

Annual report to tenants

**Your Voice, Our Action:
A Year of Performance,
Investment and
Improvement**

2025-2026



**HONEYCOMB
GROUP**



Our year at a glance 2025-26

Here's a snapshot of the difference we made together in 2025-26 – from providing safe, quality homes to supporting thousands of people to live safer, more independent lives.



3,221

HOMES OWNED
AND MANAGED



4,900+

PEOPLE SUPPORTED
THROUGH GLOW,
CONCRETE, AND REVIVAL



539

PEOPLE SUPPORTED
OUT OF
HOMELESSNESS



2,699

PEOPLE (ADULTS AND
CHILDREN)
SUPPORTED
THROUGH DOMESTIC
ABUSE SERVICES



9,365

REPAIRS
REPORTED



1,560

PEOPLE SUPPORTED
TO LIVE
INDEPENDENTLY AT
HOME



68%

OF CUSTOMERS
SATISFIED WITH THE
OVERALL SERVICE
WE PROVIDE



300+

COLLEAGUES
MAKING A
DIFFERENCE
EVERY DAY



95%

OF HOMES MEET
THE DECENT
HOMES STANDARD

A look back from our Chief Executive

Everything we do starts with you, our customers. Over the past year, we've continued to listen to what you tell us about your homes, our services and the support you receive. Thank you for being part of another year of creating happy homes and thriving futures together.

What a special year it has been for us at Honeycomb Group. In 2025-2026, we welcomed new customers into new homes, invested in existing properties and supported thousands of people to live safely, independently and well across our support services. Whether it's through the homes we provide, the support services we deliver or the opportunities we create for customers to have their say, your views continue to shape everything we do.

There have been so many moments to celebrate this year. You'll find some truly fantastic customer stories and feedback throughout this report including Staffs Housing resident Gareth's home move that transformed his quality of life.

You'll also hear from Concrete customer Barry who was supported from rough sleeping

into a safe place to call home, and Revival customer Mary who regained confidence and independence through our Befriending service. These are just a few examples of the incredible stories behind the numbers in this report and the difference that safe homes, the right support and strong communities can make.

We're proud to have invested in making homes safer and more comfortable, completed thousands of repairs, delivered new housing opportunities and expanded support services that help people overcome challenges and achieve their goals.

And just as importantly, we've continued to listen to what matters most to you. Customers across Honeycomb Group have helped review services, inspect homes, shape communications and influence important decisions in all areas of our organisation.

As you read this report, I hope you feel proud of what we have achieved together. Every home improved, every customer supported and every success story shared represents someone taking positive steps towards a new chapter and a more confident future.

Thank you for your trust, feedback and involvement throughout the year. Together, we're creating homes, services and communities where people can truly thrive.

Julie

A photograph of Julie Guildford Smith, the Chief Executive, standing with her hands clasped in front of her. She is wearing a black short-sleeved top and a watch on her left wrist. The background is a solid red color.

Julie Guildford Smith
Chief Executive

Your homes and neighbourhoods



We want you to feel proud of your home and the community around it. Throughout the year, we've spent more time in your neighbourhoods, listened to what you've told us and taken action to make them better places to live.

You told us that having someone you can speak to in your community is important, and that our scheme walkabouts were working well. So, we kept them going.

Our Property and Neighbourhood Teams visited more than 230 schemes throughout the year, giving you the chance to speak to us face-to-face about the things that matter where you live. Most importantly, we acted on what you told us, tackling issues including parking, fly-tipping, anti-social behaviour (ASB), communal repairs and the general upkeep of our estates. We also made sure that you could see what happened after you gave us feedback. We shared examples of the changes we'd made in every edition of Be Mag, on social media and our website, so you could see the difference your voice was making.



84%

Feel we treat you fairly and with respect

When you told us some areas needed a little extra care, our Neighbourhood and Property Teams worked with colleagues across Honeycomb Group to host community clean-up days, tackle fly-tipping, tidy communal areas and give schemes some much-needed TLC.

It was great to see 71% of you said we make a positive contribution to your neighbourhood, while 84% said we treat you fairly and with respect.

We also know that sometimes your circumstances change and your home no longer meets your needs. This year, we supported eight mutual exchanges, helping customers swap homes. We created a dedicated Facebook page to help you find a potential home swap, improved information on our website and shared regular information about how the process works.

Whether it's listening to you on a scheme walkabout, acting on something you've raised, improving your neighbourhood or helping you find a home that better meets your needs, we'll keep working with you to make our homes and communities places you're proud to call home.



230

Schemes visits



71%

Feel we make a positive impact to your neighbourhood



8

Mutual exchanges completed



Festive Scheme Walkabouts

"I'm very happy with Staffs Housing. I've never had any issues."

Spending quality time in your communities

We love getting out into your communities, and throughout 2025–26, our Scheme Walkabouts gave us plenty of opportunities to say ‘hello’ in person, hear what matters to you and make sure your neighbourhoods are looking their best.

We even planned some of our visits during the school holidays so we could meet more of you, including families, children and young people. Our contractors LC Construction and JWI joined us too, helping us reach even more customers.

