



WEALD LIVING

BY SAXON WEALD

PERFORMANCE REPORT

TO RESIDENTS 2023





Our contact hours

Visits to our office are by appointment only.
Please contact us to make a booking.

Our phone lines are open

Monday - Thursday from 8.30am – 4.30pm

Friday from 8.30 - 4pm

Ways to contact us:

Secure message via your online account
service: [MyWealdLiving.com](https://www.mywealdliving.com)

Email: info@wealdliving.com

Our website:

[Wealdliving.com/contact-us/](https://www.wealdliving.com/contact-us/)

Facebook:

www.facebook.com/wealdliving

Telephone: 01403 226060

REPORTING COMMUNAL REPAIRS

Most communal repairs are carried out by HomeFix, our in-house repairs team.

You can report a repair:

- Through your online account at any time at [mywealdliving.com](https://www.mywealdliving.com)
- By email – HomeFix@saxonweald.com
- By phone on 01403 226000

IN AN EMERGENCY

Always phone if it is an emergency.
If you have an emergency outside
of our usual opening times, please
call 01403 226000 and you
will be transferred to our
out-of-hours service.



online, anytime, anywhere

Our easy-to-use, online services put you in charge of your home, anytime, anywhere. They provide secure access to your information and are available 24 hours a day, seven days a week from a desktop, laptop, tablet or mobile.



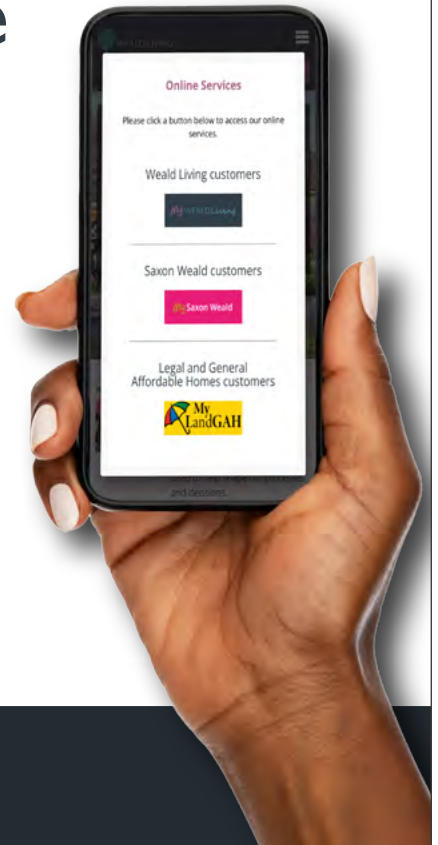
Pay your rent or service charges



Book repairs, manage appointments



View and update your details



Sign up today at: www.mywealdliving.com



Hello and welcome to this year's annual performance report

The cost-of-living crisis has loomed large this year. While we have all felt the pain of increased fuel bills and food costs, we know some of our customers have been amongst the worst hit. We've been working hard to help as much as we can. This includes setting up a £100,000 financial support fund to help those in crisis. Meanwhile, our team of Money Matters Advisers have supported 554 customers this year with benefit claims and debt advice. We have also taken to the road, bringing advice and support (and some fun!) to 15 of our neighbourhoods.



The national labour shortage has impacted us this year too, with skilled operatives and technical staff in particular having been in short supply. This has had an effect on our service levels, but I'm pleased to say we're now almost back to full strength. We are very sorry that repairs have taken longer than usual to carry out. We are making steady progress on reducing the backlog of work and are confident our turnaround times will continue to improve as the year goes on.

We were all shocked in October last year to hear about the tragic death of two-year old Awaab Ishak, caused by exposure to mould in his home in London. The news led, understandably, to a big increase in customers reporting concerns about condensation and mould. We have acted decisively. This includes carrying out mould removal and treatment works to more than 350 homes, improving ventilation by installing modern extractor fans and carrying out a programme of other related repairs such as roofing and re-pointing over the summer. We hope this will mean fewer problems for customers in future.

This year we created new ways for you to have a say in our services. This included a repairs drop-in event at our head office, which resulted in a small customer task force presenting their recommendations to our Board. Consultation on our new customer strategy gained some 900 responses, providing invaluable information on your priorities and concerns. Thank you to everyone who has taken the time to give their views, in whatever way, throughout the year. We are very much listening!

With best wishes

Steven Dennis

Chief Executive

FEEDBACK

Your feedback is really important to us. It helps us understand what you like about our service and what we could do better.

Whether your feedback relates to this report and its contents, or is in response to our services, we are keen to hear your views.

Compliments make our day, and complaints help us make improvements.



Thanks for reading!



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Please note that figures in this report are taken from 1 April 2022 – 31 March 2023, unless otherwise stated.

Our homes

Weald Living is part of Saxon Weald, a housing association, established in 2000, managing around 6,800 homes across Sussex and Hampshire.

We manage properties of different types and different tenures. Here's a quick guide to the types we provide:

Market rent properties: We have a small number of properties in Horsham that we rent out at market rent rates.

Shared Ownership: These are houses or flats that can be bought on a part buy / part rent basis. The resident owns the share they have bought and pays rent to us on the remaining share. Over time and as they can afford to, the buyer can buy a greater share (known as staircasing), up to the full 100%.

Shared Equity: Also known as Older People's Shared Ownership, this would be a property in a retirement or extra care development. Similar to shared ownership, residents buy a share of the property and pay rent on the remaining share. However, unlike shared ownership properties, they have to buy a 75% share and pay no rent on the remaining part. This is so that we, as the landlord, can manage who the property is passed on to and maintain the stability of scheme.

Leaseholders: These are residents who own their home, but we own the block or grounds and charge a service fee for the upkeep of these areas.

General needs: These properties are our affordable rent and social rent homes that are not age restricted.

Retirement properties: Mostly rented flats or bungalows for residents over a certain age (usually 55 or 60, depending on the scheme). They are charged out at social or affordable rent rates and often have a visiting scheme manager.





Extra Care: We have 11 extra care schemes. These are age restricted communities for older people with some care or support needs. They comprise of flats within a large block with other shared communal facilities such as a dining room and lounge. There is a care team present on site to help with the residents' day-to-day needs and a regular extra care scheme manager working at the premises.

