



# Tenants' Annual Report on Housing Services 2021 – 2022

easy read

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## Welcome to Dimensions' report to our tenants 2021/22



Dear Tenant,

Welcome to our Tenants' Report for the year 2021/22.

After such a difficult 2020, we all hoped to be getting back to normal as quickly as possible and yet 2021 was another challenging year for us all. It was a year of coronavirus (Covid-19) variants and ongoing service and business disruption. The pandemic has changed the lives of everyone in the country in one way or another. Dimensions continues to adapt to the challenges people and communities face and to do so in a way that both provides our tenants with stability and improved services.

We have continued to minimise in-person contact to make sure tenants and colleagues stay safe. Monthly virtual tenant meetings have continued, and tenants have been supported to join these meetings.

However, during 2021/22 we were able to re-establish our full repairs service and in the latter half of the year we were able to install 37 new kitchens, 8 new bathrooms, 10 new heating systems, 19 new boilers and several kitchen and bathroom adaptations, property rewires, and new doors, windows and roofs.

We also started a major fire safety investment programme (which continues through 2022) that modernises and upgrades fire door and safety systems. The safety of our tenants continues to be our highest priority.

For the first time since 2019 we were able to complete a full tenants' survey in March 2022. We used the same questions as the 2019 survey, so we were able to compare the results and better identify where we have improved and where we still have work to do to meet your expectations as our tenants.

We have been thinking hard about how we respond to your comments. We want to build a better service for you and those that provide you with the support you need to live a better life. There is lots of work being done, including updating our easy read guides and re-launching our Quality Consultants programme of service inspections.

I hope you find the 2021/22 Tenants' Report informative and interesting. If it encourages you to get involved and work with us to shape and improve Dimensions, we would love to hear from you.

**Nick Baldwin**  
**Chair of the Dimensions Board**



## About this report



We are Dimensions. We are the people who look after your home.



This report tells you if we did a good job last year.



The first section of this report is in easy read.





The second section of this report gives you some more detailed information, if you want to find out more.



This report tells you what we do with the **rent** you pay us. **Rent** is money a person pays to live in a house or flat.



This report tells you about our homes and the people that live in them.



This report talks about what happened between 1 April 2021 and 31 March 2022.



## About the people who live in our homes



We have people of all different ages living in our homes.



There are more old people than young people.



There are more men living in our homes than women.



Everyone living in our homes has a disability.



## About our houses



1000

From 2021 to 2022 there were 1000 people living in our homes.



More of our tenants live in their own homes with their own front door, with some support.



We own 249 low cost rent homes. We manage 197 low cost rent homes for other landlords.



We also rent 88 homes from private landlords (3 more than last year).

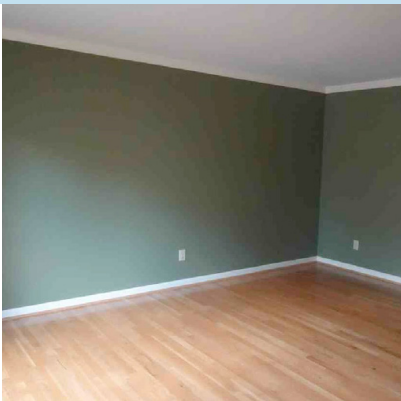


We have sold some houses that have become empty.



We will use some of the money from selling these houses to:

- make our other houses better
- build new houses
- buy new houses.



We had 65 places in our houses that were empty, which is 5 more than last year.



We follow rules set by the Government and councils to make sure that all our homes are used by someone with a disability who needs them.



We also try to make sure our tenants will get on well with each other.





## Repairs



We use your rent money to make repairs and redecorate your homes.



When people find something that is not working in their homes they call us to get it fixed.



4981

We received 4981 calls last year. Most of these calls led to a repair being agreed.



15 secs

Last year it took 184 seconds on average for Astraline answer calls. From November 2021 we started answering calls ourselves and we took 15 seconds on average to answer calls.



Astraline still answer calls made in the evening and at the weekend. We are working with tenants and support workers to reduce the number of calls made in the evening and at weekends.



Almost all repairs were finished in the time we said they would.



£1.7  
million  
1 April 2021 → 31 Mar 2022

We spent £1.7 million on repairs and maintenance last year.



£1.5  
million  
1 April 2020 → 31 March 2021

In 2020/21 the spend was £1.5 million.



£202,000

We spent £202,000 on decorating.



£70,000  
1 April 2020 → 31 March 2021

In 2020/21 we spent £70,000 on decorating.



## Thinking about the future



We have been thinking about where we can build new homes or make our homes better.



In January 2022 we started work on five apartments for young people at High Greave, Sheffield which will be ready to let in December 2022.



We also started work at a site in Hertfordshire by demolishing the existing buildings on the site and preparing start building six bungalows and four flats later in 2022.



We are starting work on plans for our next developments.



While the biggest impact of the Covid-19 pandemic has passed we are still feeling its effects now as well as the impact of increasing inflation and shortage of materials and workers.



We know that we cannot build and own all of the homes that we need to support people so we spend a lot of time looking for homes that are owned by other people.



