



**Yorkshire  
Housing**

# Customer annual report

2024 - 2025



This year has been about **improving the range of services we offer** and having an increased presence in your local area, by focusing on the things that matter most **to you!**



# Foreword

We'd like to start by saying a huge **thank you** to everyone who's already completed our **Customer Census**.

By keeping your details up to date, you're helping us understand what you need and how best to support you. If you haven't completed it yet, we'd really appreciate you taking part. It won't take long and makes a real difference.

Over the last year, we've made changes you can see and feel. We've reintroduced housing officers and managers in your communities, meaning you see us more and we can sort things faster. We know that a great home starts with a great relationship, and we're committed to building that.

Your safety at home is non-negotiable. That's why we've put [Awaab's Law](#) into action. If you report damp, mould or other serious hazards, we'll act quickly and fix the problem. And later this year, phase 2 of the law comes in, extending those protections even further. Your home should be safe, and we're making sure it stays that way.

We've also made some big changes to our repairs service. Customers on our Review Crew helped shape our new [Responsive Repairs Policy](#), because who better to help shape it than the people it affects most. And with our upgraded customer portal, which will continue to be updated throughout the rest of this year, you can report issues, track your repairs, manage your payments and get in touch with us, all without picking up the phone. Later this year you'll be able to book and manage your own appointments at times to suit you, giving you even more flexibility and control. If you haven't already tried it, why not give it a go?

This year the Regulator of Social Housing checked how well we're doing and gave us great marks: [G1, V2 and C1](#). Those scores mean we're keeping your home safe, handling repairs and complaints properly and treating you fairly. We're also in good financial shape, so we can keep investing in your homes as well as building new ones right across Yorkshire.

# Foreword

## We also held our very first **‘Your Home, Your Voice’** customer awards this year.

This was a [celebration of those customers](#) who make our communities what they are. From checking in on neighbours to helping shape our services, every winner showed just how much people do for others. We can't wait to do it all again next year! And hot off the press... we're going even bigger and better in celebrating those who make such a huge difference to the places where they live.

We want to keep that sense of community going in the way we keep in touch with you too. That's why our customer newsletter is now tailored to your local area, so you'll see updates that are most relevant to where you live. We've also added a new accessibility tool, which means the newsletter can be translated into different languages, helping everyone stay informed and feel included.

We know finding the right help when you need it can be hard, so we've invested in the [National Support Network](#). It's a free tool where you can find trusted help for things like money worries and mental health, all in one place and completely anonymously.

And lastly, but by no means least, we've been recognised as a [Pledge Pioneer](#) as part of the national LGBTQ+ Housing Pledge, because every customer deserves to feel safe, respected and free to be themselves.

There's still more to do. But everything in this report shows one thing: we're serious about being a landlord and housing association you can be proud to call yours. None of this happens without you, so thank you for your time, your feedback and your honesty.



# Repairs


We've continued to build on the solid foundations of last year with our in-house team **completing 90%** of all repairs jobs.

We've had a 13% increase in demand which we've taken in our stride thanks to our improved ways of working. We've also improved our Tenant Satisfaction Measures by an average of 4.8%, and jobs that have exceeded their target date has reduced by a further 25%!

With the introduction of Awaab's Law we've introduced new ways of working for significant hazards including damp, mould and condensation. It's helped us to get to issues quicker, get experts to diagnose issues earlier and arrange repairs faster than we ever have before.

Our gas and electrical teams are also helping to keep you safe - 99.9% of homes have had their gas safety check within 12 months and 99.4% of you have had your electrical fixed wire test done before it's due at its 5 year anniversary.

We're not stopping there, our operatives have some new technology coming in that will mean they work in specific areas, it'll reduce travel time so we can get to more repairs each day. And if we can't fix it on the first visit, we'll be able to book a follow up appointment with you then and there so it works for you.

**82%** 

**Customer satisfaction**  
↑ (75% last year)

**£14m** 

**Spent on repairs**  
↑ (£12.5m last year)

**69,481** 

**Day-to-day repairs**  
↓ (71,483 last year)

**92%** 

**Emergency repairs completed within 24 hours**  
↓ (94% last year)

**75%** 

**Completed on target**  
↑ (72% last year)

# Antisocial behaviour



We're tackling antisocial behaviour (ASB) and **keeping our communities safe.**



Here's what we've done:

**2,390** 

Antisocial behaviour cases we've worked on

↑ (1,814 last year)

**47**  

Court orders granted, including 17 injunctions

↑ (36 and 23 last year)

**10**   

Outright possession orders resulting in evictions

↑ (8 last year)

## The top three reasons for antisocial behaviour cases during 2025-26:

**1** Noise complaints (same as last year)

**2** Harassment and intimidation (same as last year)

**3** Fly tipping complaints (alcohol and drug)

We also took legal action to protect customers and keep communities safe:

**15** Injunctions for serious antisocial behaviour – 2 with powers of arrest

**13** Access injunctions so safety inspections could go ahead

**10** Possession orders and 4 suspended possession orders

# Antisocial behaviour

This year we've seen an increase in antisocial behaviour in an area of Bradford where we manage several flats.