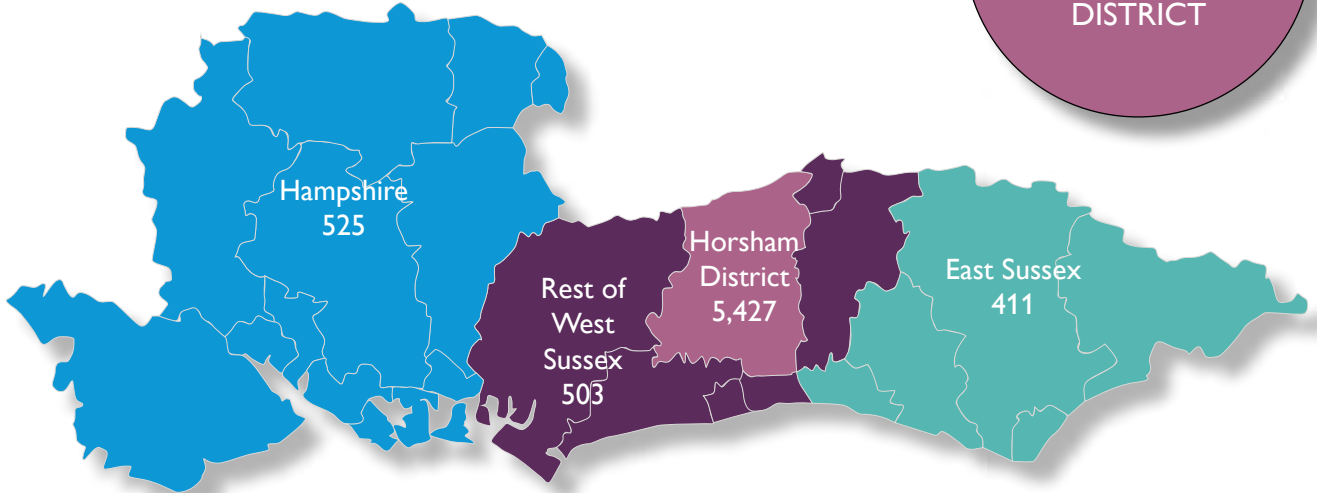
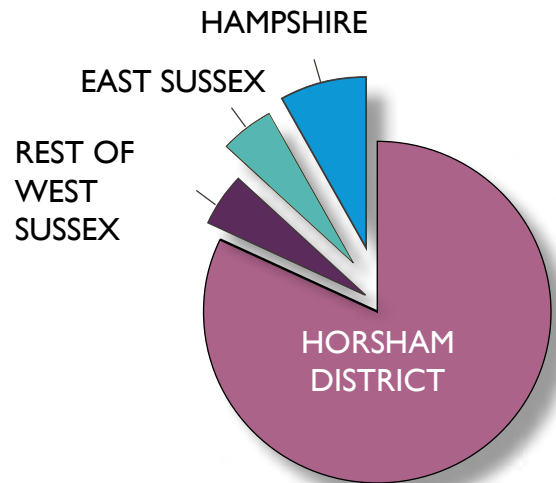
Legal and General affordable homes: We manage a small amount of properties in East Sussex on behalf Legal and General.



Our homes and where they are

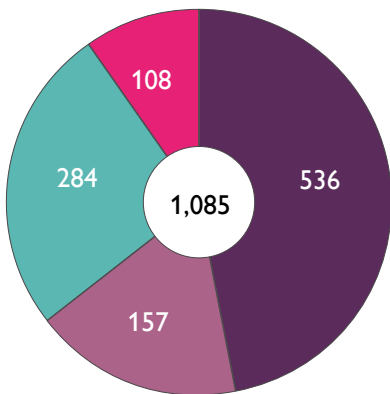
TOTAL NUMBER OF PROPERTIES 6,866

	Horsham District.....	5,427	79%
	Rest of West Sussex.....	503	7%
	East Sussex.....	411	6%
	Hampshire.....	525	8%







NUMBER OF WEALD LIVING HOMES






Saxon Weald manages 6,866 properties overall. Of these, 1,085 (nearly 16%) come under our Weald Living brand. This includes:

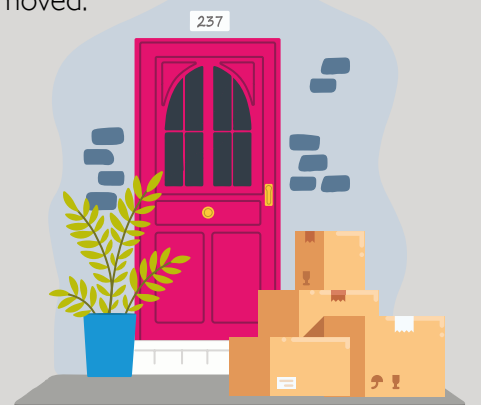
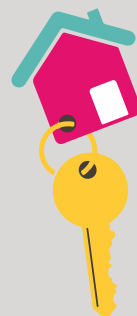


Number of Weald Living homes: 1,085

-  536 Leasehold homes
-  157 Leasehold homes for older people
-  284 Shared ownership homes
-  108 Market rent homes

MOVING IN, MOVING UP AND MOVING ON

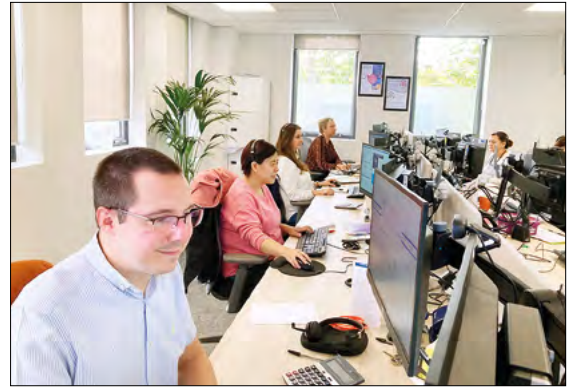
-  **5** Five Saxon Weald rented households became homeowners last year, having bought their properties under the Right to Buy or Right to Acquire schemes.
-  **18** 18 Properties in extra care schemes have been resold. Of these, 15 were shared equity apartments and three were outright leaseholders.
-  **24** 24 Households moved into new shared ownership homes.
-  **8** Eight Shared owners have staircased (bought additional shares in their home). Two of those staircased to 100% and outright ownership.
-  **10** 10 Shared owners moved.



