

Annual Report 2024/25

September 2025

Welcome to the 2024/25 Annual Report

At Regenda, we believe our customers deserve clear, honest insights into how we're doing, what's going well, where we can do better, and how we're working to improve.

That's why we share our performance openly, comparing ourselves with other similar-sized housing associations across the North West and measuring progress against the goals we set each year.

As Director of Innovation and Brand, I care about making sure this information is easy to access and understand. It's important to us that our customers feel confident in the services we provide and empowered to challenge us when things fall short.

Across the organisation, we work together to monitor how we're performing and to communicate this in ways that are meaningful and relevant to the people we serve. Putting customers first is one of our core values, it's at the heart of everything we do.

I hope you find this annual report helpful and informative. If you have any thoughts or suggestions, we'd love to hear from you. You'll find all the ways to get in touch on the back page.

Nina Peters
Director of Innovation and Brand



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KEY

Use this key to help you understand the symbols and data tables in this report.



Performance on target or better than target



Performance below target



Performance just off target

N/A

Target not set, information only

We check how we're doing by comparing ourselves to others.

These others are housing groups like us, based in the North West, who look after between 10,000 and 20,000 homes.

To do this, we look at numbers that show how well we're doing. Then we compare them to the middle score from the other housing groups. This middle score is called the median. It means half of the groups are doing better than that score, and half are doing less well.

Source: Housemark data for 2023–2024

WE OWN OR MANAGE 13,042

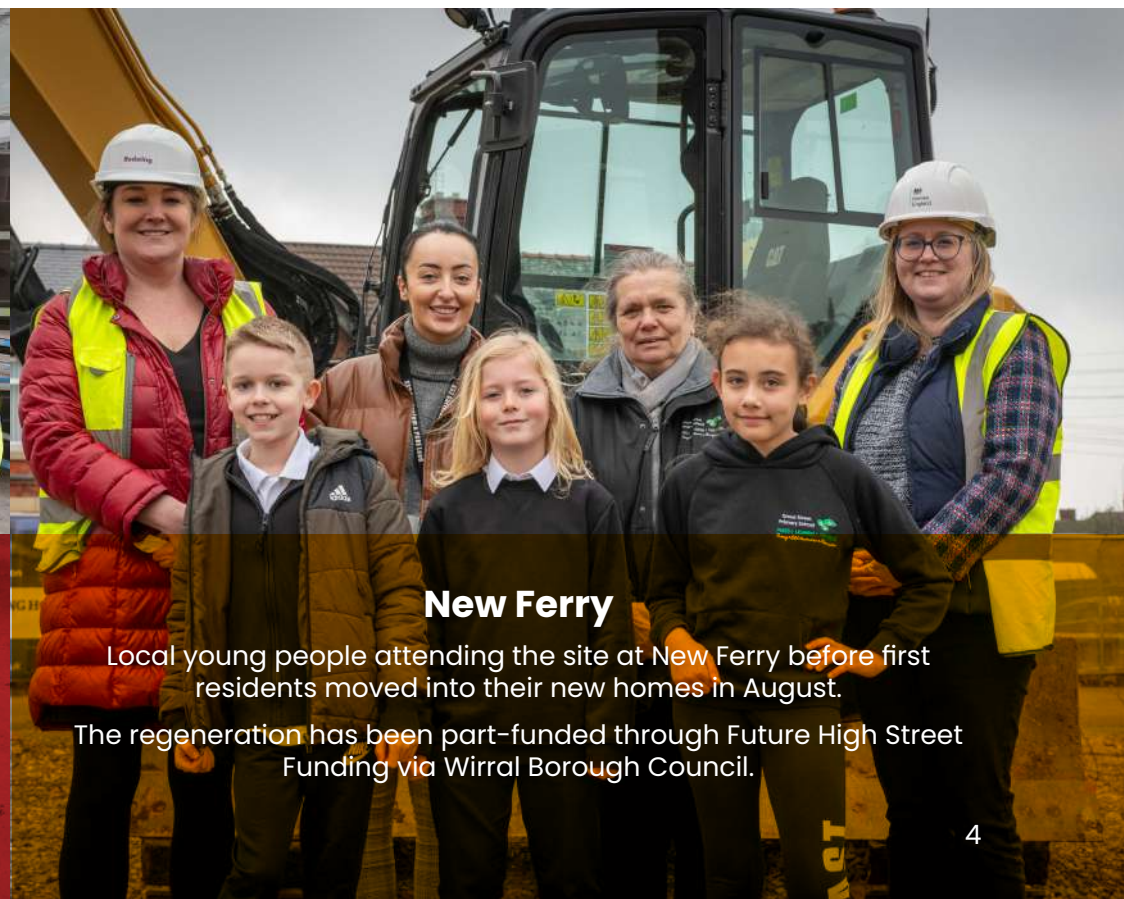
**properties, including social rented housing and supported housing,
private rented property, shared ownership and housing for sale.**

(11,715 via Regenda Homes and 1,327 via Redwing)



Grove Street

Past residents, Metro Mayor Steve Rotherham and local partners at the site at Grove Street.



New Ferry

Local young people attending the site at New Ferry before first residents moved into their new homes in August.
The regeneration has been part-funded through Future High Street Funding via Wirral Borough Council.

Repairs & maintenance

We make sure our homes are safe and secure by carrying out ongoing repairs and maintenance. In 2024–2025, we carried out around:

15,046
emergency repairs

310 less than 2023/2024

99.2% of these repairs were within the target time

28,175
routine repairs

4,903 more than 2023/2024

92.5% of these repairs were within the target time



Emergency repairs

An emergency repair is an incident such as a total loss of heating or power, or a water leak you cannot contain. We will attend to a repair which requires an emergency response within 4 hours, and work will be completed within 24 hours.

An emergency response may only be to make the issue safe, and additional works may be required at a further appointment. If this applies to you, we'll explain the next steps and let you know how long this will take.



Routine repairs

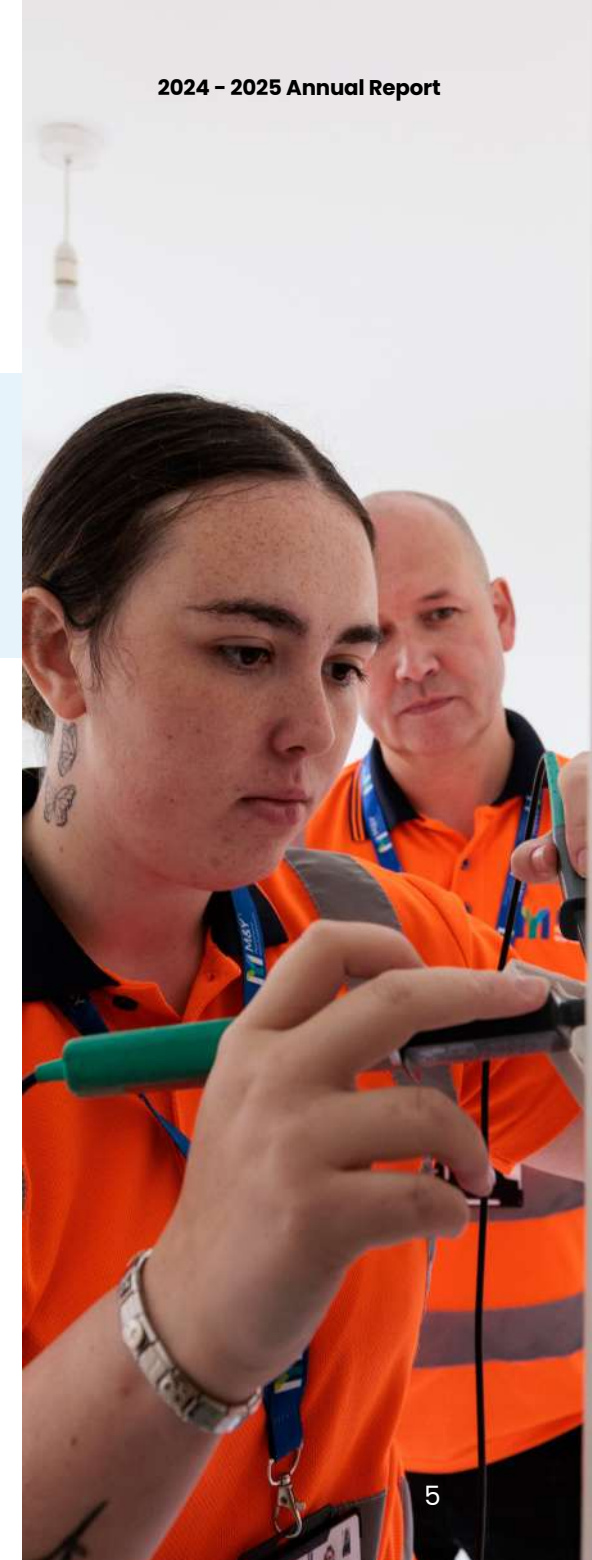
Our current target for attending and completing non-urgent repairs is 60 working days.