We have staff in Dimensions to help us do this.





## Tenant Meetings



There are two people that speak up for the people who live in our homes. They are Martin Hancox and Carl Warwick.



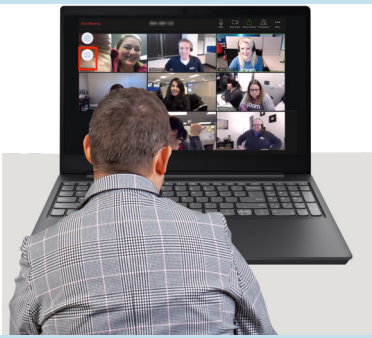
Martin and Carl have meetings with the bosses of Dimensions. They talk about any problems people have and the things that people want to see change.



We have meetings for people that live in our homes. These are called **tenant meetings**.



Martin and Carl meet other Dimensions tenants at **tenant meetings** to share the information they found out.



These meetings are virtual meetings, using Zoom and they are where people find out what we have been doing.



The **tenants meetings** are where people get to say what they think about Dimensions and if they think we are doing a good job.



These meetings are held monthly so in 2021/22 we held twelve **Tenant Meetings**.



We used technology so Martin and Carl could attend the Dimensions Council meetings online.



We want more people to go to these meetings. If you are interested in going to a tenant meeting, speak to your Regional Housing Advisor on 0300 303 9194.



We know that not everyone can join meetings online. We can help you to be involved in different ways.



## Listening to you – Quality Consultants



We have people who check that we are doing a good job. They are called **Quality Consultants**.



We have trained some **Quality Consultants** to look at our housing and housing services to see if we are doing a good job.



The **Quality Consultants** are also **Experts by Experience**.

An **Expert by Experience** is someone with a learning disability who is also one of our tenants.



Our **Housing Quality Consultants** had to stop doing visits to our homes because of the Coronavirus pandemic.



Our **Housing Quality Consultants** will restart their roles soon and will use the results of the Tenants Survey to know what to look for.



## Listening to you – Tenants Survey



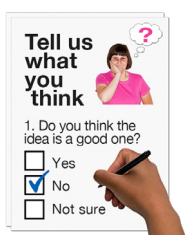
Every year we ask our tenants some questions about what they think about Dimensions' housing services.



This year we carried out a postal survey of all our tenants. This is the first time we've done this since 2019. 319 tenants responded.



We asked for a different team in Dimensions to look at the results of what we found.



We will do a full survey again in 2023 where you can tell us what you think.





Here is what we found:



Most tenants were happy or very happy with the services they receive from Dimensions.



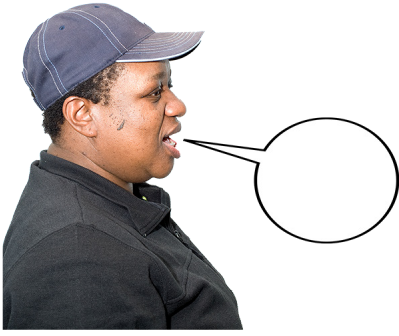
Some tenants added comments with their survey.



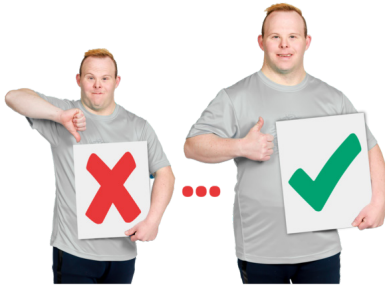
Some tenants asked for help with a problem and we contacted them straight away to help.



Some made positive comments about the service they received and some made negative comments. All these comments were based on their experience.



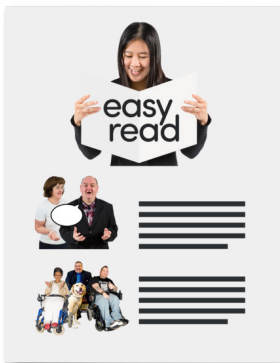
Tenants can also make a complaint, or give us a compliment or make a suggestion at any time of the year.



Based on what tenants told us in the annual survey and what they complained about we know we need to continue improving our services to all our tenants.



You told us that the responsive repairs service and the maintenance of your home is very important.



You told us you want more advice and guidance to be available using easy read.



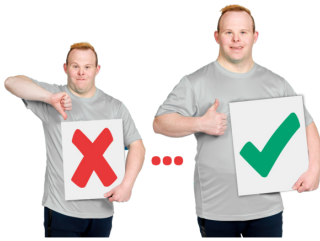
You told us you want more in person contact with housing staff and other tenants.



## What we will do next year



We will use the monthly tenant meetings to keep those tenants that attend updated with changes and improvements, especially about the responsive repairs service.



We will keep working with our maintenance contractors and Astraline to improve the service our tenants receive from them.



We will agree with tenants what information should be in the easy read format.



We will help tenants make complaints, give compliments, offer suggestions, tell us about their experience with getting repairs done, and complete next years' tenant survey.



We will arrange in-person meetings next year.