And we didn't want to turn up empty-handed! Thanks to generous donations from our contractors, we brought along pumpkins, trick-or-treat kits, half-term activity packs, Christmas chocolates and Christmas dinner essentials to share with you.

It was brilliant to see so many of you come out for a chat, raise something with your Neighbourhood Officer or simply pick up a little treat. And for some of you, those little extras meant so much.

“It was great to speak to my Neighbourhood Officer about the things that matter to me. I live on my own, so I don't see the point in paying out to put on a Christmas dinner just for myself. These little treats mean I won't go without this Christmas and I can still celebrate in my own way. Thank you, Staffs Housing.”

For us, scheme walkabouts aren't just about checking where you live. They're about showing up, listening to you and finding small ways to make a big difference in the communities you call home.



Investing in your homes

We want your home to be safe, comfortable and well maintained. To help us plan where investment is needed most, we regularly check the condition of your home and use what we find to shape our future improvement programmes.



Checking your home

Your home should be safe, secure and comfortable. So this year, we've continued visiting your homes to check things like roofs, windows, boilers, kitchens and electrics, helping us identify where improvements may be needed and plan future investment.

We've now visited 95% of homes, and 95% of them met the Government's Decent Homes Standard, giving you the assurance that your home with us is safe, secure and well maintained.

Planning future investment

We're using the results to help us prioritise investment in your homes. Where a home doesn't currently meet the Decent Homes Standard, we'll focus on the improvements needed to bring it up to standard.

If we haven't checked your home yet, please get in touch so we can arrange a visit.

Not had your home survey?
Please let us in when we arrange a visit, it helps us keep your home safe.



Improving your homes

We continued to invest in your homes throughout the year, carrying out improvements designed to make the place you live safer, warmer and more comfortable. This included upgrading bathrooms and kitchens, replacing boilers and improving heating systems. Here's what one customer told us about her experience with a boiler replacement...

"I had my new boiler fitted and the plumbers were brilliant. Really efficient, tidy and polite. The customer service and communication from the office was excellent too. I even gave them a call afterwards just to say thank you for a job well done."

Keeping you safe at home



Your safety is our biggest priority. In our customer surveys, the majority of you told us you feel safe in your home, and throughout 2025–26 we continued carrying out the checks and improvements needed to keep your homes and buildings safe.

Keeping safety checks up to date

Depending on your home, we carry out regular checks covering gas and heating, electrics, fire safety, asbestos, lifts and water safety, including Legionella.

During 2025–26, all of our required safety checks were up to date, helping us make sure your homes continued to meet the required safety standards.

Investing in fire safety

We also continued our fire door replacement programme and secured additional funding to replace more fire doors, helping us further improve safety across our homes and buildings.

Helping us keep you safe

Sometimes we need access to your home to complete essential safety checks.



100%

Of gas safety checks completed



100%

Of electrical inspections completed



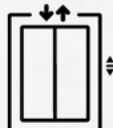
100%

Of asbestos inspections completed



100%

Of legionella checks completed



100%

Of lift inspections completed



100%

of fire risk assessments completed



"Very happy with the speed that my last repair was done."



Repairs and maintenance

We know that getting repairs done well and on time is really important to you. You tell us this regularly through our tenant surveys, and we've listened.

Last year, 9,365 repairs were reported. During the year, we worked with our staff and contractors to improve the service you receive, from the moment you report a repair through to the work being completed.

We have also worked with our contractors to make repairs quicker and easier, improve communication with you, understand what goes wrong when repairs aren't completed as expected, and use your feedback and complaints to improve our services.

The good news is that your feedback shows that things are getting better. Satisfaction with our repairs service increased by 15.7% this year.

Satisfaction with the time taken to complete repairs increased by 8.2% through the year.

We know there is still more to do. In particular, we need to keep improving the time it takes to complete some repairs and make sure we keep you better informed.

And we are listening to your feedback. We'll continue working with our staff and contractors to make these improvements.

"I'm chuffed to death with the repairs service."



9,365
Repairs reported



15.7%
Increase in overall
repairs satisfaction

**Visit our Repairs page
on our Customer Hub**



SCAN HERE



Tackling hazards in your home



Your home should be a safe and comfortable place to live. That's why we've continued to improve how we respond to reports of damp, mould and other hazards this year, helping you get the support and solutions you need more quickly.

Awaab's Law came into effect in October 2025, setting clear timescales for social landlords to respond to serious damp and mould. During the year, we raised 372 jobs to tackle damp and mould in our homes.

From October 2026, Awaab's Law will cover more hazards, and we've been preparing our teams and services so we can respond quickly and take the right action.

See it. Hear it. Share it. If you spot damp, mould or another hazard in your home, please tell us – we're here to put it right.

We're here to help.

Hazards like damp and mould can affect your home and wellbeing.

If you have any concerns, visit www.staffshousing.org.uk/damp for guidance and advice. You can also call us on **01782 744533**.

"Always found repairs are dealt with promptly."