Major works

Major works are large-scale building projects including substantial repairs, decoration, replacement or improvement made to your home or building.

Our target for completing major works is 120 working days. This may happen when a repair requires extensive further work, or we need to order replacements of major elements such as doors or windows.



Meeting the Decent Homes Standard

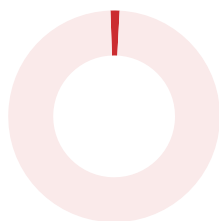
What is the Decent Homes Standard?

The Decent Homes Standard was introduced in 2000 to help make homes across England warmer, safer, and more comfortable. It sets out some basic standards that all social housing providers (like us), need to meet.

For 2024–2025



99.7%
of our properties
met the Decent
Homes Standard.



3
properties out
of 13,042 did not
meet the Decent
Homes Standard.

To support meeting the Decent Homes Standard, we are aiming to increase the number of homes with an Energy Performance Certificate (EPC). We expect an increase in the percentage of properties with an EPC of C or above of by up to 15%, to 81% by 2028/29. This is a result of an investment in properties of £13 million.

What helps a home meet the ~ Decent Homes Standard?

To make sure our homes stay safe, warm, and comfortable, we look at a few key things, such as:



Repairs and condition

We check that homes are in good shape. This includes things like roofs, chimneys, kitchens, and bathrooms.



Heating

Your home should have heating that can warm at least two rooms. Even if most of your home has heating, we'll check it works well enough to keep you warm.



Shared spaces

We also look at shared areas, like entrance halls. These should have enough space and be quiet, with good insulation to help block out noise.



Ongoing improvements

Every year, we plan work to keep homes up to standard and follow government rules.

We find out what needs doing by carrying out stock condition surveys.

This means someone visits the home and checks inside and outside. They look at things like the kitchen, bathroom, windows, and doors to see how old they are and what condition they're in.

You can find out more about stock condition surveys:

regenda.org.uk/stock-condition-surveys

Investment

Investment works are different from our day-to-day repairs service, because they are planned and help us keep homes modern, safe and comfortable over the long term.

If your home is due to have investment works carried out, we will write to you to let you know. We'll tell you what work we're carrying out and when and what the impact will be.

In 2024/2025, we invested **£6.4M** on planned works, including:



231
kitchens



224
bathrooms



436
boilers &
heating
systems



70
roof renewals



496
external
doors

MEASURE	2024/2025	2023/2024	DIRECTION OF TRAVEL	TARGET	PERFORMANCE AGAINST TARGET
Homes not at Decent Standard*	0.03% (This is equivalent 3 properties out of 13,042)	0.02% (This is equivalent to 3 properties out of 10,794)	↑	100%	☹️
No. of emergency repairs completed	15,046	15,356	↓	N/A	N/A
Emergency repairs completed within target	99.2%	98%	↑	100%	☹️

MEASURE	2024/2025	2023/2024	DIRECTION OF TRAVEL	TARGET	PERFORMANCE AGAINST TARGET
No. of routine repairs completed	28,175	23,272	↑	N/A	N/A
Routine repairs completed within target	92.5%	95%	↓	100%	☹️
Satisfaction with most recent repair (transactional)*	75.6%	79%	↓	84%	☹️
£ investment into our properties	£32.2m	£31.6m	↑	N/A	N/A
Average cost of responsive repair	£173.39	£141.70	↑	N/A	N/A
Average no. of days for a responsive repair	13.57 days	25.3 days	↓	60 days	😊

*In addition to measuring Tenant Satisfaction Measures, we measure satisfaction using transactional surveys. This means we speak to people who have been through our repairs process.

Repairs service improvements

Thank you to everyone who has provided feedback on our repairs service over the past 12 months through focus groups and surveys.

We are still working hard behind the scenes to respond to your feedback about making our repairs service the best experience possible.

Since the start of the repairs improvement project, the Tenant Satisfaction Measures show that satisfaction has improved:

6.3% increase in overall satisfaction with the repairs service

5.1% increase in overall satisfaction with the complaints process.

7.7% increase in customers feeling listened to and that their views are acted upon.

* See our scores for the Tenant Satisfaction Measures in full from page 22.

You said you wanted

A consistent customer experience where your complaint is resolved at the first point of contact where possible

To be treated with empathy and respect

Clear communication and expectations

What we did about it

- > Changed the staff structure
- > Changed our processes, roles and responsibilities to help our staff to help you at the first (or best) point of contact
- > Reduced the wait times for appointments

- > Introduced a new code of conduct for our staff and our subcontractors
- > Focussed on culture, values and behaviours
- > Refreshed our approach to performance
- > Improved our approach to complaint handling and management

- > Introduced new telephone and repairs systems
- > Launched new ways to contact us ('Web Chat')
- > Allowed customers to do more things using our My Regenda Homes customer portal such as increasing the number of repairs you can raise
- > Improved how we communicate and share information with you, and each other

Building new homes

We planned to build 77 new homes in 2024–2025. We actually built 62

One of our building projects at Breck Road was delayed because the building company we were working with went out of business. The good news is that the homes are now ready!



Grove Street redevelopment is moving forward!

The first phase of the Grove Street project is well underway and will bring 89 brand-new one- and two-bedroom apartments for social rent. These homes are expected to be ready early next year.

We've started reaching out to former Grove Street residents to see if they'd like to return to the new homes.

Once we've heard from everyone, we'll know if there are any homes available to offer through Property Pool Plus.

New homes in New Ferry are now ready!

In August, residents moved into their brand-new homes at New Ferry.

The development has 14 new apartments, and we're really happy to see people settling in and enjoying their new homes.

We're also getting ready to start Phase 2 of the New Ferry project later this year, so keep an eye out for more updates!

Your feedback

Your feedback helps us deliver the best services we can.

When you send us a compliment, comment or complaint, we use it to learn and shape the services we provide. We know we don't always get things right first time and your feedback helps us see how we can do things better.



“



Today I had an electrician to fix my kitchen fan. I have to say, great job! Very pleasant fitter, well done!