## The Housing Regulators review of the Consumer Standards



The Housing Regulator is reviewing the **national standards**. The **national standards** are what tenants use to say how well their landlord is doing.



Dimensions will be changing to make sure it meets the new **national standards** and will keep tenants updated of the changes.



## The Housing Ombudsman Code



We have agreed to follow the Housing Ombudsman's complaints handling code and will be checking that we are compliant.





## Tell us what you think



Thank you for reading this report.

If there is something you would like to tell us about your housing please write in the space below.





My name is



My address is



My phone number is



Please post to  
Dimensions Housing  
Building 1430,  
Arlington Business Park,  
Theale,  
Reading , RG7 4SA

## About our homes

This section tells you about the homes we own and how they are managed.

Our social homes are low-cost rental – so the rent is less than the main rental market. We have 763 social homes. There are 566 that we own and manage and there are 228 owned by other landlords that we manage for them.

We also own 185 rooms in registered care homes and 146 rooms in registered care homes owned by other landlords. Dimensions also manages 170 units of non-social housing that are owned by private landlords.

	Low cost rental homes owned and directly managed by you	Low cost rental homes owned by Dimensions but managed by other organisations	Low cost rental homes managed by Dimensions for other organisations
<b>General needs</b>	0	0	0
Supported housing	566	4	228
Housing for older people	0	0	0
Intermediate rent	0	0	0
Affordable Rent general needs	0	0	0
Affordable Rent supported housing/ housing for older people	8	0	0
Care homes	33	152	146
<b>Total</b>	<b>607</b>	<b>156</b>	<b>374</b>

## About our tenants

This section tells you all about the different types of people who live in Dimensions' homes (the whole group). The numbers do not include empty properties which are not available to let and properties which are managed by Dimensions for other Registered Providers.

<b>Tenants</b> We have less tenants than we had last year. We rented 12 new private properties, but 10 units were handed back. We purchased a property in Weymouth for 1 new tenant. We gained 6 tenants with new leases from the NHS but 7 empty units were sold. 7 people supported by Discovery transferred to new landlords. So, there was an overall reduction of 6 tenancies.		2021-22	2020-21	2019-20
	Dimensions UK	867	866	890
	Outreach 3Way	52	52	52
	Discovery	81	88	92
	<b>Group Total</b>	<b>1000</b>	<b>1006</b>	<b>1034</b>

## About our properties

This section tells you about the properties we own and lease and how they are managed.

<p><b>Our properties</b></p> <p>We purchased 1 house in Weymouth. We sold 2 houses (7 units). We have taken on 3 new five-year NHS leased properties. So, we have one extra property overall where we are responsible for repairs and maintenance.</p> <p>Discovery has handed back one leased property.</p> <p>Another 13 properties are empty for sale.</p>	<table><tr><th>Owned and repairing leases</th><th>2021-22</th><th>2020-21</th><th>2019-20</th></tr><tr><td>Dimensions UK</td><td>232</td><td>230</td><td>230</td></tr><tr><td>Outreach 3Way</td><td>6</td><td>6</td><td>6</td></tr><tr><td>Waymarks</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Discovery</td><td>11</td><td>12</td><td>12</td></tr><tr><td>Group Total</td><td>249</td><td>248</td><td>248</td></tr></table>	Owned and repairing leases	2021-22	2020-21	2019-20	Dimensions UK	232	230	230	Outreach 3Way	6	6	6	Waymarks	0	0	0	Discovery	11	12	12	Group Total	249	248	248
Owned and repairing leases	2021-22	2020-21	2019-20																						
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Waymarks	0	0	0																						
Discovery	11	12	12																						
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<p><b>Who manages our tenancies?</b></p> <p>This information tells you a little about who manages tenancies in Dimensions properties. We have increased numbers of tenancies managed by Dimensions as we have taken back housing management in supported living and some homes have been deregistered over the year. Registered care homes remain with the support provider, and these are reducing in number over time as they are de-registered.</p>	<table><tr><th></th><th>2021-22</th><th>2020-21</th><th>2019-20</th></tr><tr><td>Registered Care Home tenants (number of properties)</td><td>263 (41)</td><td>270 (43)</td><td>311 (46)</td></tr><tr><td>Supported Living tenants (number of properties)</td><td>615 (208)</td><td>616 (205)</td><td>630 (202)</td></tr><tr><td>Supported Living tenants in Private rented properties (number of properties)</td><td>122 (88)</td><td>120 (85)</td><td>115 (83)</td></tr></table>		2021-22	2020-21	2019-20	Registered Care Home tenants (number of properties)	263 (41)	270 (43)	311 (46)	Supported Living tenants (number of properties)	615 (208)	616 (205)	630 (202)	Supported Living tenants in Private rented properties (number of properties)	122 (88)	120 (85)	115 (83)								
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<p><b>Accommodation type</b></p> <p>The types of home we offer are changing. We are changing some of our registered care homes into supported living for people with a learning disability or autism (this is called “de-registration”). More of our tenants now live in an ordinary home with some support. We are handing back or selling some of our older larger properties and replacing them with smaller properties.</p>	<table><tr><th></th><th>2021-22</th><th>2020-21</th><th>2019-20</th></tr><tr><td>Dimensions managed but with another support provider</td><td>382</td><td>385</td><td>414</td></tr><tr><td>Another agency manages the property (RCH)</td><td>117</td><td>128</td><td>207</td></tr><tr><td>Dimensions /03Way and Discovery manages AND provides support</td><td>379</td><td>373</td><td>320</td></tr><tr><td>Dimensions manages private rented properties</td><td>122</td><td>120</td><td>115</td></tr><tr><td>Group Total</td><td>1000</td><td>1006</td><td>1056</td></tr></table>		2021-22	2020-21	2019-20	Dimensions managed but with another support provider	382	385	414	Another agency manages the property (RCH)	117	128	207	Dimensions /03Way and Discovery manages AND provides support	379	373	320	Dimensions manages private rented properties	122	120	115	Group Total	1000	1006	1056
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<p><b>Voids</b></p> <p>We work hard to make sure that all the rooms in our properties are used by someone who needs them but there was an increase in empty homes this year. This is because referrals of new people for us to support were fewer in number last year.</p> <p>The reason that some rooms in shared houses are empty is because we have to make sure that anyone who might move in is a good match for the people already living there.</p>	<table><tr><th>Tenancy numbers</th><th>2021-22</th><th>2020-21</th><th>2019-20</th></tr><tr><td>Voids available to let</td><td>65 (9.5 %)</td><td>61 (8.85 %)</td><td>67 (7.8 %)</td></tr><tr><td>Empty properties unavailable to let</td><td>70 (7.8 %)</td><td>52 (7.4 %)</td><td>45 (4.6 %)</td></tr></table>	Tenancy numbers	2021-22	2020-21	2019-20	Voids available to let	65 (9.5 %)	61 (8.85 %)	67 (7.8 %)	Empty properties unavailable to let	70 (7.8 %)	52 (7.4 %)	45 (4.6 %)												
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## About Rents and Tenancy Agreements

