



# Welcome

Welcome to Raven Housing Trust’s story of the year 2023-24. As the Customer Voice Panel, it’s our role to help make sure your voices are heard by Raven. We scrutinise the decisions that are made helping to improve your experience as a customer.

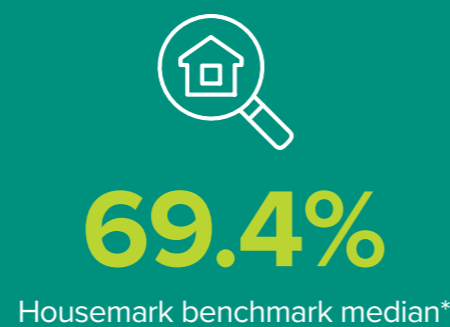
Over the past year, Raven’s focus has been to continue building trust by improving transparency and delivering a service you can rely on to provide safe, secure, affordable homes. The new Tenant Satisfaction Measures enable customers, to show how we feel Raven is doing as our landlord and, as the Customer Voice Panel, we look at these results regularly to help work out where the focus for improvement should be.

The ongoing cost of living crisis has had a big effect on so many of us. It’s made it more important than ever that our homes are not just affordable but also meet our needs. This document shows the progress made over the financial year 2023-24 and proves Raven’s commitment to making sure your home is a place where you feel safe, valued and heard.

If you’d like to get involved with the Customer Voice Panel, or find out more about what we do, then please contact the Raven Customer Services team.

*Your Customer Voice Panel*

## How we’re doing:



\*The Housemark benchmark provides a comparison to other Housing Associations.

# Tenant Satisfaction Measures

In the financial year 2023-24 The Regulator of Social Housing created a new set of Tenant Satisfaction Measures (TSMs). These show how well we’re doing at providing good quality homes and services.

If you’d like to see the full TSM results for 2023-24 and for the latest quarter of the current year, please visit our [website](#).

Please note, the TSMs results shown in this report relate to our rented tenants. To see results from our homeowners, please visit our [website](#).

**TSM** We’ve included our TSM results throughout this report - to help you see which areas they’ll be marked with our TSM icon.

# Making the Difference

In the year 2023-2024 we came to the end of our Making the Difference strategy, which ran from 2021-2024. During these years we all lived in pretty difficult times: we’ve had to deal with the effects of Brexit, the Covid pandemic, and more recently the cost of living crisis. At the same time, and following the Grenfell tragedy, all social housing providers have rightly been challenged to improve the quality and the safety of their homes.

Here are a few of the highlights of what we did:

Here’s a reminder of what we set out to achieve:

- To provide easy to use, valued and trusted services
- To provide more homes
- To provide high quality, sustainable and affordable homes
- To develop ‘resilient communities’
- To improve value for money for the work we do, and ensure Raven is a good employer

- We launched a new website including MyRaven, a customer portal for customers to manage their tenancy and raise repairs at a time that works for them
- We created a new Customer Engagement Framework and formed the Customer Voice Panel to represent the views of residents
- We built and sold over £12 million worth of homes for outright sale and shared ownership. The profit from these sales was used to support the building of affordable homes
- We increased the work we do to our properties before we re-let them, improving decoration and, where we can, floor coverings
- We continued to grow our successful Moneywise service to support customers with welfare and benefits advice

You can read more about what was achieved by our Making the Difference strategy, as well as where we have fallen short of some of the targets we set, and what we’re doing about it on our [website](#).

Our new strategy for 2024-2027, Delivering What Matters, is covered on page 20 of this report.

# Our year in pictures

It's always brilliant to look back on the year and remind ourselves of some of the fantastic events we've been involved with and projects we've worked on. Here's a selection of pictures from 2023-24.



Residents at our Portland House sheltered housing scheme celebrated the King's Coronation in May.



We worked with a number of local partners throughout the year and here we are with some of them at Horley Recreation Ground during ASB Awareness Week.



We held some information sessions to meet with customers to talk about damp, mould and condensation.



We had a company wide community day, here's some of our team repainting a wall at our West Mount temporary accommodation site.