We took strong tenancy enforcement action against several customers, responding to issues including poor property condition, failure to allow access for essential safety checks, noise nuisance, and drug and alcohol related behaviour.

## Our actions included:

- Injunctions to address persistent ASB by customers and their visitors
- Possession orders, including two suspended possession orders and one outright possession on a starter tenancy
- An access injunction to ensure we could carry out vital gas and electrical safety checks in a home.

One of the injunctions excluded a visitor who was causing significant disruption. A power of arrest was attached to the order, and after breaching the injunction multiple times, they were arrested twice receiving an 8-day prison sentence for continued non-compliance. This action helped restore safety and reassurance for the neighbours.

## Improving the local environment...

A garden in Pickering had become a local eyesore, filled with car parts and other items. So, by enforcing a breach of tenancy injunction, we made sure the area was fully cleared and brought back to an acceptable standard.

**And the good news is, it's stayed that way! It's clean, tidy and free from clutter.**

We'll keep tackling antisocial behaviour to make sure our communities remain safe places to live.

# Safeguarding

We want all our customers to **feel safe** at home so we're here to help if you tell us you, or someone you know, is experiencing abuse.

## 16 days

As part of the 16 Days of Activism campaign to raise awareness and help end gender-based violence, the safeguarding team held a session attended by over 100 of our colleagues, inviting Leeds-based social enterprise 'Women's Whispers' as guest speakers.

Women's Whispers shared the story of how the organisation was founded and the vital work they do to support women and children affected by violence. A White Ribbon donation collection was set up and the proceeds were used to purchase arts and crafts supplies for the women and children supported by Women's Whispers.

## Customer feedback

*"I am extremely grateful for everything you have done and the advice and assistance you have provided and I appreciate the kind comments and positive words you have sent to me when I felt like giving up."*

**- Anon DA customer**

*"Thanks for helping me, I am really sorry that I didn't face this sooner, I don't know where I would have been if you had not reached out when you did. I am looking forward to starting again (literally)."*

**- Anon Cuckooing Victim**



# 724



**Safeguarding concerns (that's up from 589 the year before)**

# Communities

## We made some **big changes** in our communities this year...

Instead of place managers and the lettings team, we brought back housing officers and housing coordinators. This has helped to create a more seamless customer journey from the day you move in.

We've also increased the number of our colleagues in this team from 18 to 26 so we can be out and about more. They've done over 200 neighbourhood inspections, spotting repairs and logging cases before they're reported to us.

We've been busy investing in our communities with new fences, gates and landscaping projects. We've also updated some of our old signage, lined car parking bays, and a raft of other improvements that make a real difference in our neighbourhoods.

**£164,094** 

**Spent on community improvements**

 (£108,118 last year)

**158**



**Improvement projects**

 (300 last year)

**3,719** 

**Cases resolved by our team**

 (4,291 last year)



# Complaints

254



Number of compliments received

↓ (396 last year)

1,865



Number of complaints made

↑ (2,290 last year)

63%



Stage 1 complaints upheld

↓ (65% last year)

44%



Stage 2 complaints upheld

↑ (43% last year)

## The top three reasons for complaints during 2025-26:

(Last year: missed, cancelled or late appointments / standard of work / poor communication)

Appointments  
not kept



Standard  
of work



Poor  
communication



### Stage 1 complaints...

That were resolved within the 10-working day SLA (97% last year)

99%



### Stage 2 complaints...

That were resolved within the 20-working day SLA (95% last year)

