



Shining a light on our performance

Annual Report to Residents 2025 – Summary





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KEY NUMBERS

Our homes:



22,466

Homes owned and managed



441

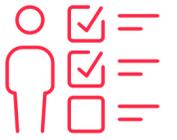
New homes built or acquired



£48m

Invested in existing properties

Our performance:



68%

Overall satisfaction with service



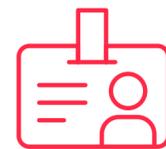
77%

Feel emh treats residents fairly and with respect



76%

Satisfied with homes being safe



99%*

Homes with GasSafe certification completed



64%

Feel we listen to residents and act on feedback



64%

Satisfied with handling of anti-social behaviour



57%

Satisfied that their views are listened to and acted upon



64%

Overall satisfaction with the repairs service



33%

Satisfied with how their complaints are handled

*Gas servicing checks were at 99% completed, due to a small minority of households not granting us access.

YOUR HOMES: WHAT WE'VE FIXED AND IMPROVED

Safety checks completed:



Gas:
99%



Asbestos:
100%



Electric:
98%



Fire Risk Assessments:
100%



Lifts:
100%



Legionella / Water:
100%



Repairs:



- ▶ 60,142 repairs completed this year
- ▶ 77% of urgent repairs done on time
- ▶ 95% of emergency repairs done on time

Eco-home improvements:



- ▶ 300+ homes got better insulation to keep them warmer
- ▶ £25million more funding secured to improve 1,215 homes with clean heating

SPOTLIGHT ON RESPONDING TO RESIDENTS



In January 2025, 30 of our bungalows in Avon Drive - many homes of older residents were heavily flooded due to extreme weather. Our repairs and community teams joined forces to ensure, by the end of the week, everyone had safe, alternative accommodation. Our response saw us on site daily during the first week, complete gas and safety checks, offer a dedicated phone number, install a welfare unit, undertake biological cleans, and arrange free disposal of damage items. Within around 16 weeks, all residents returned thanks to the extensive work done.

OUR ACTIONS TO IMPROVE



Better communication



- ▶ We've cut waiting times for phone calls from 16 minutes to 5 minutes, and want to build on this.
- ▶ New ways to contact us are coming soon - Facebook and video calling
- ▶ Our new website is being launched in 2025. Click through for information on your home and our services.

Properties in good repair



- ▶ Now offering at first point of contact
- ▶ 163 replacement vehicles, giving more reliability and reduced emissions
- ▶ £24m spent on new kitchens, bathrooms, doors, windows and roofs
- ▶ New gas contractor, appointed with residents
- ▶ Greater focus on boiler replacements and improved winter service



Faster, more helpful complaints



2,230 complaints received
(16% more than last year).

In 2024/2025 we hired three more people to handle complaints faster, leading to:

- ▶ 98% satisfaction from residents whose complaints we resolved
- ▶ 27% fewer complaints in early 2025 compared to 2024.



Greater influence



- ▶ Resident Involvement Committee now reports directly into our Board
- ▶ New ways to get involved
- ▶ Our team listening into calls, so we improve our service and hear your experiences first-hand
- ▶ Residents invited onto panels when we recruit key team members
- ▶ What Matters Framework – looking at behaviours residents want from our colleagues – launching 2025

HELPING RESIDENTS



Our neighbourhood contributions



- ▶ 1,959 residents got help from our Money Matters team
- ▶ £3,998,081 total money secured for residents in benefits and support
- ▶ 222 residents received emergency help from our Support Fund (£50,000 total)
- ▶ 47 apprenticeships supported this year

Community safety



- ▶ We changed our approach to handling Anti-Social Behaviour (ASB).
- ▶ We have more colleagues working out in our communities.
- ▶ 1,049 anti-social behavior cases reported
- ▶ 17 legal injunctions obtained to protect communities (versus 9 in 2023/2024)
- ▶ 8 hate crime cases dealt with
- ▶ 3 evictions for ASB
- ▶ 18 estate action days held where residents could raise concerns

Neighbourhood work



- ▶ 876 properties let to new residents
- ▶ 40.6 days average time to get empty homes ready for new residents
- ▶ 225 home swaps completed helping residents move to more suitable homes
- ▶ 85 homeless households moved into permanent homes
- ▶ 105 people who were homeless moved into temporary accommodation

Community projects



- ▶ New community garden opened in Bridge Street, Ilkeston
- ▶ Furniture recycling scheme started with Marlene Reid Centre
- ▶ 44 residents kept their homes with help from Tenancy Support scheme
- ▶ 34,480 contacts made by community teams (visits, calls, emails, texts)

WHAT WE'RE DOING NEXT

Our promises:



- ▶ Speed up our responses to residents
- ▶ Listen better and act on what residents tell us
- ▶ Further improve the repairs service
- ▶ Keep investing in making homes warmer and safer
- ▶ Sharing more information on anti-social behaviour cases, and tools we use
- ▶ Build more new homes, for people who need them
- ▶ Support communities with more local presence and activities
- ▶ Launch a new website and digital portal. More access to our services, when it suits you.



ANY QUESTIONS?

Email: customerservices@emh.co.uk

Telephone: 0300 123 6000

Text 'Callback' to 07860 024 523 and we will call you back

This summary focuses on the main statistics and actions from our [2025 Annual Report](#). For more detailed information, please see our main report [here](#).

You can view our [Tenant Satisfaction Measures](#), detailed [financial information and value for money](#) [here](#).

