



Your Place, Our Progress

Our delivery for you in 2024/25



**Your resident
experience**

**Your
homes**

**Your
organisation**

**Your
people**

Welcome



Hello!

I'm really pleased to introduce our very first resident impact update, *Your Place, Our Progress*, for Railway Housing Association.

This report is for you, our residents. It explains what we promised to do in 2024/25, what we've achieved so far and how your feedback has shaped our plans, as well as what we'll be delivering in 2025/26. We want to be open and honest so you can see how we're working for you, what we're focusing on next, and how you can hold us to account.

I'm really proud to say this report has been developed with the help of our new resident committee. The committee is part of how we make sure your voice is heard right at the top level of the organisation. We're still looking for more members, so just let us know if you're interested in becoming an important part of how we change and improve into the future.

I hope you find this update useful; we'd love to hear your feedback. You can give us a call to let us know your thoughts on 0800 028 7428 or email residentfeedback@railwayha.co.uk.

Matt Sugden
Chief Executive

Listening to You

We want to be an organisation that listens to our residents. From surveys, events, feedback, complaints and conversations with you, we've heard loud and clear about four key things that matter most to you:

- A better repairs service, with a focus on quality, appointments and keeping you up to date
- More investment in existing homes
- Improving the way we listen and act on your feedback
- Better handling of complaints and how we use them to learn and improve

Your feedback helped us create our plan for 2025/26 called 'On the Right Track'. This also makes sure we're following all the rules and guidance set out by our regulator, which are focused on a range of things, including making sure homes are safe, services are transparent and that we constantly listen to your feedback and take it into account when we make decisions that affect you.

Our aim is to be the country's best small housing provider and that means our resident satisfaction needs to be above 94%. At the moment it's at 82%, so we know we need to make improvements – and that's exactly what On the Right Track will help us do for you.



On the Right Track focuses on four pillars:



Your experience

To provide an outstanding resident experience, reflecting our residents' needs and aspirations.



Your homes

To provide safe, affordable and energy efficient properties that residents are proud to call home.



Your organisation

To be a well governed, financially strong and digitally enabled organisation.



Your people

To create a high performing, resident focused culture that attracts and retains talented colleagues.

Here's a summary of what we promised and what we've done against each of those pillars in the last year.





Your experience



What we said we'd do:

- Set up a resident committee that makes recommendations to our board, so residents can better help shape decisions
- Create a resident engagement strategy, to understand and deliver opportunities for our residents to influence our services
- Develop and deliver a plan to improve our repairs service
- Review and improve how we communicate with residents
- Review our complaints process so residents are more satisfied when their issues are resolved quicker and better
- Improve the data we hold so we can better understand residents' needs

What we've done:

- In early 2024, we created our new resident committee. Four residents and three new board members have joined. The committee started meeting in March 2025 and looks at areas including complaints, feedback and how we're delivering services - and helps hold us to account
- Created the strategy, which sets the direction and priorities for how we can listen to our residents more and act upon their feedback
- Set up a new resident hub as the first point of contact for residents, to answer calls more quickly and help with repairs
- Recruited more surveyors, plus a new maintenance manager, so we can respond faster, spend more time solving issues in your home and get to know you more
- Changed our repairs contracts in key areas for better service and started fortnightly review meetings with our contractors
- Upgraded our IT systems to help us manage repairs and keep you updated
- Spoken to our resident committee about reviewing how we communicate with you in 2025/26
- Introduced a single point of contact for logging and managing complaints
- Hired a resident experience manager, dedicated to complaint handling
- All colleagues have had new training to help spot and deal with complaints well
- Started weekly reviews of complaints to keep on track and help us learn and improve
- Introduced a new satisfaction survey, so we know how well each complaint has been dealt with
- We've been contacting residents throughout 2024 to update the information we hold



Your homes



What we said we'd do:

- Survey all our homes and add all this information into a new IT system so we can plan improvements to your homes
- Create a new strategy for looking after your homes, detailing how decisions will be made about how we invest in them
- Develop a plan for better energy efficiency in homes and bid for money to help deliver it
- Set clear programmes for investing in existing homes over the next five years and also up to 30 years
- Make sure our approach to health and safety is assessed by an external expert and communicate with you about how we're doing

