee isn't a case of being a tick box – we are listened to and things are actioned, all with the aim of improving customer satisfaction."



You can hear more from him by scanning the QR code here



Watch **Lorna's** story

When Lorna, one of our customers in Haughton Green, approached us with a safety concern linked to the electric heating in her home, we worked closely with her to find a solution.

Lorna's daughter lives with Pica - a condition that leads people to eat inedible items. It meant she had attempted to chew the casing and wiring off a wall heater in the living room. After removing the immediate risk by taking down the heater, we fitted heating panels on the ceiling to keep the home warm while ensuring they remained safely out of reach.

Lorna said:

"The difference has been life changing. It's given me so much peace of mind. Sometimes with children with special needs, you feel like you're fighting to be heard, but I felt like Irwell Valley Homes really listened and understood our needs."



Scan the QR code to hear more from Lorna:



Decent, safe and warm homes



Our number one priority is to **keep you safe in your home**, ensuring it's a decent, warm and comfortable place to live.

This year we carried out **30,539 repairs** and made big improvements to the service. We saw the impact of this work reflected in customers' satisfaction with the repairs service – which **increased from 66% last year to 76%** in the latest Tenant Satisfaction Measures survey.

Highlights of our work this year included:



- Customers waited less time for repairs, with the average wait reducing from 41 days to 23 days.
- More repairs were fixed right first time, reducing the inconvenience of repeat visits, helping customers get issues resolved sooner and delivering better value for money.
- More routine repairs were completed within our target timescales, giving customers greater confidence that repairs will be carried out when expected.
- We maintained strong performance for emergency repairs, ensuring urgent issues continued to be dealt with quickly and safely.

At the same time, we continued to invest in our homes, carrying out **1,497 improvements** including:



171

new front or back doors



243

new boilers



458

new kitchens



181

new bathrooms



177

new roofs



...and 185 homes

had adaptations such as grab rails, ramps and wet rooms to help them live safely and independently in their home.



We also visited and assessed the condition of **1,073 homes** this year, to help us plan for future maintenance and improvements. We really appreciate everyone who allowed us into their home to complete one of these surveys. **Thank you!**



- We worked with customers on our Building Safety Group to develop building safety updates – experimenting with new formats including video and checklists to help deliver important safety messages to customers.
- We held a workshop with customers in the run up to Awaab's Law being introduced – gathering feedback on communications about damp and mould to ensure they are sensitive, informative and easy to understand.

How we're doing

Average repair wait time

23 days ↓

Compared to 41 the year before

Percentage of customers who completed the TSM survey who were satisfied with the time taken to complete a repair

71% ↑

Compared to 62% the year before

Percentage of repairs fixed right first time

83% ↑

Compared to 70% the year before

Percentage of non-emergency repairs completed within the target timescales

83% ↑

Compared to 78% the year before

Percentage of emergency repairs completed within the target timescales

98% ↔

Same as last year

Percentage of homes that don't meet the Decent Homes Standard

0.4% ↓

Compared to 1.1% last year

Percentage of homes where all gas safety checks, fire risk assessments and lift safety checks completed

100% ↔

Same as last year

Percentage of homes where all necessary asbestos surveys or re-inspections completed

96.8% ↓

Compared to 100% last year

Percentage of homes where all necessary legionella risk assessments completed

98.9% ↓

Compared to 100% last year

Safe, clean and green neighbourhoods

We're committed to making a positive contribution to our neighbourhoods

This year we continued to deliver our communities strategy, working with our partners like the police and local councils to help our neighbourhoods feel safe and peaceful and look clean and green. Through our **Irwell Valley Foundation** charitable investment fund, we also continued to invest in the people and projects making a difference there.



