

Annual Report for Residents

October 2023 – September 2024

Dear Resident,

At Grainger Trust, we are committed to providing affordable homes in areas where housing is less accessible. We are proud to be part of Grainger Plc, the largest private sector landlord in the UK, and we share their dedication to delivering services that are inclusive, focused on the community, and supportive of all types of housing tenure.

Grainger Trust operates as an independent organisation with its own Board of Directors.

While we are aligned with the values and expertise of Grainger Plc, we are separately governed and fully regulated. We adhere to the standards set by the Regulator of Social Housing, including their Economic, Governance, and Consumer Standards, alongside all other relevant statutory requirements and legislation.

Our goal is to create communities that thrive and ensure our residents feel valued and supported at every step

Our vision

Renting homes, Enriching lives.

Our mission

**Enriching lives through providing high quality
yet affordable homes**

Our values



**People at
the heart**



**Exceeding
expectations**



**Every home
matters**



**Leading
the way**

Grainger Trust Board



Colin Sherriff
Chair

Anish Thobhani

*Grainger Plc Director and
Grainger Trust Managing
Director*

Henry Gervaise-Jones

Grainger Plc Director

Paul McGowan

Grainger Plc Director

Diane Hart

*Non-Executive Director
and Member Responsible
for Complaints*

Sharon Pearce

*Non-Executive Director
and Audit and Risk Lead*

Grainger Trust Team

Heather Rigg

Head of Grainger Trust

Kim Miller

*Senior Housing &
Resident Services
Manager*

Shelby Hammond

*Repairs and Defects
Manager*

Andrea Gorman

Lettings Administrator

Melanie Cain

Income Support Officer

Nicole Freeman

*Senior Resident Services
Manager – Apex Gardens
and Juniper House*

Samson Olaniyan

*Resident Services
Manager – Poppy
Apartments, Millet Place*

Coming Soon...

*Housing Services
Manager – Cobalt House,
Bristol*

Message from Chair of Board

I am delighted to be writing this foreword for the Grainger Trust annual report for the financial year 2024 in what has been a milestone year in many ways and a year of transition.

The Trust is committed to the core social purpose of “Enriching Lives through providing high quality yet affordable homes” which aligns with the vision of our parent company Grainger Plc. We work in a tenure blind way to build communities in a way that our onsite teams are local, accessible and responsive to the needs of our customers. This is something we are committed to deliver and are proud of.

In January 2024 this was underlined when we recorded high levels of satisfaction in our first set of Tenant Satisfaction Measures for the period October 2022 until September 2023. These results were in the upper quartile being reported back to the Regulator of Social Housing. We have just completed our second year of measuring Tenant Satisfaction Measures and whilst the results have slipped a little with clear areas to focus on improving, I am pleased that these are still a strong set of positive results better than sector averages.

In May 2024 a new Responsive Repairs and Maintenance partnership was introduced with Axis, across the business to drive efficiencies and value for money. Although the contract is still in its infancy we are confident will offer autonomy and control for our customers to ensure repairs are delivered in a timely way to meet their needs and aspirations.

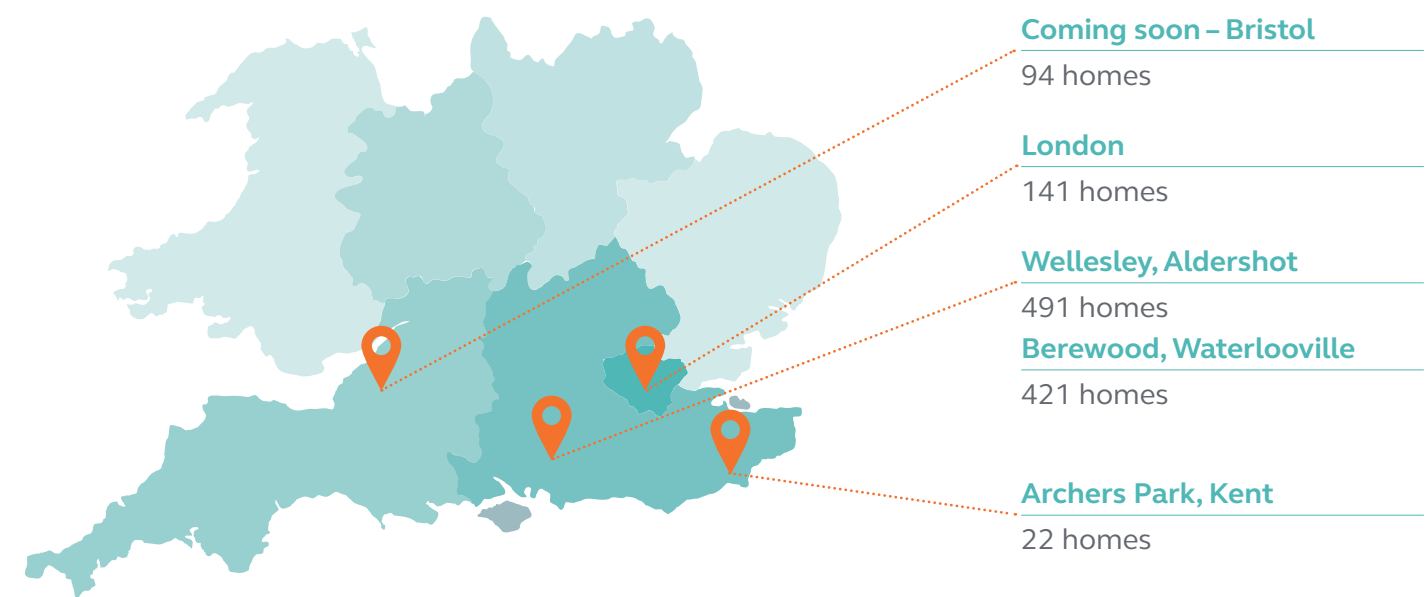
June 2024 was a milestone month when the Trust reached the 1000 homes threshold to become officially recognised as a large provider of affordable homes. We will be subject to more scrutiny from Regulator of Social Housing, required to complete more data returns. In Spring 2025 we will undertake our first regulatory inspection to review our approach to our governance, financial viability and consumer standards after which the Regulator will publish its judgement.

