



WEALD LIVING
BY SAXON WEALD

2025

ANNUAL
PERFORMANCE
REPORT



www.wealdliving.com

“Home is a safe environment where you can relax with your loved ones without the intrusion of others.” Sarah



Sarah is a leaseholder living in a two bedroom flat in a West Sussex Village.

We asked her about becoming a leaseholder:

“I decided to buy this flat after my divorce. I was looking for something for my 12 year old daughter and myself that was in the area near her secondary school. It is in the older side of the village and has lots of green space around it. The area is quiet and peaceful.

I saw this property the day it came on the market and knew it was perfect. I could just see all our furniture in the rooms, and it felt like our new home.

The flat is spacious, modern, smart and painted white throughout. There is a communal garden area where the grass is cut on a regular basis and there is someone who cleans the communal area once a

week. If there was anything that could be better, I’d say the communal interior areas - they are a bit tatty and tired at present.

The purchase was smooth and Saxon Weald answered any queries promptly. There were a few things that needed changing in the property such as a replacement fire door, some plumbing work and getting new key fobs for the main communal entrance. Saxon Weald responded efficiently, assisting me where I needed advice.

Their paperwork regarding the service charges and other information regarding the flat are clear and concise, which is good as you can clearly see what the costs are and can plan financially.

I used to think that home was about bricks and mortar, but since moving to my flat, I have realised it's wherever you are, and that you make it your own.”

Hello and welcome to this year's report



When I arrived at Saxon Weald in May, I knew I was joining a good organisation with strong values. Performance results

looked good compared to similar organisations and finances were stable. What I didn't know was what a great team I'd become a part of. It has been a pleasure to witness the care and commitment of staff. It has also been fantastic to speak to customers and hear about their experiences. Thank you to everyone who has made me feel so welcome and shared their stories with me.

While our services are good, there is always more to be done. We have been asking what is most important to you over a series of workshops, interviews and surveys. I'm grateful to all of you who have taken part and excited to hear your views. We are using this information to create a strategic plan for the next three years. I look forward to sharing the plan with you in the spring.

In the meantime, this report shows where we are doing well, where we have improved and where we still have a way to go. I hope you find the report interesting. Please let us know if there is anything extra you'd like us to add next year.

With best wishes,

Corinna Bishopp

Chief Executive



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KNOWING YOU BETTER

Using customer data to shape services

Understanding our customers is really important as it helps us improve and shape our services. Telling us some basic information about you and your household will help us to ensure our services are fair and meet your needs. So far 2,600 customers have already done this.

If you haven't updated us yet, please complete the 'About me' section on your MyWealdLiving account. You can also download a copy of the questionnaire from our Saxon Weald website, ask your scheme manager for a copy, or request a copy from info@wealdliving.com.



G2/V2/C2

Saxon Weald governance rating re-assessed

Following our regulatory inspection in September 2024, Saxon Weald received a judgement from the Regulator of Social Housing of:

- **Governance:** how well a landlord is run - G1
- **Financial Viability:** financial health – V2
- **Consumer Standards:** compliance with consumer standards - C2

In August 2025, the Regulator changed our governance rating to G2. This reflects concerns we reported to them in relation to overdue fire safety actions and budget

overspends in addressing the problem.

This remains a compliant grading. However, we recognise the importance of strengthening our oversight on property safety and financial controls. We are already seeing progress, including:

- a substantial reduction in overdue safety actions
- implementation of stronger purchasing controls
- enhanced data collection on our homes and customers

We will be working closely with the Regulator to restore our G1 rating and achieve a C1 classification.

PERFORMANCE AT A GLANCE

OVERALL SATISFACTION

70.9%

Low cost home ownership residents' results, taken from our TSM survey



20 Households moved into new build shared ownership homes



COMPLAINTS
52



COMPLIMENTS
6



£1.3 million

Generated by our Money Matters Team in extra benefits for customers

CALL WAITING TIME



97 secs

83,867

CUSTOMER SUPPORT ENQUIRIES



- 12,741 Digital contacts
- 28,985 Emails
- 52,141 Phone calls



INVOLVED CUSTOMERS

- 5,820 survey responses
- 461 residents on our email register

SUPPORT FUND

£104,789

was used to support 465 customers in need



4

4 shared owners bought more shares in their property

Your feedback matters

We carry out a range of surveys during the year. Your responses help us understand where to focus our attention to improve what we do.

