



Hilldale Housing

Our tenant report

2024-2025

Welcome



We are **Hilldale Housing Association**.

This is our **Annual Tenant Report**.



We wrote this report with help from our **Tenant Voice Panel**.

This report tells you more about our work including

- ✓ how we have made our services better
- ✓ what we do about **anti-social behaviour** and keeping all our tenants safe



Our tenants



Our tenants are at the heart of what we do.

This means we need to be

- ✓ **Honest**
- ✓ **Empathetic**
- ✓ **Accountable**
- ✓ **Respectful**
- ✓ working as a **Team**



We are part of **Change Housing**. They help us with services that



- ✓ support you to keep safe in your home
- ✓ manage our business in the best way

Our work

In **2024 - 2025** we

- ✓ checked how well we are doing and how much things cost so we can do better
- ✓ shared the cost of **legal advice** so we can follow new government rules



In **2025 - 2026** we will:

- look at ways to buy services that save money
- find better ways to build are better for the planet



Keeping our tenants happy



Here are some of the big things we did to make our tenant services better at Hilldale Housing.

We have **1,121 homes**.

435 tenants filled out our survey

7097 repairs were logged

85 anti-social behaviour reports

99% emergency 4- hour repairs sorted out

94% routine repairs sorted in time

£15.9 million of rent collected

36 complaints made

More about keeping our tenants happy



We decorated 11 communal areas.

We fitted 52 new carpets.

We fitted new flooring in 46 homes.

We fitted 11 new bathrooms.

We put in 32 new boilers.

We fitted 5 new kitchens.



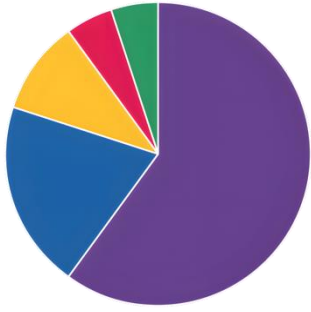
We will keep spending money in the best way to make your homes better.

You can find out more on our website

www.hilldale.co.uk



How happy our tenants are



88.94% are happy with our services

89.13% are happy to have a safe home

87.13% are happy their home is kept well

80.72% are happy we tell them about things

81.56% are happy with our repairs service

84.22% are happy with we listen and act

90.6% think they are treated with respect

79.31% are happy with how we deal with anti-social behaviour

78.22% are happy with communal areas

64.15% are happy with how we deal with complaints

63.6% are happy we do good things in the neighbourhood

79.93% are happy with the repair they had most recently

80.72% are happy we tell them about things that matter



Work we did for our tenants



All our homes meet the **Decent Homes Standard**.

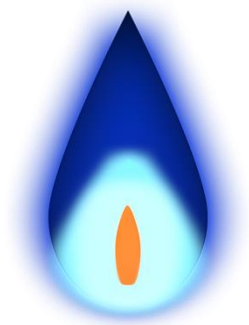
We finished **98% of non-emergency repairs** within the time we said we would.



We finished **99% of emergency repairs** within the time we said we would.

We did all our safety checks for

- ✓ Gas
- ✓ Fire
- ✓ Asbestos
- ✓ Water safety
- ✓ Lift safety



Complaints



We know we might not get everything right.

But we always try to sort out any complaints as quickly as we can. We will log your complaint and try to find out what has happened



Most complaints we get are about repairs and

- work we do to make homes better
- checks like gas servicing
- services like window cleaning
- adapting homes to make them more accessible



- how we deal with reports of **anti-social behaviour**

You said, we did

We know how important shared spaces are to our tenants. This is why we asked you to tell us what you think about



Window cleaning

23 homes asked for changes to window cleaning

12 homes have been made better so far with more to come



Gardening

12 homes told us they wanted changes to their gardening services.

We made gardens better for **10 homes**.

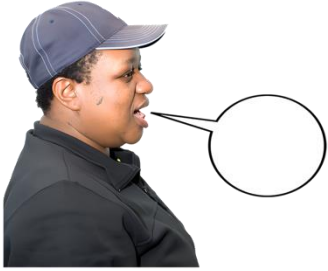


Communal cleaning

8 homes told us they wanted cleaning to be better. We listened and have a new cleaning service in **5 homes**.



You said, we did



We will keep working on these areas to make them as good as we can.

We will also keep you updated on this work.



What you tell us is important.

We will always listen to what you say and make changes if we can.

What we do about repairs



We know fixing repairs is important. But we can't always fix everything straightaway.

We use a **priority system** so we can fix the most serious problems first.



Emergency repairs need to be fixed within **4 hours**.

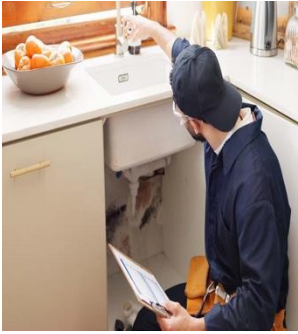
Emergency repairs mean



- x A serious flood or leak
- x Burst pipes
- x No cold or hot water
- x No heating
- x Blocked or broken toilets
- x Damage from a storm or fire
- x Damage to a door lock
- x Keeping your home secure
- x Damp and mould



What we do about repairs



Urgent repairs need to be fixed within **24 hours**.

