



# Annual Report to customers 2023 / 2024

A full report and financial statements for the year ended  
31 March 2024 is available on our website: [www.wdh.co.uk](http://www.wdh.co.uk)

# Welcome

## Hello and thank you for reading our Annual Report to customers for 2023 / 2024.

As WDH's new Chief Executive, I'm pleased to be able to take my first opportunity to present this report to you after what has been a landmark year for WDH. We recently celebrated building and acquiring over 4,000 homes since our foundation in 2005.

In the last year alone, we have provided 422 new homes in communities that need them, with 266 for rent and 156 for shared ownership. We also spent £41.5 million improving the homes that you live in, £5 million improving outdoor spaces and £10.6 million making your homes safer and greener.

Our investment in our communities is more than financial, we have been awarded an unprecedented third Tpas Exemplar award, recognising the work we do to involve you in our decision making. We're also proud that our Community Employment Advisors continue to help hundreds of people into new jobs or training each year and that 76% of our Training for Employment participants went on to find work or further study.

As we enter our 20th year as a business, we remain committed to creating better futures and vibrant communities. We are focused on delivering an excellent customer experience, positively impacting more lives than ever before and creating communities and homes we can all be proud of.

As we look forward to some exciting changes on the horizon, we're also taking the time to reflect on a major change that has already happened. As many of you will already know, Andy Wallhead took the decision to step down as our Chief Executive at the end of 2024.

Andy has retired from his 40-year career, and we thank him for the six years of exceptional leadership and commitment that he has given to WDH. It is now my honour and privilege to lead this organisation as we continue to grow and develop.

I thank every one of you in advance for continuing to inspire us to be ambitious in changing lives through the places you live.



**Martyn Shaw**  
Chief Executive

# Welcome

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## Year on year change

Satisfaction measure.	2023 / 2024 performance	Change from 2022 / 2023
Overall satisfaction	82%	0%
Well maintained home	83%	0%
Safe home	87%	+1%
Repairs - Last 12 months	87%	+1%
Time taken - Last repair	83%	-3%
Communal areas clean and well maintained	74%	+1%
Positive contribution to neighbourhood	74%	+1%
Anti-social behaviour	62%	-7%
Listens and acts	73%	-1%
Keeps you informed	81%	+2%
Treats fairly and with respect	84%	-2%
Complaints handling	43%	-3%
Rent - Value for money	83%	-5%

**82.8%**

of our tenants are satisfied with our services.

**67.2%**

of our shared owners are satisfied with our services.



# Tenant satisfaction measures

Contacting us	2022 / 2023 performance	2023 / 2024 performance	2023 / 2024 target
Satisfaction with OneCALL.	92.1%	93.3%	90%
Correspondence – responded to within seven days.	99.9%	99.9%	100%
Social media acknowledged within one day.	100%	100%	100%

Homesearch	2022 / 2023 performance	2023 / 2024 performance
Tenants satisfied with the Homesearch application process	No previous comparable figure as survey questions have changed.	86%

Repairs	2022 / 2023 performance	2023 / 2024 performance	2023 / 2024 target
All emergency repairs responded to within 24 hours.	96.7%	96%	100%

Rent and other charges	2022 / 2023 performance	2023 / 2024 performance	2023 / 2024 target
Tenants notified every year of annual charges.	100%	100%	100%

Antisocial behaviour	2022 / 2023 performance	2023 / 2024 performance	2023 / 2024 target
Tenants satisfied with how their nuisance complaint was dealt with.	95%	94%	90%

Home improvements	2022 / 2023 performance	2023 / 2024 performance	2023 / 2024 target
We will confirm if you have been granted permission to decorate / make improvements to your home within 20 working days.	17 days	No figures for 2023 / 2024 due to change in how data is recorded.	20 days

Leaseholders	2022 / 2023 performance	2023 / 2024 performance	2023 / 2024 target
Hold one leaseholder event each year.	In person leaseholder event held at Wakefield Town Hall.	In person leaseholder event held at Wakefield Town Hall.	One event each year

Complaints	2022 / 2023 performance	2023 / 2024 performance	2023 / 2024 target
Percentage of complaints answered in target.	99%	94%	100%

# Our customer performance

## Your home

We want to make sure that your home is a safe, secure, high-quality place to live and that it meets your needs.