The Trust Board and team have also experienced change and transition as we said good bye to long time staff and welcomed new members to the team.

As always, our focus has been on the delivery of high-quality homes which meet standards often found elsewhere. Growth has been impressive with 123 new homes delivered in the South East which was a 48% increase on our forecast for the year. Looking ahead we have another strong year of growth ahead with 191 new homes forecast including 94 affordable homes for rent in Bristol.

Safety of our homes is paramount, and we continue to ensure homes are safe and comfortable for our residents, but we cannot be complacent as we continue to grow and develop. The Trust Board is committed continuous improvement in all of our work. We will be increasing our focus on developing opportunities for our customers to engage with the Trust to ensure that their voice is heard and influences how the Trust delivers homes and services.

Grainger Trust Locations

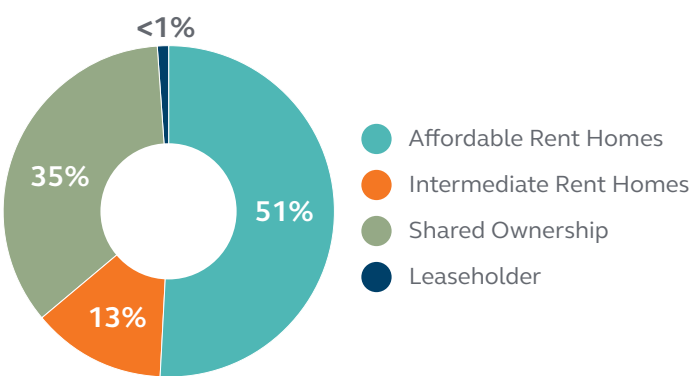


At the end of September 2024 there were 1033 homes in the GT these are made up of:

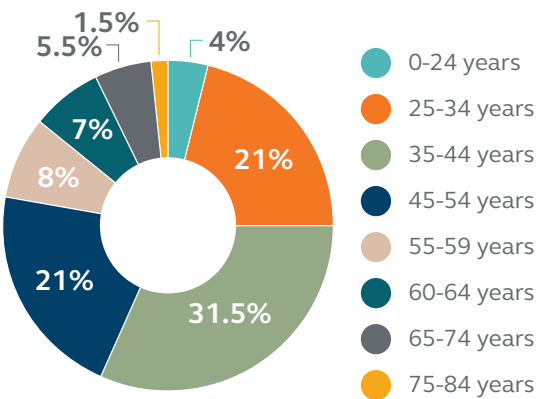
Scheme	Affordable Rent	Intermediate Rent	Shared Ownership	Leaseholder
Wellesley, Hampshire	278		172	6
Berewood, Hampshire	189	30	194	1
Poppy Apts, London	34	48		
Apex Gardens, London		59		
Archers Park, Kent	22			
Total	523	137	366	7

This is an increase of 122 homes from September 2023.