The impact we've made:

- Issued grants worth **£6,479** to our customers and **£24,770** to community groups supporting residents with things like poverty, social isolation, work and skills and health and wellbeing.
- Launched our first **Customer Connect Day** where all Irwell Valley Homes colleagues spent a day volunteering across our communities. From gardening projects and community clean-ups to painting, planting and volunteering at local charities, teams rolled up their sleeves to improve places and support valued community projects.
- Served free meals for children during the school holidays in partnership with **Our Sale West**.
- Provided **£9,675** for customers through our **Cost of Living Support Fund**.
- Celebrated amazing people and projects doing great things in our neighbourhoods through our **Heart of the Community Awards** – read more on our website, where you can also make a nomination for 2027.
- Increased the use of our **'Rate my gardener'** and **'Rate my cleaner'** reports which have enabled us to act on concerns quicker.
- Developed a new gardening team. In April this year they started work across our two largest estates. Feedback has shown that doing this ourselves is helping us to deliver a better level of service than using an external company where we have less control over the delivery.





- We knocked on doors to speak with customers at various buildings where there were concerns with communal spaces.
- Using feedback gathered, we created action plans to tackle things like fly-tipping, communal cleaning and nuisance pets.
- This year we also hosted community drop-in sessions, giving customers the chance to share feedback about the gardening service and ideas for how it could be improved.

Did you know?



We carry out neighbourhood inspections and host community drop-ins across our areas – visit our website to find out when your next one is and come along.



How we're doing

Percentage of customers who completed the TSM survey who were satisfied that communal areas are clean and well-maintained

61.5% 
Compared to 53.2% last year

Percentage of customers who completed the TSM survey who were satisfied we make a positive contribution to the neighbourhood

63.5% 
Compared to 59.8% last year

Percentage of customers who completed the TSM survey who were satisfied with the handling of anti-social behaviour

64.4% 
Compared to 61.7% last year

Number of anti-social behaviour cases opened per 1,000 homes

52.6 
Compared to 56.2 last year

Number of anti-social behaviour cases involving hate incidents per 1,000 homes

8.8 
Compared to 10 last year

A new opportunity for **Steve**

When one of our customers, Steve, was searching for a new job, he knew that taxi driving would be a great solution – tapping into his skills as a former bus driver but allowing more flexibility to be there for his young daughter.

However, the cost of getting the necessary licence, tests and checks was a big barrier to moving forward with his ambition. He applied to the Irwell Valley Foundation for a grant which covered these upfront costs and has since allowed him to start work as a self-employed taxi driver.



Steve says: *"It is the answer I hoped it would be. I can work around my daughter and choose hours that fit around her childcare and education. Without the money from the Foundation I couldn't have done it."*

Letting homes fairly, to those in need

We rent homes to those most in need and build more affordable homes which are desperately needed.

This year we:

- Welcomed **166 customers** who were previously homeless into one of our homes.
- Provided housing and support to **444 households** across our independent living schemes and **309 people** in our supported housing homes.
- Worked with **Bury Council** and **Trafford Council** to transform **17 empty homes** into safe and welcoming homes for families coming out of temporary accommodation.
- Launched a new supported housing scheme, **The Willows**, in Bury for adults with learning disabilities.
- Completed the build of **97 new affordable homes** across Bury, Manchester, Salford and Trafford, with a further 213 on site across the region.
- Supported **207 customers** whose tenancies were at risk to succeed in their home and maintain their tenancy through our Tenancy Sustainment Team.





Following the recommendations of our Resident Scrutiny Panel after their review into our voids and lettings service we:

- Enhanced the information that customers receive about their new home in advance – helping them to plan and prepare properly.
- Ensured attention to detail when carrying out works in empty homes, to improve satisfaction when a customer moves in.
- Raised awareness of rightsizing and mutual exchange to help more customers into a home which is suitable for their needs.



How we're doing

100%

Percentage of new customers who completed an experience survey who were satisfied with their new home

100%

Percentage of new customers who completed an experience survey who were satisfied they were treated fairly and with respect

Carla's story

Carla moved into one of our new homes in Bolton with her teenage daughter and said it was an exciting new chapter for them both.



She said:

"I had been renting privately, but the rent was just going up and up. Costs for everything are tight right now.

"Moving in with Irwell Valley Homes also feels more secure, like we can put down roots and look to the future.

"This home brings a fresh new start for us as a family."

