

Your home



HOW MONEY MATTERS SUPPORT

"CHANGED EVERYTHING"

FOR PENNY

Plus

Summer safety

Hot weather tips to stay
well this summer

How we are doing

Our Tenant Satisfaction
Measures (TSM) results
for 2025-26

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Welcome



Listening to you

Since the merger in January 2025, Housing Plus Group has grown to manage 33,000 homes and employ 2,000 people across Shropshire, Staffordshire, and Telford & Wrekin. As both a customer and Chair of the Customer Committee, I know how important it is that your voice continues to be heard as the organisation grows.

That's why the new Customer Scrutiny Panel is so important. It's made up of customers like you and me, working alongside the organisation to take a closer look at services, share honest feedback, and challenge where things need to improve.

I'd like to thank everyone who applied, your experience and passion really stood out. The 10 selected members will begin their first project this summer and I'm looking forward to seeing what we achieve together.

Not everyone wants to join a panel and there are plenty of other ways to have your say. We had a great response to the survey in our last newsletter and heard loud and clear that you'd like to see more local stories. You'll start to see more content that reflects what's happening in your communities in the next edition. You can also find out who won a £50 shopping voucher on page 7.

We want to hear more from you. Whether it's through surveys, focus groups or walkabouts, your feedback helps us understand what really matters and where we need to improve

If you'd like to get involved, drop us an email to find out more:

customerinvolvement@housingplusgroup.co.uk
or getinvolved@wrekin.com

A handwritten signature in black ink that reads "Sarah".

Sarah Watson
Chair – Service, Performance and Customer
Experience Committee



A FRESH NEW LOOK



Housing Plus Group

You might notice a few changes in this issue and out in your community too. We've given the magazine a new name and a fresh look, and over the coming months you'll start to see the Housing Plus Group brand more clearly. From the people who visit your home to the vans in your neighbourhood, it will be easier to recognise us.

This is not just about how things look. It's about improving the service you receive every day. Earlier this year, many of you shared your views in our repairs review, with more than 10,000 of you taking part. Your feedback is already helping us make changes so repairs are quicker, more reliable and easier to arrange.

In this magazine, you'll also see a summary of our latest Tenant Satisfaction Measures (TSMs). These show that most residents are satisfied with the service they receive overall, with positive feedback on repairs, safety and how our teams treat you day to day. There are also some areas where we need

to do better, especially around the time some repairs take. We also need to get better when it comes to communications with you when repairs might take longer than expected.

Everything we're doing is focused on you. That means reliable services, listening to your feedback and creating places people are proud to call home.

I hope you enjoy the new look and see real, lasting improvements in the service you receive from us at Housing Plus Group.

Wayne

Wayne Gethings
Group Chief Executive



Customer policies

We want it to be as easy as possible for you to find and understand our policies. They set out how we handle things like repairs, lettings and complaints and they're shaped by feedback from both customers and colleagues - so they reflect what matters most to you.

We've recently brought in a few new policies including Anti-Social Behaviour, Hate Related Behaviour, and Good Neighbourhood Management. You can have a look at these on the Housing Plus Group website: housingplusgroup.co.uk/publications

Alternatively, call **01952 217100** or **0800 048 8955** and we'll pop a paper copy in the post.

If you'd like to help shape our policies, we'd love to hear from you. You can get in touch with Emma Wells, our Head of Risk and Assurance, by emailing emma.wells@wrekin.com or calling **07780 333182**.

And if you've got any questions or just want a bit of help finding the right information, please get in touch.



How we are doing

Our Tenant Satisfaction Measures (TSM) 2025-26

Over the past year, we've made positive progress in services that matter most to customers, including repairs and maintenance and the way we keep homes safe. We've also received encouraging feedback about day-to-day services and the way customers are treated.

At the same time, we know there is more to do. We need to make sure repairs are completed more quickly and reliably, improve how complaints are resolved in a way that feels fair and gets things put right first time. We also recognise the impact that anti-social behaviour can have on customers' lives, and the need to continue improving how we prevent and respond to it.

By continuing to listen to feedback and act on what customers tell us, we will keep working to improve services and continue to create places people are proud to call home.

Overall satisfaction

82.6 %

This is in the upper range compared to other social housing landlords.



Keeping properties in good repair

86.8%	Satisfaction with repairs
85.9%	Satisfaction with time taken to complete the most recent repair
0.3%	Homes that do not meet the decent homes standard
80.7%	Non-emergency responsive repairs completed within target timescale
87.8%	Emergency responsive repairs completed within target timescale
83.2%	Satisfaction that the home is well maintained

Repairs are one of the most important services we provide, and it's encouraging that many customers are seeing improvements.

Customer satisfaction with repairs has improved and more people are having a positive experience when they need work done in their home.

Maintaining building safety

87.6%	Satisfaction that the home is safe
100%	Gas safety checks completed
99.9%	Fire safety checks completed
100%	Asbestos safety checks completed
100%	Water safety checks completed
100%	Lift safety checks completed

Our strong safety performance shows we are doing the right things to protect customers and meet our responsibilities.