Urgent repairs mean



- x Electric repairs that are not urgent
- x Repairs to the roof
- x Repairs to taps
- x Soil and waste pipes
- x Water leaks inside
- x Blocked gullies
- x Door locks
- x Repairs to white goods like fridges and washing machines



Other repairs are made between **7 and 28 days**.

Awaab's Law

Awaab's law was made to

- ✓ make your home safer and better to live in.
- ✓ make it easier to understand your rights
- ✓ help you have clear ways to challenge us at Hilldale if you need to

We usually check on damp and mould **within 7 days**.

Since April 2025, we have been running a project to check homes for damp and mould **within 24 hours**.

We will check on how this project is working and make it permanent if we need to.

We will

- ✓ give extra training to our staff
- ✓ use social media to remind you what to do if you are worried about problems in your home



Telling us what you think

Everything we do at Hilldale Housing is about our tenants.

This is why we want to know that you think about our services. For example, you can tell us about a repair or if something isn't right.

You can go to our website

www.hilldale.org.uk

You can like our **Facebook page** and check to see what is going on. We are **Hilldale housing association**.

You can send a message on Facebook too. You can tell us how we did with a repair by filling out a survey.

You can tell us about good things we have done – this is called **a compliment**.

Send an email to **hello@hilldale.org.uk**



Joining our Tenant Voice Panel



If you want to take part more then please join our **Tenant Voice Panel**.

We meet every 3 months either online or in person.



You can use the Tenant Voice Panel to share your thoughts about we can make your home a better place.

You can do this by

- ✓ coming to a **feedback forum** – this happens online every 3 months and we can add you to the list
- ✓ talk with a housing officer or come to a house meeting



Joining our Tenant Voice Panel



You can tell us you want to get involved by

Phone **01257 367374**

Email **hello@hilldale.org.uk**



WhatsApp message on **07721198090**

You can read our Tenant Engagement Strategy
on our website



www.hilldale.org.uk

Tenant Voice Panel



My name is Amy Kirk.

I set up the Tenant Voice Panel to give a voice to our tenants.



What you tell us means we can make sure our work meets your needs.

This is a good thing for our community



Meeting with the panel is one of the most rewarding parts of my role

Rent and payments

We have the lowest rent owed to us in 5 years!

Our income and finance teams work with

- Tenants
- Housing officers
- Housing Benefit departments

This helps to fix any problems with payments quickly.

We know delays can happen because of benefit payments.

We check your account often and act quickly if there's a problem.

If you start to owe rent, then we will look to find the best way forward to help you.



More about rent and payments



We will try to offer different ways to pay your rent like

- ✓ having flexible plans to pay rent
- ✓ getting help from family or someone else
- ✓ having meetings to agree next steps before a tenancy ends



We talk to tenants early to stop debt from happening. If someone leaves owing rent, we will still be fair.

If you are worried about paying your rent, please get in touch with us by



Phone

01257 367374

Sending an email to

hello@hilldale.org.uk

Growing our business

We want to have more homes in the future.

We are adding **50 new homes** to Hildale every year.

In 2024, we built **9 new apartments in Harrogate, North Yorkshire.**

In 2025 – 2026 we are building a **new property in Macclesfield.**

There will be **10 bedrooms.**

The building will be close to shops and other facilities.

How we run Hilldale



Our Board is in charge of making sure we follow

- ✓ rules
- ✓ have good practice
- ✓ have good ways to do our work.



There are 6 people on the Board. Everyone has special skills in housing and money.



Our Board meet once **every 2 months** to make sure our work is being done well.

Equality, diversity and inclusion



Equality, diversity and inclusion means treating everyone in a good and fair way.

We call this EDI for short.



We want

- ✓ to make the lives of our tenants as good as we can



- ✓ tenants and staff to live and work in a welcoming, respectful and understanding place

We promise to listen and what ever person needs.



We will collect the right information from you, so we can give you the best homes and services.



How we spend money

In 2024-2025 we made **£149k** extra money.

We used this money to run our homes and look after our tenants.

We will spend the money you pay for rent in the right way.

We make sure you get value for money.

This means we can put your rent money back into making homes and services better.



Our future



We are launching a new business plan in 2026.

This plan follow on from the work we are already doing.

Later in 2025 we will ask you what you think.



We want to keep giving good quality homes for people who need extra support.

We will



- ✓ build more homes
- ✓ look after the homes and services we already have
- ✓ review our services with the **Tenant Voice Panel** and **Customer Committee**



Information



We will always have the best homes for people who need extra support.

You can get in touch with us by

Phone

01257 367374



Send an email

hello@hilldale.org.uk

Send an email about repairs

repairs@hilldale.org.uk



You can find out more about us on this website

hilldale.org.uk