Customer experience

Our customer support team is made up of 10 Customer Support Advisers, one Senior Customer Support Adviser and a Customer Support Manager. Over the last year they handled over **110,000 enquiries!**

Between them they have a wealth of knowledge and **85% of calls were handled straight away**, without having to pass the customer on to someone, or call them back.



CALL WAITING

We are pleased to report that our telephone call waiting times are down to around two minutes. That's almost eight minutes less than in December 2022, when call waiting was at its worst. This was due to staff shortages because of sickness and during a spell of bad weather, which lead to more repair requests.

Housing associations of a similar size report an average 2.5 minutes call waiting time.

Our busiest call times are in the morning, following a weekend or bank holiday, so your call waiting time may be that bit longer at those times. Consider calling us a little later in the day or use your My WealdLiving account to report any concerns instantly.

BEING A CUSTOMER SERVICE ADVISER

Our Customer Support Advisers are a fantastic bunch. As well as having to know an incredible amount about all areas of the business, they also need to remain calm, and deal with some challenging enquiries. We asked Bex, one of the team about their role. Here are couple of their answers. The full interview will be available in our Winter Spotlight newsletter:

Q. What part of your job do you look forward to the most?

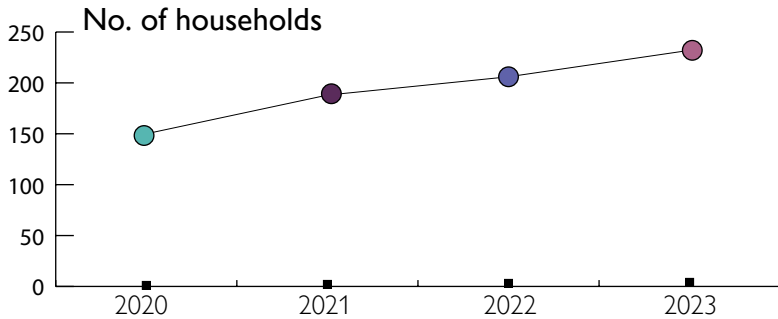
I always look forward to helping our residents. While it can be quite difficult dealing with issues or unhappy calls, when you are able to help somebody in a crisis or you are able to resolve an issue for someone - it makes our day! Knowing that we have helped, no matter how big or small the request, makes our job worthwhile.



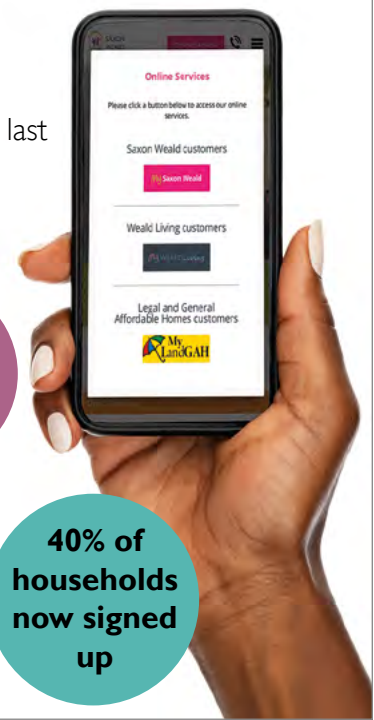
Q. How do you approach difficult customer situations?

We try and approach difficult situations sensitively and with compassion. You have to put yourself in the customers' shoes and understand their point of view, staying calm and professional at all times. Doing what is right for our customers is always at the forefront of our mind, and we will always try our best to find a resolution for them.

By the end of March 2023, 232 households had signed up to use our 24 hour online services. That's 40% of our Weald Living customers and 11% more than last year. There were just over **1,000 logins** to the services over the year.



Over 1,000 logins last year!



40% of households now signed up

Registered users can report communal repairs, change appointments, pay their rent or service charges, update their details and more, at any time of day. **Go to mywealdliving.com and give it a go!**



OUR WEBSITE

Our Weald Living website, not only shows the sales and resales properties we have available, but also is packed with useful information and our latest news. Stay in the loop and visit www.wealdliving.com. **Last year saw nearly 23,000 visits!**

SOCIAL MEDIA

Our Facebook and X (formerly Twitter) pages provide handy tips, news and local information, and offer an opportunity for you to ask questions or add comments on our posts. Last year, we created 175 posts on our Weald Living Facebook page, which were seen around 25,000 times. There were also 155 posts on X, seen around 5,500 times.

If you use social media, why not give us a 'like' or follow us, so you'll be sure not to miss anything important?

25,000 views last year

5,500 views last year

Go to Facebook.com/wealdliving or X.com/wealdliving.

Introducing Tenant Satisfaction Measures

The Government's Regulator of Social Housing has created a new set of measures to assess our performance. We started collecting results in April this year.

You can use these measures to understand how well we are doing. The aim is to improve standards across all housing associations. The measures will demonstrate if we are providing good homes and customer service.

We are collecting information on a monthly basis via a telephone survey. It will help us to understand what matters most to you and where we can improve.