What we've done:

- 85% of our homes have had a condition survey, and the rest will be finished by March 2026
- We're loading all this data into a new system so we can plan upgrades better
- Launched a new asset management strategy to guide how we look after homes in future
- Secured £930,000 in government funding to improve the energy efficiency of around 150 homes, aiming for all homes to reach at least an energy performance certificate C rating by 2030
- Invested nearly £400,000 in new boilers, radiators and roof replacements for some homes between January and March 2025
- Reviewed all our health and safety processes and are working on clearer communication with residents about this
- Been given a positive rating for our health and safety approach



Your organisation

What we said we'd do:

- Make sure we're governed well and run efficiently
- Review our internal housing management system to make sure we're using it as well as we can to support you and manage homes
- Introduce a new IT system that will help us understand and plan which homes we need to invest in first
- Develop a strategy that will help us store and use our data safely
- Make sure we use our money in the right places

What we've done:

- Recruited new board members, made sure all board members have the right skills and updated our governance rules
- Improved the way we spot and manage risks to the business
- Bought a new IT system to help us manage our testing programmes, such as gas servicing and plan future investment in homes
- We're reviewing and improving our IT systems and how we manage our data
- Prioritised investing in existing homes rather than building new homes for now
- Developed a better understanding of the information we still need about our residents, to make sure we deliver even better services
- Made sure money is spent on the right priorities



Your people

What we said we'd do:

- Create a people strategy that includes the behaviours we expect from colleagues, so everyone delivers great services
- Review our HR policies and procedures
- Examine what we offer our colleagues, so they want to stay with us, are happy and deliver great services, and we can attract new colleagues
- Continue to make sure residents benefit from our resident experience training
- Carry out a development programme for all our leaders

What we've done:

- Changed our structure, adding new colleagues to support residents better
- Started reviewing our values and behaviours and will launch new HR policies in 2025
- Updated terms and conditions for new colleagues to ensure fairness and competitiveness
- All colleagues have had customer service and complaint handling training
- We're rolling out leadership training for our management team

Looking Ahead

Our Plans for 2025/26

Building on everything we've done in 2024/25 and everything we've heard from our residents, here are some of the key things we're working on in 2025/26:

- Looking at different ways of delivering our repairs service in the future, to make it the best it can be for you
- Continuing energy efficiency upgrades to homes
- Continuing our programme to invest in homes, using the information we have about their condition
- Starting real-time feedback surveys, so your voice counts more than ever
- Increasing the opportunities for you to give us feedback
- Introducing new ways to communicate better with you
- Continuing to look at how we can make further improvements to how we handle complaints

To see the full detail of our plan for 25/26, you can see our On the Right Track plan on our website.

How we'll Measure Success

Here's how we'll know we're on the right track in the coming year:

- Resident satisfaction to rise from 82%, aiming for top results compared to similar housing associations
- Complaint handling satisfaction to increase by at least 2% in 12 months
- Satisfaction that homes are well maintained to reach 86%
- Satisfaction that homes feel safe to hit 91%
- The ratings received from our regulator to improve to the top level
- Our colleague satisfaction and engagement scores to rise further

Stay in Touch

We're committed to making Railway Housing Association an organisation that truly listens, learns, and delivers for you.

We love hearing from you, so please share your thoughts or questions by:

- Calling us: 0800 028 7428
- Emailing us: residentfeedback@railwayha.co.uk

Thank you for being part of our journey.



About Railway Housing Association

It's 1919. The First World War has ended, and railway workers are coming home needing somewhere to live. That's when the North Eastern Railway Cottage Homes and Benefit Fund was created. It started with a donation of £10,000 and contributions from 7,000 railway workers.

By 1921, the first homes for railway families in the north were built. Fast forward to today: Railway Housing Association now owns and manages 1,634 homes across 20 areas, from Northumberland and County Durham to York, Yorkshire and Hereford. Our heritage is still at the heart of everything we do, as we continue providing good quality, affordable homes and services across the historic routes of the North Eastern Railway.

Freephone: 0800 028 7428

Email: info@railwayha.co.uk

Website: www.railwayha.co.uk

Facebook: www.facebook.com/railwayhousingassociation