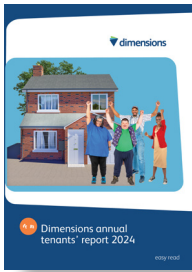




## Dimensions annual tenants' report 2024

easy read



# Welcome to Dimensions' annual tenants' report 2024



This report talks about the housing service Dimensions provides.



It tells you about our homes and the **rent** we charge. **Rent** is the money someone pays to live somewhere



It tells you what we have done and how we are going to get better.



It tells you how happy **tenants** are with us. **Tenants** are the people who live in our homes.



If you want to know more, there is more information in the full report.



The full report also has information the **Regulator of Social Housing** has asked us to put in. **The Regulator of Social Housing** is the organisation that checks on Dimensions housing.



## About our homes



692

There are **692** people living in homes we own or lease with tenancies – they are “our **tenants**” and we are “their **landlord**”

A **landlord** is who owns your house. You pay money to them to live in the house.



251

There are **251** tenants living in other **landlords** homes where we are that **landlords** agent and act for them.



**230** people live in Registered Care Homes which we own or look after for other **landlords**.



115

There are **115** people who are our **tenants** and we rent their homes from a different **landlord**.



We are working to replace big, old homes with smaller ones where **tenants** can live more independent lives.



We sold **no** homes in 2023/24. We expect to sell **8** empty homes in 2024/5



## About Rents



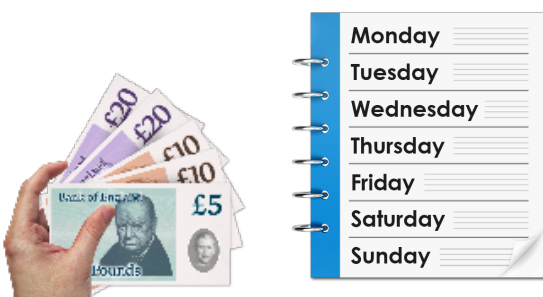
We use the **rent** you pay us for repairs, decorating and for people who look after our homes.



We spend money on finding new homes for people.



We spend money on supporting **tenants** to work with Dimensions



The average weekly **rent** in a shared house in social housing in 2023/4 was £87.27





The average weekly **rent** in a one-bedroom flat in social housing in 2023/4 was £115.07



The average weekly **rent** in a shared private rental in 2023/4 was £297.39



Our average service charge in 2023/4 was £113.59



Each year the **Regulator of Social Housing** tells us how much the **rent** goes up by– this year it was 11.1 %. The **rent** increase for 2025/26 will be 2.7 %



If it costs more for us to do things in your home then the service charge will go up.



## How we did in 2023-4



All our homes met the **Decent Homes Standard**. The **Decent Homes Standard** are rules we follow to make sure we are good landlords.



All our lift safety checks were done in time



All our gas safety checks were done in time



99 % of our water safety checks were done in time



96 % of our asbestos safety checks were done in time



87 % of our fire risk assessments were done in time. All the rest were done in April and May.



93 % of all repairs were done in time.



Our **tenants** told us about **16** cases of antisocial behaviour



Our call centre team answered the phone after an average of 27 seconds during office hours. This is slower than the year before.



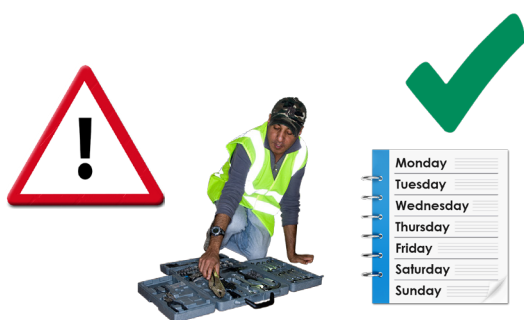
## How we did in 2023-4 – repairs and maintenance



We want to do all emergency repairs within 24 hours.



Last year we did this 94 % of the time. This is better than before.



We want to do 90 % of urgent jobs within 7 days.  
Last year we did this 84 % of the time



We want to do 90 % of every day jobs within 28 days. Last year we did this 94 % of the time.





85 % of **tenants** we asked, told us they were happy with their repair



In total we spent £2.3million on repairs and maintenance. This is 6 % less than the year before.



We spent less money on **reactive repairs**. These are the things **tenants** report to us that are broken and need repairing.



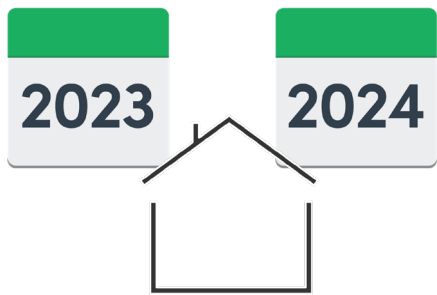
We spent less money on **major and cyclical repairs**. These are things like new roofs and new bathrooms



We spent more on **compliance**. **Compliance** means we are following safety rules. These are things like gas safety tests, legionella tests, electrical tests and fire risk assessments.