Regenda Resident

We received

252

compliments in
2024/2025

36 ↑

more compliments
than we received
in 2023/2024

We listen to all our compliments, complaints and feedback to see where we are doing well and where we can do better. For more information about this, you can view some of the 'you said, we did' actions on page 15.




Complaints performance

As of 1st April, the Housing Ombudsman's Complaint Handling Code became a requirement for us and all landlords who are part of the Housing Ombudsman Scheme.

Every year, we publish a Complaints Performance and Service Improvement Report to let our residents, and the Housing Ombudsman, know how we are performing. You can view our latest report, here: regenda.org.uk/complaints-performance



Complaints performance

MEASURE	2024/25	2023/24	DIRECTION OF TRAVEL	TARGET	PERFORMANCE AGAINST TARGET
Resolved at first time resolution	95.2%	96%	↓	96%	
No. of complaints escalated to Final Resolution Stage	210	125	↑	N/A	N/A
Percentage of residents satisfied with how we handled their complaint (transactional)*	34.2%	41%	↓	60%	
Satisfaction with outcome of your complaint (transactional)*	34.7%	33.5%	↑	50%	

*We measure satisfaction with our service using transactional surveys. Transactional surveys mean speaking to people who have been through our complaints process. We work with an independent agency to contact a group of customers each month on our behalf.

Improving our complaints process

We know that satisfaction with our complaints process is not where it should be, and that we need to provide a great service – no matter what the outcome of the process is.

All relevant staff across the business have been trained to deal with complaints, and we have staff within our Asset Management Team who are dedicated to handling complaints about repairs.

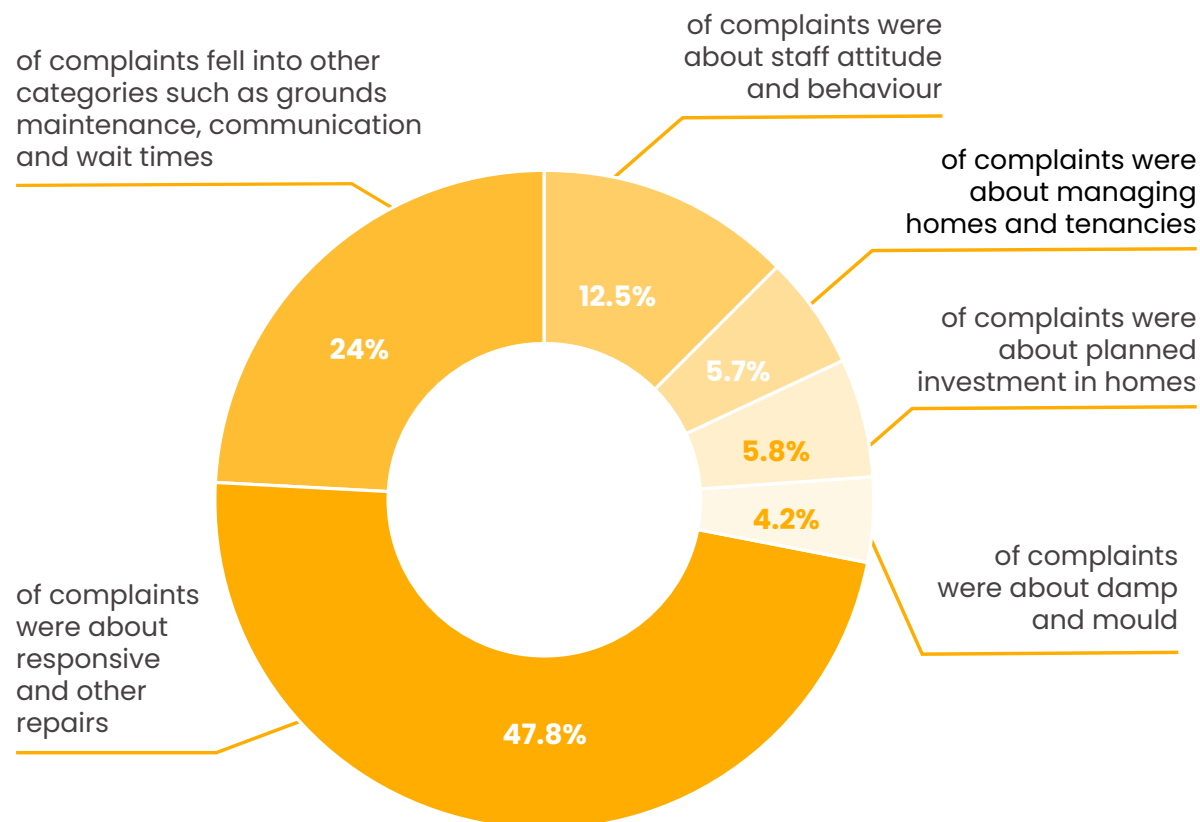
We received

758

complaints in 2024/2025.

100↓

less complaints than in 2023/2024.



Improving our complaints process

You said you wanted us to

Keep working with our Resident Voice Panel and Customer Feedback Panel to understand how we can improve resident satisfaction with complaints.

Make sure that staff have the right knowledge, skills and behaviour to handle complaints in the best way possible.

Review the technology we use to improve how we record and manage complaints.

Highlight what happens when an expression of dissatisfaction becomes a formal complaint so that residents know when they have been through our complaints process.

What we did about it

- » We now have a Resident Chair and a Resident Board Member on our Group Board.
- » The Resident Voice Panel has put complaints forward for a full scrutiny review. This is planned for August 2025.
- » The Customer Feedback Panel meets quarterly and helps us show the Housing Ombudsman how Regenda are meeting the Code of Practice.

- » Introduced a new code of conduct for our staff and our subcontractors
- » Focussed on culture, values and behaviours
- » Refreshed our approach to performance
- » Improved our approach to complaint handling and management.

- » We have purchased a new complaints system called Infreemation.
- » This is due to be launched to staff at the end of September and will help us make our services clearer, improving how we record and manage complaints and share information.

- » We have promoted how to make a complaint on our website and social media including an easy read guide on our website.
- » This is to make sure that all residents know what counts as a complaint, how to make a complaint and the process they will go through.

What we are doing to improve our complaints performance?

John has been on the Regenda Board for five years, and the Member Responsible for Complaints for over two years. We caught up with John to discuss his role in the complaints process at Regenda:

“I took over the role as the Member Responsible for Complaints when the Housing Ombudsman’s Complaints Handling Code became a statutory requirement in April 2023.

“I was already the Customer Voice Champion on the Board so it was a natural fit for me. I have a background working within housing associations, starting my career as a Housing Officer and working up the ladder to become an Executive Director. Working in more senior roles within housing, gave me a broader understanding of the organisation and the sector as a whole, it was always helpful to have had front-line experience as a Housing Officer.



My current role as Member for Complaints means that it is my responsibility to connect the way Regenda handles complaints with the Board and give confidence to other Board members that Regenda meets the complaint standards set by the Housing Ombudsman.

“Part of my role on the Board is to make sure that customers’ voices are being heard at a senior level and that your issues are being addressed. It is important that the Board gets to hear when things go wrong and hears what lessons have been learned so this doesn’t happen again.

“Residents who feel they have a reason to complain should do so. At Regenda, complaints are treated as a way for us to learn about what we can do better. When making a complaint, you can expect to be treated with care and respect and replied to in a timely manner. We can’t always give all of our residents the response they want, but we will explain why. All customers are given a fair hearing.”



John Wood

Regenda Board Member and Member Responsible for Complaints

Resident involvement

Your voice matters most when we are making changes to our services.

Over the summer, we held 'The Big Conversation', reaching out to you about what is going well and where we can improve.