Home Owners' survey

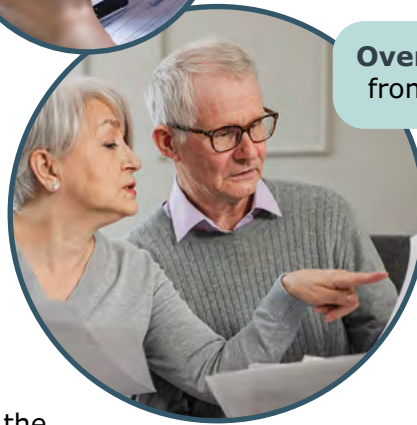
This survey is sent out to leaseholders annually on the anniversary of the month their lease commenced.

Overall satisfaction 33%

112 completed surveys from the 747 that were sent

We recognise this is a very low score, and whilst an increase from last year, we have a long way to go. We have been monitoring the feedback and are implementing changes based on it. This includes improving our communication and reviewing the maintenance of communal spaces.

Next year we will be delivering the survey to everyone at the same time and hope doing so will improve the response rate. Having more responses will help us identify consistent themes for improvement.



Development and sales survey

This 59 question survey is sent out to owners following a move into a newly built property.

Overall satisfaction 100% from 13 completed surveys

We received fewer replies to the development and sales surveys this year, but we also had fewer new build sales completed during the period.

If you receive a survey, please take a few minutes to complete it and send it back to us. Your responses really help us know what we could do more of, or do better.

Learning from complaints

Quite often, a complaint can lead to us changing the way we do things for the better. Your compliments also let us know when we are doing something well.

Last year Saxon Weald received 306 complaints and 78 compliments.

- 258 Complaints were resolved at the first stage
- 48 Complaints were resolved at the second stage

We also received 52 complaints and 6 compliments from our Weald Living customers

You can make a complaint to us by

- Phone: 01403 226060
- 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. You can also find details on there about the complaints process.

TOP 3 REASONS FOR COMPLAINTS



Here are some examples of what we have learned and things we've changed due to your complaints:

Improved process for checking service charge costs prior to sending them out.

Introduction of dumped items procedure following complaints regarding items in communal areas.

Clarification of responsibilities for solar panels on roofing in regards to maintenance.

Tenant Satisfaction Measures

All housing associations must carry out an annual satisfaction survey to comply with regulatory requirements.

Some Tenant Satisfaction Measures (TSMs) are conducted by phone on our behalf by a company called IFF Research. There are a further 10 measures where we collect data ourselves.

We have separated the results for our shared owners and shared equity customers, and our results for those from April 2024 - March 2025 are shown here.

They can be compared against the national TSM results from Low Cost Home Ownership providers (LCHO) published by Housemark in July 2025 for the 2024-25 financial year.

TENANT SATISFACTION MEASURE	SAXON WEALD 2024/25	COMPARED TO LAST YEAR	NATIONAL MEDIAN 2024/25
TP01 OVERALL SATISFACTION Proportion of respondents who report that they are satisfied with the overall service from their landlord	70.9%		52.8%
 MAINTAINING BUILDING SAFETY			
TP05 Proportion of respondents who report that they are satisfied that their home is safe	77.6%		76.1%
 RESPECTFUL AND HELPFUL ENGAGEMENT			
TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	52.5%		43.1%
TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	71.2%		61.6%
TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	79.2%		67.4%
 EFFECTIVE HANDLING OF COMPLAINTS			
TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	45.8%		24.9%
CH01(1) Number of stage one complaints received (per 1,000 homes)	44.7 complaints		46.0 complaints
CH01(2) Number of stage two complaints received (per 1,000 homes)	8.5 complaints		11.5 complaints
CH02(1) Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)	76.2%		89.0%
CH02(2) Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (%)	100%		82.5%
 RESPONSIBLE NEIGHBOURHOOD MANAGEMENT			
TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	74.1%		48.8%
TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	50%		44.3%
TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling antisocial behaviour	71.4%		39.9%

“Home means comfort, security, and a place where I can truly be myself.”