100%

Of significant damp and mould repairs initiated within 5 working days



91%

Of significant damp and mould hazards investigated within 10 working days



Steve
Senior Property
Surveyor

Supporting you with ASB



We believe that everyone should feel safe in their home. During 2025/26, our anti-social behaviour (ASB) service worked with you and local partners to tackle ASB, hate crime and noise nuisance.

During the year, we supported customers with 388 cases, taking action where needed while also looking at what support could help prevent problems from continuing.

Listening to you

Your feedback helps us understand what we're doing well and where we need to improve when it comes to ASB:

- 79% of you told us we take your concerns seriously
- 72% of you feel your complaint was resolved
- 72% said the outcome met your expectations

We know we can still do more, particularly around keeping you updated. We've listened to this feedback and will continue using it to improve how we communicate and support you throughout an ASB case.

Finding the right solution

We know that enforcement action isn't always the best way to create lasting change.

When a young customer leaving care was at risk of losing his home following repeated tenancy breaches, our teams looked at what was behind the behaviour. By working together, we were able to move him to a more

suitable home with additional support. He's now engaging with mental health services and volunteering at a local food bank, helping him move towards greater stability and independence. When serious behaviour puts others at risk, we act quickly. In one case, we secured a court injunction within days to help keep you safe.

Out in your communities

We held 11 ASB surgeries in your communities this year, giving you more opportunities to speak to us directly about concerns where you live.

Our neighbourhood teams also joined local police on community walkabouts, helping us listen to local concerns and work together to make our neighbourhoods safer.

By listening to you, providing support and taking action when it's needed, we're working to make our homes and communities safer places to live.

"I feel happy in my home and much safer than where I was before."



388
ASB cases



70%
ASB satisfaction



4
Evictions completed



1
Housing injunction completed

Bringing empty homes back to life



Sometimes a home becomes empty due to damage or negligence. Although this proves expensive, we are determined to bring our homes back to life to meet demand.

During 2025–26, we brought several homes that had been empty for a long time back into use. We also continued looking at how we can improve the way we manage empty homes, so we can complete the work they need and get them ready for new customers sooner.

You're helping us set the standard

You have an important part to play in this. Last year, we introduced our Customer Void Inspectors, giving you a direct say in the standard of our homes before someone new moves in. Our volunteer inspectors visit empty homes once work has been completed and use their own experiences as customers to look at the things that matter when moving into a new home. They work through a checklist, check the quality of the work and ultimately ask themselves – *would I be happy to live here?*

This year, we celebrated the first anniversary of the scheme, with customers completing six inspections in their local neighbourhoods. Their feedback is helping us understand what's working well, where standards could be better and how we can make the process more efficient.

Wendy, one of our Customer Void Inspectors, said:

"I enjoy attending the void inspections. It's been interesting to go to different areas and ensure that standards are maintained throughout. It's helped me to understand what happens when a property becomes empty and sometimes the length of work that has to go into making that home ready for a new customer to move in."

Making homes better together

By involving you in these inspections, we're not deciding on our own what a good home should look and feel like – you're helping us set the standard. Thank you to everyone who has taken part. Your feedback is helping us improve the quality of our empty homes and get them ready for the customers who need them.



6

Customer empty home inspections completed



6

Customers involved as part of our Void Inspections



Helen
Void Specialist

Wendy
Customer Void Inspector

Customer service



You told us that being able to get in touch with us quickly and easily is really important to you. One of the main things you asked us to improve was our call waiting times.

We wanted you to be part of making this better. So, we asked our Customer Scrutiny Group to take a closer look at how our customer service was working. They shared their experiences, looked at what could be improved and told us how they would like the service to work in the future.

Following their feedback, our Improvement Team worked closely with the Customer Scrutiny Group and our Customer Service Team to understand what was causing longer waits and what we could do differently.

Together, we made a number of changes. We introduced new, more joined-up systems and provided extra training for our teams. We also introduced a call back option, so you can choose for us to call you back rather than waiting on the line.

We also introduced customer hubs, giving you more opportunities to visit our teams and speak to someone face-to-face instead of having to call us.

And these changes have made a real difference. When you told us that waiting times were too long, we listened and took action. We're delighted to say that we've reduced the average waiting time by 9 minutes with the average call wait time now down to 3 minutes.

But the work doesn't stop there. We'll keep listening to you and working with our Customer Scrutiny Group and our teams to make it quicker and easier for you to get the help you need.

We'll also be looking at developing online services over the next year.

"The staff are always lovely and absolutely wonderful here and are on the ball."

John
Customer
Hub Manager



3min

Average call
wait time



Lorna
Customer
Advisor

Here when you need us

Whether you're picking up the keys to your new home, popping into reception, reporting a repair or simply stopping for a chat, our Customer Hub Team is often one of the first faces you'll see.

And for Ellie, Jude, Lorna and Michelle, great customer service is about more than answering a question. It's about making you feel welcome, listening to what matters to you and doing everything they can to get things sorted.

At 308 London Road, Ellie has received lots of lovely feedback this year for her friendly and helpful approach. One customer told us:

"Ellie is super helpful. She was so friendly and welcoming when I walked in and made a great impression when we came to pick up the keys to our new home."