We continue to focus on maintaining and improving homes over time, not just meeting minimum requirements.



For more information about our results and what we plan to do next, please visit our website:

housingplusgroup.co.uk

Respectful and helpful engagement

74.6%

Satisfaction that the landlord listens to tenant views and acts upon them

82.7%

Satisfaction that the landlord keeps tenants informed about things that matter to them

86.0%

Agreement that the landlord treats tenants fairly and with respect

These results show that the way we interact with customers is important and generally positive.

We've also made progress in how customers feel about being listened to, which is encouraging.

Some customers still don't feel fully heard, and we need to keep improving how we involve customers and respond to their views.

Responsible neighbourhood management

77.3%

Satisfaction that the landlord keeps communal areas clean and well maintained

75.7%

Satisfaction that the landlord makes a positive contribution to neighbourhoods

69.3%

Satisfaction with the landlord's approach to handling anti-social behaviour

26.4

Anti-social behaviour cases opened per 1,000 homes

0.5

Anti-social behaviour cases that involve hate incidents opened per 1,000 homes

These results show that many customers feel their area is being looked after and remains a good place to live.

Anti-social behaviour can have a serious impact on people's sense of safety and wellbeing. Even if satisfaction is reasonably positive, higher levels of reported issues show that this remains a concern for some communities.

We need to continue improving how we prevent problems and support customers when issues arise.

Effective handling of complaints

46.6%

Satisfaction with the landlords approach to handling complaints

60.1

Stage one complaints per 1,000 homes

9.3

Stage two complaints per 1,000 homes

98.9%

Stage one complaints responded to within Complaint Handling Code timescale

94.2%

Stage two complaints responded to within Complaint Handling Code timescale

Responding more quickly is an important step forward and shows improvement in how services are managed.

These results highlight that responding quickly is not enough on its own. What matters most to customers is whether their issue is understood and properly resolved. When this doesn't happen, it can lead to frustration and the need to take complaints further.

We need to make sure that when something goes wrong, we put it right in a way that feels fair and complete.





MONEY MATTERS SUPPORT

"CHANGED EVERYTHING"

FOR PENNY

After losing her husband Paddy in 2019, Housing Plus Group customer Penny found herself facing overwhelming financial uncertainty.

For 30 years, Paddy had managed the household finances, and despite working 30 hours a week, Penny worried about paying bills and keeping her home warm – particularly during winter.

A text message about a Severn Trent Water and HPG drop-in event in Dawley proved to be a turning point.

There, Penny met HPG's Money Matters team and was encouraged by her Housing Officer, Debbie, to explore her eligibility for Universal Credit. Initially unsure, Penny learned she did qualify and, with support to apply and guidance on budgeting, secured additional income that has made a significant difference to her daily life.

Through HPG's partnership with Cadent Foundation, Penny also received tailored energy support and a warmth pack, including an electric blanket and other essentials, helping her stay comfortable without worrying about costs.

The support has "changed everything", improving Penny's mental health and rebuilding her confidence.

If you're worried about money, or need help with budgeting, debt, energy or benefit advice, our dedicated money advice team is here to help. Please give us a call.

Homes Plus customers:

0800 048 8955

Wrekin customers:

01952 217234

Or email:

money.matters@wrekin.com

She says the support has "changed everything", improving her mental health and rebuilding her confidence. She is now reconnecting with her community and encourages others facing financial challenges to seek help and not struggle alone.

Penny is now urging others who are struggling financially to not suffer in silence and reach out for support.

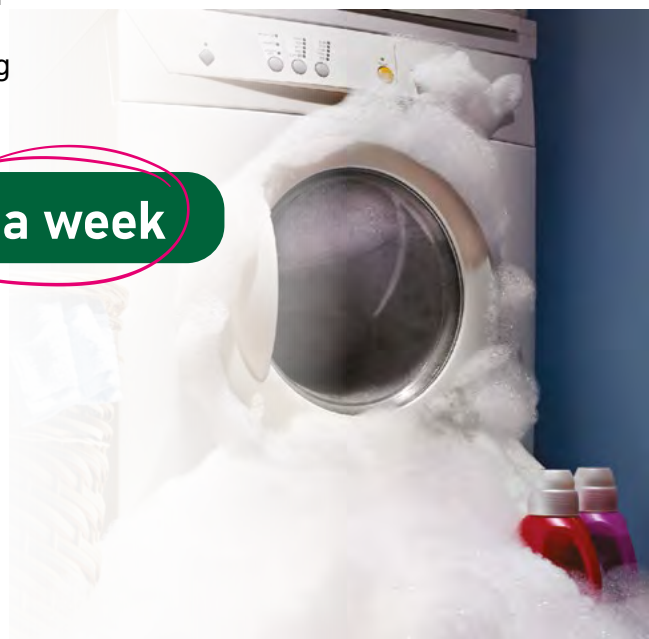
Contents insurances for less than £1 a week

Cover your belongings against life's unexpected events – with no excess to pay if you claim.