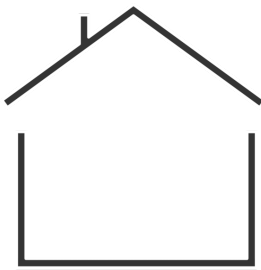
We spent more on internal decorations like painting walls.



## How we did in 2023-4 – empty rooms



We want all our homes to be lived in by someone who needs them.



The number of empty rooms we have for people to rent went up from 60 to 63 in 2023/4.



Some rooms in shared houses are empty because we want everyone to like who they live with.



We work with colleagues, the council and **tenants** to re-let as many empty rooms as possible.



## How we did in 2023-4 – complaints and compliments



Our **tenants** say that being able to tell us when something goes wrong, including making formal complaints, is very important.



Over the last year we have asked our **tenants** to share their complaints with us.

2023 2024

5



We had 5 complaints in the 2023/24 financial year.

2022 2023

14



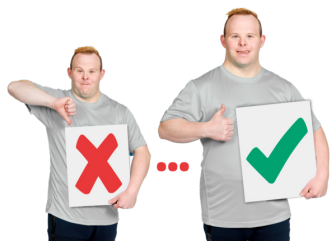
We had 14 complaints in the 2022/23 financial year.



All of the complaints were looked into.



When we agree that a complaint is right, we say it is 'upheld'. We upheld 1 complaint and partly upheld 2 complaints.



For the upheld complaint, we said sorry and tried to fix what we did wrong.



No complaints were sent on to our Board or the Housing Ombudsman.



The Housing Ombudsman works with the Regulator for Social Housing to make things better for tenants in England and Wales.



We follow the rules for dealing with complaints in the Ombudsman's complaints handling code. Every September we check that we are following these rules.



We have had less complaints than before. But we want to make sure that every tenant knows how to complain if they need to.



We have been working with tenants and support providers to make it easy for tenants to tell us when we have done things wrong and could be better.

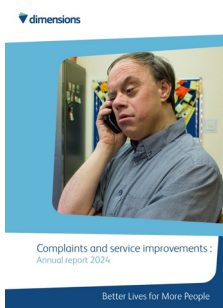




When we have finished looking at a complaint, we look at what we have learned and what we can do differently.



Dimensions has a Non-Executive Director – Huw John. His job is to be in charge of complaints. And we tell our Board and tenants' meetings how many complaints we receive and what we've learned from them



Every year we write a report about how well we think we are doing with complaints and what we could do better. You can read this report on our website.



To find out more about the **Housing Ombudsman** service you can visit <https://www.housing-ombudsman.org.uk/>



Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
Phone: 0300 111 3000  
You can phone them: Monday, Tuesday, Wednesday, Friday 9am - 5pm; Thursday 9am - 3.30pm.



Or you can write to: Housing Ombudsman Service,  
PO Box 1484, Unit D, Preston, PR2 0ET



## How we did in 2023-4: Equality & Diversity



A bit less than half of our **tenants** are supported by Dimensions. The rest get support from other organisations.



We collect information about our **tenants** to make sure we can make adjustments to our services so **tenants** are all treated equally



Our **tenants** do not have to share this information with us if they do not want to.

2023

2024



## How we did in 2023-4: Listening to our Tenants



We spoke to 273 **tenants** who had a repair completed during 2023/24. 85 % told us they were happy with the work.



About 1 in 3 **tenants** filled in the annual survey



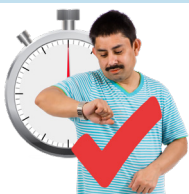
Most **tenants** were happy. Not many were unhappy.



We also asked **tenants** to let us know what they think about us. This helps us to make things better for the **tenant**.



Most of the things they told us were about the repairs service.