Our Neighbourhood Wardens and our smoothie bikes went along to a number of summer community events, including Merstham Big Community Day and Riverfest.



Here's Conrad and Stevie, Neighbourhood Wardens, chatting to a customer at The Dome customer engagement day.



One thing you can say about our Neighbourhood Wardens is they're game for a laugh! Here's Neil trying on his pineapple costume to get into the swing of things for Woodhatch Community Centre's summer event.



Neil and Conrad, Neighbourhood Wardens, bringing some Christmas cheer to Woodhatch Community Centre! They hosted a Santa's grotto and gave out chocolate gifts to children at the Christmas event.



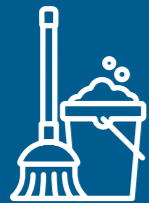
We ran some customer services drop in events at local community hubs to support customers with tenancy related issues.

# Community

## Responsible neighbourhood management

We're proud of the strong relationships we've built with our customers, community groups and local partners. Our team of Neighbourhood Wardens, in-house cleaning team and grounds maintenance contractors are at the heart of these connections. By working closely with customers and community groups, we're always on the lookout for new ways to make our neighbourhoods even better places to live.

### How we're doing:



TSM

**72.3%**

satisfaction that we keep communal areas clean, safe and well maintained



TSM

**71.5%**

satisfaction that we make a positive contribution to neighbourhoods



TSM

**71.8%**

satisfaction with our approach to handling anti-social behaviour



**725**

anti-social behaviour cases were reported



## Mindy – 444 Growing – Brighter Community Fund

**444 Growing, founded by Mindy, is a not-for-profit community allotment in Redhill specifically for young people aged between 12 and 21 years old and young people and adults who are vulnerable and/or have learning disabilities.**

Supported by our Brighter Community Fund, 444 Growing is an exciting new project that aims to be a safe and welcoming space for those referred to learn, grow and thrive. The allotment, currently in the early stages of development, will welcome participants who have been signed up to the project by Greystone Surgery in Merstham, Surrey Choices, Reigate Baptist Church and YMCA East Surrey. Participants can get involved in gardening activities and learn how to grow fruit and vegetables and share their harvests with others.

The project aims to improve wellbeing, boost self-esteem and build confidence. Mindy has been working hard with her volunteers, our Neighbourhood Wardens and our grounds maintenance contractor, Groundscapes, to get the once overgrown allotment plot ready for the project to welcome participants.

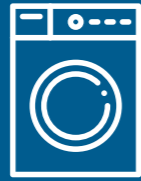
**“Thank you to Raven for the start-up funding for this project. Without it this would not be possible. So, with a very big heart filled with gratitude, thank you.”**

## How we're doing:



14

community projects were supported by our Brighter Community Fund - £30,000 was paid towards these projects



192

successful Customer Support Fund applications paying out **£57,725.48**



218

referrals were made to our Parashoot team, who support people who are facing eviction



£1.9m

this is the amount of additional income our Moneywise team helped customers to get through benefit applications and grants



86

people accessed our employment support services

## Grounds maintenance update

We've experienced some initial challenges with our new grounds maintenance contractor, but we've been working to resolve these. We've undertaken an audit of our records of the land that we own to ensure that all areas are on the plan for regular maintenance. Our priority is to ensure that the quality of our outdoor spaces meet your expectations, and that we make sure any issues are quickly addressed. You can check when your next grounds maintenance is due and see more about our expected standards on our [website](#).

## How Moneywise supported Emma

Emma, a single Mum of two, found herself overwhelmed when moving into her new home. With little knowledge of what extra financial support she was entitled to, beyond Universal Credit, she was finding it difficult to afford basic household appliances like a washing machine and a fridge. That's when Moneywise stepped in.

Moneywise reviewed Emma's Universal Credit, applied for a council tax reduction, and connected her with a local food club. They also helped Emma to access funds to provide essential household items, including a washing machine, fridge, and cooker. Weekly check-ins made sure Emma received ongoing support and guidance from the Moneywise team.

