

So you can be
you

Tenant Annual Report on Housing Services

2025–2026



Welcome to the Tenant Annual Report on Housing Services 2025–2026

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Welcome to Dimensions Annual Tenant Report 2025

Dear Tenant,

We are delighted to present our Tenant Report for the year 2025-2026.

In the report you will find lots of interesting information about how we performed over the last year, and how tenants have helped to shape the work that we do.

During the year we made good progress. We're making sure our properties are safe and that we met all of the updated standards set by the Regulator of Social Housing.

One of the things the Regulator is asking Housing Associations such as Dimensions to do is to make more information available to tenants. The new information requirements are called STAIRS (Social Tenant Access to Information Requirements) and we have added extra information throughout this report accordingly, in advance of the October deadline.

Many tenants have got involved during the year. Our Housing Quality Consultants visited people in their homes and many tenants join our in-person and virtual tenants' meetings and our Tenant Scrutiny Panel. You can read about the successful outcome of the work of our Tenant Scrutiny Panel on page 25.

In the course of the year, and working closely with tenants, we wholly redesigned our approach to tenant engagement. The new approach puts greater emphasis on local, face-to-face, accessible engagement, together with more focus on feeding back to tenants about 'you said, we did.' We will continue to fine tune this approach in 2026-27. You can read more about this on page 30.

Please take time to read Eklito's story on page 15. The story shows just how important our Regional Housing Advisers can be, going above and beyond to support tenants with different aspects of their lives; in this case, applying for benefits.

In 2025-26, we spent £3,594,751 on housing services, including repairs, safety checks, decorating homes and the people who manage and support our housing services. You can read more about that on page 16.

Following comprehensive stock condition surveys, in 2026-7 we are undertaking a major programme of renovations, including windows and external structure; kitchens and bathrooms; accessibility and health & safety; major refurbishment and redevelopment, and heating and sustainability. You can read more about that on page 19.

Thank you so much for supporting us to improve this year through giving us your feedback – whether you filled in the annual survey, attended a tenant event, fed back to our Housing Quality Checkers, or simply called us to give us a complaint or compliment – your feedback means the world to us and helps us to keep on improving. We hope you enjoy reading the Tenant Report and are looking forward to all that is to come next year.

Nick and Rachael



Nick Baldwin

Chair of the Dimensions Board



Rachael Dodgson

Chief Executive, Dimensions

Introducing our Tenant Representatives

Martin and Angela are our elected Tenant Representatives on the Dimensions Council.

Their job is to give a tenant perspective on the topics discussed by the Council – things such as safety, living in a community, shared homes, person-centred planning and managing money – and to represent Dimensions' tenants who are not supported by Dimensions, to make sure they have a voice too.

Martin Hancox



Angela Jones



They also bring topics to the Council such as issues or questions raised by tenants themselves, or changes being made by the Housing Team.

Martin says:



What I like about being on the Council is meeting new people, going to places with the Council, helping people with a learning disability and giving people a voice. It makes me feel proud that I was picked to do it. I really liked meeting in Sheffield, and talking about where we live. I feel happy to represent other tenants, and my confidence has grown since I've been doing it."

Achievements in 2025-26

Martin and Angela have made valuable contributions to some Council priorities, including mental health, loneliness, and finding and keeping great Support Workers.

Angela strongly advocates for having a more diverse Council, calling for 'More people like Keiran' – referring to a gentleman who came to Council to celebrate his Ultimate ROC (Recognising Outstanding Contribution) Star title, awarded to him for work he'd done to advocate for people who use wheelchairs to have better access to public transport. Kieran made a lasting impression on Angela, and she told the Council and the Involvement Team that the Council needs to recruit someone who communicates without words (we're happy to say this is happening in August!)

Introducing our Tenant Representatives

Martin and Angela are very important to the Council, not only because they've developed great friendships with the other Council members due to being such long-standing tenant representatives, but more so because they remind the Council to consider the impact of Dimensions' decisions on all our tenants.