The feedback is helping us shape the next Group Corporate Plan, our next three-year strategy. Thank you to all of our customers who shared their views with us.

We are always looking for residents who want to help us do better, and there are lots of ways you can get involved.



Resident engagement

In the first five months of 2025/26, we've completed 35 consultations where customers have volunteered a total of 851 hours.

This feedback from you has helped change the work we do in areas like:



Communication



**Systems of
the Future**



**No Access
policies**

Over the Spring and Summer of 2025, we asked all residents to have their say on the next Group Corporate Plan in 'The Big Conversation.'

The Group Corporate Plan shapes our services over the next three years.

We asked for your feedback via surveys and in-person events. Your feedback will help us shape our plan.

Thank you for sharing your feedback with us.

You can get involved and have your voice heard over on our website:
<https://www.regenda.org.uk/customer-voice>



Customer voice – get involved

We are always looking for residents who want to help us do better, and there are lots of ways you can get involved.



To get involved please contact

getinvolved@regenda.org.uk

Tenant satisfaction measures

The Regulator of Social Housing created Tenant Satisfaction Measures (TSMs) to measure how well landlords are performing.

There are 22 Tenant Satisfaction Measures which help us understand how well we are doing, and where we need to improve. Your opinions matter to us, and we use the results to help us make decisions about the services we provide.

You can use the results to see how well we are doing, and we must also share the results with the Regulator of Social Housing.

The TSMs focus on the following five key areas:



Keeping properties in good repair



Maintaining building safety



Respectful and helpful engagement



Effective handling of complaints



Responsible neighbourhood management



How we calculate our Tenant Satisfaction Measures

Some of the data is pulled from our systems to show things like how many gas safety checks we've run, or how many complaints we've had.

We also gather feedback from our residents to understand your views about our services. We use a company called CX Feedback to contact people on our behalf to take part in a survey.

The TSMs surveys

These residents were selected using a random sample from a list of live tenancies each month.



1,108

surveys were carried
out by telephone.



170

surveys were carried
out online.

From April 2024 to March 2025, we carried out 1278 surveys to find out what residents think about our services.

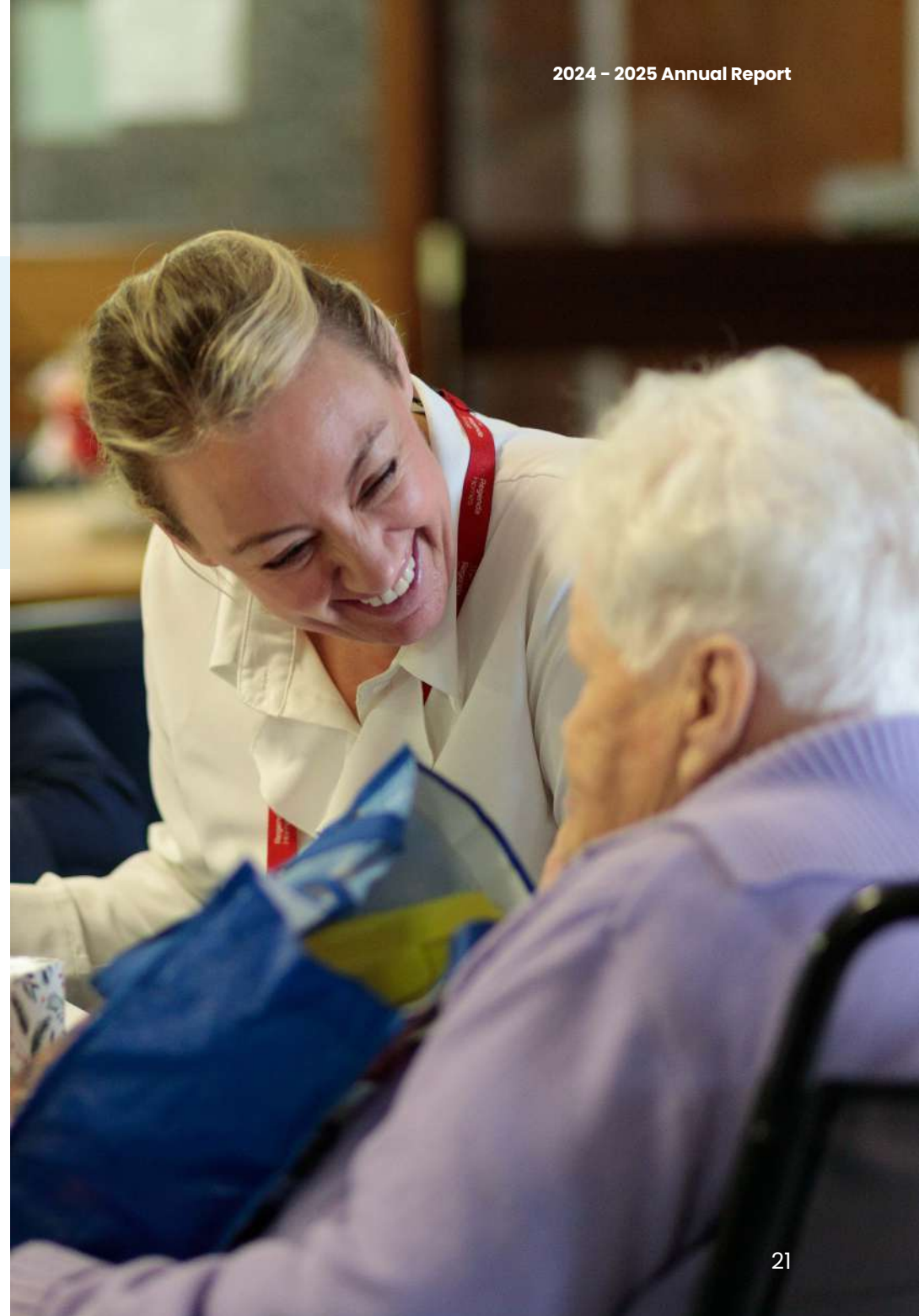
People are contacted at random from a list of our live tenancies this means we don't choose who takes part.

- » **990 survey responses from people living in Low-Cost Rental Accommodation (LCRA)**
- » **288 survey responses from people living in Low-Cost Home Ownership homes (LCHO)**

This number means we are happy that the results represent a wide range of our customers.

We use statistics to check how accurate the results are to be sure we can be confident in the data.*

*For LCRA we received 990 responses to the survey which achieved a confidence level of $\pm 3\%$. This means that if we had received a response from every household, the survey findings would not differ by more than 3% higher or lower than the figures we are reporting. For example, a satisfaction rating of 77% would be no lower than 74% and no higher than 80% if we had received survey responses from all households. For LCHO we received 288 responses to the survey, which means we achieved a confidence level of $\pm 5\%$.







Tenant perception measures

The Tenant Perception Measures look at residents feel about our services. They are all about gathering thoughts, concerns, and overall impressions. We set targets based on how well other landlords are doing. Sometimes, the targets might not seem very high, but they're based on real data. So, if we meet or beat them, it means we've done a really good job! These figures show the satisfaction results from residents living in Low-Cost Rental Accommodation only (LCRA). We also measure how we are performing against other organisations that offer LCRA homes. These are our peers.

