

# Our annual report for Customers

2024-25

irwell  
valley  
homes

## Our Heart of the Community Awards.

Nominations are now open in our second community awards!

See the flyer enclosed for more information and tell us who you think deserves to win.



This annual report has been uploaded to our website [www.irwellvalley.co.uk](http://www.irwellvalley.co.uk) where you can use our accessibility tool to read.

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](mailto:contact@irwellvalley.co.uk), call us on **0300 561 1111** or discuss with your Neighbourhood Officer.

To jest Twoje ostatnie zestawienie czynszu i biuletyn 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 آخرین بیانیہ اجاره و خبرنامه شما از را اسکن کنید تا با استفاده از ابزار دسترسی در وب QR است. سایت ما، آن را به فارسی بخوانید.

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

Irwell Valley Homes کا تازہ ترین کرایہ کا بیان اور لیٹر ہے۔ ہماری ویب سائٹ پر ایکسیسیبلٹی ٹول کا استعمال کرتے ہوئے اردو میں پڑھنے کے لیے QR کو اسکن کریں۔



Our impact last year

How customers shaped our work

Our communities plan progress

Your latest rent statement

Page 4

Page 5

Page 10

Page 14

# welcome

## to your annual report for 2024-25



As your landlord, our purpose is to provide safe, affordable homes and quality services which enable you to live well in your community. This report sets out how we've achieved against this mission this year, being honest about where we need to improve.

This year saw the introduction of the updated Consumer Standards which we are measured against by our industry watchdog, The Regulator of Social Housing.

These standards place a clear focus on safety, quality, and accountability – and we have worked hard to respond to them in ways that matter most to you.

Central to this is your voice. We hugely value your feedback and insight which shapes our priorities and helps us to learn and improve.

We are incredibly grateful to all of you who have shared your views with us over the past year, whether through surveys, one of our customer groups or in conversation with one of our team.

**Looking ahead, we would love even more of you to get involved – you can check out some of the opportunities on [page 5](#) or visit our website for more information.**

Thank you for working with us as we move ahead with our mission to enable our customers and communities to live well.

Kind regards,

**Sasha Deepwell**

Chief Executive



## Working together to deliver the changes we want to see.

I've been a member of the Resident Scrutiny Panel and the Building Safety Group for the past two years.

The work we do enables Irwell Valley Homes to better understand the residents' views and priorities - looking at areas where improvements need to be made.

The teams are ready to listen and learn and knowing that our recommendations are heard by the Board of Management shows how much they value our input.

It's very satisfying to take part, knowing changes are being made for a better future. Whether that's through improvements we've highlighted whilst reviewing a particular service on RSP, or by looking at the latest building safety legislation to provide feedback on how it impacts the customers living in those homes – it all makes a difference.

**If you fancy joining in, just get in touch – your voice matters and your experiences can, and will, have an impact.**

**Donna Healey**

RSP and Building Safety Group member





# What are the Consumer Standards?

This annual report measures our performance against the Consumer Standards. Under the guidelines we must:



Listen & involve tenants whilst treating them with fairness and respect – *the Transparency, Influence and Accountability Standard.*



Ensure tenants are safe in their homes and can access good quality services – *the Safety and Quality Standard*



Work with partners to ensure neighbourhoods are safe and well-maintained – *the Neighbourhood and Community Standard.*



Ensure homes are let fairly and consistency – *the Tenancy Standard.*

The standards include our performance against the **Tenant Satisfaction Measures (TSMs)**

These are a national set of standards which all social housing providers must measure themselves against each year. They contain two parts – performance data and survey results which measure how satisfied customers are with our homes and services.

We worked with an independent research company to complete the TSM survey, contacting customers via email and telephone in July and August 2024, receiving 1,301 responses.

Overall satisfaction amongst those surveyed last year was 65.6% - an increase of 1.6% on the year before, but a figure we must continue to work hard to improve.

Throughout this annual report you will find our TSM results for last year.

Did you know we also publish performance information on our website?

Scan the QR code to find out more.  
[www.irwellvalley.co.uk/servicestandards](http://www.irwellvalley.co.uk/servicestandards)



## Monitoring our performance and holding us to account.



Throughout this year our resident-led Customer Standards Group monitored and held us to account on the performance of the homes and services we delivered.

Moving forward, we're creating a new Customer Committee of the Board who will oversee our performance of the key services affecting customers. They will report their findings and recommendations to our Board of Management, the highest level of our organisation.