Over at West End Village, Jude is a familiar face and, for some customers, one of the first people they speak to each day. One customer summed up the difference she makes perfectly:

"Jude is such a lovely lady. She is always so pleasant and welcoming to me and my visitors. We don't know what we'd do without her!"

Sometimes, going the extra mile means getting stuck into a problem and making sure it's resolved quickly. After Lorna helped arrange an urgent repair, one customer said:

"Thank you Lorna for sorting out the blocked drains so quickly. LC Construction were very professional and did a great job!"

It's the little things – a warm welcome, remembering a familiar face, chasing up a repair or simply taking the time to listen – that can make a big difference. Our Customer Hub Team is here for you, helping make sure you feel heard, supported and at home.

Jude
Customer
Advisor



Supporting you to live free from abuse



You deserve to feel safe, respected and in control of your own life. Throughout 2025–26, our domestic abuse specialists at Glow supported thousands of adults, children and families – helping people find safety, recover from abuse and move forward on their own terms.

Providing a safe place

We provided safe accommodation for 125 individuals and families, including 151 children, across Stoke-on-Trent, Newcastle-under-Lyme and Staffordshire Moorlands. We also invested more than £21,000 in personal budgets, helping women and families with essentials, education and their move towards independence.

Support shaped around you

We supported 1,850 victim-survivors through specialist advocacy, including support with safety, housing, finances, family courts and wellbeing. Following support, 760 people felt safer, 672 improved their housing security and 315 saw better outcomes for their children. We also provided specialist support around stalking, courts, healthcare and cultural or language barriers.

Recovering and moving forward

Through our Recovery Hub, women accessed counselling, wellbeing support and programmes to rebuild confidence and move forward.

227 women accessed our recovery programmes, and we delivered 170 counselling sessions from January onwards. We also secured a dedicated new home for the Hub, helping us support even more women.

Supporting children and young people

We provided one-to-one support and wellbeing activities for children affected by abuse. We also worked with 890 children and young people through Relationships Without Fear, helping them understand healthy relationships, recognise abuse and know where to find support.

Working to end abuse

We also worked with 65 people who had caused harm in their relationships, helping them recognise and change abusive behaviours. Through Derbyshire 180, we focused on creating lasting change while keeping the safety of victims and children at the heart of our work.

Becky

Recovery Hub
Team Leader



227

People accessed
our recovery hub

1,850

Adults received
IDVA support

196

Children
supported

65

Perpetrator
interventions



“Glow helped me find myself again”

glow

When Sarah first came to Glow’s Recovery Hub, she knew something wasn’t right, but she didn’t yet recognise what she had experienced as domestic abuse. Years of controlling and manipulative behaviour had left her questioning herself and her own experiences.

With support from Glow, Sarah began to understand what had happened. At her own pace, she learned to recognise the behaviours she had experienced and began rebuilding her confidence.

As Sarah recovered, she began rediscovering the things that made her feel like herself again. One of those was her love of baking – something her former partner had discouraged her from pursuing.

“It was like a light had been switched on. Glow gave me the confidence to start baking again and this time, for me.”

Today, Sarah runs her own baking business around her children, bakes for charity and gives back to Glow. She’s also using her own experience to support other women by volunteering with the Recovery Hub.

“They believed in me when I didn’t believe in myself. If my story can help just one person reach out for support, it’s worth it.”

If Sarah’s story feels familiar, support is here for you too. You don’t need to have all the answers or even be sure that what you’re experiencing is abuse. Glow can listen, help you understand your options and support you to decide what feels right for you.

If you or someone you love is experiencing domestic abuse, you’re not alone.

✉ hello@findtheglow.org.uk

☎ 01782 744533

Making homelessness history

A safe home can be the starting point for so much more. Throughout 2025–26, our homelessness specialist Concrete worked alongside hundreds of you across Stoke-on-Trent, Staffordshire and Cheshire East – helping you find and keep a home, build confidence and independence, and move towards the future you want.



Helping you find the right support

Through Destination:Home, we supported 535 people in Stoke-on-Trent. We helped you find somewhere to live and access health, wellbeing and other specialist support based on what mattered to you.

A safe place to call home

We provided safe homes alongside support to help you build confidence and independence. This year, we opened 12 new homes for young care leavers and continued providing specialist housing and support through our Phoenix LGBTQ+ service.

Helping you keep your home and move forward

We supported you with finances, wellbeing and tenancy challenges, helping you keep your home and avoid homelessness.

We also launched our Move On Service, supporting 12 of you to take the next step from supported housing into your own home.

Support from people who understand

Sometimes it helps to talk to someone who's been there. Our Peer Mentors use their own experiences of homelessness and recovery to support you without judgement. Since January 2026, they provided more than 809 hours of peer support.

Building confidence and connection

We created more opportunities for you to meet people, try new activities, build confidence and feel connected to your community. In Cheshire East, our housing and community services also helped 118 of you successfully move forward with your housing journey.