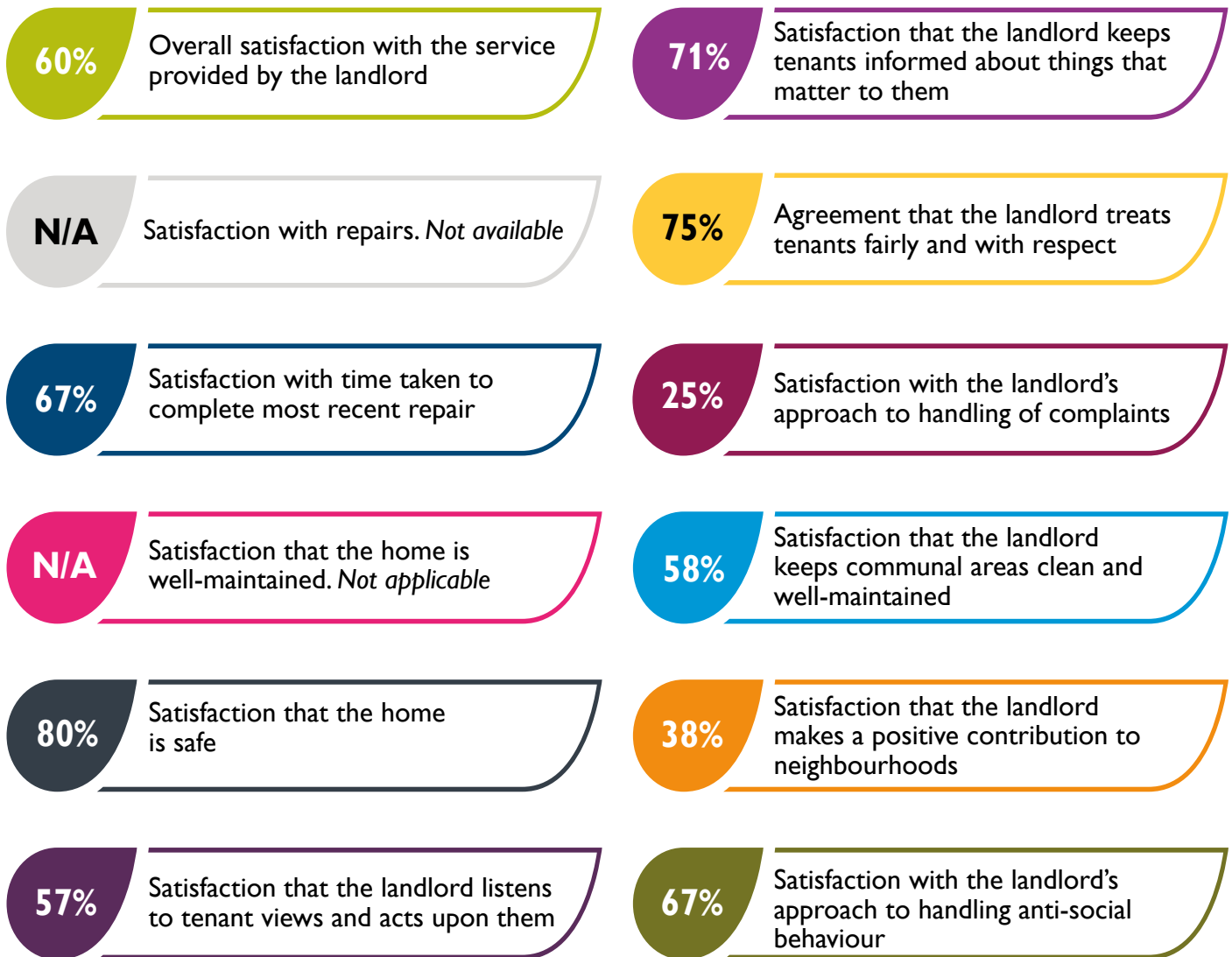
We will publish our results every six months, here in the Annual Performance Report and in our Spotlight newsletter.

Satisfaction is measured across five areas:

- repairs
- building safety
- effective complaint handling
- respectful and helpful tenant engagement
- responsible neighbourhood management

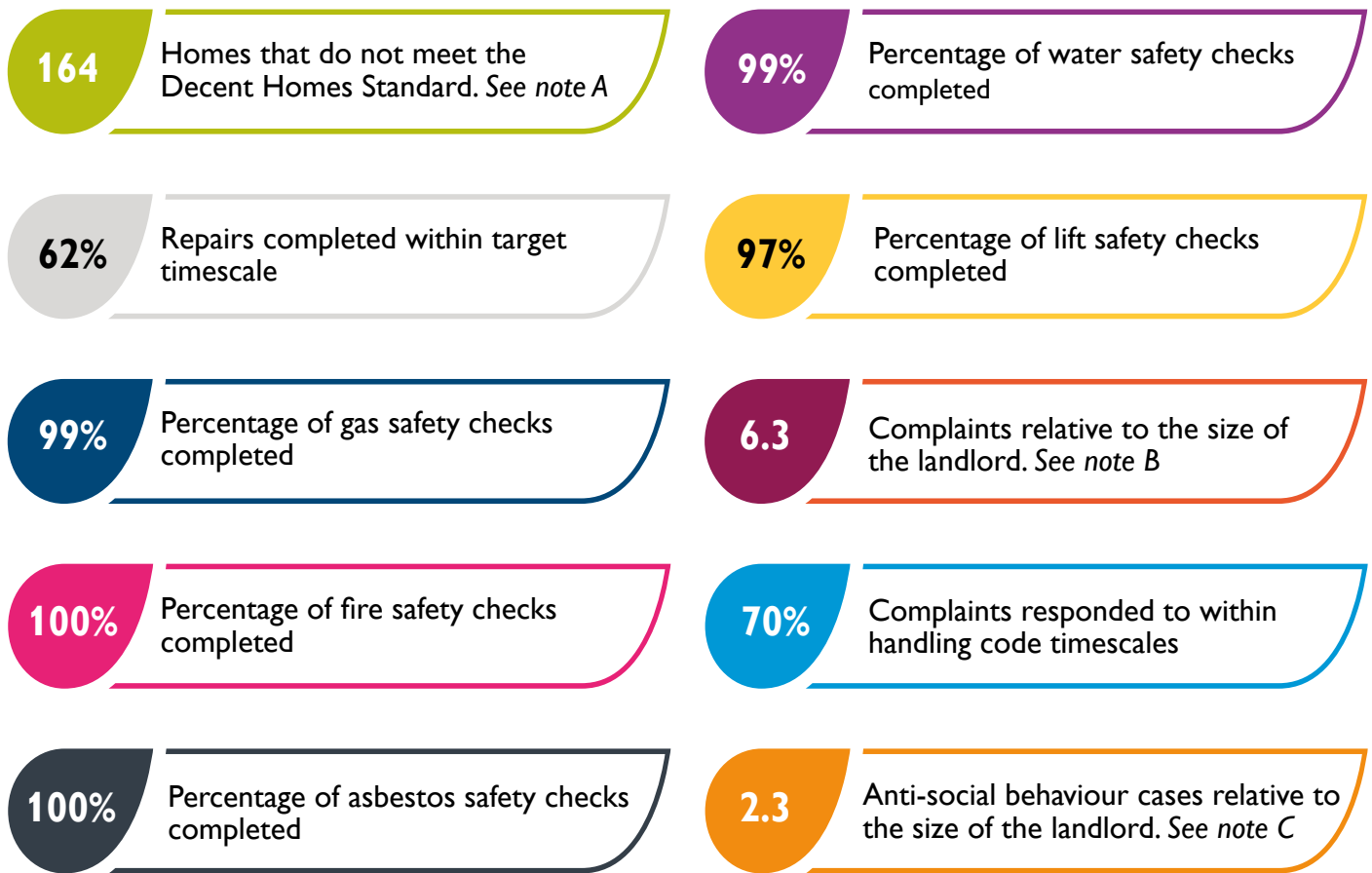
12 of the 22 Tenant satisfaction measures are based on our customers' feedback and are collected via a telephone survey.