Our repairs team visit our tenants' homes seven days a week to keep you safe and your home well maintained.

We completed  
**100,563**  
general repairs.

We fixed  
**5,042**  
emergency repairs.

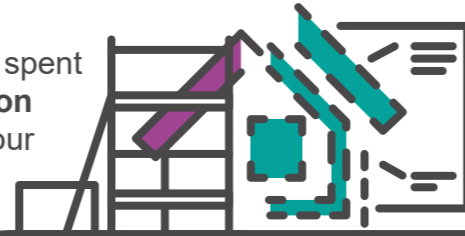
We fixed  
**95%**  
of repairs on the first visit.

We took an average of  
**9.7 days**  
to complete your repairs.

A safe, secure home is the very least you should expect. We make sure that 100% of boilers and electrical systems are serviced annually and we have been working hard to further improve fire safety in all our buildings.

### In 2023 / 2024:

In total, we spent  
**£41.5 million**  
improving our homes.



We planted **3,500** trees.



**£5.1 million** was spent making our homes even safer.



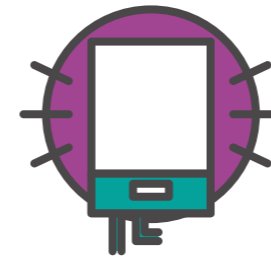
We now have **23** wildflower meadows across our estates to increase wildlife and biodiversity where you live.



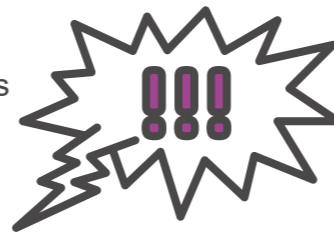
**£5.5 million** was spent on improving the energy efficiency of our homes.



We installed **1,937** new boilers as part of our boiler change programme.



We responded to **6,064** reports of nuisance and antisocial behaviour.



We spent **£5 million** on improving outside spaces on our estates.



We are improving our homes to lower our carbon footprint, reduce your bills and make sure homes are fit for the future. We have around 11,000 homes which need to achieve Energy Performance Certificate (EPC) Band C by 2030.

We are looking at a range of innovative ways to meet this challenging target.

In the last year,  
**873 homes**  
were improved to EPC Band C.

# Creating better places to live

At WDH we care about our customers and always put you at the heart of everything we do. Every decision we make and every service we provide is delivered with you in mind.

We made **970** adaptations to homes to help tenants to stay safe and independent in their own home.

**368** people were awarded a priority to move to accommodation that meets their medical needs.

Our team helped **682** people access mental health support and services.

Our Care Link Team responded to **2,866** calls from customers who needed help.

**446** customers were supported by our Wellbeing Caseworkers.

Our Community Support Team helped **170** families to stay safe after domestic abuse.

We supported **187** people with housing related issues before leaving hospital.

Helping you stay afloat when times are hard

Our Cash Wise money advice service **supported over 12,000 cases** to relieve the pressure with budget advice, access to grants and support. Cash Wise also helped tenants and residents to access over £3.5 million.

Our Debt Team carried out **25,939 supportive visits** to customers who are struggling with their rent payments and made over **62,150 outbound calls** to support customers with help and advice.

We awarded **£540,000** to tenants who were struggling to pay their rent through our Hardship Scheme.

We helped **2,626 tenants** with the Universal Credit (UC) application process to make sure they received their payments as quickly as possible.

**We helped tenants to receive £4.6 million** in grants and support, this included food parcels, white goods, help with shortfalls in housing costs and support with water payments and arrears.