Whatever your starting point, we're here to work alongside you and help you build a future that works for you.

Steph
Operations
Manager



535

Supported through
Destination:Home

809+

Hours of peer
support delivered

118

Successful housing
outcomes

15

People supported
with addiction



“I feel safer, supported and more like myself again.”



When an amber weather warning was issued during a period of extreme heat, Barry was sleeping rough. A member of the Concrete team spotted him outside a local supermarket and contacted the Rough Sleeper Team, who arranged an emergency space for him at one of Concrete’s 24/7 supported housing schemes.

What started as a temporary place of safety became an opportunity for lasting change. When an apartment became available at the scheme, the team supported Barry to move in and begin rebuilding his life.

Since then, Barry has been working closely with one of our Substance Use Support Workers to support his recovery and make healthier choices. The wider team has been there too, providing emotional

support and helping with budgeting and practical life skills. Three months on, Barry now has his own apartment – a safe place to call home – and ongoing support to help him move towards greater independence.

“The team have helped me no end. I feel safer, supported and more like myself again.”

We’re here for you

At Concrete, we work alongside you if you’re experiencing homelessness, at risk of losing your home or facing other challenges. We can help you find a safe place to live, access the right support and take the next step towards the future you want.

Whatever your situation, we’re here to listen, support you and help you move forward.

Helping you live independently

Throughout 2025–26, our Revival team supported people across Derbyshire to stay independent, connected and well. Whether you needed a little extra help at home, support after a hospital stay or simply someone to talk to, we worked alongside you to help you live safely and confidently in your own home.



Support when you need it

Sometimes a little support at the right time can make a big difference. Our Low Level Support service helped 289 of you with practical challenges, information and access to local services – helping you stay independent and prevent smaller concerns from becoming bigger ones.

Helping you get home safely

After a stay in hospital, we helped 832 of you return home safely and continue your recovery. Our team made 556 bedside visits, working with you, hospital teams and local services to make sure the right practical support was in place for your return home.

Helping you stay connected

We know feeling connected to others matters too. Our Befriending Service

matched some of you with friendly volunteers for regular conversation and companionship, helping to reduce loneliness, build confidence and create new connections.

One of our customers was inspired by their experience to start a chess club in their retirement community, giving even more people a chance to meet, connect and enjoy time together.

Supporting your independence

Across our Revival services, we supported 1,560 of you to remain living independently during the year – helping you stay safe, well and connected in the place you call home.

Whether you need practical help, support getting home or more connection in your life, Revival is here to help you stay independent and keep doing the things that matter to you.

Katie
Operations
Manager

1,560

People supported to live independently

5,200

Telephone check ins completed

556

Bedside hospital visits

16

Volunteer befrienders





“Having someone to talk to made all the difference.”



After a hospital stay and ongoing health challenges, Mary was feeling isolated and had lost confidence in doing some of the everyday things she once enjoyed. Even leaving home for appointments had started to feel overwhelming.

Through Revival's befriending service, Mary was introduced to a volunteer who became a friendly, familiar face. Their regular visits gave Mary someone to talk to over a cuppa, spend time in the garden with and simply enjoy some company.

As their friendship grew, so did Mary's confidence.

With a little encouragement, she began doing more for herself again – from using taxis independently to getting to appointments and visiting the hairdresser.

Today, Mary feels more connected, confident and independent, showing the difference something as simple as regular friendship and conversation can make.

“My befriender is wonderful. I’ve made so much progress with her support.”

We're here for you

If you're feeling lonely, finding everyday life more difficult or need a little support to stay independent, Revival is here to work alongside you. Sometimes, having the right person in your corner can make all the difference.

Making every experience better

Creating happy homes starts with strong foundations. Behind the services you use every day are teams, technology and information helping us work smarter and give you a better experience.

Throughout 2025–26, we've invested in these foundations – using your feedback to improve services, giving colleagues the right tools and training, and strengthening the technology that helps us support you.

Listening and improving

When you tell us something isn't working, we use your feedback to understand what needs to change.

This year, that helped us reduce average call waiting times from seven minutes to three, as well as improve complaints handling, customer satisfaction and the time it takes to get empty homes ready for new customers.

We've strengthened our safety processes too. By the end of the year, 81% of you told us you felt safe in your home, up from 71% at the beginning of the year.

Using information to make better decisions

Hundreds of you shared your experiences through our Tenant Satisfaction Measure surveys this year. Your feedback helps us understand where we're doing well and where we need to improve. We've also improved the information we hold about our homes, helping us better understand their condition and make more informed decisions about future investment and improvements.