Customer Profile Breakdown



% Age Breakdown of Customers*



*Representative to respondents of our Jan 2025 Tenant Satisfaction Survey

Based on last year’s annual report and feedback from our tenant satisfaction measures survey we have:

Resident Satisfaction

Complaints Handling Process A streamlined two-stage process introduced in May 2024 with a refresh in November 2024. Accessible via the GT website, offering clarity on complaints, Ombudsman services, and procedures.
Status: Complete

Logging Formal Complaints Residents expressing dissatisfaction are now asked if they’d like to log a formal complaint. This has increased the number of complaints received.
Status: Complete

Repairs and Maintenance

Single Repairs Contract A unified contract with Axis started in May 2024. Resident consultation ensures improved service. Ongoing work focuses on delivery optimization, with future policies aligning with Awaabs Law and integrated reporting.
Status: Complete and on-going

Void Refurbishment Voids included in the single repair contract to reduce refurbishment times.
Status: Complete and on-going

Neighbourhoods

Tenant Open Days Hosting surgeries and collaborative sessions in Berewood and Wellesley.
Status: Complete and on-going

Women in Construction Day Career sessions and panels to promote construction opportunities for residents and families.
Status: Complete and on-going

Food Bank Donations Annual collaboration with Trussell Trust for food donations at Christmas.
Status: Complete and on-going

Supporting our residents

Income support Affordability checks, financial guidance, and benefit application support through partnerships.
Status: Complete and on-going

How we spend your rent :

Value for money

Income from rent and service charges

2022/2023	2023/2024
£7.62m	£8.47m

Average spent per home on managing tenancies and maintaining properties

2022/2023	2023/2024
£3,444	£3,368

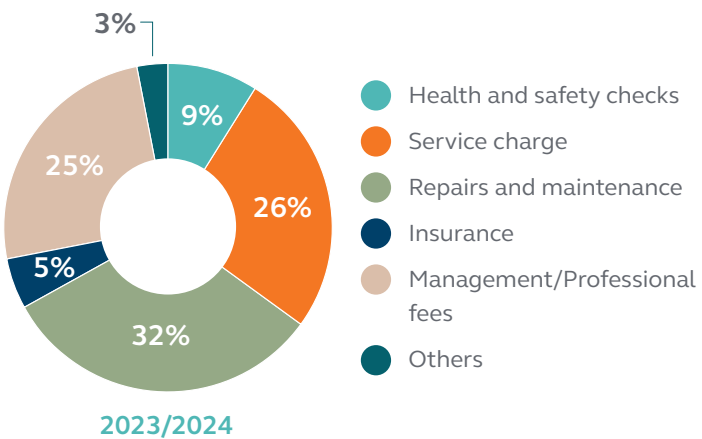
Spend on home repairs

2022/2023	2023/2024
£741,554	£597,929

Spend on void maintenance for reletting homes

2022/2023	2023/2024
£93,999	£76,159

Breakdown of how each £1 is spent



Repair orders completed on time

2022/2023	2023/2024
87.00%	91.64%*

*All emergency and non-emergency repairs

Tenant Satisfaction Measures Update

What are Tenant Satisfaction Measures?

These surveys are part of the Regulator for Social Housing’s initiative. They help us understand how you feel about the services we provide and highlight what we need to improve.

Methodology

Acuity was commissioned to carry out an independent satisfaction survey of the tenants of Grainger Trust, aiming to collect feedback on their experiences with their landlord and the services provided. The survey also serves as a benchmark for comparing future results.

This annual census survey invited all 650 households in rental accommodation and 350 households in shared ownership to share their views either by telephone or online. The questionnaire was designed based on the Tenant Satisfaction Measures set by the Regulator of Social Housing, which became mandatory in April 2023 and were first reported in 2024. Additional questions were included to explore topics such as:

- Opportunities for involvement,
- Awareness of the complaints process,
- Willingness to recommend Grainger Trust,
- Suggestions for improving services.

This is the second survey of its kind, allowing comparisons to be made over time. The report analyses responses from 193 tenants in rental accommodation and 139 tenants in shared ownership, alongside 18 partially completed surveys (11 from rental tenants and 7 from shared

ownership tenants). Data collection was carried out between 20 January and 22 February 2025.

Confidentiality was ensured, with anonymised responses shared with Grainger Trust unless tenants specifically agreed to provide their details. Of those surveyed, 64% gave permission for their responses to be linked to their details, and 91% of these tenants were open to being contacted by Grainger Trust to discuss their feedback.

The survey aims to provide valuable insights into tenant satisfaction, enabling Grainger Trust to:

- Understand tenant opinions on current services,
- Identify trends by comparing results with previous surveys,
- Make informed decisions to improve services,
- Meet reporting requirements for the Regulator.

With 350 responses collected, the findings meet the recommended sampling accuracy of ±5% at the 95% confidence level for landlords managing fewer than 2,500 properties. For Grainger Trust, the achieved sampling error is ±4.2%.

A big thank you












We truly value your honest feedback. It shows us what’s working, what isn’t, and where we need to focus our efforts to make things better for you.

What’s next?

We’re reviewing all your feedback and using it to guide our plans for improvements in the areas you care about most.