**Taking care of customers**  
Putting you first



Cash Wise offers free financial support to WDH tenants and families with children aged under 12 living in the Wakefield district. Find out more: [www.getcashwise.co.uk](http://www.getcashwise.co.uk)

## Helping you develop your skills

We know that you want to have the very best chance of success, and, for many people, this comes with improving themselves, developing new skills and finding work they love. We support our customers who want to develop themselves in a range of ways.

Our Training for Employment programme helped 23 people last year with 76% going on to full time work or further study.

Last year we awarded more than £16,500 of funding through our Foundation Grant Scheme to help people in our communities access training and qualifications.

Our Community Employment Advisors supported 746 new customers during the year, helping 124 people into work and 192 into employment-related education or training.

We ran 44 projects with schools, colleges and youth organisations during the year, working with over 2,544 young people.

## Here when you need us

Our contact centre team, OneCALL, is available 24 hours a day, seven days a week, answering your calls and helping you get the services you need.



Last year, we answered 179,314 customer calls and helped 28,417 visitors to our Hubs. You told us our team is great at what they do and customer satisfaction with OneCALL stayed high

**at 93%.**

Our Care Link Team, also a 24/7 service, was on hand to answer **321,482 calls.**

This meant less need for an ambulance, reducing pressure on our NHS.



Care Link helps over 15,000 people across the Wakefield district to live independently and confidently. Find out more:  
[www.wdhcarelink.co.uk](http://www.wdhcarelink.co.uk)

## Helping people into homes

As well as improving existing homes, we are working hard to provide more homes for people who need them. That includes new homes for rent and homes for sale through shared ownership and or joint venture with Wakefield Council, Bridge Homes. Being able to offer homes for sale means we can generate more money to invest in our existing homes and communities.

During 2023 / 2024 we:



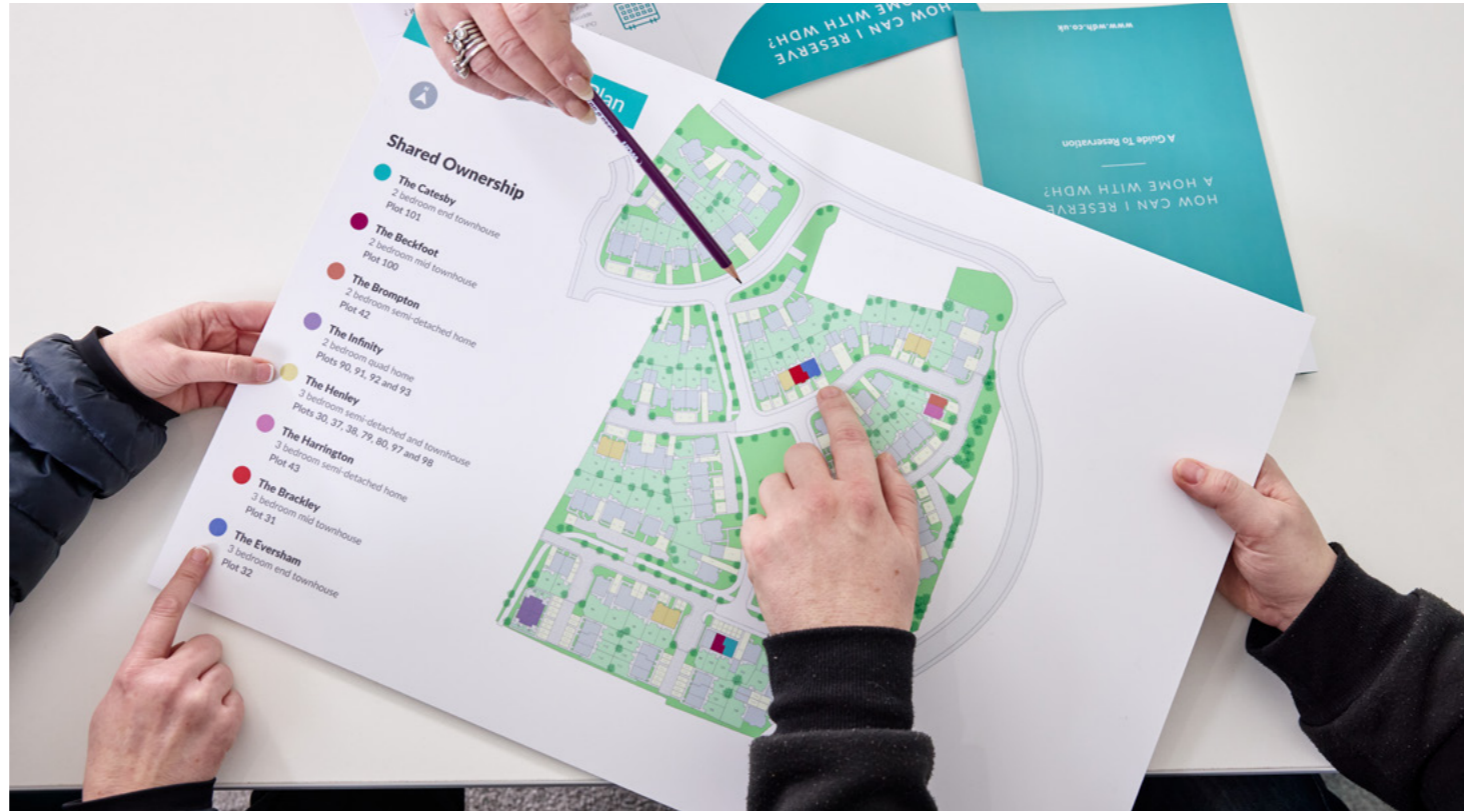
- Built or acquired 156 new homes for sale through our shared ownership scheme.