TENANT SATISFACTION MEASURE	TARGET	OUR PEERS	2024/2025 PERFORMANCE	2023/2024 PERFORMANCE	DIRECTION OF TRAVEL	PERFORMANCE AGAINST TARGET
Overall satisfaction with the landlord	80%	71.3%	76.6%	71.5%	↑	☹️
Satisfaction with repairs	80%	72.3%	78.1%	71.8%	↑	☹️
Satisfaction with time taken to complete most recent repair	75%	67.4%	73.2%	67.3%	↑	☹️
Satisfaction that the home is well maintained	80%	70.8%	76.8%	69.5%	↑	☹️
Satisfaction that the home is safe	85%	76.7%	84.1%	77.3%	↑	☹️
Satisfaction that the landlord listens to tenant views and acts upon them	75%	60.4%	70.5%	62.8%	↑	☹️
Satisfaction landlord keeps tenants informed about things that matter to them	75%	70.3%	73%	67.2%	↑	☹️
Agreement that the landlord treats tenants fairly and with respect	85%	76.8%	80%	75.9%	↑	☹️

Tenant perception measures

The Tenant Perception Measures look at residents feel about our services. They are all about gathering thoughts, concerns, and overall impressions. We set targets based on how well other landlords are doing. Sometimes, the targets might not seem very high, but they're based on real data. So, if we meet or beat them, it means we've done a really good job! These figures show the satisfaction results from residents living in Low-Cost Rental Accommodation only (LCRA). We also measure how we are performing against other organisations that offer LCRA homes. These are our peers.

TENANT SATISFACTION MEASURE	TARGET	OUR PEERS	2024/2025 PERFORMANCE	2023/2024 PERFORMANCE	DIRECTION OF TRAVEL	PERFORMANCE AGAINST TARGET
Satisfaction with landlord's approach to complaints handling	50%	34.5%	43%	38.8%	↑	
Satisfaction that the landlord keeps communal areas clean and well maintained	70%	65.1%	74.2%	65.4%	↑	
Satisfaction that the landlord makes a positive contribution to the neighbourhood	65%	63.1%	65.6%	59.4%	↑	
Satisfaction with the landlord's approach to handling anti-social behaviour	65%	57.8%	70.4%	60.6%	↑	

Management information measures

These are the metrics come from our systems rather than through a satisfaction survey.

LCRA stands for Low Cost Rental Accommodation.
LCHO stands for Low Cost Home Ownership.

TENANT SATISFACTION MEASURE	TARGET	OUR PEERS	2024/2025 PERFORMANCE	2023/2024 PERFORMANCE	DIRECTION TRAVELLED	PERFORMANCE AGAINST TARGET
Percentage (%) of homes that have all the necessary gas safety checks (LCRA/LCHO combined)	100%	99.9%	100%	100%	↔	😊
% of homes in buildings that have all the necessary fire risk assessments (LCRA/LCHO combined)	100%	100%	100%	97.1%	↑	😊
% of homes in buildings that have asbestos management surveys or re-inspections (LCRA/LCHO combined)	100%	100%	100%	100%	↔	😊
% of homes that have had all the necessary legionella risk assessments (LCRA/LCHO combined)	100%	100%	100%	100%	↔	😊
% of homes in buildings where communal passenger lifts have necessary safety checks (LCRA/LCHO combined)	100%	100%	100%	97.4%	↑	😊
Number of stage 1 complaints received per 1000 homes (LCRA only)	N/A	13.7	56	59.6	↓	N/A
Number of stage 2 complaints received per 1000 homes (LCRA only)	N/A	2.6	10.7	9.8	↑	N/A
Stage 1 complaints responded to within the Housing Ombudsman's timescales (LCRA only)	100%	82.3%	96.6%	97.3%	↓	😐
Stage 2 complaints responded to within the Housing Ombudsman's timescales (LCRA only)	100%	83.6%	91.5%	96.3%	↓	😐
Number of stage 1 complaints received per 1000 homes (LCHO only)	N/A	12.6	42.4	43.8	↓	N/A

Management information measures

These are the metrics come from our systems rather than through a satisfaction survey.

LCRA stands for Low Cost Rental Accommodation.

LCHO stands for Low Cost Home Ownership.

TENANT SATISFACTION MEASURE	TARGET	OUR PEERS	2024/2025 PERFORMANCE	2023/2024 PERFORMANCE	DIRECTION OF TRAVEL	PERFORMANCE AGAINST TARGET
Number of stage 2 complaints received per 1000 homes (LCHO only)	N/A	2.7	15.3	15.2	↑	N/A
Stage 1 complaints responded to within the Housing Ombudsman's timescales (LCHO only)	100%	73.2%	95.7%	91.8%	↑	☹️
Stage 2 complaints responded to within the Housing Ombudsman's timescales (LCHO only)	100%	78.6%	100%	94.1%	↑	😊
Anti-social behaviour cases opened per 1000 homes (LCRA/LCHO combined)	N/A	3	16.4	22.8	↓	N/A
Anti-social behaviour cases that involved hate incidents opened per 1000 homes (LCRA/LCHO combined)	N/A	0.0	0.1	N/A	N/A	N/A
RP02-1: Non-Emergency repairs completed within target timescale (LCRA)	100%	81.3%	92.5%	95.1%	↓	☹️
RP02-1: Non-Emergency repairs completed within target timescale (LCRA)	100%	100%	100%	97.4%	↑	😊
RP02-2: Emergency repairs completed within target timescales (LCRA)	100%	81.3%	99.2%	98.3%	↑	☹️
Homes that do not meet the Decent Homes Standard (LCRA)	0	0.5%	0.03%	0.02%	↑	☹️



Understanding our complaints performance in this year's Tenant Satisfaction Measures

"While we did not hit our target this year for customer satisfaction with complaints handling, more customers were satisfied with the complaints process than in last year's survey.

"After receiving the results of this year's Tenant Satisfaction Measures results, Regenda spoke to residents who took part in the survey to get more information with why they were not happy with the complaints service offered by Regenda.

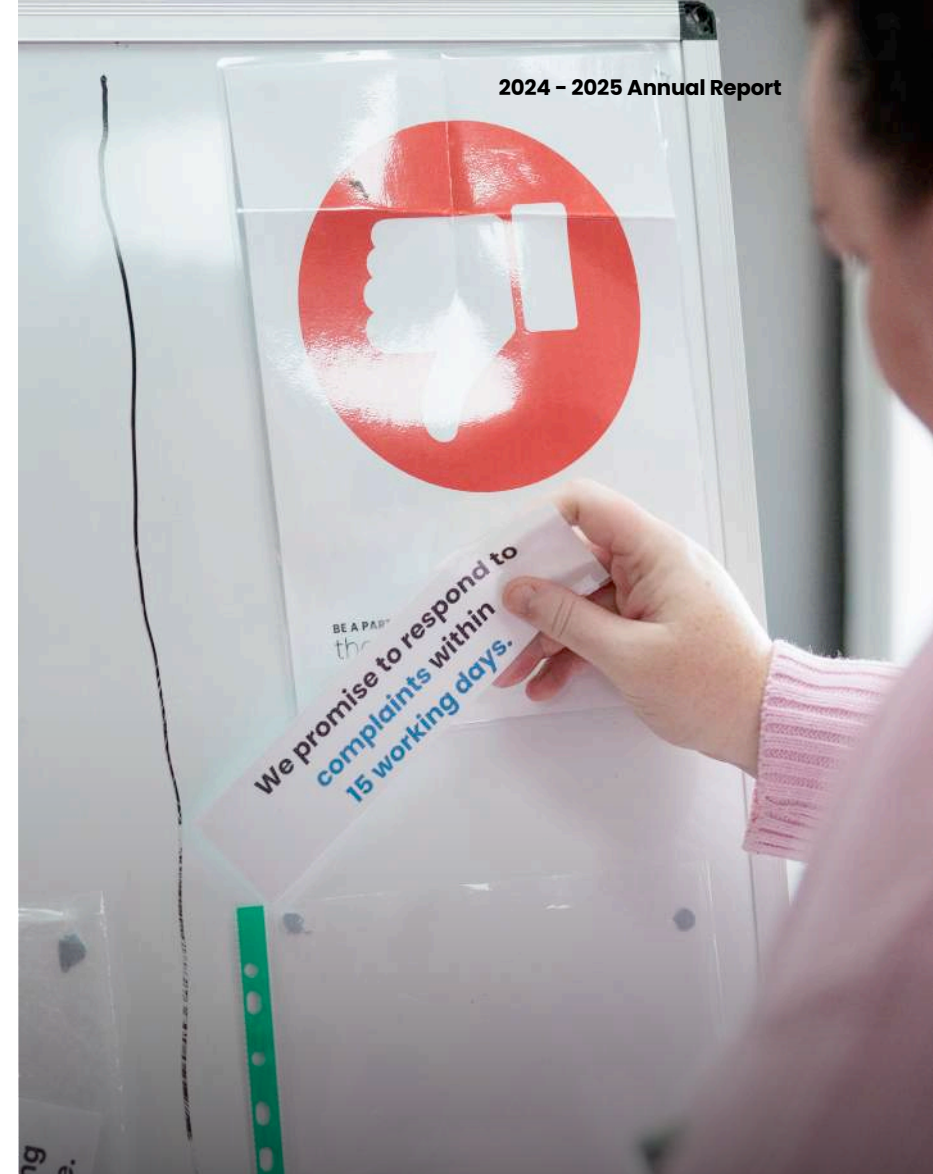
"With this feedback, we are working to make sure that residents are aware of when and how to make a complaint and what to expect. This includes showing the difference between making a service request and making a formal complaint.