Joanna

I live in a modern shared ownership home that's part of a well-maintained development in Southwater. There are only three flats in my block, which I like as there's not so many comings and goings. I love how peaceful and friendly the area is. My home is close to local amenities, green spaces, and transport links. It really feels like a community here.

The apartment is bright, well-designed, spacious and comfortable, and it suits my lifestyle perfectly. I have a clean, modern style with neutral tones and personal touches that make it feel warm and inviting. It's a space that reflects my personality and feels truly mine.

Shared ownership made homeownership achievable for me. It offered a more affordable way to get onto the property ladder without compromising on quality or location. Before moving here, I was renting privately. While it was fine, I didn't have the same sense of stability or investment in my future.

The sales process was smooth and well-supported. The Weald Living sales team kept me informed throughout and made sure everything was clear and manageable.

Saxon Weald has been great at maintaining the property and keeping communication open. I feel supported and valued as a resident, which makes a big difference. They could offer more updates about local improvements, but overall, I've had a very positive experience.

Home to me means comfort, security, and a place where I can truly be myself. It's where I relax, make memories, and feel grounded.

Task and Finish group

Our Task and Finish group is a panel of customers who meet up to review our services.

During 2024-25, the Task and Finish group focussed on the quality of homes and our Lettable Standard.

The Task and Finish group is now reviewing our Estate Services. To date, they have spent time visiting different estates and reviewing our grounds maintenance and communal area standards. They are currently reviewing all the related policies and procedures. They will put their recommendations in a report which is due to go to the Customer Experience Committee in October 2025.

To find out more about joining our Task and Finish group or having your say in other ways, please go to our website:

www.wealdliving.com/your-voice.



The Task and Finish group - out and about inspecting homes.

Why we're involved!

I want to be involved in scrutinising Saxon Weald's services because I care about housing quality and want to help ensure tenants' voices are heard.

I feel I may have ideas and views which may help bring the services Saxon Weald provides up to the best possible standard.

Understanding other people's problems and contributing to the solutions.

I enjoy interacting with other customers and understanding our different points of view. Also seeing improvements that have been made through the Task and Finish group have been well implemented and well received.

Support from our Money Matters team

Our Money Matters Advisers help customers maximise their income. They carry out benefit checks, offer basic budgeting advice and process referrals to our Financial Support Fund.

If you'd like support, please contact hello@saxonweald.com or call 01403 226000 and ask to be referred to the Money Matters team. More information can be found on our website: www.saxonweald.com/money-matters.



How we supported our customers



We supported 515 customers



Generated £1.3m in extra benefits



Completed 466 affordability assessments



£104,789

Saxon Weald has a support fund for customers experiencing severe financial hardship. Last year, we supported 493 residents using over £104,000 from the fund. Part of this included donations totalling £6,000 to Horsham Matters and Wholesome Warehouse. These are two charities that help support our customers with essential furniture, food parcels and fuel top ups.



Housing management

Our housing management team supports leaseholders, shared owners and tenants to manage their tenancies and homeownership responsibilities. They also provide support with more complex situations such as anti-social behaviour, rent arrears and domestic abuse, and investigate cases of tenancy or occupancy fraud.

Anti-social behaviour (ASB)

Anti-social behaviour can sometimes occur even in the safest of neighbourhoods.

83 cases of ASB were reported to us last year. This is around 40% less cases than the previous year.

The most common issues reported were verbal abuse or harassment, drug or alcohol issues and noise nuisance.



The courts issued two injunctions to our residents for ASB last year.

We work in partnership with the police, environmental health and local ASB / mediation teams to help manage anti-social behaviour. Legal action is a last resort and we'll always try other methods first. These may include using sound monitoring equipment, verbal and written warnings and ASB contracts.