- Helped 21 people to buy more shares in their home, with 17 of them 'staircasing' to buy 100%.



- Helped 145 people to get on the property ladder.



The average number of bids on a WDH home was

# 148.

We helped

# 1,608

households to find a home with us through our Homesearch service.

Our Tenancy Ready Team (TRT) helped

# 361

households to prepare for living independently in a WDH home.

Our TRT helps people to prepare for managing a home, a budget and everything that goes along with that. The team provides training, can refer people for extra help from other organisations and services, and is there to make sure that people stand the very best chance of managing their tenancy successfully.

## Helping people into homes



## Annual tenant satisfaction survey

The survey is totally independent and shows us how we are performing against other organisations, both housing and those in other sectors, and, most importantly, whether we are meeting your expectations.

**82.8%**  
of our tenants were satisfied with the overall service provided by WDH.

**84%**  
of respondents were satisfied that we treat them fairly and with respect.

**67.2%**  
of our shared owners were satisfied with the overall service provided by WDH.

**87%**  
of respondents were satisfied with the overall repairs service in the last 12 months.

### How we've used your feedback

As a direct result of your feedback, we have:

- introduced new systems to improve the way we handle complaints;
- reviewed and updated our Adaptations Policy. The changes will provide accurate, up to date information and let you know what to expect;
- reviewed and improved the way we inform customers of a change to their energy supplier; and
- improved information on our website.

### Get involved

If you have ideas about our services, your home or your neighbourhood, we can help to make sure they are heard.

To help shape our services for you and others in your community find out more on our website:

[www.wdh.co.uk/work-with-us/get-involved/](http://www.wdh.co.uk/work-with-us/get-involved/)

## Learning from complaints

We aim to provide an excellent level of service to all our customers, but we know that sometimes things don't go as expected.