We will be in touch to introduce the members to you – *thank you to everyone who applied to be part of this important new committee.*



# Our impact last year...

- We spent **£16.5m** repairing and maintaining our homes. 
- **304** new customers moved into one of our homes, **165** of these were previously homeless. 
- We were on site building **202** affordable new homes to meet the urgent demand. 
- We provided supported housing to **326** people with additional needs and supported **457** older people to live independently in their community. 
- We invested **£8.6m** improving our homes. 
- We investigated **445** cases of anti-social behaviour. 
- We supported customers to unlock **£542,631** in extra income and continued to offer support to customers through our Cost of Living Support Fund. 
- **1,382** customers completed surveys giving us valuable feedback to act on. 
- **262** customers engaged with us to help us improve our services, including reviewing our policies, taking part in consultations and as a member of one of our customer groups. 
- We received **751** compliments  and **876** complaints. 
- We issued **£84,500** in grants to support customers and community groups working in our neighbourhoods, through the Irwell Valley Foundation. 
- We had the highest grading for governance (**G1**) from our regulator, proving that we are a well-managed organisation. 
- We collected **£42m** in rent and service charges. 
- For every **£1** of rent and service charges, here's how it was spent: 
  - **37p** Repairing and maintaining homes.
  - **16p** Neighbourhood management.
  - **18p** Finance and loan repayments.
  - **18p** Depreciation\*.
  - **12p** Service costs (e.g. maintenance of communal areas; grounds work, cleaning)




# How we have listened, learned and improved

We engaged with customers in a variety of ways throughout the year to help influence and shape our services; hold us to account on what we deliver; and gather feedback about the changes you wanted to see.

In 2024/25:

- We hosted our Big Customer Conversation roadshows – gathering insight to shape our new communities strategy. You can read more about the impact of this so far on **page 10**. 
- We issued **1,382** surveys to customers following a service from us and measured their satisfaction. Each survey also asked about overall satisfaction with Irwell Valley Homes as your landlord - over the course of the year, **80%** of customers surveyed were satisfied. 
- Customers supported with the recruitment of our new Head of People, a key role in ensuring our colleagues have the right attitudes and behaviours. 
- Members of our Building Safety Group helped recruit the contractor to complete works on three of our high-rise buildings. 
- Customers decided how funds from our charitable investment fund were spent, with grants issued to everything from food banks and social supermarkets to mental health support groups and community allotment projects. 
- Our Policy Group reviewed our decants; managing unacceptable behaviour; compensation; gas servicing access and asset management policies – ensuring they were accessible and covered the information customers expected. 
- Our Customer Communications Group reviewed our customer annual report, rent and service charge increase letters, customer newsletters, the new customer Welcome Pack and letters around gas servicing access, to ensure they were informative, engaging and inclusive. 

## How we're working to improve:



- The launch of our Customer Committee of the Board, putting customers at the centre of how we're governed and making us accountable to them at the highest level of our organisation.
- The recruitment of Community Connectors across our neighbourhoods, providing a link between customers and our colleagues to help us hone in on issues and priorities in the local area.
- The creation of a new customer group made up of people living in a home with a communal area. Watch this space for more information in the new year!
- A project with our Customer Communications and Policy groups to create service standards for key areas, to help customers understand what they can expect from us and hold us to account more effectively.

.....

**If you're interested in joining one of our community groups or other engagement opportunities, please get in touch** - we'd love to hear from you! Email [involve@irwellvalley.co.uk](mailto:involve@irwellvalley.co.uk). If you have any feedback about this annual report – the information it includes or the way it's presented – please email [communications@irwellvalley.co.uk](mailto:communications@irwellvalley.co.uk).



# Getting in touch and accessing our services

In 2024-25 our Customer Service Team dealt with:

- **112,366** phone calls with an average wait time of five minutes and an average score of 98% in call quality assessments which measure performance against a set of customer service criteria.
- **18,026** emails with an average response time of two days, compared to 10 days the previous year.
- **7,589** live chats.
- **2,971** enquiries through our website and **2,641** through our customer portal.
- **1,446** social media messages.