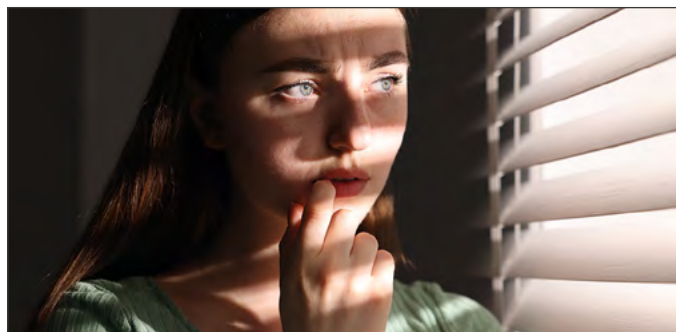
To help us investigate, it's important to keep a log of incidents, recording what happened, who was involved and the date/time this occurred.

Last year, we held two Neighbour Nuisance Support groups with Horsham District Council. These groups support people experiencing ongoing neighbour nuisance by bringing services together and sharing information.

"Thank you for inviting us to the meeting. It was very informative and helpful meeting all the group of people related to our problem. It was good to find that there are support services able to help".

YOUR voice

More information, including our anti-social behaviour policy, can be found on our website: www.saxonweald.com/living-in-your-home/antisocial-behaviour/



Domestic Abuse



We have fully trained staff to help people experiencing domestic abuse quickly, effectively and sympathetically. Our approach is non-judgemental and person-centred.

We will help put support in place that works for you. We can arrange for additional security if you need it and can refer you to specialist support services.

There is helpful information available on our website www.saxonweald.com/da or you can call and speak to our trained customer service team, who will be able to help you.

In 2024-25, there were 30 cases of domestic abuse reported to us, an increase of 75% on the previous year.

- There were 26 female survivors and four male survivors
- We supported 10 customers to move

Thank you so much for everything you have done for me. The help and support you have given me is beyond anything I have ever had.



Domestic Abuse survivor

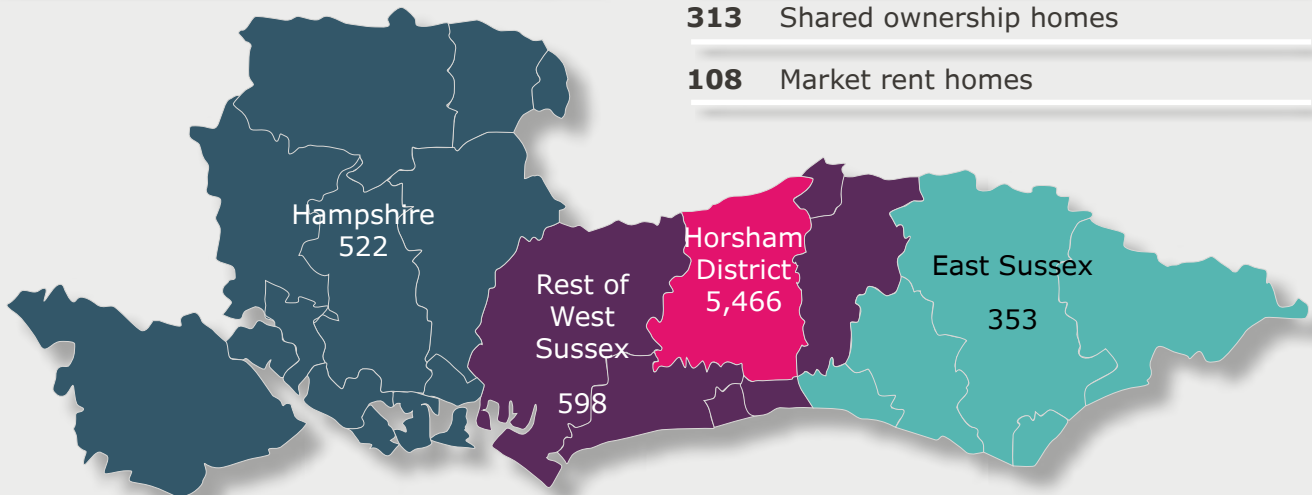


Our housing tenures

83% of our housing stock is for social or affordable rent.

15% of our customers own a share or all of the home they live in.

Under 2% of our properties are available for market rent.