98%

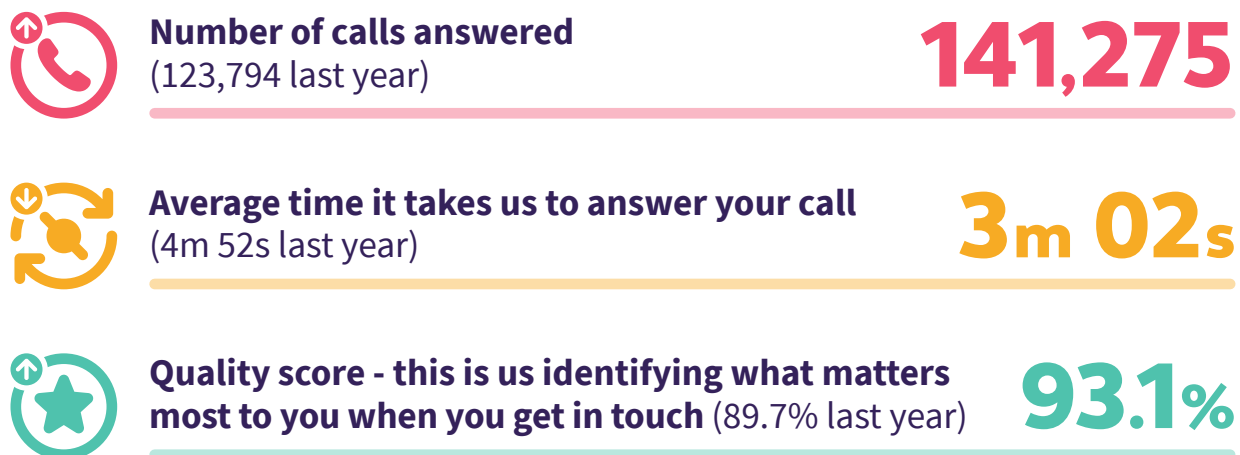
If a customer isn't happy with our resolution to their Stage 2 complaint, they can take it to the Housing Ombudsman. We've had **38 complaints** looked at by the Housing Ombudsman. Across those complaints, the Ombudsman made **80 decisions** - because sometimes one complaint includes more than one issue.

You can read our full [complaints report](#), including what we've learned and the changes we've made, on our website.

# Customer experience centre

This year we've focused on training and changing how we do things so our teams can **fix your issue the first time** you get in touch.

These improvements mean we can handle your query more effectively and respond to you more quickly. By sorting more requests the first time you get in touch, we're reducing delays, improving outcomes, and making it easier for you to get the help you need when you contact us.



# Community independence

Making a **difference** to local communities.

## Customer awards

Our first ever customer awards were created to celebrate customers who play a role in their communities – helping people feel proud to live where they do, and create places where people feel supported and connected.

The awards celebrated nine winners from 48 nominations, putting the spotlight on customers who go above and beyond to make their neighbourhood a better place. Our nominees did everything from supporting vulnerable neighbours and running meal clubs to caring for shared spaces and helping us improve through feedback.

## Ticket to Christmas

We ran a series of free festive film events where 235 customers came to watch a Christmas film and share their views on Yorkshire Housing in 23 locations. The sessions were a relaxed and informal way to gather feedback through a short survey.

Just as importantly, the events helped bring people together, reducing loneliness and offering families a fun, free activity during a time when money pressures can be high.



# Tenancy coaching

Here's **our year** in numbers:

**1,804** 

Customers referred for coaching

↑ (927 last year)

**£1,825,358** 

In benefits and grants claimed

↑ (£1.8m last year)

**£830,026** 

Amount in benefits related to housing costs

↑ (£618,598 last year)

**129** 

Housing Benefit and Universal Credit claims set up or reinstated

↓ (150+ last year)

**252** 

Customers financially better off after support

↓ (245 last year)

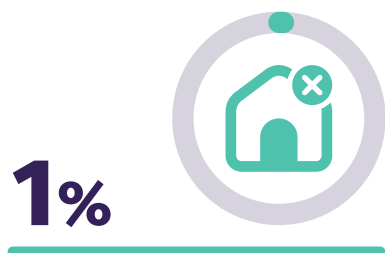
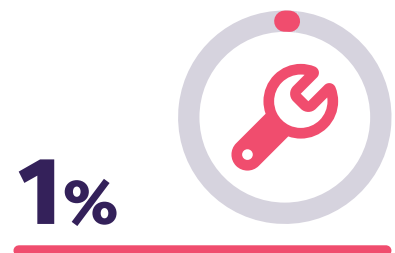
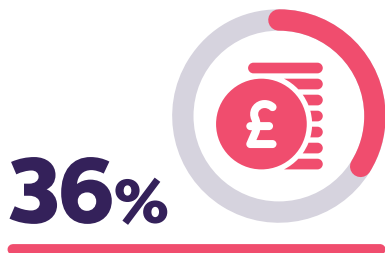


## Noticed the big jump in the 'customers referred' number?

That's because of changes to Universal Credit. More customers needed help to understand and manage these changes so our teams reached out early to a large number of customers to make sure they got the right support early.