## How we've improved

- Brought the Customer Service Team and the Planning Team – who book in repairs appointments and manage our trades team's diaries – together as one team. This is helping to improve communication about repairs and reduce the number of times customers need to contact us about them.
- Moved to work in an area-based team – building local knowledge and developing relationships with customers.
- Added a new line into our Rent Support Team so you can get through to someone directly. (*just press 1 if you need to speak to them*).
- Increased training and improved communication between different teams to help the Customer Service Team answer queries the first time they're asked, rather than customers having to wait for a call-back.
- Introduced text message confirmations and reminders about appointments at regular intervals leading up to the appointment.

## And what's still to come

- This autumn we will introduce a new appointment booking system where our Customer Service Team can book in a time for your Neighbourhood Officer to call you back.



## Listening and learning from complaints

In 2024-25 we dealt with **876** complaints:

- **748** stage 1 complaints.
- **128** stage 2 complaints.
- **68%** of complaints were upheld.

We continued to work on how we use what we have learned through complaints to make improvements.



# The impact of our Resident Scrutiny Panel reviews

This year our RSP reviewed how customers access our services and our voids and lettings service.

Their recommendations formed two action plans to help us improve and you can read more about the changes we've made and the impact they're having on our website: [www.irwellvalley.co.uk/impactofcustomerinvolvement](http://www.irwellvalley.co.uk/impactofcustomerinvolvement).

Examples include changing the opening hours of the Customer Service Team - which has reduced waiting times on the phone - and introducing confirmation text messages when an emergency repair is logged to help customers feel confident it's being dealt with.

We've also improved the description of 'accessible ready' homes to let - so that customers have a better understanding of what they can offer - and enhanced the new customer Welcome Pack with further information customers told us would be helpful.



## Improvements we've introduced following complaints this year include:

- Introduced an anti-social behaviour checklist for our Customer Service Team to help us capture as much information about the situation as possible.
- Carried out refresher training for planners who manage repairs and trades' diaries helping jobs to be completed more quickly.
- Set up a process change when inspector jobs are booked in to ensure they have enough time to complete all necessary steps, reducing the need for follow-on appointments which is more efficient and convenient.
- Shared information with customers about the impact of bad weather on our repairs service on our website - helping you to understand what to expect in periods of extreme weather.



***It has been another busy year on RSP, with many recommendations from our activities now making a real difference in the day-to-day experience of customers. This is great to see and what really motivates the group with their work.*** Christie, chair of the Resident Scrutiny Panel



## Results relevant to the Transparency, Influence and Accountability Standard

Measure	2024/25 result
Customers feel we listen to their views and act upon them	54.7%
Customers feel we keep them informed about things that matter to them	72.2%
Customers feel we treat them fairly and with respect	75.5%
Customers' satisfaction with complaints handling	29%
Number of stage 1 complaints per 1,000 homes	103.9
Number of stage 2 complaints per 1,000 homes	17.8
Proportion of stage 1 complaints responded to within Housing Ombudsman Complaint Handling Code Time (10 days).	87.3%
Proportion of stage 2 complaints responded to within Housing Ombudsman Complaint Handling Code Time (20 days).	86.7%



*The Safety  
and Quality  
Standard.*



## How we have delivered safe, warm and affordable homes

Ensuring your home is safe and well-maintained is our top priority.

You told us repairs were taking too long and were frustrated that repeated visits are often needed for the same issue.



### Improvements we made included:

- Moved into area-based teams to reduce travel time between jobs. It's also helped our colleagues build up more knowledge of our homes and customers in their area.
- Completed a van stocks audit to ensure our tradespeople have the equipment and materials they need to get the job done.
- Introduced a new contractor code of conduct to ensure companies working on our behalf understand and uphold the standards we expect.





This year satisfaction with our repairs service increased from **73% to 78%**, and satisfaction with the time taken for a repair to be completed improved from **69% to 77%**.



Over the course of the year we fixed **70%** of repairs on the first visit. We continue to work hard to improve this and our current average for this year so far is **82%**.



# In 2024-25 we:

- Spent **£16.5m** maintaining our homes, completing **25,182** repairs. 
- Completed **1,429** home condition surveys, helping us plan future improvement works. 

- Spent **£8.6m** improving our homes.

This included:

- 480** homes got new front or back doors
- 269** homes got a new boiler
- 260** homes got a new kitchen
- 157** homes got a new bathroom
- 107** homes got new windows
- 90** homes got new roofs
- 29** homes underwent major adaptations, working in conjunction with our local authority partners, to ensure customers can live independently.
- 6** communal boilers were upgraded.