Making it easier to stay informed

We've continued to improve how we keep you informed, from important safety campaigns and home checks to opportunities to have your say. We've also developed our online information hub,

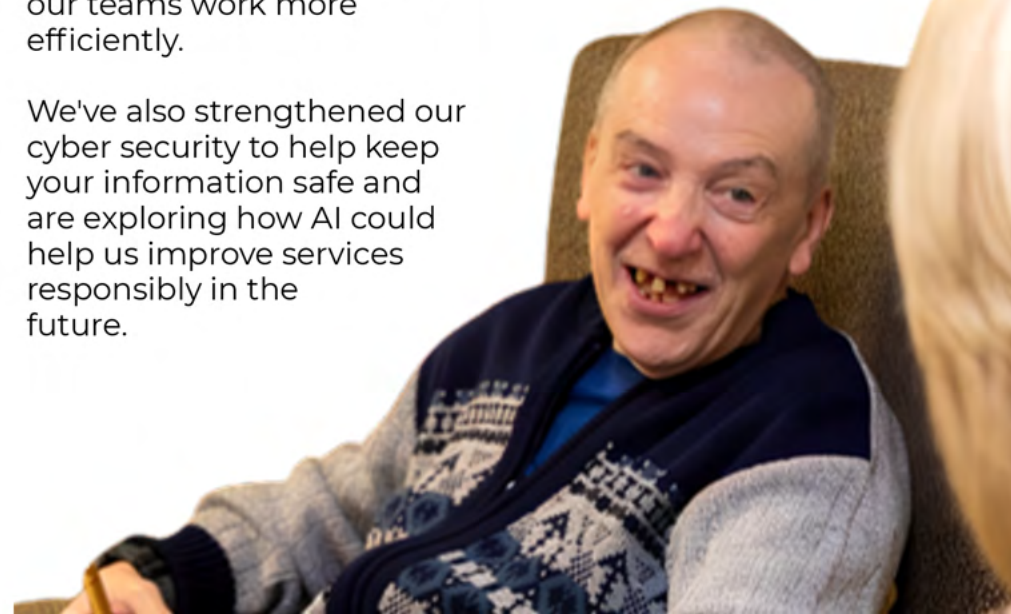
making it easier for you to find useful information about your home, our services and the support available to you.

Investing in our people and technology

We're investing in the people and technology behind your services too. New training and development is helping our colleagues build the skills they need to support you, while new housing, finance, HR and payroll systems are helping our teams work more efficiently.

We've also strengthened our cyber security to help keep your information safe and are exploring how AI could help us improve services responsibly in the future.

"When I contact you, it's all dealt with quickly."



Your voice and influence

You play an important role in helping shape our homes, services and communities. Throughout 2025/26, you shared ideas, experiences and feedback that helped influence decisions across Honeycomb Group, ensuring your customer voices remain at the heart of everything we do.



Our Customer Assurance Group (CAG) continued to work closely with our teams, helping to shape services and improve your customer experience.

The input from our Involved Customers helped make rent communications clearer, improve the accessibility of this report and support our colleagues to deliver great customer service. Involved Customers also shared valuable feedback on repairs and maintenance services, helping us better understand what matters most and celebrate positive performance, including achieving improved repairs satisfaction during parts of the year.

Shaping your homes and communities

You helped us make sure homes are ready for new customers by taking part in inspections of empty properties before they were re-let. You also joined neighbourhood walks, sharing local knowledge and ideas to help make communities cleaner, safer and more welcoming places to live. Through conversations linked to our Tenant Satisfaction Measures (TSMs), many of you also took the time to tell us about your experiences, helping us understand what's most important to customers and where we're making the biggest difference.



"Staff behind reception keep me informed and I like having face-to-face contact."



Bringing your perspective to important decisions

You brought valuable insight to some of our most important decisions during the year, helping us recruit senior leaders and governance colleagues and ensuring the customer perspective was represented throughout the process.

Some of you also met directly with the Regulator of Social Housing during our inspection, sharing their experiences and helping to showcase the positive impact of customer involvement across Honeycomb Group.

Thank you for making a difference

Whether you've completed a survey, joined a neighbourhood walk, inspected a home, attended a meeting or shared feedback with us, your contribution helps shape the services we provide.

Thank you for helping us create better homes, stronger communities and a better experience for customers now and in the future.



6

Customer empty home inspections completed



4

New customers involved

"Getting involved keeps me busy and is something for me outside of caring for loved ones"

WE'D LOVE YOU TO JOIN OUR CUSTOMER INVOLVEMENT COMMUNITY

Take a look at the different ways you can get involved:



Review and feedback on our repairs and maintenance services.



Make sure customers' voices influence decisions.



Visit empty homes to make sure they meet quality standards.



Review policies, and the overall customer experience.



Find out more: honeycombgroup.org.uk/involved



You said, we did



Examples of how your feedback is helping us improve our homes and services. You know our services better than anyone, what works well, what could work better, and where things need to change. By listening to you, we can focus on the improvements that matter most to our customers.



You said

"Make the information you send us clearer and easier to understand."



You said

"Keep on top of repairs and make sure the service is working for us."

We did

Customers reviewed our rent increase communications and Annual Report video, identifying ways to make them clearer and more accessible.



We did

Customers regularly scrutinised repairs, including contractor performance, and satisfaction is improving.



You said, we did



Examples of how your feedback is helping us improve our homes and services. You know our services better than anyone, what works well, what could work better, and where things need to change. By listening to you, we can focus on the improvements that matter most to our customers.