**"It was really nice working with Moneywise — no judgement. I could get on with life knowing that we were able to get the things we needed without stressing about how to do everything and just get on with the day to day."**

[You can watch Emma telling her story here.](#)



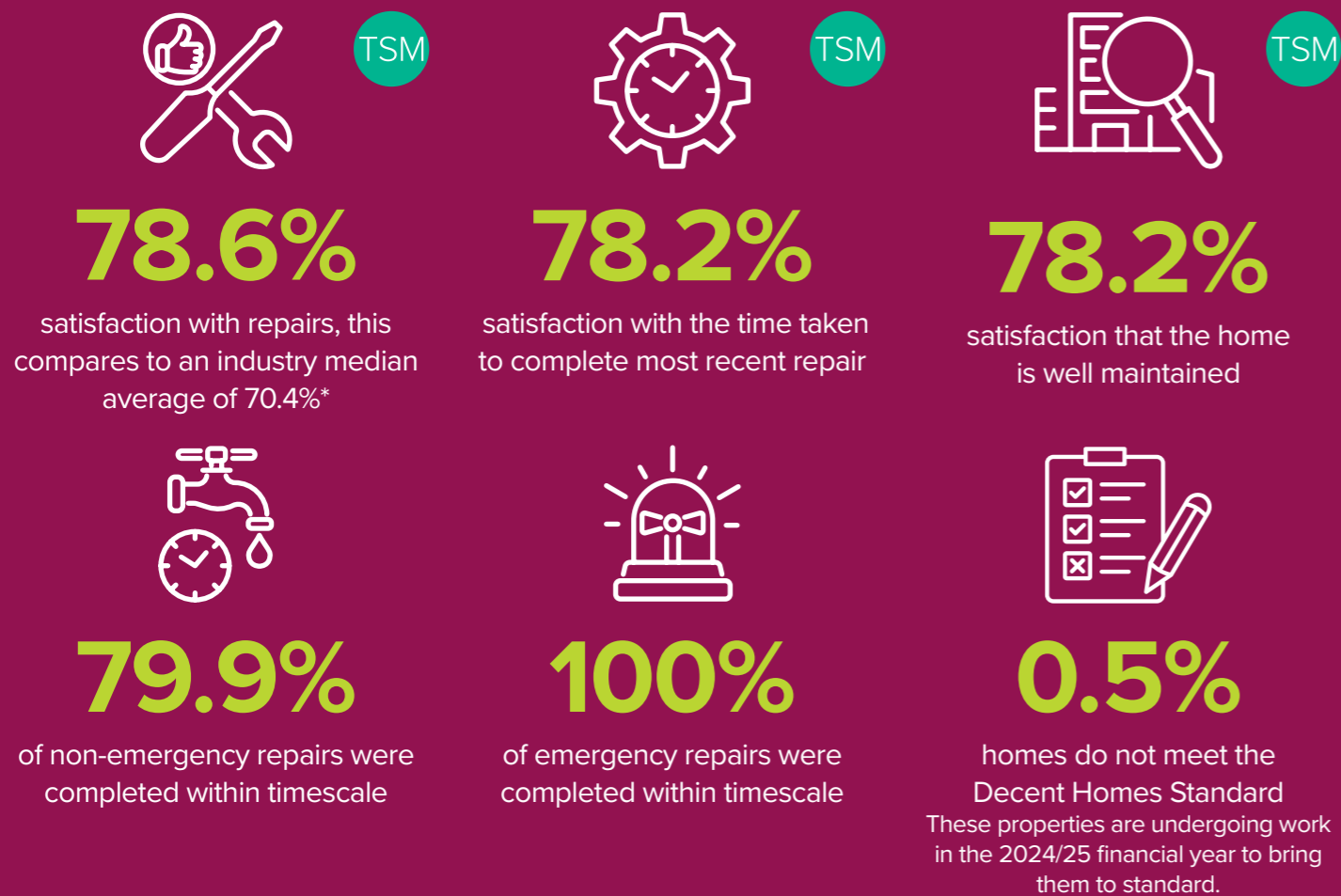
# Homes

## Keeping properties in good repair and maintaining building safety

The most important thing to us is that we make sure that your home is safe, secure, comfortable and well maintained. We deliver a 24/7 repairs service that you can count on and we're always looking for ways to improve our services to you.