Here's the results showing how leaseholders and shared owners feel we were doing over the first three months:



The other 10 TSMs are based on how we are performing as a landlord and are scored from the data we collect across the business.

Here are the results of those measures over the first three months:



NOTES to the TSMs

Note A: 164: Homes that do not meet the Decent Homes Standard

'Decent Homes' is a standard set by Government that all housing association properties should meet. We are concerned that 164 of our homes (around 3% of what we own) do not meet the standard due to problems with their roofs. We will be checking them all over the coming year and repairing or replacing them as needed.

Note B: 6.3: Number of complaints received per 1000 homes owned

The Regulator of Social Housing asks us to record complaint numbers in this way. This makes it easier to compare performance for housing associations of different sizes. Full comparison information is not yet available for this year, but information from Housemark suggests that the average figure for housing associations in 2022 was 27 complaints per 1000 homes owned.

Note C: 2.3: Number of anti-social behaviour cases raised per 1000 homes owned

The Regulator of Social Housing asks us to record anti-social behaviour cases in this way. This makes it easier to compare performance for housing associations of different sizes. Full comparison information is not yet available for this year, but information from Housemark suggests that the average figure for housing associations in 2022 was 50 cases per 1000 homes owned.

Your feedback matters

COMPLAINTS

Delivering a great service to our customers is what we all want to do, all of the time. However, sometimes, things can go wrong. Please let us know if this happens, so we can try to put things right and learn from any mistakes.

You can make a complaint to us by

- Phone: 01403 226000
 - Email: info@wealdliving.com
 - Letter: Please see our address on the back page
 - Secure message from your [MyWealdLiving](#) account
 - Completing a form on our website: www.wealdliving.com/your-voice/complaints-and-compliments
- There's also details of the complaints process here.

Last year we received 63 complaints from our Weald Living customers

Of these, 57 were resolved at the first stage and six went on to stage two. None were referred to the Housing Ombudsman.



If you have been through our complaints process and are not satisfied, you have the right for your complaint to be considered by the Independent Housing Ombudsman. You can contact the Ombudsman at any time for impartial advice.

Housing Ombudsman Service
PO Box 152, Liverpool, L33 7WQ
Telephone: 0300 111 3000
Email: info@housing-ombudsman.org.uk

COMPLIMENTS

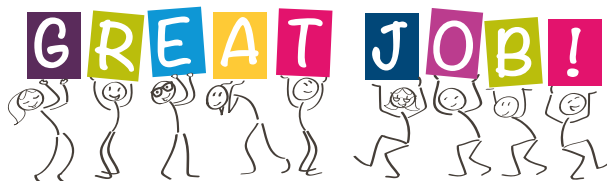
Letting us know when you're happy with something we've done makes our day. It also lets us know what you want us to do more of.

I would like to commend your Sales Progressor for her professionalism in dealing with the sale of my shared ownership property.

The sale was not an easy one with constant delays and lack of communication from solicitors.

Your colleague was key in keeping the process moving and placating both myself and the frustrated buyers. The sale finally completed after many months of e-mails!

Last year we received 60 compliments from a mix of Saxon Weald and Weald Living customers



Thank you Lucy for always going above and beyond when we have issues that need resolving. In particular the recent leak in a resident's bathroom that she managed to help get resolved quickly!

I just wanted to say a sincere thank you to you, for all your efforts and for being so patient with me, especially in times where I genuinely was really fearful for the result of the sale of my leasehold property.

I really do appreciate all you have done for me. Without your help and support, I honestly don't know what I would of done.

You can send us a compliment by email, phone, on Facebook or X, or via your myWealdLiving account.

You said - we did...

One of the commitments of our customer charter is to listen to your views and use your feedback in our decision making. Here are some of the changes we've made in response to what you've told us:

Grounds maintenance is poor
They are not doing their job properly.

A new way of setting up contracts has been adopted and new contractors appointed

Be more visible!

We held a series of roadshows across our districts, giving us the opportunity to meet more of you face-to-face

WE'RE LISTENING TO YOU

More examples of how your views have made a difference to our services:



Appointment reminders

Customers were sent appointment reminder messages 24 hours before appointments. However, when appointments needed to be rescheduled, this didn't give enough notice to customers. As a result two messages are now sent at 72 hours and 24 hours before the appointment.



Compensation requests

Compensation requests used to form part of the complaints process, but now they can be handled independently and be settled more efficiently.



HomeFix operatives take photos of their completed work

Operatives are asked to take photos at the point of completion of a job. This helps us monitor quality and process any complaints we might get about the quality of the work.

When are you going to invest in property improvements?

Our development spend has been reduced to allow greater investment in existing homes.

Why aren't you inspecting repairs where customers aren't happy?

A new post-inspection process has been agreed

Why is there nothing on gaslighting in your domestic abuse policy?

Our policy has been amended to include this in it

The cost of living crisis is worrying

We set up a financial support fund. Extra advice on support available was published

Your voice

GET INVOLVED & HAVE YOUR SAY

We welcome your views on our services and use your feedback to help shape our processes and decisions. After all, there's no one better placed to tell us what's working well and where we need to improve than our customers.

Some of the ways you could get involved are:

- Telephone interviews
- Feedback surveys
- Your voice register
- Estate mates
- Seniors united
- Task and finish groups
- Customer representation on our Board



Customer Engagement Plan 2022 - 2025

Our corporate plan is clear about the importance of engaging with customers and using their feedback to improve what we do. Our customer engagement plan sets out our approach, ensuring that customer views are heard and acted upon, and that customers can see their opinion matters. You can find a copy on our website: www.wealdliving.com/your-voice/getting-involved

SURVEYS



We carry out a range of surveys during the year to help us find out how you think we're doing. It's really helpful to get a picture from a wide range of people of where to focus our attention and improve what we do.