# How we spend your rent

We've collected over **£122m** in rent payments, and here's how we spend it...



\*This is money owed to Yorkshire Housing but is unlikely to be paid, for example if a person owed Yorkshire Housing money was declared bankrupt, this would be bad debt as we couldn't expect to be paid the balance owed to us.



# Customer engagement

The Feedback Forum and Community Champions are great examples of how you, our customers, **work with us** on projects where we can really listen and act on what you tell us.

**18,879** 

Customers we've engaged with during the year  
↓ (20,890 last year)

**12** 

Surveys sent out to our customers  
↓ (21 last year)

**674** 

Customer events we've held across our schemes  
↓ (576 last year)

**2** 

Policies co-designed with customers  
↓ (6 last year)

**“It felt like my ideas actually mattered – I could see where they were being used”**

Feedback Forum member



# Customer engagement

You've helped us build stronger relationships and make changes that make a **real difference...**

## The feedback forum

You told us you wanted a bigger say and influence over how we run our services. So the forum now looks at suggestions, compliments, and early signs of issues, not just complaints. Because of this, we can spot themes earlier, share clearer insight with teams and make changes more quickly and confidently. It's also helped highlight where we're offering a great service across Yorkshire Housing so we can do more of that.

## Community champions

The community champions project has become a great way to get involved more locally. We've got champions on two schemes – one in Leeds and one in Sheffield. Having the champions means we can combine data from surveys, reports and neighbourhood trends with what champions see every day. This has already led to tidier shared spaces, quicker antisocial behaviour responses and activities that genuinely reflect local needs.



# Homes and environment

Last year we launched **‘YH Homes 2.0’** - our long-term commitment to making homes warmer, safer and more energy efficient. This year we invested **£19.4 million** in bringing that commitment to life.

Thanks to extra funding we’ve managed to secure we’ve been able to invest more in energy-efficient homes. We’ve installed low-carbon and smart technology so our homes stand the test of time while being affordable to run. These upgrades mean we’re closer to getting all homes to an EPC C or above by 2030, and on their journey to net zero carbon by 2050.

We’re continuing to improve our customers’ experience with a dedicated customer liaison team. The team guide and support customers on their home improvement journey to make it as smooth as possible.

We’ve also created an internal surveying team. With their support, we’ve surveyed 94% of our homes over the last 5 years. These surveys help us to better understand the performance of homes, and plan improvements at the right time, in the right homes.

**94%** 

**Of our homes surveyed over the last 5 years**



# Homes and environment

Keeping homes **safe** stays a top priority and we do this through our home safety checks.

All checks are carried out by qualified, registered professionals, and we'll always give you a copy of the records either following assessments or on request.

**99.71%** 

**Electrical safety check**

⬆️ (98.91% last year)

**99.92%** 

**Gas safety check**

⬇️ (99.99% last year)

**100%** 

**Fire risk assessments**

**100%** 

**Legionella risk assessments**

**100%** 

**Lift safety inspections**

**100%** 

**Asbestos inspections**

*“By carrying out safety checks, we’re making sure your home stays safe, warm and comfortable”*



# What's new and improved

Over the last year, our communities teams have made improvements that you should be seeing and feeling in **your neighbourhood** now.

We've got more of our colleagues out and about so they're easier to get in touch with and better connected across local areas. It also means we've been able to spot issues like estate cleanliness and neighbourhood concerns sooner, letting us take quicker action to stop problems escalating.



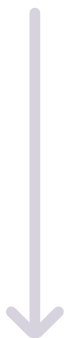
## You said:

- You wanted quicker, more joined-up support when things go wrong
- You wanted concerns about safety and antisocial behaviour taken seriously and dealt with properly
- You were frustrated at having to repeat your story to different people
- You wanted more consistent services and standards, no matter where you live.



## We have:

- Improved how our teams work together so we can better support customers
- Strengthened our safeguarding and antisocial behaviour processes, so concerns are handled more consistently and resolved more effectively
- Worked more closely with our partner organisations so you didn't have to keep repeating your story and so the right help was accessed more quickly
- Introduced clearer processes, regular neighbourhood checks and better use of insight to raise standards
- Invested in training our colleagues so they can give clearer information, better advice and a more reliable service.





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