We also worked on **139** homes in Haughton Green to make them cleaner, greener and cosier thanks to a grant from the Warm Homes Fund. Works included fitting solar panels, cavity wall insulation and loft insulation and were combined with new roofs already planned as part of our investment programmes to help have the biggest impact.



## Results relevant to the Safety and Quality Standard

Measure	2024/25 result
Satisfaction with overall repairs service over the last 12 months	66.4%
Satisfaction with time taken to complete most recent repair	61.6%
Customers feel their home is well maintained	68.5%
Homes that do not meet the Decent Homes Standard	1.1%
Non-emergency repairs completed within target timescales (60 days)	77.9%
Emergency repairs completed within target timescales (24 hours)	91.2%
Customers feel we provide a home that is safe	74.7%
Gas safety checks completed	100%
Fire safety checks completed	100%
Asbestos safety checks completed	100%
Water safety checks completed	100%
Lift safety checks completed	100%

## How we delivered in your neighbourhood

This year we developed and launched our new Communities Plan which has three main goals:



Promoting safe and peaceful neighbourhoods.

Maintaining clean and green spaces.

Working with you and our partners to make a difference.

The  
Neighbourhood  
and Community  
Standard.

**YOU SAID**  
**WE DID**

It was shaped by what you told us at our customer roadshows last year.

You said	What we've done
We don't see Irwell Valley Homes team members out in our neighbourhood.	<p>Introduced a programme of neighbourhood drop-ins where you can meet your Neighbourhood Officer and continued our neighbourhood inspection programme. Visit <a href="http://www.irwellvalley.co.uk">www.irwellvalley.co.uk</a> to find out more.</p> <p>Kitted our team out with Irwell Valley Homes uniform so they're more visible when they're in your area.</p> <p>Produced community newsletters every 3 months telling you when we'll be in your area and sharing issues we're working on that we've found during our visits.</p>
The grounds maintenance company don't provide a good enough service.	<p>We know there were issues this year and we're very sorry for the impact it has.</p> <p>We have continued to work closely with the company on an improvement plan and our estates manager monitors works to ensure they are completed according to the agreed schedules and expected standards.</p> <p>We moved our independent living and supported housing schemes to a different contractor to free up time and resource, whilst improving results.</p> <p>We introduced our Rate my Gardener and Rate My Cleaner surveys which provide a quick and easy way of providing feedback about the services in your area.</p>
Fly-tipping, litter and waste management make our neighbourhood look untidy.	<p>Installed CCTV in more communal areas and bin stores to help us identify and take action where we can.</p>
Issues with neighbours have a big impact on your quality of life.	<p>Worked with our Customer Communications Group to create a Good Neighbour Toolkit and Agreement highlighting the role that everyone plays in creating safe and peaceful neighbourhoods.</p> <p>Hosted drop-in events with our Community Safety Team providing information &amp; advice.</p>

scan me



### How we're working to improve:

- Working with our communal cleaning contractor to improve the standards and consistency of cleaning.
- Exploring how we manage the grounds maintenance service going forward to improve standards and consistency next year.
- Finalising a process where we charge back the cost of clearing fly-tipping where the person responsible can be identified.
- Launching a Communal Living customer group to work together to tackle issues and trends related to living in a building with shared spaces.
- Working with customers to create action plans to improve their building.
- Introducing neighbourhood drop-in events in the evening or at weekends to help more customers be able to attend.



# Making a difference in our communities

irwell  
valley  
foundation

This year we have continued to work with our partners to make a difference for our customers and communities through a variety of projects supporting with the cost of living, health and wellbeing and education and employment.

## In 2024/25 we:

- Issued grants of **£52,377** to **76** community groups, projects and charities. This included a **£10,000** Winter Provision Fund designed to respond quickly to support community projects and charities. 
- Supported **25** customers with grants totalling **£32,031** – helping with things like the cost of training courses and equipment such as laptops to support study. 
- Provided **£13,735** in food and energy vouchers through our Cost of Living Support Fund. 
- Launched our first ever Heart of the Community Awards, recognising and celebrating the wonderful work that goes on across the areas where we have homes. 
- Served up **2,420** free meals for children during the school holidays and **926** lunches for older members of the community from our Sunshine community café. 
- Supported **9,008** people with help towards training and employment, including via regular jobs fairs held at our Oasis Community Resource Centre. 
- Employed **10** apprentices, either directly or through our contractors, and supported work experience placements and volunteering through our community centre and café. 
- Supported the delivery of **3,467** hours of volunteering in our communities, working with our partners. 
- Developed new community partnerships with the Endeavour domestic abuse charity in Bolton and Healthwatch in Bury, transforming former shop units into community hubs for local people. 