You said

"Make sure homes are up to standard before someone moves in."



You said

"Listen to what's happening in our neighbourhoods."

We did

Customers carried out six independent inspections of empty homes before they were re-let.



We did

We joined customers on neighbourhood walks and followed up concerns raised through customer conversations and feedback.



TSM performance



Our Tenant Satisfaction Measure (TSM) surveys give you the chance to tell us how we're doing. This year, we also created more face-to-face opportunities to hear from you, using your feedback to improve our homes and services.

Keeping your home and neighbourhood safe

Keeping you safe remains one of our biggest priorities. Throughout the year, our teams completed essential safety checks across our homes and buildings, responded quickly to emergency hazards and continued to tackle damp and mould.

Looking after where you live

We've continued to improve how we look after communal areas and neighbourhoods. Our Gardening and Estates Team has taken on more work, including fence repairs, paving, slabbing and tree surgery alongside regular grounds maintenance.

Keeping you informed

Our Involved Customers continue to help us improve how we communicate, making sure the information we share is clear, useful and focused on what matters to you. When your feedback leads to change, we also want you to know about it. We continue to close the loop by sharing what we've done and showing the difference your voice is making.

84% said we treat you fairly and with respect

79% said we keep you informed

71% satisfied with communal areas

Making a difference in your neighbourhood

Scheme walkabouts give you the opportunity to speak to our teams where you live and highlight anything that needs attention. We act on the issues raised and report back on what's changed.

Tackling anti-social behaviour

We've continued to strengthen our approach to anti-social behaviour (ASB), making it easier for you to report concerns and access support. This includes a renewed ASB policy, dedicated information hub and partnership work in our communities.

Responding to complaints

When something goes wrong, we want to listen, respond and put things right. We've continued to focus on responding to complaints promptly and, importantly, learning from them to improve our services.

71% positive contribution to your neighbourhood

65% said we listen to your views and act on them

70% satisfied with our approach to ASB

"I value the independence that Staffs Housing affords me."



Tom
Staffs Housing
customer

Volunteers making a difference

If you volunteer with us, you give something incredibly valuable – your time. Whether you share your experiences, support others or help bring your community together, the difference you make is felt across our homes, communities and services.



Throughout 2025–26, you continued to help us make Honeycomb Group an even better place to live, receive support and be part of.

You also helped us improve the volunteering experience itself. Our volunteers shared their ideas through our Volunteer Steering Group, helped develop new volunteering webpages and a quarterly newsletter, and shaped our Volunteer Satisfaction Survey – making sure your voices continue to influence what we do.

And you told us volunteering makes a difference to you too. 83% of you said you were highly satisfied with your volunteering experience, while volunteers rated how fulfilling their roles are at 8.7 out of 10. You told us volunteering gives you a sense of purpose, helps you feel valued and, for some of you, has helped build your confidence.

Celebrating everything you do
In June, we brought our volunteers

together for our annual Volunteer Thank You event – a chance for us to celebrate you and everything you contribute throughout the year.

Whether you organise activities where you live, support your neighbours, share your lived experience, help us improve our services or give your time behind the scenes, we want you to know that what you do matters.

So, to each and every one of you who volunteered with us this year – thank you. Your time, ideas, enthusiasm and kindness help make your homes, communities and our services better for everyone.

“I like being around other people and have met friends here”

**Recovery Hub
volunteers at
Thank You event**



Volunteers making a difference



Bringing a community together

At Bradeley Village, resident volunteers Wendy and Val showed just what a difference giving your time can make when they helped bring their neighbours together to celebrate 30 years since Her Late Majesty Queen Elizabeth II visited to mark the village's opening.

Wendy and Val helped organise a special celebration, giving residents the chance to get together, share memories and celebrate the friendships and community they've built over the last three decades.

"It's great to get everyone together to celebrate and everything the village has achieved since."

It's moments like these that show what volunteering is all about – bringing people together, creating memories and making the places you call home even better.

Denise, Wendy, Val, and Dave
Bradeley Village volunteers



51

Volunteers supported us this year



83%

Volunteers told us they were happy with their experience

Complaints this year

We want you to feel confident that when something goes wrong, we'll listen, take your concerns seriously and work to put things right.



This year, we made it easier for you to make a complaint, with a new complaints form and clearer information about what you can expect from us and your rights.

We received 67 stage one complaints per 1,000 homes and 10 stage two complaints per 1,000 homes. An increase in complaints tells us more customers know how to raise concerns and feel able to speak up when something isn't right.

We responded to 100% of complaints within our agreed timescales, so everyone who complained heard back from us when they should.

But complaints aren't just about responding – they're about listening and learning. Our Customer Assurance Group reviewed your feedback and challenged us on where we could do better, helping us spot themes and improve our services.