"There has been a steady increase in the number of complaints made across the housing sector. Whilst we continue to welcome complaints as a way to improve our services, at Regenda, we hope in the longer term that the number of complaints starts to reduce because we have learnt lessons from previous complaints and we have put what we have learnt into practice so we don't make the same mistakes again.

"We want to keep working better together across different teams, take responsibility for where things have gone wrong and communicate this with residents. With these improvements in place, we hope to see less complaints made in the future.

John Wood

Regenda Board Member and Member
Responsible for Complaints



"We will keep working to make sure that we continue to learn from the complaints that are raised to us to keep improving next year."



Using the TSMs to make changes

Understanding how different customer groups feel about our services is important to make sure that the services we offer are accessible and inclusive to all our customers.

We regularly review customer feedback, performance data and survey information by different characteristics (such as gender, age, ethnicity, geography) to help us see any trends in data and get a better understanding of customer needs and expectations. For example, we have found that younger customers are more likely to be dissatisfied with our services than older customers.

We carry out 'key driver analysis' to understand why customers are happy with some services and not with others and how we can use this information to make changes.



What impacts our TSM results?

Some of the most important things are:



Fixing repairs quickly



Keeping you updated



Listening and acting on your views

We've used your feedback to make changes, like improving our repairs service. We know there's still more to do, and we're working with residents to keep getting better.

How do we use your feedback?

We share how we're doing with our Board, Resident Voice Panel, and staff teams.

We also hold special sessions to talk about what's working and what needs to improve.

We're proud of the progress we've made, but we know we can do even better. When we make changes based on your feedback, we'll let you know by updating these web pages:






You can view our 'You Said, We Did' section on our website, here: <https://www.regenda.org.uk/you-said-we-did>

You can view our latest edition of Belong, our resident magazine, here: <https://www.regenda.org.uk/belong>



Metrics that matter

It's important to us that you can clearly see how we are performing in the areas that matter most to you. Our Resident Voice Panel created the 'Metrics that Matter.' These are specific areas of focus that our residents highlighted as most important. These are reviewed throughout the year to make sure we are keeping a close eye on how we are performing in the ways that matter most to you. The Resident Voice Panel made changes to the Metrics that Matter in January 2025 to keep in line with what truly matters to you. The RVP added new metrics to monitor for 2025/2026.

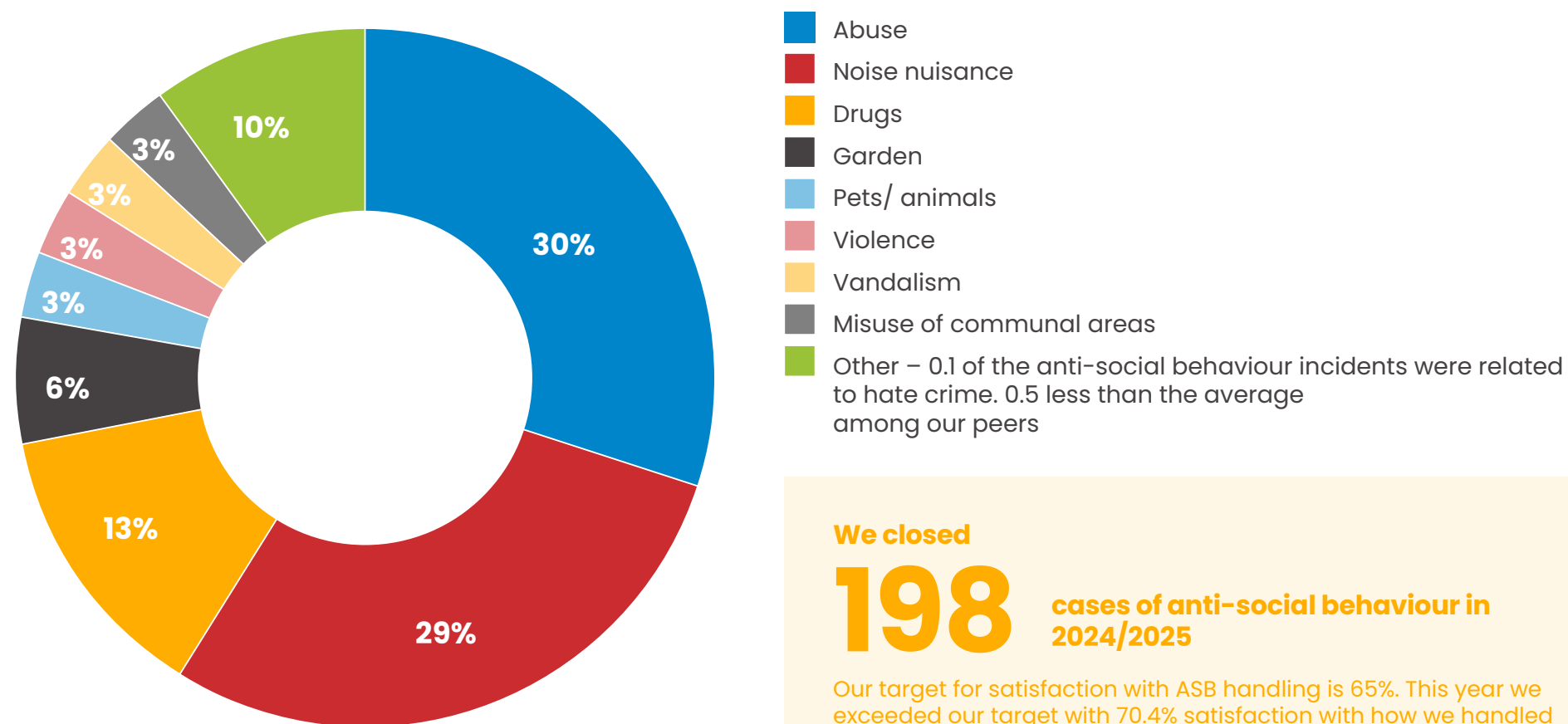
MEASURE	2024/2025	2023/2024	TARGET	DIRECTION OF TRAVEL	PERFORMANCE AGAINST TARGET
Net Promoter Score (Would you recommend us)	+53	+45	+50	↑	
Average relet cost for void repairs per property	£3,362	£2,276	£3,232	↑	
Percentage of first resolution complaints resolved within target (overall)	95.2%	95.6%	96%	↓	
Average relet times (days) for available to let properties (excluding major repairs)	15.53	15.7	14	↓	
Percentage of tenancies terminating within 12 months	8.44%	8.0%	7%	↔	

Tackling anti-social behaviour (ASB)

We take all reports of anti-social behaviour seriously and look into all cases that are raised with us.