### — Tenant — Satisfaction Measures

## Results relevant to the Neighbourhood and Community Standard

	2024/25 result
Number of anti-social behaviour cases opened per 1,000 homes.	56.2
Number of anti-social behaviour cases opened that involved hate incidents per 1,000 homes.	10
Customers' satisfaction with approach to handling anti-social behaviour.	61.7%
Customers feel we make a positive contribution to their neighbourhood.	59.8%
Customers' satisfaction with cleaning and maintenance of communal areas.	53.2%

*The Tenancy  
Standard.*

# How we're letting homes fairly to those most in need

In 2024/25:

We know the life-changing difference moving to a safe, stable and affordable home has on someone's life.

**We're committed to providing homes for those most in need, with 54% of our new customers last year arriving from homelessness.**

We also understand some existing customers might not be in a space that's right for them so this year we approached some customers to see if they would be interested in a swap.

- **84%** of our new customers were satisfied with their new home. Where this was a new build home, this was **100%**.



- We hosted 4 House Exchange roadshows promoting the national database which helps customers in social housing to swap homes with each other.



- Our Tenancy Sustainment Team supported **278** customers.

## **Their work included:**

- Helping customers to unlock **£542,631** in extra income.
- Securing **£31,113** for customers through the Housing Association Charitable Trust (*HACT*).
- Issuing **£16,000** to customers through our hardship fund, supporting with food and energy bills and the cost of white goods.



- Our Irwell Valley Foundation provided a grant of **£12,000** for 'starter packs' for new customers to help set them up in their new home.



- Introduced Local Lettings Policies in more buildings and neighbourhoods covering certain criteria that new customers must meet, helping to balance the needs of new and existing customers.





# Building more homes to meet the urgent need

With record numbers of people living in temporary accommodation and an urgent need for more affordable housing, we're committed to building more homes and playing our part in tackling the housing crisis.

## In 2024/25 we:

- Were on site building 202 homes across seven local authority areas.



- Started work on a new supporting housing development in Willow Street, Bury, for young people with learning disabilities.



- Began phase 3 of the Sale West regeneration, delivering new homes for social rent, a new independent living scheme for older customers and supported housing.



- Invested **£19.5m** building new homes to meet local and regional need.



- Attracted grant funding worth £7.4m from Homes England and Greater Manchester Combined Authority to support us in our work.



I moved into a new home on the Sale West estate after a year in emergency and then temporary accommodation with my young daughter.

It was a really tough time and I was so happy and relieved when I got the news one of the new homes was mine – it was so exciting!

“It was so helpful having everything decorated and fresh and ready – it would have been really hard to find the money to do things like that otherwise. My daughter now has her own room and since moving here I’ve had another little girl. Knowing I had a safe, warm and secure home to bring her home to was amazing.

**Georgia, who moved into one of our new homes built as part of the regeneration of Sale West.**



Please let us know if you need to rearrange a visit or repair.



**We know that in life things will always crop up unexpectedly and understand you might sometimes not be available at the last minute.**

We really appreciate appointments going ahead when they're planned as much as possible, as it saves us time and money that can be better used investing in our homes and communities.

If you need to rearrange an appointment please let us know as soon as possible – call us on **0300 561 1111**; live chat with us on our website **[www.irwellvalley.co.uk](http://www.irwellvalley.co.uk)** or email **[contact@irwellvalley.co.uk](mailto:contact@irwellvalley.co.uk)**. Thanks for working with us to ensure appointments can go ahead as planned.

## What to expect from our repairs service in winter

When you need a repair, we always want to attend when we say we will. There may be times when we need to change your appointment at short notice, including during very bad or extreme weather when some repairs – like work on roofs or guttering - are not safe to be carried out.

**If we need to change your appointment at short notice, we will call you to arrange another suitable time for you.**



During very cold weather we always get an increase in repairs. There are some easy things you can do to help you avoid weather related problems in your home during the winter, including insulating your pipes which are in cold places like the loft and making sure you know where your water stop tap is in case pipes freeze.

**Read more tips by scanning here.**