The number of properties we manage has dropped since last year. We previously managed a number of homes for L&G, but this contract has now ended.

Weald Living homes

Saxon Weald manages 6,939 properties overall. Of these, 1,129 (just over 16%) come under our Weald Living brand.

This includes:

- 516** Leasehold homes
- 192** Leasehold homes for older people
- 313** Shared ownership homes
- 108** Market rent homes

Newly built homes

Between April 2024 and March 2025, we completed 67 new build homes.

47 properties were for affordable rent.

20 properties were for shared ownership.

We received a £414,000 grant from Horsham District Council to help fund building much-needed new homes at Turpitt Court, Horsham.

Buying and selling homes

- 5** In 2024-25, five Saxon Weald rented households became homeowners last year, having bought their properties under the Right to Buy or Right to Acquire schemes.
- 25** 25 Properties in extra care schemes have been resold. Of these, 21 were shared equity apartments and four were outright leaseholders.
- 20** 20 Households moved into new shared ownership homes.
- 4** Four Shared owners staircased (bought additional shares in their home).
- 18** 18 Shared owners moved house.



Thank you for helping my mum regain her confidence in a home from home setting at Leggyfield Court.

It is just an amazing place, full of 'rainbows'.





Making changes to your home

Last year 19 leaseholders applied for permission to make changes to their homes. Some of these included applications for several alterations to be made.

Of these, two applications were made after the works had been already done, so the homes could be sold. This cost the leaseholders a lot more than if they had applied before they originally had the works done.

If you plan to make some home improvements, you 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.

The top five changes that we approved in 2024-2025:

- 8 Bathroom works
- 4 Kitchen works
- 4 Doors and Windows
- 3 Electrical or heating upgrades
- 3 Structural or garden changes



YOUR voice

"Home is a safe space, where I feel comfortable with my privacy respected."

Diana



YOUR voice

"My home means the world to me, where my children, dog and I feel secure." Nat



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 2,679 residents for works or services carried out to their buildings. These included:

- Lift replacement
- Roofing works
- Insulation
- Door entry system replacement
- Flooring
- Communal interior redecoration
- Window replacement
- Fire safety and servicing
- External redecoration

New contracts

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



Last year we contacted 781 residents regarding the re-procurement of grounds maintenance and cleaning contracts.



Property safety & compliance

Our property safety team helps ensure your home is safe and compliant.

Whilst all areas of safety are important, these are the key areas we have been focussing on:

Fire Safety

Carrying out servicing and fire risk assessments, and dealing with the actions from these.

Damp and mould

Responding promptly and appropriately when you tell us that you have mould in your home.

Water safety

Making sure that the water in our schemes is safe and free from Legionella.

Our spend on compliance last year was just over £4 million:

- EICR Electricity compliance - £745,000
- Fire safety - £1,075,000 (includes risk assessments, consultancy, and remedial actions)
- Fire safety actions - £2,067,000
- Legionella water testing - £133,000
- Legionella actions - £32,000

Fire Safety

Last year we completed:

- 248 Fire risk assessments
- 2,532 Fire alarm tests
- 3,497 Emergency light tests
- **AND closed 1,144 fire safety actions ensuring we made 961 homes safer.**



We have invested extra money in fire safety work this year. While transferring data to a new IT system, we discovered some overdue fire safety actions. This included improvements to signage, fire doors and fire protection. We have fast tracked these actions and put plans in place to ensure future recommendations are handled promptly.

Smoke alarms save lives

- You should regularly test smoke, heat and carbon monoxide detectors in your home. We recommend you test your smoke alarms at least monthly.

Other things you can do to stay safe

- Keep communal areas free from items that could block your escape route in a fire.
- Keep fire doors closed. They can prevent the spread of a fire in your home by up to 20 minutes.

Gas Safety

Last year we completed:

- 4,068 Landlord gas safety checks
- 99 Gas safety checks in schemes



Electrical safety

Last year we completed:

- 1,191 Electrical checks in customers' homes
- 55 Electrical checks on portable appliances in the communal areas at our retirement and extra care schemes



Other safety checks

We also completed

- 124 Water safety checks in our schemes
- 406 Asbestos re-inspections in our schemes

And over 7,500 other fire and building safety inspections carried out by scheme managers, our neighbourhood team and contractors.