This section tells you a bit about the rents we charge in our homes. We give you information about social rents for homes that the Government has invested some money in and rents in private properties or those that Dimensions has paid for separately.

<b>Weekly rents – social housing</b>  The Government approved a rent increase of 4.1 % this year (using a formula included in its' Rents Standard).  Service charges have increased in line with the cost of delivering services.		2021-22	2020-21	2019-20
	Shared house £ (average)	£77.61	£76.38	£74.71
	One bedroom flat £ (average)	£98.65	£97.11	£96.55
	Service charge £ (shared average)	£82.67	£79.10	£73.71
<b>Weekly rents – exempt from rent standard housing</b>  Dimensions increases rent for properties it owns in line with the Rent Standard (see above). Rents in properties that Dimensions uses but does not own must be set in line with the lease. A lease is an agreement between the landlord that owns the property and the landlord that uses it.  The highest is £672.03 per person per week (shared accommodation in London)  This table includes owned, leased and private rents with no grant. Shared house rents have increased a lot more as there have been more private lets in the South with higher rents.		2021-22	2020-21	2019-20
	Shared house £	£257.81	£207.27	£203.21
	Two-bedroom flat (includes sleep-in) £	£311.62	£310.76	£317.98
	Range of total rents and service charges £ (lowest to highest)	£181.32 to £672.03	£122.23 to £672.03	£133.78 to £651.20

## About our performance

### Maintenance call centre

During most of 2021 we continued to use a company called Astraline to answer all the telephone calls from people needing a repair to their home.

From the 24th November 2021 our own "Housing Hub Team" started to take all these calls and they were answered more quickly.

Astraline now only answers calls made overnight and at weekends, and we have been working hard to reduce the number of these calls being made.

When we do the work to re-tender our repairs contracts, we will be asking the companies who apply about how they can support Dimensions to deliver the best possible service overnight. Tenants are involved in this process.

Call centre	2021-22	2020-21	2019-20
<b>Inbound calls</b>	Total: 4981		
<b>Astraline: 1st April 2021 – 23rd November 2021.</b>	(Astraline: 3401/	4468	5057
<b>Housing Hub: 24th November 2021 – 31st March 2022.</b>	HHT: 1,580)		
<b>Time to answer (target 30 secs)</b>	15s (Astraline: 184s)	80s	39s

### Repairs completed in time

The number of repairs requested this year increased. It had gone down in 2020/21 because of Covid.

Our target is that 100 % of emergency repairs are completed on time and that 95 % of urgent repairs are completed on time. We just missed our target in 2021/22. This is because although Covid relented and the number of jobs went up we still experienced difficulties in getting jobs completed. The labour and materials we needed were harder to get hold of. Every job, whether completed within target or not, had an appointment arranged with the tenant, a family member or their support team. So where our contractor failed to complete the job within target, the tenant has always been informed and further appointments agreed.

During 2022/23 we will be re-tendering our responsive repairs contract ready for a new contract to start in April 2023. Re-tendering means choosing new contractors. Tenants and the people we support will be involved in the process.