Complaints at a glance

1 67
Stage one

2 10
Stage two

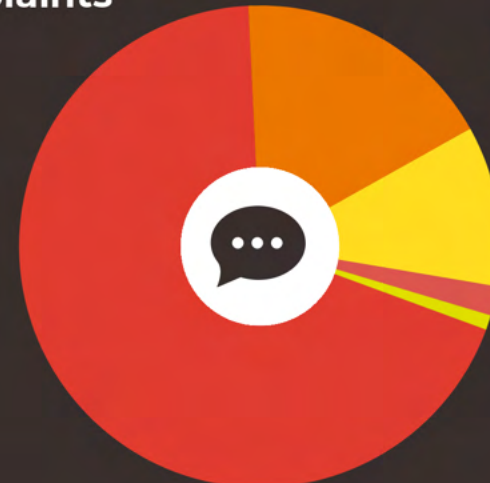


100%
Of complaints
responded to
on time

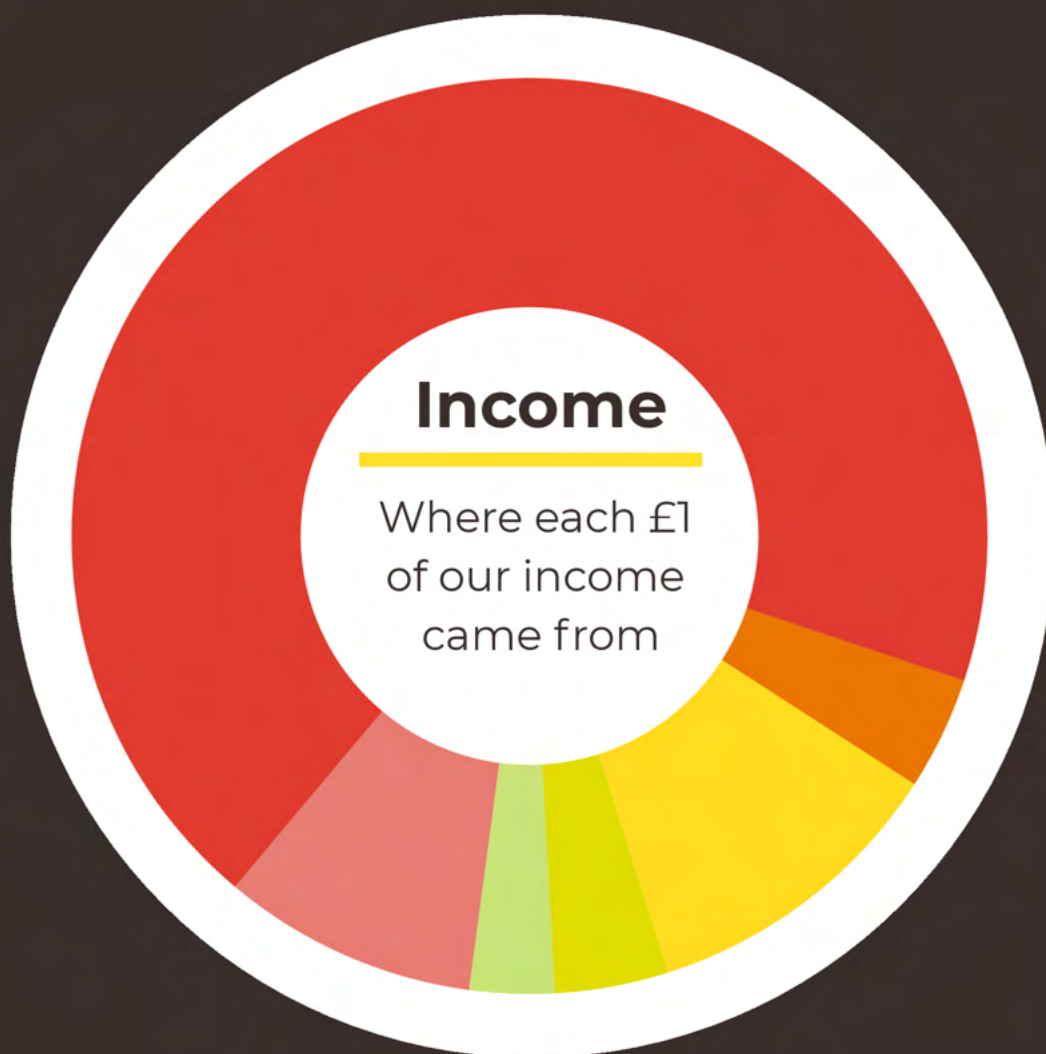


Reasons for complaints

-  **Repairs & maintenance**
-  **Tenancy services**
-  **Charity**
-  **Customer services**
-  **Finance**



*"Very happy
with how
Donna handled
my complaint."*



-  **69p** Rent
-  **4p** Property sales
-  **11p** Service charges
-  **4p** Other social housing income*
-  **3p** Income from renewable energy & Revival
-  **9p** Other non-social housing income

*This income includes amortisation.



-  **17p** Staff and overhead costs
-  **14p** Interest charges on loans
-  **13p** Depreciation of assets
-  **33p** Repairs and improvements
-  **9p** Chargeable services
-  **2p** Building new homes for sale
-  **1p** Other social housing costs
-  **3p** Renewable energy and Revival
-  **8p** Other non-social housing costs

Get in touch with the team



GET IN TOUCH



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