MAINTAINING & IMPROVING HOMES

Condensation, damp and mould

Keeping your home dry and healthy

Sometimes you may see condensation on your windows or walls. This happens when warm, moist air meets cold surfaces. You can usually wipe it away or open a window to let the air escape.

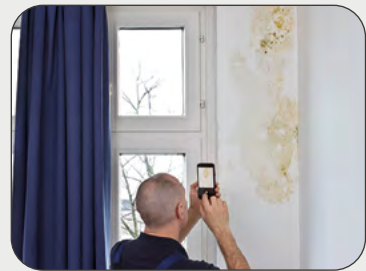
However, if moisture stays in your home, it can lead to mould or damp spots.

What to do if you spot damp or mould

We want to reassure you that we take these issues very seriously. If you own a leasehold property and Saxon Weald is the freeholder, please let us know if you are concerned about excessive condensation, damp or mould in your property, so we can help get to the root of the problem. You can email hello@saxonweald.com or call us on 01403 226060.

What we do if you report mould in your home

We will arrange a surveyor to review the information you have provided, and we may arrange a visit to your home to inspect the affected area. As a leaseholder, there may be some remedial actions that will be your own responsibility and some that are Saxon Weald's responsibility. This will depend on the terms of your lease. We will be able to advise you further once we have investigated the underlying causes.



MAINTAINING & IMPROVING NEIGHBOURHOODS

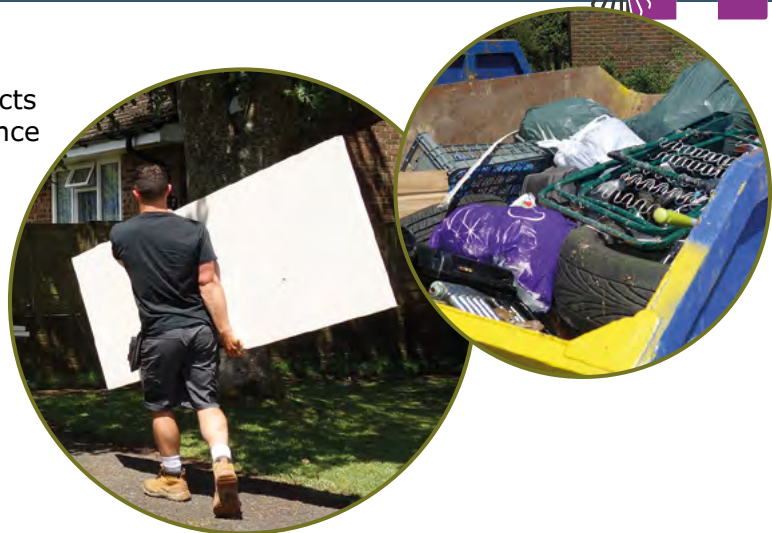


Managing our estates

Our Estate Services team manages our contracts with the grounds maintenance, tree maintenance and cleaning contractors.

They also manage our team of five Neighbourhood Improvement Operatives. Whatever the weather, they are out and about clearing up and making a big difference to the area where you live.

In 2024-25 they completed 2,554 jobs, 50% more than the previous year!



Some of 2024-25's works included:

- 1,106 Estate inspections
- 347 Gutter clearances
- 243 Signage jobs
- 216 Clearances / fly tipping (does not include inspection clearances)
- 171 Empty homes / garden clearances

YOUR VOICE

Thank you to the two blokes at the block clearing out the gutters of debris with a big sky vac machine. They have cleared it very well and have happy smiling faces. They have done a very good job!



MAINTAINING & IMPROVING NEIGHBOURHOODS

Grounds maintenance

Our grounds maintenance contractors keep our schemes and communal grounds mowed and trimmed. We have three teams which cover the following geographical locations:

- Groundscapes covers sites in the Horsham District and West Sussex
- GreenServe covers East Sussex
- Grounds Care Group covers Hampshire

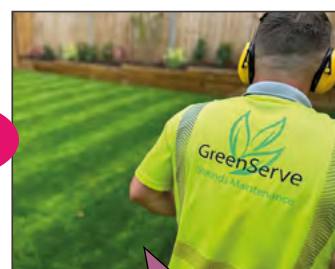
These teams cover a total of 524 sites, with four other schemes being served by two other companies that are more local to them.