Here's two of the main surveys we sent to our Weald Living customers last year, and the responses.

- **HOMEOWNERS**
130 responses from 650 issued.
This survey is sent annually to shared owners and leaseholders on the anniversary of the month of when their lease commenced. It contains 18 questions regarding your home, our service and repairs.
- **DEVELOPMENT & SALES**
37 survey responses received.
Seven questions sent to people following a move into a newly built property.

40%
Satisfaction

86%
Satisfaction

There is clearly a big difference between the results of these two surveys. Leaseholders tend to be the most dissatisfied; unhappy with our grounds maintenance and communal repairs services, and service charges. We have made a number of changes to our service, including investment into our homes and new grounds maintenance contractors, so hope to see satisfaction levels improve this year.

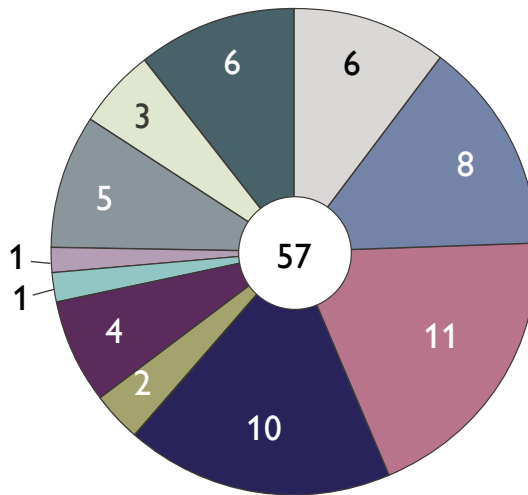
Your homes and neighbourhoods

MAKING CHANGES TO YOUR HOME

Last year 31 leaseholders applied for permission to make changes to their homes. Some leaseholders submitted applications for several alterations to be made to their homes.

Changes that were approved:

- 6 Boiler/heating
- 8 Kitchen refit
- 11 Bathroom adjust/refit
- 10 Electrical/lighting works
- 2 Garden/driveway works
- 4 New windows/doors
- 1 Sheds
- 1 Flooring
- 5 Building works
- 3 Plumbing
- 6 Other



Of these, nine applications were made retrospectively before the homes could be sold and cost the leaseholder a lot more than if they had applied when originally getting the works done.

If you're planning some home improvements, you'll need our written permission for any structural alterations or changes to the fixtures and fittings of your property. **You may also need to get planning permission and/or building notice from your local authority.**

There's more information on our website: www.wealdliving.com.

LOOKING AFTER YOUR NEIGHBOURHOODS

Whatever the weather, our estate improvement team are out and about making sure our neighbourhoods are kept clean, tidy and safe.

The types of jobs the three operatives handle are really varied, but make a big difference to the area where you live.

Last year the team carried out 1,925 jobs!

560	Estate inspections
288	Gutter clearances
6	Kitchen & bathroom clearances
108	Communal area clearances
26	Garage checks
22	Garage lock changes
51	Heater deliveries
160	Empty homes clearances
30	Empty homes garden works
44	Fitting sign jobs
222	Rechargeable jobs
335	Clearances / fly tipping
11	Car park line-marking jobs
62	Lighting jobs

One of the most common things they have to deal with is belongings or rubbish left in communal hallways. These items become a safety risk if blocking escape routes, preventing people from leaving safely in an emergency situation.

The team will remove items that create a safety risk.

GROUNDS MAINTENANCE



Following the disappointing service from our grounds maintenance contractors, Idverde and the resident feedback we received, we terminated their contract.

We now have new contractors. Groundscapes covers north and south areas, GreenServe covers the east, and the west is managed by Grounds Care Group. We have a separate contract for tree management and Connick Tree Care will cover all areas.

The new contractors took over in May and have been working tirelessly to get our sites back to a good standard.

We are keeping a close eye on performance and hope that our customers are starting to see the positive improvements!

Your homes - health and safety

To help keep you safe in your homes, every year we carry out a large number of safety checks; from gas, fire and water assessments, to security, electricity and lighting.

We also provide training to all our staff, so they can monitor, assess and report risks, and operate in a safe manner.

Every week, building safety checks are done on all of our blocks - that's 4,628 checks a year!

Our own staff reported 334 risks last year, which all had work completed to make them safe.

So, if you see something that doesn't look right, please let us know so that we can check it out!



FIRE



- Last year we carried out 169 fire risk assessments on our blocks of flats.
- We have dry risers at 18 sites for the fire service to use in the unlikely event of a fire. These have to be serviced twice a year.
- 60 properties have a full fire alarm system. This includes 7,008 components which have to be serviced and checked annually.
- Our scheme managers have to carry out a weekly test on each fire panel to ensure they are working at all times. This means they carry out 3,120 tests per year.
- In December, we sent out specific fire safety leaflets to every one of our flats, in line with new legislation. We will have to do this every year going forward.

ELECTRICITY



- Every year we carry out 1,200 electrical condition tests in homes and 170 in communal areas.
- There are 54 schemes where we carry out annual testing on all portable appliances in the communal areas.
- We carry out annual checks on roughly 1,300 tools or pieces of electrical equipment used by staff and operatives.

WATER



- There were 121 water risk assessments on blocks which have communal water.

SECURITY AND SAFETY



- We have 233 blocks that have emergency lighting. We perform 2,796 monthly checks at these sites.
- 33 buildings have lightning protection which is tested annually.

GAS



- 38 sites have commercial gas installations with 109 individual boilers. These are all inspected annually.
- Every year we have to carry out landlord gas safety checks at 3,989 properties!

PLUS...



- The 68 lifts within our properties have 10 checks a year and an insurance assessment every six months.
- There were 441 asbestos inspections last year.
- 132 pieces of mobility equipment are serviced every six months. These include stairlifts, therapy chairs and hoists.
- 22 laundries with appliances tested annually.
- 11 kitchen extractors cleaned every six months.
- 14 sites with solar panels, including head office.
- Annual inspection of 212 ladders.

