

# Annual Report for Residents - The Year in Summary

For the period 1st April 2024 to 31st March 2025

## Overall satisfaction

Overall  
Satisfaction

**74.68%**

Tenant  
Satisfaction  
Measure

**74.68%** Satisfied

**10.83%** Neutral

**14.49%** Dissatisfied

Resident Trust Score

**7.2**

Target 7.5  
(Higher score is better)

Resident Effort Score

**2.9**

Target below 3  
(Lower score is better)

## Consumer standards

New standards went live

**1st April  
2024**

Review and action plan  
completed to confirm we're  
on track to meet all standards

More at:

[www.settlegroup.org.uk/  
how-were-regulated](http://www.settlegroup.org.uk/how-were-regulated)

## Tenant Satisfaction Measures

**1258**

resident surveys

Improvements across all

**12**

perception surveys

More at:

[www.settlegroup.org.uk/  
tenant-satisfaction-measures](http://www.settlegroup.org.uk/tenant-satisfaction-measures)

## Complaint handling

**99.97%**

complaints responded to  
in timeframes

Full Complaints Performance  
& Service Improvement  
Report Published

More including Complaints Performance  
& Service Improvement Report at:

[www.settlegroup.org.uk/  
complaints-performance](http://www.settlegroup.org.uk/complaints-performance)

## Resident involvement

### Voice of the Resident panel

Annette appointed as  
first resident chair

Two residents, Alex and Chris,  
appointed to the Operations  
Committee of our Board

### Online community Settle connect

Over **1400**  
members

### Big Door Knock

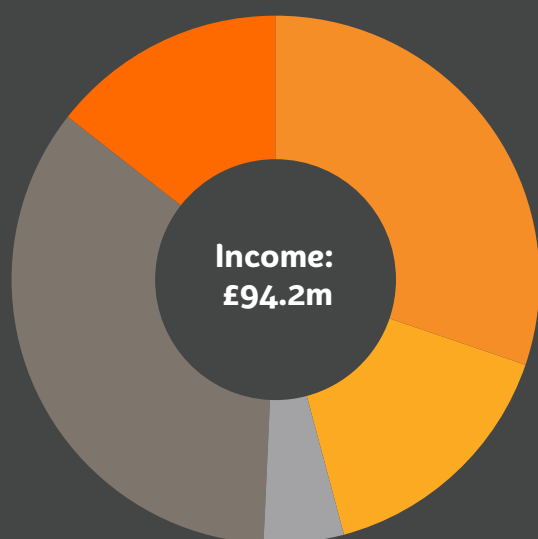
**Over 600**  
residents gave feedback

### Resident feedback shaped Five Key Areas for Improvement

- ▶ Repairs
- ▶ Estate management
- ▶ Complaints and query handling
- ▶ ASB communication
- ▶ Digital Ease

More at [www.settlegroup.org.uk/get-involved](http://www.settlegroup.org.uk/get-involved)

## Our income and how we spent it



- £28.4m: Landlord Services**  
 Includes services to keep your home and communal spaces safe
- £14.8m: Interest paid to banks and lenders**
- £4.6m: Administration costs**  
 Includes cost of running our offices and the functions that underpin our landlord services
- £32.9m: Looking after existing homes**  
 Includes responding to repairs and planned projects such as new boilers, front doors, kitchens and bathrooms
- £13.5m: Surplus which is reinvested in homes and communities**

## Repairs

**99.97%**

homes met the Decent Homes Standard

**69.5%**

repairs completed on target

**99.98%**

emergency repairs completed to deadline

## Repairs service improvement plan

Responding to resident feedback, ongoing improvements are reducing wait times and increasing overall satisfaction with this service.

## Safe and warm homes

**100%**

safety checks completed

**£15.6m**

invested in homes

Additional

**£10m**

funding secured to make homes warmer

## Neighbourhood management

**760**

existing homes relet to new tenants

**242**

new homes completed (all affordable)