The majority of our locations receive 26 maintenance visits a year. Others, with more extensive gardens, receive an enhanced service with 32 visits a year.

Where there are only grass verges on our land, they get mowed four times a year.



We also use a company called Connick Tree Care to look after the health and maintain the safety of trees in all our areas of operation.



YOUR voice

Please pass my gratitude on to the grounds maintenance team. They do a wonderful job in maintaining the area and all looks lovely.

YOUR voice

The grounds maintenance team is exceptional, consistently exceeding expectations. Their attention to detail ensures gardens, hedges, and communal spaces are impeccably maintained, creating vibrant and welcoming environments. Their friendly and courteous demeanor makes them a pleasure to have around, and the pride they take in their work shines through.



Getting involved and improving your spaces

The Green team is a group of customers which has been together for over a year. They respond to a grounds maintenance satisfaction survey every month. It highlights what we are doing well, and shows the areas that need improvement.

We have a growing number of participants, and now receive responses from around 60 customers.

Another way customers can get involved and influence our services is by joining the new Community Inspector Project.

Community Inspectors answer a series of questions about the quality of internal decoration, communal areas, and overall upkeep and also includes grounds maintenance.

To get involved call us on 01403 22600 or email hello@saxonweald.com.





Service charges

Last year 125 people queried their service charges. Of those, we made 45 adjustments. We also adjusted the costs for the other properties in the same building too!

Service charge debt

Unfortunately, there are occasions where people don't pay what they owe.

Last year we had to recover arrears from four leaseholders. In the first instance we are

obliged to contact their mortgage provider for assistance. Two settled at this stage. One settled independently and one remained in debt and may need to be pursued legally.

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

More information about service charges can be found on our website www.wealdliving.com/rent-and-service-charges



Extending your lease.

If your lease has less than 85 years remaining, it may be harder to sell your property (should you wish to) and affect its value. To find out more about the process and costs involved we have information on our website. Go to: www.wealdliving.com/home-owner-services/extending-your-lease/

Last year there were eight lease extensions completed and six new applications received.

"My home is my sanctuary, my safe place. It's where I feel safe and happy." Jae



YOUR voice

"Home to me is safety and security."

Pat

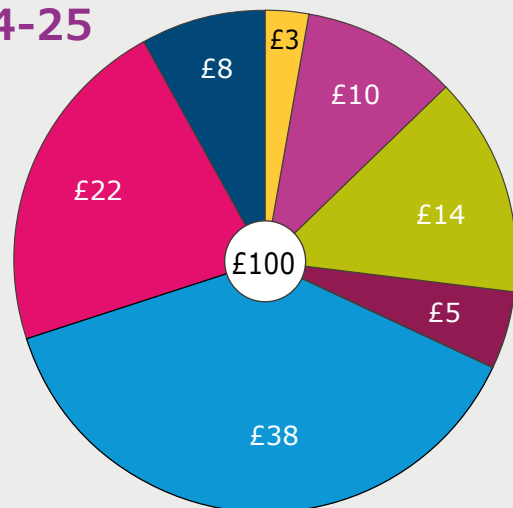


YOUR voice

How we spent our money in 2024-25

For every £100, we spent

■ Housing Management	£3
■ Service charge costs	£10
■ Cleaning and grounds maintenance	£3
■ Utilities	£4
■ All other services	£3
■ Staff costs	£14
■ Overheads	£5
■ Repairs and maintenance	£38
■ Day-to-day repairs	£8
■ Property improvements	£24
■ Regular servicing and maintenance	£6
■ Interest payments	£22
■ Investment in new homes	£8



During 2024-25 we spent:

27% more on repairs and maintenance

33% less on utilities

38% less on new homes

*“ Home is a place
where you can relax
and be comfortable”*

Marge and Alec



Before moving to our extra care apartment, we lived in an independent, ground floor flat, but we barely saw our neighbours. Sometimes it could feel isolating.