DAMP & MOULD



We take all reports of damp and mould seriously. Our surveyors visited over 350 homes between October and the end of March. Works included wash downs, new extractor fans, repairs to roofs, brickwork, gutters and drains.

Housing management

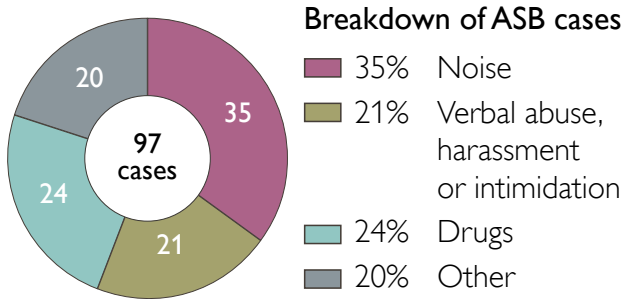
Our housing management team support and help residents to manage their tenancies.

Unfortunately, they sometimes have to deal with some more difficult situations such as antisocial behaviour; rent arrears, tenancy fraud and domestic abuse.



ANTISOCIAL BEHAVIOUR (ASB)

Our team had 97 cases of antisocial behaviour reported to them last year. This is 12% less than the previous year.



ANTISOCIAL BEHAVIOUR TO STAFF

It is important to us to be open and accessible to everyone, but occasionally customers' actions may become unacceptable.

Sadly there were **26 reported incidents** of verbal abuse to our staff last year. This was 53% lower than the previous year but still unacceptable.

Reports by teams:

- Customer experience 35%
- Housing team 46%
- HomeFix team 19%

We have procedures in place in place to protect our staff and will take measures to challenge any unacceptable treatment of them. In certain cases we may restrict contact, take legal action or report unreasonable behaviour to the police.



DOMESTIC ABUSE

At Saxon Weald, we believe everyone has the right to feel safe from abuse in their home. Abuse can affect anyone, of any age and be emotional, physical or sexual.

We have had a lot of training over the last few years to help us support survivors of domestic abuse. **Our commitment was recognised when we achieved the Domestic Abuse Housing Alliance accreditation in September 2022.**

If you're experiencing domestic abuse or you're concerned about someone you know, please remember that you are not alone. There are a range of support networks and services available to you. There's a dedicated area on our website with a wealth of information and support. More information can be found here

[:www.saxonweald.com/da](http://www.saxonweald.com/da).

Last year we supported 40 households who were affected by domestic abuse.






SUPPORTING RESIDENTS

Many of our customers are still being affected by the cost-of-living crisis and our Money Matters team and Wellbeing Adviser have had a busy year.

The team offers support to those who need it both financially and from a welfare perspective.

For more information about our services please email moneymatters@saxonweald.com or call 01403 226000 and ask to be referred to them.

 544	 72	 £1.6m
We supported 544 customers	72 customers got help to appeal benefit decisions	£1.6m in extra benefits generated for customers

We have a support fund for customers in severe financial hardship. Last year we received 301 referrals and spent a total of £101,000.

Your homes - new homes

WHERE OUR NEW PROPERTIES ARE:



A 12 Properties at New Monks Park, Lancing



B 23 Properties at Ecclesden Park, Angmering



C 9 Properties at Ashplats, East Grinstead



D 2 Properties at Hawksbourne, Horsham

IN THE PIPELINE...

We currently have 153 homes in progress, which are due to complete in the coming year. Of these, 116 will be for affordable rent and 37 will be made available for shared ownership purchase.

DEVELOPMENT NAME	AFFORDABLE/ SOCIAL RENT	SHARED OWNERSHIP
New Monks Park, Lancing	22	18
Page Court, Horsham	48	0
Ecclesden Park, Angmering	20	10
Hawksbourne, North Horsham	14	9
The Cobblers, Slinfold	12	0
TOTAL	116	37

GRANTS TO SUPPORT BUILDING

Saxon Weald secured a £660,000 grant from Homes England for developments in 2022/23.

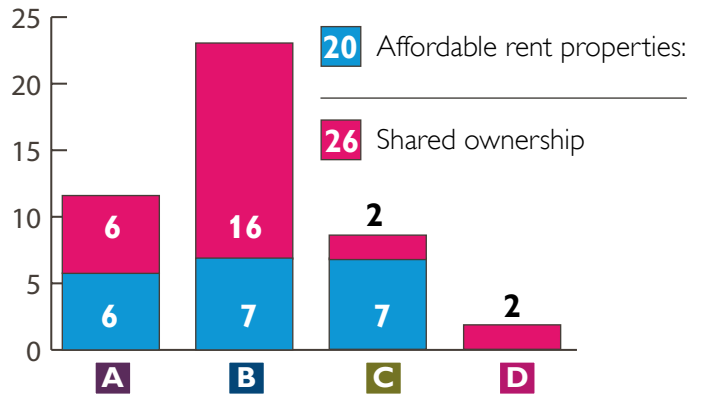
We were also awarded grant of £180,000 from Horsham District Council for development in 2022/23 and a further £594,000 will be provided in 2023/24.



Last year, we completed 46 new build properties. A couple of other sites faced unexpected delays to the build, but we expect to see those completions in the coming year.

Our aim is to build 393 homes over the next five years (2023-2028). These will be made up of 269 for affordable rent and 124 for shared ownership.

PROPERTY TENURES 2022/2023



BUYING & SELLING

Our sales team are kept busy with our new build shared ownership sales with roughly 25 enquiries per property we sell.

Last year, as well as the 26 new build sales they processed, they also had:

- 28 Resale completions
- 8 Staircasing* completions
- 12 Disposal** completions

*Staircasing is when a shared owner buys more shares in their property.

**Disposals are when we sell one of our Saxon Weald properties because it is either too expensive to repair or in an area that is remote from our other homes.

BUYING A SHARED OWNERSHIP PROPERTY

We sell our sales properties through our Weald Living brand. If you'd like to find out more or see what properties are available, please visit our website.

www.wealdliving.com



WEALD LIVING

BY SAXON WEALD

All about money

CONSULTATIONS FOR WORKS

As a leaseholder, you pay towards the cost of any works to the building of your home as part of your service charge. As the freeholder, we must consult you on the work required.