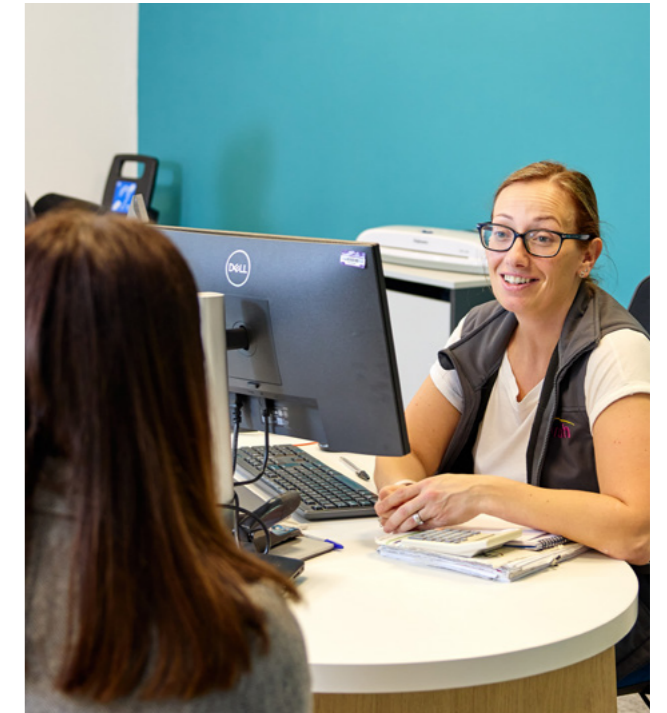
As part of our complaints process, we welcome your feedback as it helps us to put things right, learn and improve our services.

We received  
**272 formal complaints.**

Of these, 64 were upheld, a further 88 were partially upheld, and 19 were withdrawn by the customer.

**In response to your complaints, we have:**

- reviewed record keeping processes to make sure all communications with customers whose homes are undergoing planned improvements are filed appropriately;
- introduced a new process for tenants who move from their homes while repairs or improvements are taking place to provide a single point of contact before, during and after works;
- refreshed our process for making customers aware of the change of energy supplier after Energy Angels have cleared their meters;



- reviewed the way we check the quality of work carried out by our contractors to ensure it meets the expected standards;
- updated our name change form to make it easy to return;
- reviewed our procedure for managing empty homes following complaints about the standard of let properties;
- provided new guidance for employees about how to support customers to use the Noise App for recording noise related antisocial behaviour; and
- updated our website to make it clearer that we are responsible for clearing and repairing the guttering around your home.

# Listening to your feedback

## Over the next year, we plan to:

- maintain and improve the standard of our homes to ensure our homes remain safe and meet customer expectations;
- improve the energy efficiency of our homes working towards a minimum EPC rating Band C across all existing homes, where feasible, by 2030;
- proactively manage our estates to improve the quality and safety of our neighbourhoods;
- work with partners to deliver regeneration schemes across the Wakefield district;
- improve customer experience and access to our services through delivery of our brand and an enhanced digital service offer;
- use customer insight to improve our approach to tenant engagement, involvement and scrutiny of service delivery;
- support our tenants to improve social mobility, financial awareness and inclusion;
- expand on our partnership with Homes England to develop new affordable homes;
- build more new homes to Energy Performance Certificate (EPC) rating A and comply with the legislative requirements for reduced carbon emissions.



## What next?



WDH, Merefield House, Whistler Drive, Castleford, WF10 5HX



This document is also available electronically at [wdh.co.uk](http://wdh.co.uk)



This document is also available in other formats on request.



0345 8 507 507 - Text Relay calls welcome. Calls to OneCALL may be recorded for training purposes.



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#### Wakefield and District Housing Limited

A charitable Community Benefit Society registered under the Co-operative and Community Benefit Societies Act 2014. Register Number: 7530

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However, it may contain certain statements, expectations, statistics, projections and other information that are or may be forward-looking. By their nature, forward-looking statements involve risk and uncertainty because they relate to events and depend on circumstances that may occur in the future.

They reflect WDH's current view and no assurance can be given that they will prove to be correct.