Some of you told us how quick the service is, and some told us we were too slow to get repairs done. We want to get better at this



You can read more of the survey results in this [table](#)

	Very or fairly satisfied	Fairly or very dissatisfied
Taking everything into account, how satisfied or dissatisfied are you with the service provided by Dimensions?	86 %	2 %
How satisfied or dissatisfied are you with the overall repairs service provided by Dimensions over the past 12 months?	83 %	1 %
How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?	74 %	5 %
How satisfied or dissatisfied are you that Dimensions provides a home that is well maintained?	86 %	2 %
How satisfied or dissatisfied are you that Dimensions provides a home that is safe?	86 %	3 %
How satisfied or dissatisfied are you that Dimensions listens to your views and acts upon them?	80 %	1 %
How satisfied or dissatisfied are you that Dimensions keeps you informed about things that matter to you?	77 %	0 %
To what extent do you agree or disagree with the following "Dimensions treats me fairly and with respect"?	87 %	0 %
How satisfied or dissatisfied are you with Dimensions' approach to complaints handling?	59 %	1 %
How satisfied or dissatisfied are you that Dimensions keeps these communal areas clean and well maintained?	85 %	4 %
How satisfied or dissatisfied are you that Dimensions makes a positive contribution to your neighbourhood?	60 %	1 %
How satisfied or dissatisfied are you with Dimensions' approach to handling anti-social behaviour?	58 %	2 %
Would you recommend Dimensions as a Housing provider to your family and friends?	81 %	1 %





## How we did in 2023-4: Representation



The Dimensions Council represents people we support.



They tell the Dimensions Board what matters to the people we support and how they can help with these.



Our **tenants** are always represented on the Dimensions Council.



Our two **Tenant** Representatives are Angela Jones and Martin Hancox.



Angela and Martin go to Dimensions Council meetings and speak up about housing issues.



They tell our **tenants** what the Dimensions Council have said.



In 2024/25 we will be working with **tenants** to set-up a **Tenant** Scrutiny Panel. This group will check how well the Housing team are doing and look at their plans.



In 2023/24 we had **tenant** meetings on Zoom every 2 months.



These meetings are for **tenants** to talk about their housing service, say how well we are doing and let us know what they want to do in the future.



These meetings usually last for two hours.



The meetings are on different days and at different times so lots of **tenants** can come to them.



We want to work with more of our **tenants**. If you want to go to **tenants'** meetings, please call 0300 303 9194.



We will make sure you can come to a meeting if you want to.



## How we did in 2023-4: Quality Consultants



Our Housing **Quality Consultants** checked the homes of our **tenants**



A **Quality Consultant** is an Expert by Experience. This means that they have a learning disability or are autistic and have been a Dimensions **tenant**.



Our Housing **Quality Consultants** check the places our **tenants** live and tell us what they think about our homes.



They share what they have found in **tenants** meetings so more **tenants** can hear about their visits



We will continue to learn all we can from what they tell us.



We will tell the **tenants** who were visited about any changes or actions we need to do.



We need more Housing **Quality Consultants** who live in the south of England.



If you would like to be a Housing **Quality Consultant** or want them to visit where you live, please call 0300 303 9194.





## You said, we will do:



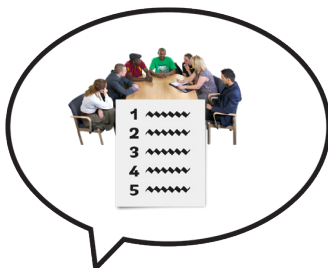
Here is what we will do about what you have told us.



You said you want more **tenants** meetings where you meet in person not online.



We held our first post-Covid in-person meeting in May and will be hosting a second in October.



You said you want support to set the meeting agenda.



We have a new meeting agenda that starts with “what would you like to talk to us about today?” and has less items about **landlords**.



You said you want to work more with “Everybody Counts” and “Working Together for Change”



We are looking for ways tenants can join “Everybody Counts” and Working Together for Change” meetings.



You said you want to know more about the annual rent and service charge increase.



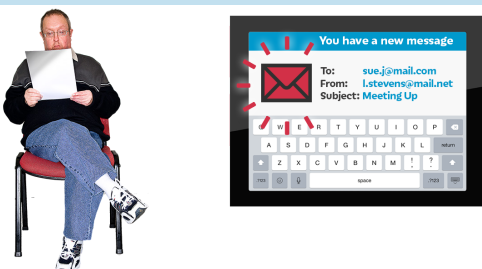
We will talk about rent and service charge at the December **tenants** meeting.



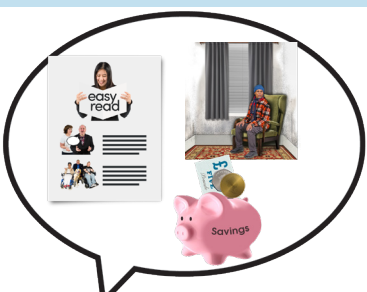
You said you want regular Housing newsletters posting to you



**Tenant** newsletters stopped in 2020. We will aim for two **tenant** newsletters per year.



Some **tenants** want newsletters sending to them by email and some want them posting to them. We will look at the best way to do this for everyone.



You said you want more easy read guides, starting with one to help with the cost of living crisis and one with advice about damp, mould and condensation.



We have co-produced an easy read guide to “**damp, mould and condensation**” and “**top tips for saving money.**” These are being sent to **tenants** and will be on our Dimensions website.