Repairs	2021-22	2020-21	2019-20
<b>Number of repair jobs</b>	3407	2772	3051
<b>Emergency jobs completed on time (target 24h)</b>	90 %	95 %	96 %
<b>Urgent jobs completed on time (target 7d)</b>	91 %	97 %	96 %

	2021/22 Contractor Performance (our three main responsive repairs contractors)		
	ASW	Bellrock	D&M
<b>Total jobs</b>	903	1125	1086
<b>Emergency jobs completed on time</b>	89 %	95 %	82 %
<b>Urgent jobs completed on time</b>	93 %	91 %	98 %
<b>Routine jobs completed on time (target 28d)</b>	100 %	90 %	89 %

### Maintenance costs

We do different types of repairs.

'Reactive' repairs are the things tenants report to us that are broken and need repairing.

'Major' repairs are big repairs that we need to think more carefully about – sometimes getting more than one contractor to give us a price so that we can get the best value for money.

'Cyclical' repairs are things like decorating that we know we need to do from time to time. We plan for these on a 'cycle'.

We have a list of homes that we are going to work on over the next few years so that we know what we are going to spend. Many of these works are requested by our tenants. These are things like new bathrooms or kitchens.

During the first three months of 2021 we completed a stock condition survey of all the properties we own, the results of these surveys was used to set our 2021/22 maintenance budgets.

The Government has a rule that all homes must be of good quality called 'Decent Homes'. All of Dimensions' homes are decent.

Maintenance costs	2021-22	2020-21	2019-20
<b>Reactive arrears</b>	£767k	£796k	£964k
<b>Reactive repairs – year on year increase or decrease</b>	-4 %	-17 %	32 %
<b>Major repairs and cyclical</b>	£732k	£689k	£785k
<b>Major repairs and cyclical – year on year increase</b>	6 %	-13 %	-31 %
<b>Internal decorations</b>	£202k	£70k	£66k
<b>Internal decorations – year on year increase</b>	65 %	6 %	0 %
<b>Total costs £</b>	<b>£1,701k</b>	<b>£1,555k</b>	<b>£1,815k</b>
<b>Total costs – year on year increase</b>	<b>9%</b>	<b>-17%</b>	<b>-2%</b>

<b>Compliance</b>  Every property with a gas supply has an annual gas safety check.  The number of Electrical checks is different each year, because we don't do these annually.  We complete Legionella checks and Fire Assessments every two years.	<table><tr><td>Compliance</td><td>2021-22</td></tr><tr><td>Gas safety checks</td><td>100 %</td></tr><tr><td>Legionella checks</td><td>100 %</td></tr><tr><td>Electrical safety checks</td><td>100 %</td></tr><tr><td>Fire Risk Assessments</td><td>98 %</td></tr></table>	Compliance	2021-22	Gas safety checks	100 %	Legionella checks	100 %	Electrical safety checks	100 %	Fire Risk Assessments	98 %		
Compliance	2021-22												
Gas safety checks	100 %												
Legionella checks	100 %												
Electrical safety checks	100 %												
Fire Risk Assessments	98 %												
<b>Rent arrears</b> The services we deliver are paid for by the rent tenants pay us. It is therefore important that we collect all the money owed. We have improved our performance again in 2021/22. We expect this number to improve further in 2022/23.	<table><tr><td>Rent arrears</td><td>2021-22</td><td>2020-21</td><td>2019-20</td></tr><tr><td>% arrears as at 31st March</td><td>4.8 %</td><td>5.5 %</td><td>5.69 %</td></tr></table>	Rent arrears	2021-22	2020-21	2019-20	% arrears as at 31st March	4.8 %	5.5 %	5.69 %				
Rent arrears	2021-22	2020-21	2019-20										
% arrears as at 31st March	4.8 %	5.5 %	5.69 %										
<b>Complaints and compliments</b> We received eight complaints all of which were investigated. When we agree that a complaint is right, we say it is 'upheld'.  We upheld seven and partially upheld one. Where we upheld a complaint, we offered an apology and took action to correct our mistake.  Four of the upheld complaints were about repairs and we continue to work closely with our contractors to reduce errors and mistakes.  The other four complaints related to poor communication, and we have used what we have learnt from our investigations to improve and avoid making the same mistakes again.  No complaints were referred to our Board or the Housing Ombudsman.  We also received eleven formal compliments, eight of which were about our repairs service.	<table><tr><td>Complaints</td><td>2021-22</td><td>2020-21</td><td>2019-20</td></tr><tr><td>Complaints</td><td>8</td><td>7</td><td>4</td></tr><tr><td>Compliments</td><td>11</td><td>1</td><td>1</td></tr></table>	Complaints	2021-22	2020-21	2019-20	Complaints	8	7	4	Compliments	11	1	1
Complaints	2021-22	2020-21	2019-20										
Complaints	8	7	4										
Compliments	11	1	1										

## How we spend your rent in 2021–22

We charge you rent to live in your home, and we spend it on repairs, decorations and people to manage homes.