Find out more and protect what matters most today.

Visit homesplus.co.uk/contents-insurance

or wrekin.com/pages/home-contents-insurance



Win £50

in shopping vouchers

Find the missing word in our **word search** and email it with your name and contact details to **YourHome@hpg.org.uk** for your chance to win a £50 shopping voucher.

Find the word search on the back of the address sheet that came with this newsletter or scan the QR code below to see a copy online.



Last issue's prize draw winners!

Thank you to everyone who shared their feedback in our January newsletter survey. As a token of our appreciation, we randomly selected three winners to receive a £50 shopping voucher.

Congratulations to Mr Jakovljevic from Donnington, Julie Warner from Newport, and Alec Richardson from Shrewsbury.

Staying safe and well this summer

With warmer weather, longer days and more time spent outdoors, summer is a great opportunity to enjoy your home and local area.

However, it's also important to take a few simple steps to help keep yourself, your family and home safe.

2

Barbecue safely

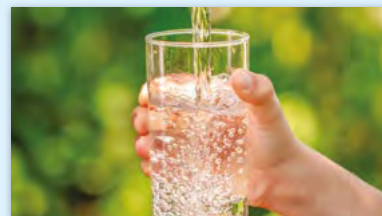
When using your outdoor space, such as your garden or shared area, please take care when using barbecues. Always use them outside in a clear space away from buildings, never leaving them unattended, and make sure they are completely cool before disposing of them. Never use disposable barbecues indoors or on balconies.



1

Stay cool

As temperatures rise, try to stay cool by keeping curtains or blinds closed during the hottest part of the day, opening windows when it is cooler outside, and drinking plenty of water.



3

Secure your home

Make sure to keep your doors and windows locked when you are out. If you're enjoying some time away from home, ask a trusted neighbour or family member to keep an eye on things for you.

4

Reduce fire risks

Please also remember that warm weather can increase the risk of grass and outdoor fires. Avoid leaving glass items, such as bottles or mirrors where they could cause a fire.



Asda	Kids eat for £1 daily, with no adult spend
Beefeater and Brewers Fayre	Two kids eat free breakfast with one paying adult
Chiquito	Kids eat free during all school holidays
Dobbies Garden Centres	Kids eat for £1 with an adult meal purchase
Frankie & Benny's	Kids eat free during school holidays
Harvester	Kids eat for £1 everyday until 1 September 2026
Morrisons	Kids eat free all day everyday, with £5 spend
Pausa Café at Dunelm	Kids eat free with every £4 spend all day
Pizza Hut	Kids eat free everyday after 3pm
Tesco	Kids eat free everyday this summer with a 65p spend



Places
kids eat
FREE

Or for just **£1**
in the summer
holidays



Drop-in and see us at our community hubs

Everyone is welcome at our weekly drop-in sessions. There's no appointment needed – simply pop in. Our teams can support you with a wide range of issues, including advice on managing the cost of living, budgeting, energy bills and accessing benefits or grants. We can also help you find employment or training opportunities, improve digital skills, answer lettings enquiries and refer you to specialist agencies, local services and charities.

To find out more about what's available and opening times, visit our website:

housingplusgroup.co.uk/contact

HOW TO

How to make a complaint and provide feedback

Sometimes things go wrong and our services can fall short of your expectations but if this happens, we want to hear from you.

To make a complaint to Homes Plus, Housing Plus Group, Severn Homes, Care Plus or County Town Homes:

- Complete the form on our website at: housingplusgroup.co.uk/feedback
- Call our customer services team on: 0800 048 8955
- Email: feedback@housingplusgroup.co.uk
- Send us a private message on: facebook.com/myhomesplus
- Contact us on live chat
- Speak to a member of our team in person
- Write to: **Customer advocacy team, Acton Court, Acton Gate, Stafford, ST18 9AP**

To make a complaint to The Wrekin Housing Group, Choices Housing Group or ShireLiving:

- Call: **01952 217100**
- Email: complaints@wrekin.com
- Write to: **The Wrekin Housing Group Ltd, Colliers Way, Old Park, Telford, Shropshire, TF3 4AW**
- Use the MyWrekin App
- Speak in person to our Service Managers or at our office (address above)

When making a complaint, please give us as much detail as possible about what went wrong. Let us know when it happened, who was affected and how. And don't forget to give us your name, address and contact details.

How to find us

Homes Plus Burton Square Community Hub
Burton Square, Stafford
ST17 9LT

Stafford

Homes Plus Castlefields Community Hub
69 New Park Street, Shrewsbury,
SY1 2LE

Shrewsbury

Homes Plus Meole Community Hub
25 Maesbrook Road, Shrewsbury,
SY3 9NL

Shrewsbury

Wrekin Stirchley Hub
Stirchley District Centre, Stirchley,
Telford, TF3 1ET

Telford

Wrekin Wellington Hub
Landau Court, Tan Bank, Wellington,
Telford, TF1 1HE

Telford