We're continuing to invest in our properties, by installing new technology to make them more energy efficient, so you can benefit from a warmer, draught free, quieter home; a home that's cheaper to run because of lower energy demand.

### How we're doing:



\*Figure provided by Housemark benchmark as a comparison to other Housing Associations

## Our in-house repairs team

Our in-house repairs team deal with emergency, routine and planned repairs on our properties. We're responsible for repairs to the structure and outside of your home and for the supply of water, gas, electricity, heating and toilet sanitation.

One customer got in touch to pass on thanks for an electrical job well done, they said:

**“They were so courteous and efficient it was a pleasure to see them work together so well.**

**“One of them was an apprentice and I wanted to let you know that it is so nice to see Raven encouraging young apprenticeships.**

**Please would you be kind enough to pass on to their manager how pleased I am with their service. They are a credit to Raven Housing repairs team.”**



## How we're doing:



**84.6%**

satisfaction that the home is safe



**100%**

gas safety checks



**100%**

fire safety checks



**98.8%**

Asbestos safety checks\*\*



**100%**

water safety checks (legionella)



**100%**

lift safety checks

\*\* Unfortunately due to issues getting access to some properties this is not 100%. We appreciate your support to allow our colleagues and contractors into your home to carry out these important safety checks.



**46**

new homes were completed or under construction



**26**

properties fitted with new energy efficient technology



**£9.15m**

investment in new homes



**£1.3m**

invested in sustainable improvements



## Sandra's story of her warmer, quieter home

Sandra's home is one the 26 properties to have work carried out last year to improve the heating and energy efficiency. Sandra's bungalow in Horley has been fitted with solar panels, triple-glazed windows, wall insulation and low energy lightbulbs.

“Since the work's been done, it's so much better. It's much warmer now.

They put a new triple-glazed door in. Before, I used to get this draught, and now I don't feel the draught like before. You're really sealed in. And it's so quiet – it's lovely. No noise.

If other people are offered the chance to have this work done, I would say do it. All of the work I've had done has been really good. So I would say go for it!

All of the lads were brilliant. They were well-mannered, polite and they kept me informed.”

# People

## Respectful and helpful engagement and effective handling of complaints

It's important to us that you trust us. We value your thoughts and needs as a customer, tailoring the service we provide to meet these. We understand that sometimes things do go wrong and when they do, we want to make them right. We're an early adopter of the new Housing Ombudsman Complaints Handling Code and we promote a positive complaints culture, using complaints as an opportunity to learn and make improvements.

### How we're doing:



**70.3%**

satisfaction that we listen to your views and act upon them



**76.5%**

satisfaction that we keep you informed about the things that matter to you



**81.5%**

agreement that we treat you fairly and with respect



**75%**

trust us to do what's right



**77%**

of you think we're easy to deal with



## How the Customer Voice Panel helped shape progress in 2023-24

**Our Customer Voice Panel is a group of customers including tenants, shared owners, and leaseholders.**

In 2023-24 a major focus for the group was to support improvements to our complaints policy in response to Housing Ombudsman guidance. The group has also helped us to identify a need for improved homeowner engagement, initiating discussions about improving communication with homeowners, leading to a survey consultation.

Alongside these projects, the Customer Voice Panel regularly scrutinise how we are performing against the Tenant Satisfaction Measures and has been involved in shaping our new strategic plan and addressing the Better Social Housing Review. They work closely with senior leaders at Raven and our Board, attending meetings through the year to discuss key strategies.

John is a shared owner and has been part of the Customer Voice Panel since it was created in January 2022.

**“I joined the panel because I think it's important to take up opportunities for involvement in organisations. Without customer input, Raven would be less able to provide a service and equally customers would have less information available to them.**

**Being part of the panel allows me to learn more about Raven's work and the housing industry in general.”**

If you would like to find out more about the Customer Voice Panel, visit our **website**.



## How we're doing:



TSM

44.5%

satisfaction with Raven's approach to the handling of complaints (feedback from customers who made a complaint in the last 12 months)



395

formal complaints recorded

75

complaints escalated to Stage 2

315

complaints were upheld

80

complaints not upheld

6

complaints went to the Housing Ombudsman Service to formally investigate

We regularly review our complaints performance so we can learn from what went wrong and use these insights to improve our service offering and customer service.

