



# Our Annual Tenant Report

Telling the people who live in our houses  
about the work we are doing



**2024**

# What is in this booklet

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**Page 1** About this report

---



**Page 2** Being part of the Change Housing Group

---



**Page 3** Looking after people's homes

---



**Page 5** How we listen to tenants

---



**Page 7** Working to make your energy bills cheaper

---



**Page 9** Complaints

---



**Page 10** What our tenants have said about Hilldale

---



**Page 13** Things we will do in the next 12 months

---



**Page 14** Contact us

---

# About this report



**HILLDALE**   
housing association

We are Hilldale Housing Association.  
We give good housing to people who  
need extra support.



We want to make sure all our tenants  
are happy, healthy and safe in their  
homes.



We have been working hard to make  
changes to give a better service to our  
tenants.



This report tells you what we have  
done this year to:

- Listen to what our tenants tell us  
about our services.
- Look after our houses.



# Being part of the Change Housing Group



3 years ago we joined Change Housing Group. Change Housing Group helps people with housing too.



We work together to share ideas that make both our services work better.

Things like:



- Using our money in the best way to support tenants.



- Working out the best ways to make **repairs**. **Repairs** are when we fix things in our homes.



- Sharing ideas about how to listen to what our tenants tell us about services.

# Looking after people's homes



Our repairs team did more repairs to people's homes this year.



Nearly all the repair work was done on time.



We did safety checks to keep people's homes safe:

Checks on things like:



- Water



- Gas



- Electricity

This year we will keep making people's homes better. Things like:



- Painting parts of buildings that tenants share with other people.



- Putting new boilers in some of our housing. A boiler gives you heating and hot water.



- Putting kitchens and bathrooms in some of our housing.



We have checked our homes against Government rules for good homes.



We have found all of our homes meet all the rules.

# How we listen to tenants



It is important that tenants have their say about how they live.



We want to know what tenants, their families and carers think about our service.



This helps us to make things better for people.



This year we have set up a **Tenants Voice Panel** and a **Feedback Forum**.



**The Tenants Voice Panel** helps us to make things better.



This year the panel have helped us to make our work **policies** better.

**Policies** are like a set of rules that tell staff how to do things properly.



The panel have helped with the:

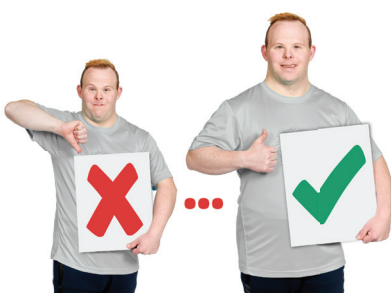
- Complaints policy.
- Damp and mould policy.



The panel have also helped us make surveys that people can understand.



**The feedback forum** is a friendly meeting. It is open for any tenant to talk to us about what is important to them.



People tell us what we are doing well and how we can do things better.

# Working to make your energy bills cheaper



Energy is things like gas and electricity. We use energy a lot to heat our homes and give us hot water.



Using energy costs a lot of money. We are finding ways to help people pay less for their gas and electricity.



Using a lot of energy is also bad for the **environment**.

The **environment** is the world we live in and the air we breathe.



We want to find ways to help the environment.



This year we have put more **solar panels** on some of our housing.

**Solar panels** are big boards we put on the roof of a house. When the sun shines on the boards the light is turned into energy.



We put solar panels on 1 shared building that has 13 tenants.



We added **insulation** for the walls. **Insulation** means putting material behind the wall to keep the house warm.



We added heating that uses electricity and not gas. This is better for the environment.



We are going to make a lot more homes better with solar panels and insulation.

# Complaints



A complaint is when people tell us they are not happy with something we have done.



When people tell us something is wrong we can try to make it better.



We want to make our complaints service better.



We want to make sure all complaints are dealt with in time.



We will train more staff in how to look at complaints.



We will talk to tenants about how can make our complaints service better.

# What our tenants have said about Hilldale



We have sent out surveys to ask people what they think about our services.



Nearly everyone said that we are doing a good job.



Here are some real stories about people who live in our homes.



**Henry** moved to a Hilldale home in April 2023.



He has made his home a happy place to live in.



Henry now has a job at a charity called The British Heart Foundation.



He is also on the tenants panel telling us what he thinks about services.



**Craig** moved into a Hilldale home 2 years ago.



He has learnt great skills at college.

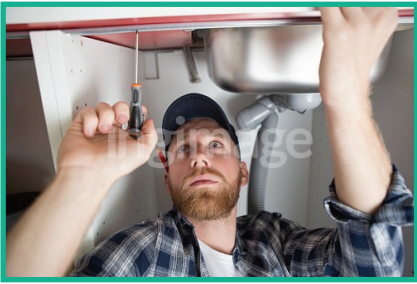


Things like:

- Painting and decorating



- Building



Next Craig wants to learn about plumbing. Plumbing is fixing things like the bath and sink.



Craig needs less support and is ready to move on with his life.

# Things we will do in the next 12 months



- Have more chances for tenants to tell us what they think.



- Get better at how we keep people updated about repairs to their homes.



- Do more work letting people know how to make a complaint.



- Keep making houses better at using energy.



- Keep making our repairs service better.

## Contact us



If you have any questions about this report or you want more information, you can contact us.



### Phone:

**01257 367374**



### Email:

**hello@hilldale.org.uk**



### Look on our website:

**Hilldale.org.uk**



### Repairs

If you want to speak to us about any repairs you can email us:

**repairs@hilldale.org.uk**