Last year, we consulted with 10 leaseholders for refurbishment work at a scheme in East Sussex.



CONSULTING WITH YOU ON NEW CONTRACTS

It is our responsibility to let you know when and why we are tendering for new contracts. This allows you to have your say in potential contractors and the service they provide.

Last year we contacted 738 leaseholders for the re-procurement of our grounds maintenance and tree care contracts. So far to date this has proven a popular decision and many are reporting positive results of this change.

EXTENDING YOUR LEASE

If your lease has less than 85 years remaining, it may be harder to sell on your property and affect its value.

Last year there were seven lease extensions completed and four new applications received.

SERVICE CHARGE DEBT

If you are having problems with paying your service charge, Please talk to us. We always try to put reasonable arrangements in place to help people.

Unfortunately, there are occasions where people try to avoid paying what they owe. In these circumstances, in the first instance we are obliged to contact their mortgage provider for assistance.

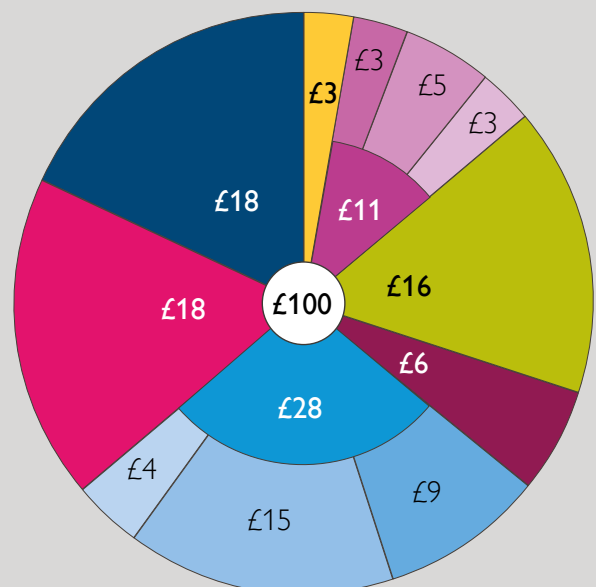
Last year we had to recover arrears from 14 leaseholders. Most settled at the first stage but unfortunately for two leaseholders, this resulted in court action. Through these actions, we recovered £6,674 in total.

Last year 78 people queried their service charges. Of those, we made 15 adjustments. We also adjusted the costs for the other properties in the same building too!

HOW WE SPEND OUR MONEY

For every £100 we spend

■ Housing Management	£3
■ Service charge costs	£11
■ Cleaning and grounds maintenance	£3
■ Utilities	£5
■ All other services	£3
■ Staff costs	£16
■ Overheads	£6
■ Repairs and maintenance	£28
■ Day-to-day repairs	£9
■ Property improvements	£15
■ Regular servicing and maintenance	£4
■ Interest payments	£18
■ Investment in new homes	£18



Our people

Delivering a positive experience to our customers is at the heart of all we do at Saxon Weald. Our staff are carefully selected to ensure that they embrace our values and deliver a professional service to our thousands of residents.

We employ 262 members of full-time and part-time staff across the business. They have a wide range of roles from our trades people who make up over 30% of our workforce, to scheme managers supporting our residents, to our office colleagues, who keep everything running in the background.

These colleagues have varying levels of expertise: from apprentices starting out in their careers to

those fully qualified in their field; to management and leadership. We also offer training and development to our staff to help them achieve their potential and further their careers.

We know that a dynamic and diverse workforce contributes to the success of our business. We are committed to equality of opportunity, to being fair and inclusive and to being a place where all belong.

So, if you, or someone you know is interested in working for us, please keep an eye on our careers page on our Saxon Weald website, where we post our job vacancies: www.saxonweald.com/careers.



OUR STAFF

Number of staff

● Office and management	141
● Scheme managers	33
● Maintenance	80
● Board members	8
TOTAL	262

BOARD MEMBERS

Saxon Weald is governed by a Board made up of eight external non-executive directors, plus two Saxon Weald executive directors. They make decisions in accordance with legislation about resourcing and budgets, and are responsible for monitoring and reviewing our performance.

We value our people and recognise them for a job well done. So, if you have received excellent service from one of our team, please let us know. www.wealdliving.com/your-voice/complaints-and-compliments

... and finally

OTHER PUBLICATIONS:

We publish a wealth of up-to-date information on our website, including publications and informative leaflets. To download go to:

www.wealdliving.com/home-owner-services/handbooks-and-publications/

Here's a few that may be of interest to you:

EXTRA CARE LEASEHOLDERS' AND LEASEHOLDERS' GUIDES:

These publications contain loads of information regarding living in your home, our responsibilities to our residents, and your responsibilities as a leaseholder. They also contain useful information about service charges. They are regularly updated with any changes to our services.



EXTRA CARE LEASEHOLDERS' HANDBOOK



LEASEHOLDERS' HANDBOOK
WEALD LIVING
BY SAXON WEALD

FINANCIAL STATEMENTS

If you are interested in a more detailed account of how we spend our money and information about our resources, we publish our detailed Financial Report on our website every September.



HELPING HAND GUIDE

This booklet contains lots of information to help with the cost-of-living. From benefits, debt advice and financial support, to costs of running your appliances, this guide aims to give you lots of knowledge to help your money stretch further.

There's also information on foodbanks and where to get food at discounted prices. Finally some top tips to avoid wastage and how to best economise where you can.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

Our ESG Report is published annually on our website, after September. It details our performance against 12 themes and 48 criteria set by The

Sustainability Reporting Standard. Themes include residents' voice, building safety and quality, affordability and security, climate change and governance, to name just a few. These criteria align to international frameworks and standards, including the UN Sustainable Development Goals.



USEFUL CONTACTS:



GENERAL ENQUIRIES: Our customer service team is on hand to answer most enquiries. Email info@wealdliving.com or call 01403 226060

REPAIRS: For communal repairs email homefix@saxonweald.com, call 01403 22600 or use your My WealdLiving account

MONEY MATTERS: If you are struggling financially please email moneymatters@saxonweald.com or call 01403 226000 and ask to be referred



WEALD LIVING

BY SAXON WEALD

Saxon Weald is a charitable community benefit society
(reg no. 7971) and is regulated by the Regulator for Social Housing.

Saxon Weald

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