## We Hear You – learning from complaints

**You said** – that we could do better by making sure that the right trades person attends to carry out a repair.

**We did** – we've looked at our internal training and monitoring for our Customer Service team to make sure we hear, correctly diagnose and capture customer repairs accurately as soon as we can.

**You said** – you were having issues with gas safety inspections and boiler maintenance.

**We did** - we re-tendered our gas contract. In October 2023 we appointed a new gas contractor, Gas Call Services, to improve the quality and reliability of our gas services.

**You said** – you wanted us to be clearer on how we manage anti-social behaviour (ASB) reports and what support and communication to expect throughout the process.

**We did** – we reviewed our ASB policy making it clearer on how we will deal with different types of ASB.

### How to make a complaint

You can make a complaint by reporting it on your MyRaven online account or by calling us on **0300 123 3399**. Please provide as much information as possible to help us investigate thoroughly. **Find out more.**

# Charlie's experience with raising a complaint

Charlie and her family were allocated a new Raven property in October 2023. When they moved in there were some issues, which were particularly challenging due to the additional needs of one of her children. Concerned about these problems, Charlie contacted us to complain.

Having gone through the complaints process and having her complaint upheld, Charlie encourages other customers to complain if they're unhappy -

**“100% raise a complaint, because at the end of the day it's regarding your home, your life. Why should you live in a property that's not up to satisfaction and needs? At the end of the day, you**

**pay your rent, you live there in that property. So put your word out there, make sure they know you're not happy. In terms of how it was dealt with, I was happy with the outcome of the complaint. I just hope that moving forward, Raven are able to prevent this from happening to other people.”**



You can watch Charlie sharing her story here.



# Value for Money

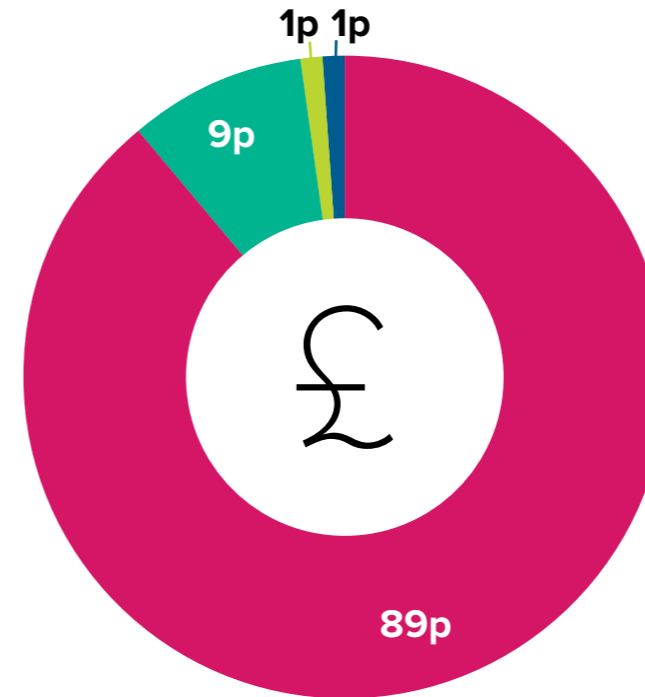
We value the trust you place in us, and we work hard to keep your trust by being open and accountable. This includes being transparent about how we spend the money you pay us in rent. Every penny of the rent you pay is carefully managed, making sure we spend it wisely, to benefit you and your community.

Our Board is responsible for making key decisions on funding and investment, whilst checking that we meet regulations set out by The Regulator of Social Housing and maintain our standards of governance and customer service. We also have independent auditors who review and certify our annual accounts and make sure we have good systems and controls to spend your money effectively.