When a resident reports anti-social behaviour to us, we will agree the way we will get back to you and when that will be. We will also ask you what a good resolution looks like.

In 2024/2025, we raised 344 cases of anti-social behaviour. This is 86 less cases than last year. The categories of anti-social behaviour reported were:



We closed

198

cases of anti-social behaviour in 2024/2025

Our target for satisfaction with ASB handling is 65%. This year we exceeded our target with 70.4% satisfaction with how we handled cases of anti-social behaviour.

Did you know

Yes

this is anti-social behaviour

Anti-social behaviour is any behaviour that causes nuisance, annoyance or distress to another person.

This can include:



Noise nuisance,
e.g. loud music,
persistent shouting



Aggressive or
threatening behaviour,
intimidation and
harassment



Domestic abuse
or hate crime
related incidents

This behaviour is not permitted in homes, communal areas or the local neighbourhood. Residents, visitors or contractors behaving in an anti-social way will be reported.

No

this is not anti-social behaviour

- » Cats fouling in individual gardens
- » Normal day-to-day noises including general household DIY or home improvements that are carried out during the day
- » Cooking odours
- » One off incidents of nuisance, such as parties or BBQs
- » Babies crying
- » Children playing in the street
- » General parking, or lack of parking, issues.

Congratulations to our Fleetwood team!

We won the 2024 Lancashire Police Problem Solving Awards for our 'Clear, Hold, Build' project at the Hatfield Hub.

The project has:

- » Reduced anti-social behaviour
- » Reduced fly-tipping
- » Offered alternative accommodation to vulnerable residents

We're really pleased that the Hub is staying open for another year!

This means we can keep working together with our brilliant partners to help and **support even more people.**

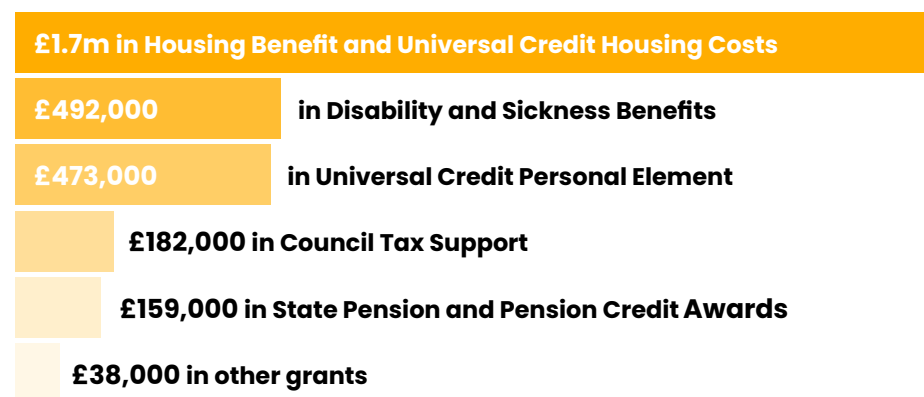


Money advice

We have members of the team whose job it is to offer free money advice and support to all residents.

In 2024/2025, we helped residents secure **£3m** in benefits and grants. **£1.2m** more than in 2023/2024. This was money that they did not know they were entitled to and was used to improve lives and sustain tenancies.

The £3m included:



Cost of living fund

We supported

1,841

residents via our cost of living fund to the value of **£88,978**

498

residents were supported with fuel payments. This amounted to **£18,723**

409

residents were supported with food payments. This amounted to **£70,255**

Financial inclusion support services

We have dedicated members of staff, including Welfare Benefits Officers as part of our Regenda Homes teams in Merseyside, Greater Manchester and Lancashire. We are here to help.

How to get in touch with someone to talk about money:

@ **info@regenda.org.uk**

📞 **0344 730 066**

Ask to speak to a member of the Income Team

Request a call back

You can request a call back from our Income Team by filling in our online form. A member of our Income Team will call you back within five working days.

regenda.org.uk/income-team-request-a-call-back

Visit Us

Our offices are open Monday to Friday, from 9.30am to 4.30pm. No appointment necessary.

Merseyside office:

Commutation Plaza, 1 Commutation Row, Liverpool, Merseyside, L3 8QF.

Cheshire / Greater Manchester office:

St Chad's Centre, Limegreen Parade, Limehurst Village, Oldham, OL8 3HH.

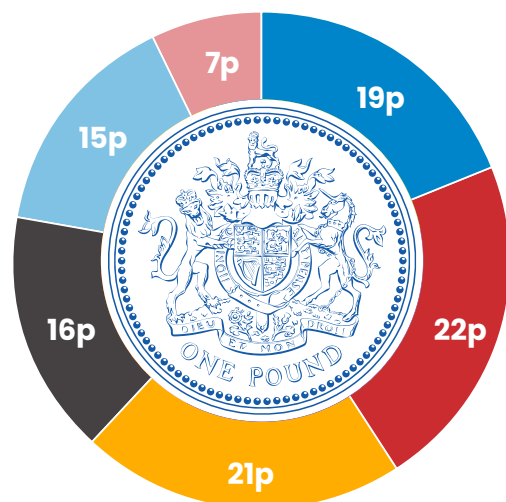
Lancashire office:

Regenda Homes, Fleetwood Hospital, Pharos Street, Fleetwood, FY7 6BE.

Your rent

We keep a close eye on how much rent we collect and how much is still owed, both by current and former tenants. This helps us manage our homes well and continue investing in services. We also set targets based on how similar housing providers are performing, so even small improvements are a big achievement. Here's how we did this year compared to our targets.

MEASURE	2024/2025	2023/2024	TARGET	DIRECTION OF TRAVEL	PERFORMANCE AGAINST TARGET
Rent collected	100.7%	99.3%	99.8%	↑	😊
Percentage of current tenant arrears	0.77%	0.94%	2.4%	↓	😊
Percentage of former tenant arrears	0.7%	0.7%	0.9%	↔	😊



Value for money

We want to be open and honest about how we spend your rent and how we can use the money we have to improve our homes and communities.

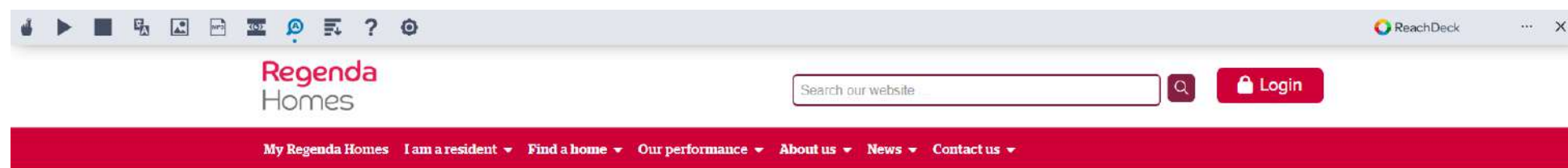
Between April 2024 and March 2025, the average £1 spent in Regenda was broken down as:

- Management costs, such as offices, staffing and delivering services
- Day to day repairs
- Planned works, such as new kitchens and bathrooms, windows and doors
- Annual depreciation charge
- Service charges
- Other social housing activities

Making our website more accessible for everyone

We want everyone to feel welcome and confident using our website. So, we've added a handy new tool called ReachDeck.