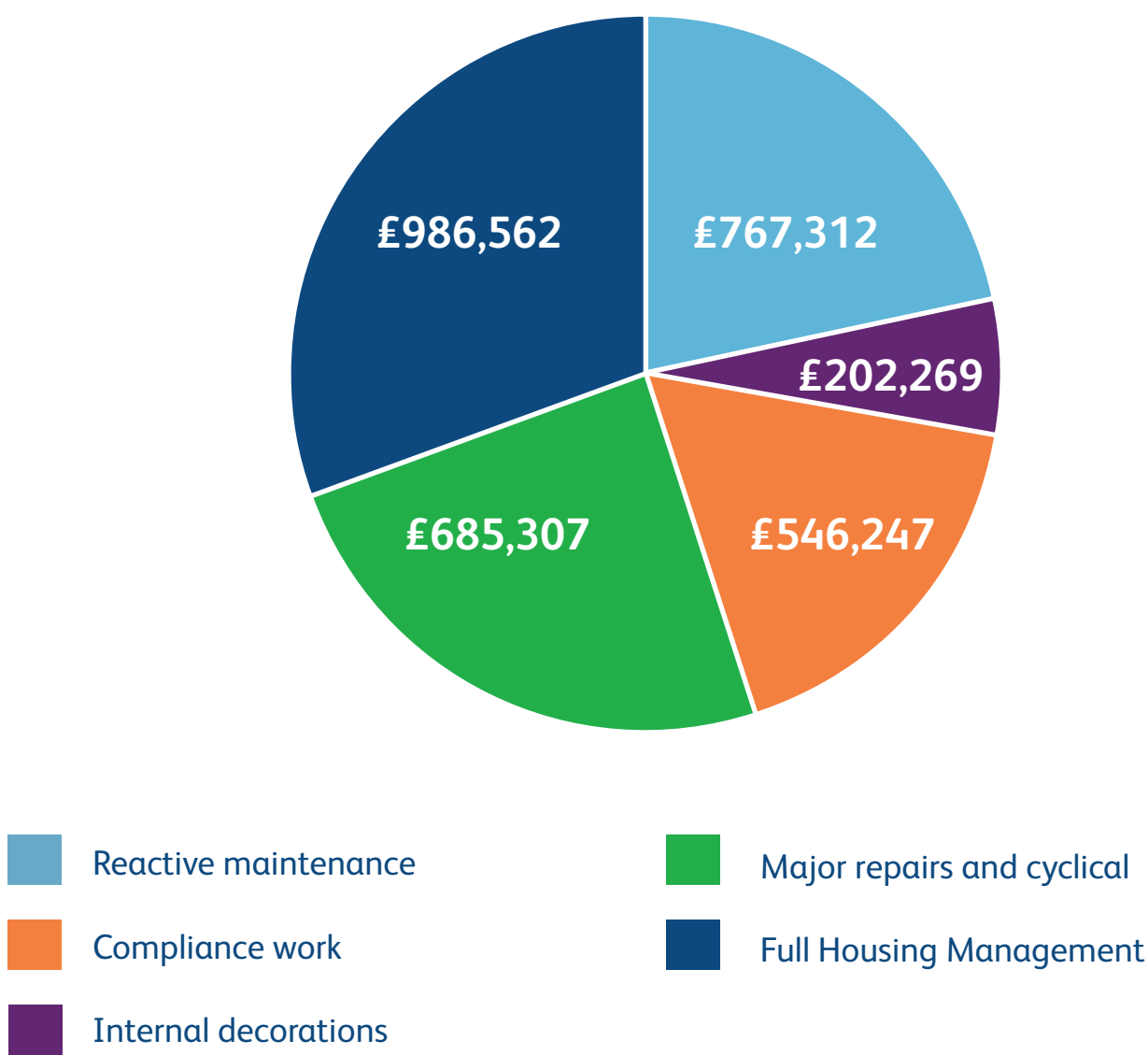
We also spend money on finding new homes for people and our tenants’ meetings.

In 2021/22 we spent £3,187,697 on providing these services. The picture below shows you how much we spent in a pie chart. You can see all the spending divided up.

We try to plan for repairs before they are needed so that you do not have to ask for them. We are pleased that most money was spent on these repairs and not things that went wrong in the year.

We will always be happy to answer any questions that you have about how we spend your money.

How we spent your rent in 2021 – 2022





## Listening to our tenants: national meetings

The Dimensions Council is the body that represents people we support. It meets, discusses and make recommendations on things that matter to the people we support. Our tenants are always represented on the Dimensions Council. Our two Tenant Representatives are Carl Warwick and Martin Hancox. Martin and Carl speak up on behalf of all our tenants about housing issues when they attend Dimensions' Council Meetings and pass information back to our tenants at our four national tenant meetings.

Our monthly national tenant meetings are an opportunity for our tenants, their support staff, our Quality Consultants and our housing colleagues to meet up to share, discuss and consult with each other about everything to do with our housing service, review our performance and plan for our future.