## Income

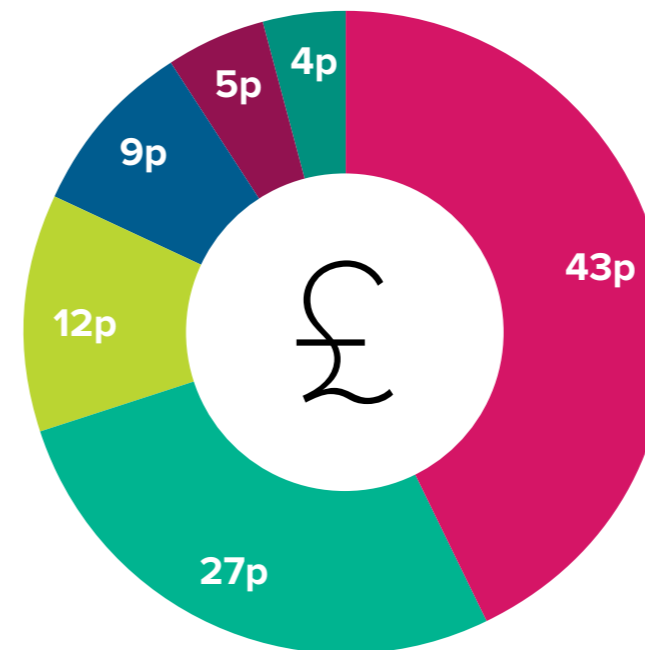
For every £1 Raven earned in 2023/24



- came from rent and service charges
- from leasehold, commercial and other sources
- from the sale of homes
- from grants

## Expenditure

For every £1 Raven spent in 2023/24



- on home improvements, maintenance work and major works to homes
- on staff and overheads
- on commercial activities and other costs
- on service charge costs
- on building new homes
- on grant funded community activities



**83%**

of you feel you get good value for money from Raven

# Looking forward

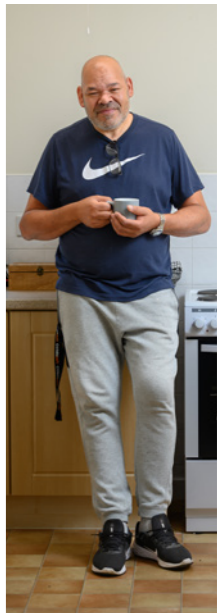
Thank you to our customers who have shared their views and experiences of our services over the past year. I hope you have found their stories insightful, and the information in this report useful. This annual customer report provides an excellent opportunity for us to reflect on the progress Raven has made over the past year, in our mission of **Building Homes and Changing Lives**.

This year's annual report marks the end of our Making the Difference strategy and the introduction of our new Delivering What Matters plan that takes us to 2027. As we look ahead to the coming year, it's clear there are still areas where we can improve. There are new regulatory requirements that came into effect from April 2024 including Consumer Standards and the Complaints Handling Code. We're also expecting an announcement in the coming months about the new Awaab's Law that will have tighter requirements from landlords relating to damp and mould.

We want you to be able to trust us to do what's right by you and your family, making sure we know and understand you better so we can deliver the services you need in the way you need them. To do this, we appreciate your honest feedback, participation in surveys and letting us know where we've got it wrong through our complaints process.

To find out more about our Delivering What Matters plan, please visit our **website**.

**Jonathan Higgs,**  
**Chief Executive**



# Provide feedback

We welcome your feedback about our services. We want to know what we're doing well and where you think we can improve.

## Report it!:

If you have a repair that needs fixing or need to report anti-social behaviour then get in touch through your MyRaven online account, by calling **0300 123 3399** or emailing **raven@ravenht.org.uk**.



## I have a complaint:

Call us on **0300 123 3399**, email **raven@ravenht.org.uk** or raise it through **MyRaven**.



## General feedback:

If you have an idea or suggestion about our services then please contact us on **0300 123 3399** or email **raven@ravenht.org.uk**.




## Compliments:

If you have a compliment about a member of our team or our service then we'd love to hear from you. You can call us on **0300 123 3399** or email **raven@ravenht.org.uk**.



## Follow us:

 [RavenHousingTrust](#)

 [raven-housing-trust](#)

Call: **0300 123 3399**

Facebook messenger: **RavenHousingTrust**

Email: **raven@ravenht.org.uk**

Address: **Raven House, 29 Linkfield Lane, Redhill, Surrey, RH1 1SS**



Welcome

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