It makes our website accessible for anyone who has trouble with reading, has dyslexia, speaks English as a second language, or just finds screens hard to read.



You can use ReachDeck to:

- » Read the words out loud
- » highlight each word as it's read, so it's easy to follow along
- » Change the font size, colour, or background to make the text easier to see
- » Help with hard words by giving explanations or reading them slowly
- » Translate words into other languages

How do I use it?

Look for the red circle with a person on it on our website in the top corner of every web page. Click it once, and a toolbar will open.

You can use it to listen instead of read, need bigger text, or just want things clearer – ReachDeck is here to help make your life easier on our website.

For a detailed explanation of how to use the ReachDeck toolbar, visit <https://www.regenda.org.uk/accessibility>

Social value

What is social value and how do we measure it?

Social value is about the positive difference we make in people's lives and communities, not just through housing, but through things like training, jobs, wellbeing, and support.

To show the impact of this work, we use a method that puts a money value on the good we do. For example, helping someone into work, improving someone's mental health, or reducing loneliness all have real benefits for society. These benefits are measured using trusted national data and research.

Social value is one way that we measure the positive impact we've had in our communities. This impact includes:



How we impact the environment



Jobs we've created



Investment into properties



Support for good causes

Regenda Homes is one organisation within The Regenda Group. We generate social value through the other eight organisations within The Regenda Group, and in our local community.

We do this so we can:

- » Understand what's working
- » Show the value of our work to others
- » Make better decisions about where to invest time and money
- » Keep improving the way we support people and communities

It's not just about numbers, it's about showing that the work we do every day really matters.

The Regenda Group generated
£36,395,329.84
 between April 2024 and March 2025.



A young boy with short brown hair, wearing a dark blue polo shirt with a small red logo on the chest, is smiling and holding a green furry puppet. The puppet has a yellow face with large eyes and an orange beak. The background is a blurred green foliage. A blue horizontal band is overlaid on the left side of the image, containing the text 'CARE AND SUPPORT' in white.

CARE AND SUPPORT



Centre 56 is Liverpool-based nursery that provides specialist care and support to families who have experienced domestic abuse or crisis. In 2024, donations to Centre 56's Christmas appeal saw over 100 large present bags and 40 festive food hampers being donated for local families. The appeal also generated over £4,000 in donations from local people and businesses.

The charity's fundraising total surpassed £100,000 thanks to a range of community and challenge fundraising events, meaning Centre 56 can continue providing support for parents, children and families.



Petrus is a Rochdale-based homelessness charity that provides a range of services to support people who are homeless or in housing need. In 2024-25, their Hub for homeless and vulnerable people received 23,954 visits.

Returning to the RHS Tatton Park Flower Show for their 5th year, Petrus were invited to produce the show's only feature garden, the Ginnel Garden. The Kaleidoscope Ginnel was their largest entry to date and challenged visitors see homelessness differently by walking through a garden that demonstrated what people can achieve when they are empowered, trusted, and believed in.



HOUSING, CONSTRUCTION AND SUSTAINABILITY



Ecogee provides green energy solutions to homes across the North West, tackling fuel poverty and reducing carbon emissions. Ecogee joined The Regenda Group in 2023 as the sister company to M&Y Maintenance and Construction. They deliver retrofit and energy saving measures across the North West, meaning reduced fuel payments for our residents. The Ecogee team also dedicates time each year to inspire the next generation, helping young people explore careers, build confidence, and dream big. In the 24-25 financial year, Ecogee generated £2,113,982.22 in social value.



M&Y Maintenance and Construction delivers high-quality repairs, maintenance, and building services throughout the North West. With a strong commitment to social and environmental responsibility, it operates under a profit-for-purpose model, making sure every success directly benefits the communities it serves and works in.

In the 2024–25 financial year, M&Y made a meaningful impact by generating £8.85 million in social value, donating £40,000 to local charities and community-led initiatives, and contributing over 280 hours of staff volunteering in schools and colleges across the region.

Redwing

Redwing is an ethical property agency selling, letting and managing homes across the North West for over 60 years. Redwing operates a 'profit-for-purpose' model which means every home sold with Redwing, sends something good back into our world.

Through Gift Aid, Redwing's profits are invested back into The Regenda Group to support communities through social value initiatives such as building affordable housing, providing care services, and creating education and training opportunities for people.

In 2024/25, Redwing generated over £600,000 social value in partnership with Resonance and Liverpool City Region Combined Authority, helping 26 people who were experiencing homelessness find a safe and stable place to call home.



**In 2024/2025, Redwing generated over
£600,000 social value**

EDUCATION, TRAINING AND CAREERS

Positive Footprints provides programmes to schools that open up the world of work and raise aspirations. In 2024/25, more than 11,500 children and young people across the country were inspired by Positive Footprints.

After taking part in the 2024, Raising Aspirations Programme a pupil from St Anne's Primary School, Sunderland, said "I think it's important at primary school because it teaches kids how to protect their money and how they want to spend their whole life.



In 2024/2025, Positive Footprints generated over
£7million in social value



The Learning Foundry provides learning opportunities for young people and adults across Liverpool and the North West.

The Learning Foundry supports all people aged 16+ get into a job they love for the long term, working towards their mission 'to make talent shine.'

The Learning Foundry opened its second campus in February 2025, the Skills Centre, is a specialist centre for construction training programmes to support people get into careers in construction, housing and beyond.

NCRC

at Trafford Hall

The National Communities Resource Centre (NCRC) was launched in 1991 to close the inequality gap that exists in communities across the UK. They provide training, support and resources for people living in the lowest income neighbourhoods, developing people's confidence, skills and capacity to tackle community, environmental and social problems.

This year, NCRC worked alongside partners Positive Footprints, M&Y and Ecogee on the Shaping Brighter Futures programme. The programme brought together Positive Footprints' career education sessions with fun, interactive, outdoor sessions held at Trafford Hall (the base of NCRC) to embed learning.

84

children have already benefitted from the programme with more to come throughout the year.



Making improvements

Procurement

We have a procurement process at Regenda which means we are challenged on how and where we are spending our money.

As part of this process, we look at how suppliers will help us achieve our social value objectives. We set high targets to help us spend money in a way that is good for our communities and for the environment.

Complaints

We are working towards making more of our staff and customers aware of the complaints process.

Our Member Responsible for Complaints will continue to work with the teams dealing directly with customer complaints, including new managers and members of staff.

We will keep being open and honest about our complaints performance, with you, with our Board and with the Housing Ombudsman.

Repairs

We are still working to improve our repairs service.

We have already:



**Changed our staff
structure and
processes**



**Reduced wait times
for appointments**



**Made new ways for
you to get in touch
with us, like web chat**

What's next?

We've seen a 5.1% rise in overall satisfaction with the complaints process from 2023/24 to 2024/25 – but we still want to do better.

We are still working on:



**Developing our
processes**



**Making every
contact count**



**Creating self-help
videos for repairs**



**Relaunching our
Contact Centre**

Thank you for sharing your feedback with us.

Part of



The
Regenda
Group



Regenda Homes

Get in touch!

regenda.org.uk

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info@regenda.org.uk

1 Commutation Row,
Liverpool, L3 8QF



Redwing

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