Satisfaction Measure	Rented Homes		Shared Ownership	
	2023/2	2024	2023	2024
Overall Satisfaction	85%	80%	56%	56%
Well Maintained Home	87%	77%	NA	NA
Safe Home	93%	84%	74%	70%
Communal Areas	79%	72%	64%	51%
Repairs Undertaken in Last 12 months	83%	70%	NA	NA
Time Taken to Repair	82%	62%	NA	NA
Listens & Acts	74%	71%	53%	36%
Treated Fairly and with Respect	85%	82%	70%	56%
Kept Informed	88%	84%	61%	54%
Contribution to Neighbourhood	79%	75%	61%	45%
Approach to ASB	74%	63%	50%	28%
Complaints Handling	49%	33%	13%	16%

Technical Performance Management Questions

Icon	Technical TSM	Answer
	Proportion of homes for which all fire risk assessments have been completed	100%
	Proportion of homes for which all lift safety checks have been carried out	100%
	Proportion of homes which all required asbestos management surveys or re-inspections have been carried out	Not Applicable – all homes built after 2010
	Proportion of homes for which all legionella risk assessments have been carried out	100 %
	Proportion of homes which gas safety checks have been carried out	100%
	<p>Number of ASB cases opened per 1000 homes</p> <p>How many cases involve hate incidents</p> <p><i>How many ASB cases were reported</i></p>	<p>20 cases of ASB per 1000 homes</p> <p>0 cases per 1000 homes were linked to Hate Incidents</p> <p><i>There were 14 cases of ASB reported on rented homes</i></p> <p><i>Of these cases there was 1 which was associated with Hate Incidents</i></p>
	<p>Proportion of non-emergency responsive repairs completed within landlord's target timescale</p> <p><i>SLA for non-emergency repairs to be completed is 15 days</i></p>	<p>91.59%</p> <p><i>There were 741 routine repairs raised</i></p>
	<p>Number of stage one complaints received per 1000 homes</p> <p><i>S1 complaints were received</i></p>	<p>57.8 complaints per 1000 homes</p> <p><i>There were 40 stage 1 complaints from rental customers</i></p>
	<p>Number of stage two complaints received per 1000 homes</p> <p><i>S2 complaints were received</i></p>	<p>5.7 complaints per 1000 homes</p> <p><i>There were 4 stage 2 complaints from rental customers</i></p>
	Proportion of stage 1 complaints responded to within the Housing Ombudsman's Handling Code timescales. (This is 10 working days)	<p>95%</p> <p><i>Two complaints missed the 10 day deadline by 1 and 2 days respectively.</i></p>
	Proportion of stage 2 complaints responded to within the Housing Ombudsman's Handling Code timescales. (This is 20 working days)	100%

Lettings



98%

of our rental units are occupied



97%

of our shared ownership units are occupied



14 days

average time taken to let a new property



44 days

average time taken to re-let a home

Neighbourhoods

Working in partnership with our Grainger Plc colleagues we have delivered various events and projects across our communities from Cops and Coffee surgeries, money management sessions, to consultations on roofing works with some of our Shared Ownership residents

We have continued to support local charities including foodbanks and CenterPoint to attending sessions to support careers advice and employability.

Supporting our Residents

We continue to signpost and advise on money management and affordability with our income support officer helping sustain tenancies and keep rental arrears to a minimum.

We have been working with local Primary Health Care partners to help combat loneliness and promote welfare and wellbeing.

We have been working with Community Safety Partners and Offender Management Services to support our residents

Looking Ahead: How We're Improving Together

At Grainger Trust, we're excited about growing and improving our services – and we want you to be part of it! Here's a snapshot of what we're working on:

Refreshing our tenant engagement strategy: We'll be creating new ways for you to share your views and get involved. Following our Tenant Satisfaction Measures survey 108 residents (from rented and shared ownership tenures) indicated that they would be happy to get involved with Grainger Trust to help shape and develop our services – thank you! We will be in touch soon to understand how you would like to get involved.

Upgrading the MyGrainger App: We're exploring how we can expand its features to make your experience even better. The first upgrade phase has been rolled out in April 2025

Enhancing service delivery: We'll be working closely with our contractors to make sure services meet your expectations.

Tackling damp, mould, and condensation: We're rolling out improved processes to address these issues effectively

Focusing on community projects: Partnering with our contractors, Axis, we'll deliver initiatives like damp and mould education and community skip days.

Improving our communication: From welcome packs to letters, we're reviewing all our materials to ensure they're clear and customer focused.

We're committed to building stronger connections with you and shaping our services around what matters most.

Get involved

At Grainger Trust, your feedback is vital to us. It helps us understand how we're doing and ensures we prioritise the initiatives that matter most to you.

We also encourage you to get involved with us, whether by sharing your ideas, participating in discussions, or engaging with community projects. Your voice plays

a key role in shaping the services and communities we build together. We're here to listen and work with you to create communities that truly feel like home.

If you would like to get involved please contact gtrust@graingerplc.co.uk

Rent well. Live well.

grainger trust