We decided to move to an extra care apartment, as we needed more support. We were told about this place and that it had carers onsite 24 hours a day.

The move itself went smoothly. My son and daughter-in-law did the moving, so we could just focus on ourselves and felt relaxed about the situation.

The best thing about moving here is that everything you need is all under one roof. If you need anything the scheme managers are very helpful. I like that you can be involved or not with the communal side of things. We get to see more of our neighbours and have chats at lunch. We can also get out into the garden for some fresh air.

Our apartment has lovely big windows to look out on to the garden. It feels homely and we have our family photos displayed and some nice ornaments I've collected over the years.

OUR PEOPLE

Our people

At Saxon Weald, our people are enthusiastic, dedicated, and customer-focused. We are united by a shared commitment to delivering effective services in a fair and inclusive way. As an employer, we promote an environment where everyone feels valued and supported.

If you're interested in joining our team, please visit our website to see our latest jobs.

Go to www.saxonweald.com/careers.

In the 2024-25 year we had:

**297 Full and part-time staff
(280 full-time equivalent)**

154 Office-based staff

37 Scheme managers

95 Maintenance / repairs

11 Board members



Delivering a good service to our customers. Dealing with very difficult situations in a professional manner is not always easy, but we try!

The impact we have on people's lives and how staff genuinely care.

We asked our colleagues

What makes you proud?

The differences we make on a daily basis. Achieving positive outcomes – big and small.

Helping people to find happiness in their homes and build their trust in us, knowing we are there for them.

What we all achieve and deliver to our customers, often in challenging circumstances. We can't always deliver exactly what they want, but generally come up with a compromise. Customers feel heard.

Who does what at Saxon Weald

Our Executive Team is responsible for making decisions about the way Saxon Weald operates. It also advises the Board on the organisation's strategic direction. The team is made up of five members of staff who bring wide-ranging expertise and knowledge to their role.

Chief Executive:
Corinna Bishopp BA (Hons), FCA

As Chief Executive, Corinna leads the Executive Team and is also an executive member of the Board. She has overall responsibility for the operational running of the business.



Executive Director - Customer Operations:
Kath Hicks, BSc (Hons)

Kath is responsible for service delivery, including repairs, customer support, housing and neighbourhood management. She also oversees compliance with the Regulator of Social Housing's consumer standards.



Executive Director - Finance & Governance:
Michael Chinn, FCCA, CPFA (also Company Secretary)

Michael is responsible for all things money. He also ensures we meet legal and regulatory requirements.



Executive Director - Asset & Development:
Becky Utuka, MSc, PGDip, BSc (Hons)

Becky is responsible for our property investment programme (improving existing homes) as well as the development and of new homes, including sales. She is also Saxon Weald's designated health and safety lead.



Chief Information Officer: **Debbie Chun, BA (Hons)**

Debbie leads our IT and transformation programme and is responsible for driving positive change and innovation at Saxon Weald.



Improving our systems

Some of our computer systems are very outdated, based on software developed nearly 20 years ago. We have begun the process of replacing our technology with more modern systems. This will help us be more efficient and improve customer service.

It will take a few years to incorporate all the new technology and you should not experience very much disruption. We have already installed a new customer service module, which will help us keep better track of your emails and messages.





Our contact hours

Our phone lines are open:

Monday - Thursday from 8.30am – 4.30pm

Friday from 8.30am - 4.00pm

Ways to contact us:

Secure message via your
online account service:

MyWealdLiving.com

Email: info@wealdliving.com

Our website:

Wealdliving.com/contact-us/

Facebook:

www.facebook.com/wealdliving

Telephone: 01403 226060

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

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, 7 days a week
from a desktop, laptop,
tablet or mobile.



Sign up today at: www.mywealdliving.com



WEALD LIVING

BY SAXON WEALD

Head office: Saxon Weald House, 38-42 Worthing Road,
Horsham, West Sussex, RH12 1DT. TEL: 01403 226060

EMAIL: info@wealdliving.com | WEB: www.wealdliving.com