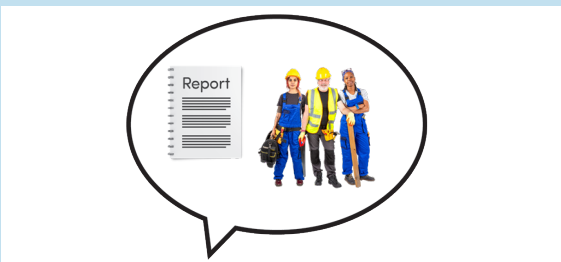


You said you want to feel more confident to complain when things go wrong.



We have spoken to **tenants**, family groups and Board members about how we can:

1. support you to make complaints
2. show that we address concerns and complaints openly
3. fix the problem and then work to avoid making the same mistake.



You said you want us to start doing what we said we would in the “**Standards for Maintenance**” that we co-produced and make sure contractors understand our needs.



In 2023/24 we got new companies to do repairs for us. We gave them the “Standards for Maintenance” to use.



We have a Maintenance Manager. Their job is to work with our contractors, colleagues and **tenants** to meet our targets and standards.



You said you want us to help you know how long it will take for something to be fixed.



We will use **tenant** meetings, newsletters and easy read guides to keep all **tenants** informed about our repairs service.



You said you want more support to get big changes made in your home, like wet rooms.



We will review our **aids and adaptation** policy with **tenants**.



You said you want to feel safe at home.



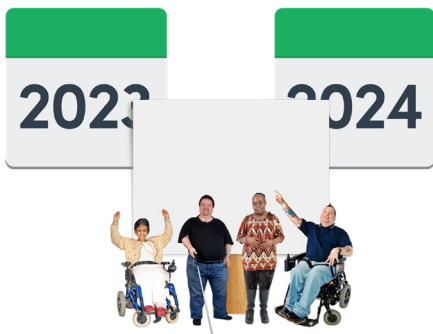
We will work with **tenant** representatives to look at how we deal with anti-social behaviour



You said you want to be involved in decisions about the **communal spaces** that are part of my home, such as decoration and gardening.  
**Communal spaces** are rooms in a house you share with other people.



We will work with **tenants** to write an easy read guide about how we can support you to look after the shared spaces in your home.



## How we did in 2023-4: Championing the rights of our tenants



Dimensions is a member of many groups and organisations. Here are some of them::



- Learning Disability England,
- The Disability Benefits Consortium.
- The Association for Real Change
- The Voluntary Organisations Disability Group (VODG)
- The National Care Forum



We **campaign** for lots of different things. A **campaign** is when we do things to meet a goal.



We **campaign** on workforce issues. These are things like getting more money for support workers.





We **campaign** to get more people to vote



We **campaign** to lower learning disability hate crime



We **campaign** for better health for people with learning disabilities.

dimensions  
**Autism**  
friendly



Working with different cinema companies, we run autism friendly cinema screenings across the country.

dimensions  
**Autism**  
friendly

We also work with libraries and other entertainment venues to make them autism friendly.



Dimensions also runs the “Learning Disability and Autism Leaders List”. The Leaders’ List aims to support leaders with learning disabilities and autism to raise their voice, get noticed and make things better for people with learning disabilities and autism.



# How do I contact Dimensions for repairs?



Call us on 0300 303 9195 or  
e-mail [maintenance@dimensions-uk.org](mailto:maintenance@dimensions-uk.org)



You can contact us between 9.00am and 5.00pm  
Monday to Friday. These are our office hours.



Please contact us during office hours to report  
repairs. If your repair is an **emergency** you can  
ring us on this number at any time to report your  
**emergency**.



An **emergency** is things like no heating, no power,  
a burst pipe or a broken door lock.



We like to ask you how happy you are with our  
repairs service. We will ask you in a phone call or  
an email.



So we can do this, we would like you to let us know  
if you get a new mobile number or email address.



## How do I contact Dimensions for other things?



The Housing Management team can help you with your tenancy.



They can be contacted between 9.00am and 5.00pm Monday to Friday on 0300 303 9194 or email [HousingEnquiry@dimensions-uk.org](mailto:HousingEnquiry@dimensions-uk.org)



# Better Lives for More People

Dimensions supports adults with learning disabilities, autistic people, individuals with complex health or forensic needs, and those with a history of behaviours of distress.

The people we support and their families are at the heart of everything we do. We want every person we support to have a great, ordinary, active life as part of their local community.

## Contact us to 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)

Find us on social media @DimensionsUK



**Dimensions**

Building 1230, Arlington Business Park, Theale, Reading, RG7 4SA

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Building 1230, Arlington Business Park, Theale, Reading RG7 4SA. October 2024

