



Our Annual Tenant Report



2023

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

About us



HILLDALE 
housing association

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



People who live in our housing are
called **tenants**.



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

About this report



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



This report tells you about our ideas for this.

Things like:



- how we will save money and energy



- what we are doing to keep tenants safe and healthy.



- asking tenants to tell us what they think about our service



The report also tells you how our work and news from the past year.



Things like:

- how we have used our money



- what we have done to support our tenants

Changes we have made already

In the past 2 years we have:

- joined the **Change Housing Group**.

This is a big housing group we are now part of. It means we have more staff and ideas to make our service better.



- thought about how and when we get in touch with tenants about their homes



- supported our tenants to feel part of the community. Things like celebrating the **King's coronation**

This is when King Charles was made king.



- started to ask tenants what they think about our services



- changed some of our staff so that we can fix things in tenants homes faster



This is because before, some staff were not working in the best way.

How we used our money

In the past 2 years to make things better for our tenants we have:



- counted how much money we have and thought of ideas for saving money



- checked we are spending our money in the best way



- made a **hardship fund**

This is money for tenants who are finding it hard to pay their rent and bills.



If you need help with your money you can talk to any of our staff.



You can also look on our website to find out more about our hardship fund.

Website:
hilldale.org.uk

How we will use our money in the future

In the next 5 years we will spend money on:



- painting the parts of the building that tenants share with other people



- putting new kitchens and bathrooms in some of our housing



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

Keeping our tenants safe



We have spent lots of money this year making sure that our housing is safe.



We have changed some of our staff. The new staff will fix things in your home quickly.



We will ask you to tell us about the service you get when having something fixed.

This is to make sure we are doing things properly and safely.

Keeping tenants safe from damp and mould



Damp and mould happens when there is too much water in the air in your home.



Damp is when you get wet patches on your walls.



Mould looks like black stains around your windows or in places like your bathroom and kitchen.



Having damp and mould in your home can be bad for your health. It can make you poorly.



To keep you safe from damp and mould we have made a plan to:

- check your home for damp and mould every year

and

- visit your house quickly when you tell us about damp and mould.



We have sent you a letter to tell you more about our plan.



If you have damp and mould in your home, tell us:

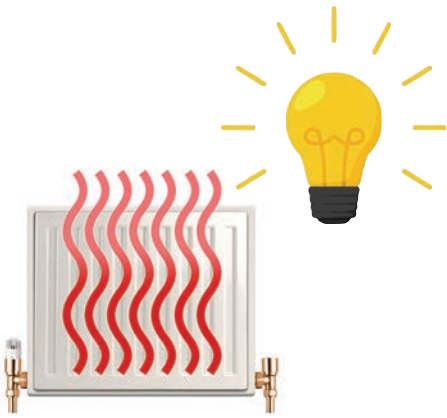


Phone: 01257 367374



Email: hello@hilldale.org.uk

How we will save money and energy



We use **energy** like gas and electricity to give us power and heating in our homes.



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

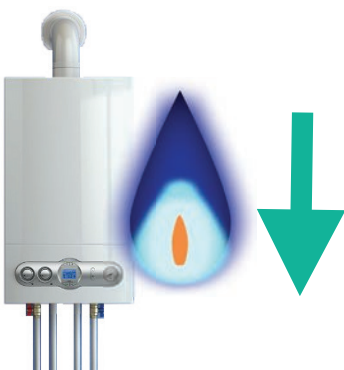


Using energy costs a lot of money. It can also be bad for the **environment**.

To help you save money and help the environment we will:



- look at how much energy is used in our homes



- having new boilers that use less energy



- putting **solar panels** on some of our housing

Solar panels get light from the sun that can be turned into energy. The panels are put on the roof of a house.

Plans for Hilldale in the future

Over the next few years we will:



- make our **communication** better. This is how and when we talk to you about your home



- make sure our staff communicate with you in a way that is right for you



This could be by phoning you before coming to your home to mend something.



- make changes to our website so that it is easier for you to use



- carry on making sure your home is safe



- tell you about any work we will be doing on your home in the next year



- listen to your ideas

How we will give tenants a better service



Tenants must now have their say about how happy they are with their housing.



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

We will sometimes have meetings with you to find out:



- what we are doing well

and

- how we can do things better



If you would like a meeting to tell us what you think, get in touch:



Phone:
01257 367374



Email:
hello@hilldale.org.uk



For more information about us and our work, look at our website:

hilldale.org.uk



To tell us about something in your home that needs fixing:



Email: repairs@hilldale.org.uk



Phone: 01257 367374