During 2021/22, these meetings continued to be virtual meetings (Zoom meetings). They usually last for two hours and include updates from housing colleagues and Tenant Representatives and there's always plenty of time for tenants to ask questions and discuss our housing service. Some meetings are held in the morning and some in the afternoon, we also hold them on different days of the week, so as many tenants as possible can attend.

We supported our Tenant Representatives to stay engaged by using technology so they could continue to attend the Dimensions Council Meetings online during 2021/22.

We want to work with more of our tenants so if you are interested in attending tenants' meetings, please contact your Regional Housing Advisor, who can be contacted on 0300 303 9194.

We understand that not everyone is able to meet online, much like not everyone is able to travel and meet in person, but we will do whatever we can to try and help you to become involved if this is something you are interested in.

## Quality Consultants

We have a well-established network of quality consultants who carry out reviews of the quality of our support services.

In our last report we told you that we had extended this programme to include our housing service and had trained new Quality Consultants to check the quality of the housing and housing service we provide.

A Quality Checker is an Expert by Experience. This means that they have a learning disability and experience of being a Dimensions Tenant. Our Housing Quality Checkers had just started to go on visits with Regional Housing Advisors and were co-producing some individual feedback on our homes before visits stopped because of Coronavirus pandemic.

Due to the pandemic our 5 current Quality Consultants and our programme had to be put on hold as visits to our homes were only taking place under very limited circumstances to ensure that we kept everybody safe.

We are currently redesigning the programme and looking at feedback from our 2022 Survey in order to restart the programme later this year.

# Listening to our tenants: Tenants Survey 2022

## Introduction

Every year we ask all our tenants some questions about what they think about Dimensions' housing services. We call these questions our Tenant Survey.

In 2019 we surveyed all our tenants and people living in our residential care homes; then in 2020 carried out a digital survey (rather than posting tenants a paper survey to complete and return to us); and then in 2021 we carried out a qualitative survey (interviewing a sample of tenants). This year we returned to our 2019 approach of sending a paper survey to all our tenants and people living in residential care homes.

We sent our 1012 surveys, and we received 319 responses. This is a response rate of 32 % which is like the 2019 response rate and considerably higher than the 2020 response rate which was only 16 % (the digital survey trial).

We responded directly to all tenants who added comments to their surveys.

## Results

We asked five questions of our tenants, and these were the same questions we asked in 2019. We always ask people if they are happy, unhappy or not sure about how they feel. We think it is important to support people to say they if they are not sure about how they feel. We try to understand why people feel that way and to improve our services.

Below are the questions and the survey results:

How happy, or unhappy, are you with the Housing Service from Dimensions?

Very happy or happy	Not sure	Unhappy or very unhappy
71 %	25 %	4 %

How happy, or unhappy, are you with how Dimensions listens to your views as a tenant, and acts on this?

Very happy or happy	Not sure	Unhappy or very unhappy
68 %	28 %	4 %

How happy, or unhappy, are you with how Dimensions deals with repairs and maintenance?

Very happy or happy	Not sure	Unhappy or very unhappy
72 %	21 %	7 %

How happy, or unhappy, are you with the house you live in, and the housing services you get, compared to how much money you pay - Do you think the money you pay gives you good value for money?

Very happy or happy	Not sure	Unhappy or very unhappy
70 %	27 %	3 %

Would you recommend Dimensions as a Housing provider to your family and friends?

Very happy or happy	Not sure	Unhappy or very unhappy
72 %	25 %	3 %

### What we have learnt from your responses

The results of this years' survey are very similar to the results of the 2019 Tenants' Survey. Although we always want to improve how people feel about being a tenant, we think this is good news because we know we had to change during the pandemic and that we were unable to do some things that people think are important. Even though we had to change, our tenants continue to feel positive about Dimensions' Housing Service.

Tenants' satisfaction with our repairs service remains high. Most comments that people made were about the repairs service. Some of you asked us about repairs (which we responded to), some told us how quick the service is, and some told us we were too slow to get repairs done. We noted that 7 % of survey respondents were not happy with the repairs service. This is a clear message to us that the repairs service is very important to our tenants.

Tenants prefer traditional paper surveys that they receive in the post, can complete and return to us.

Tenants would like more in-person contact from the Dimensions' Housing Service. The lowest positive result was in answer to the question about whether tenant's felt listened to and several tenants commented about not seeing their Regional Housing Adviser as often as before the corona virus pandemic and their disappointment at in-person events being cancelled.

Based on the Tenants' Survey results, the additional comments made in the survey and the complaints and compliments we received during 2021/22, here are some of your recommendations and what we are going to do:



You told us we need to...	What we will do
Make sure people know about the repair's satisfaction survey.	We will consult with the tenants who attend the monthly Tenant Meetings about how best to support tenants to give us feedback about the repairs service. We will then communicate with all tenants by the end of 2022 about how they can access the repairs tenant satisfaction survey.
Make sure our repairs contractors continue to work with us and our tenants to improve the responsive repairs service.	We continue to meet with our contractors every month to discuss their performance and how they are working with Dimensions Housing Service and tenants to improve their service. We discuss our repairs service with tenants at the monthly Tenant Meetings. We will be re-tendering our repairs service in 2022/23 and we are already involving our tenants in this process. We will launch our new service in April 2023.
Make sure people know how to make a complaint, a compliment or a suggestion.	We have already consulted with the tenants who attend the monthly Tenant Meetings about how best to support tenants to make complaints and pass on compliments and suggestions. We will then communicate with all tenants by the end of 2022 about how they can make complaints, pass on compliments and suggestions and how we will investigate and learn from tenant's feedback.
Provide more information about what the Dimensions Housing Service does in easy read format.	We remain committed to increasing the amount of information available about Dimensions Housing Service in the easy read format and are discussing this with members of tenants' group.
Support more in-person meetings with tenants who need housing help and advice.  Support more in-person meetings with groups of tenants to discuss how the Housing Service can better meet tenants' housing needs.	We had to cancel the 2022 Tenants' Forum due to a summer upsurge in coronavirus cases. We remain committed to annual in-person Tenant Forums, and we are hopeful that the 2023 Tenant Forum can go ahead next year. We will also be looking for ways to increase regional in-person engagement during 2023.
Consider how we can support tenants and those that support them to become more self-reliant.	This continues to be a priority for Dimensions. We will continue to consult with the tenants who attend the monthly Tenant Meetings about what we can do to support greater self-reliance, including reporting repairs themselves rather than relying on others to do it for them.
Consider how we can improve the 2023 Tenants' Survey so more tenants and those that support them can complete the survey.	We know from family member and support staff feedback that it's still difficult for some tenants to use surveys to share their opinions of Dimensions housing service. We also know that the Regulator is introducing standard Tenant Satisfaction Measures in 2023 which are more complicated than the standard five survey questions we have used this year. We will need to find ways to both meet our Tenants' and Regulator's expectations.

## Regulator's Consumer Regulation Review 2021/22

The Regulator of Social Housing sets the standards for delivering housing and works with providers like Dimensions to make sure that tenants get high quality services.

The Regulator wrote to all social housing providers in April 2022 to tell them about plans to review its Standards. The Consumer Standards describe how landlords must serve their tenants and the Decent Homes Standard describes the conditions that homes must be maintained in. The changes respond to the new Social Housing Regulation Bill which has been going through Parliament this year.

The Regulator also published its Consumer Regulation Review in July 2022. The report shares what the Regulator has learned from overseeing housing providers in the previous year. It talks about the challenges facing the social housing sector and some lessons learned that will help housing providers.

These five themes are:

1. Good leadership is important to good quality services
2. Engagement with tenants helps landlords prepare for regulation
3. Landlords must provide safe, well managed, high-quality homes
4. Landlords need reliable information and to be sure they are compliant with standards
5. Councils must also comply with the consumer standards.

Part of these plans will introduce new Tenant Satisfaction Measures in 2023. The questions we asked tenants in the survey help Dimensions understand satisfaction. Dimensions' Housing Service is making sure it is ready to meet the new standards in 2023.

## Housing Ombudsman code

We remain committed to the Housing Ombudsman's complaints handling code. The Housing Ombudsman continues to work closely with the Regulator for Social Housing to improve services for tenants across the country. In March 2022 they issued a notification of changes to the code which includes the mandatory adoption of their definition of a complaint, standard response times, the need for a named Board member "to have lead responsibility for complaints" and the need to complete a self-assessment annually. A review of the Dimensions Complaints Policy and completion of the complaints handling code self-assessment will take place in September 2022 and the results will be discussed at the October Tenants' Meeting.

## Championing the rights of our tenants

Dimensions is a member of Learning Disability England and the Disability Benefits Consortium, as well as VODG, the Voluntary Organisations Disability Group. Alone and in partnership with these organisations we campaign for equality of opportunity for autistic people and those with a learning disability. Our specific campaigns include: 'Love Your Vote', supporting people with a disability to enjoy their democratic privilege; 'I'm With Sam', promoting awareness of hate crime against people with a disability; and 'My GP And Me', training GPs to engage with people with learning disabilities more effectively to improve health outcomes. In association with all the main cinema chains, we run autism friendly cinema screenings across the country, and we have extended this to libraries and other entertainment venues. Dimensions also runs the 'Learning Disability and Autism Leaders' List which aims to support leaders with learning disabilities and autism to raise their voice and personal profile and accelerate social change.

Thank you for reading this report



# Proving life can get better

Dimensions provides evidence-based outcomes-focused support for people with learning disabilities, autism and complex needs. We help people to be actively engaged in their communities.



## Find out more

Website: [www.dimensions-uk.org](http://www.dimensions-uk.org)

Phone: 0300 303 9001

Email: [enquiries@dimensions-uk.org](mailto:enquiries@dimensions-uk.org)



Or follow us @DimensionsUK

## Dimensions

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Dimensions (UK) Ltd is a charitable registered society number 31192R and the Homes & Communities Agency 4648. Building 1430, Arlington Business Park, Theale, Reading RG7 4SA. September 2022