They also:

- Met with CEO Rachael Dodgson to talk about the new Dimensions strategy, were part of the Council's social media takeover, contributed to the national consultation on cutting benefits, and were part of a joint session with the Group Board which focussed on opportunities to listen to people we support, families and tenants.
- Met with Daryll Phipps, Head of Health & Safety, to talk about how we can prevent more slips, trips and falls in the home.
- Designed a session for Council members in partnership with Luke Aldridge, Head of Housing and Partnerships, to tell them about the Housing Review and to understand their views on having your support and home through the same organisation, and how it feels to have a home that isn't right for you.



Ange says:

We talked about what homes our tenants live in now, and what homes people might need for the future. This is really important to me because I want to make sure that everyone has a safe and suitable home that they love, with choices if they want or need to move."

"I really enjoyed doing this," says Angela, "I don't think it makes a difference having a different landlord to my support, as both my support team and I talk to Dimensions if there is an issue, and things get dealt with. For others, they thought it was better having the same organisation as both landlord and support provider. We all agreed though that having a home that wasn't right for you made you feel sad and could make things difficult for people; for example, if they couldn't easily get around their own home. We need more homes, and part of the housing review is to make sure that if we can increase the amount of homes we have for people, we make sure that they are the right type of home."

Introducing our Tenant Representatives

If you have any thoughts on the housing review, or ideas on how we can include more people, please speak to Housing as your voice does matter:

Housing and Tenancy Management:

0300 303 9194

housingenquiry@dimensions-uk.org



About our homes

Many of the homes we provide or manage are low-cost rental homes.

This means rents are set below market levels to help ensure housing remains affordable for the people we support.

At 31st March 2026, Dimensions provided housing management services to 1,158 people across a range of housing arrangements, including homes owned by Dimensions and homes managed on behalf of partner organisations.

	Low cost social housing			Private lets at market rate	Total
	Owned and managed by Dimensions	Owned by Dimensions, managed by others	Owned by others, managed by Dimensions		
Supported Housing (including Affordable Rent)	543	4	241	146	934
Registered Care Homes	30	87	104	0	221
Shared ownership	3	0	0	0	3
Total	576	91	345	146	1158



About our rents

This section tells you about the average weekly rents we charge:

Social housing

Dimensions follows the Regulator of Social Housing's Rent Standard when setting rents. During 2025-26, social housing rents increased by the previous September's Consumer Prices Index (CPI) plus 1%, in line with the Rent Standard.

Service charges are reviewed annually and are set to reflect the cost of providing services, such as utilities and communal services.

Accommodation type	2025-26	2024-25	2023-24
Shared house core rent (average)	£93.74*	£93.13	£87.27
One bedroom flat £ (average)	£122.92**	£133.20	£115.07
Service charge £ (shared average)	£118.84***	£118.64	£113.59

*The increase in average shared house core rents was lower than expected due to changes made following the rent review reported in last year's Annual Report.

**The reduction in average one bedroom flat rents reflects changes made following the rent review reported in last year's Annual Report.

***Average service charges stayed almost the same. Utility costs were lower than expected during the year, which balanced increases in other costs.

About our rents

Non-social housing

This includes homes that are outside of social housing rents — for example, homes that are leased or privately rented. Rents are set using lease agreements, market conditions and the cost of providing accommodation.

The figures below show the average weekly rents and service charges for non-social housing accommodation.

	2025-26	2024-25	2023-24
Shared house rent (average)	£332.27	£318.75	£297.39
Two-bedroom flat rent (average – includes sleep-in provision)	£400.22	£381.45	£348.52
Range of weekly rents and service charges (average – lowest to highest)	£179.95 to £850.85	£165.83 to £820.62	£138.80 to £801.11

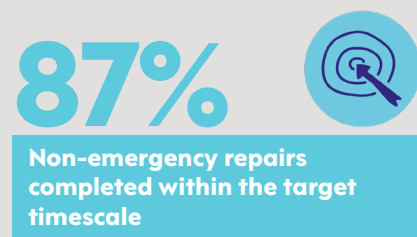
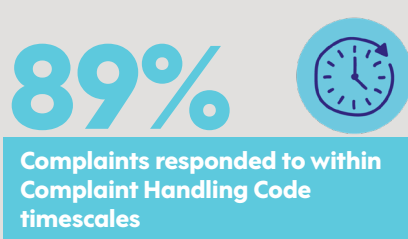


About our 2025-26 performance

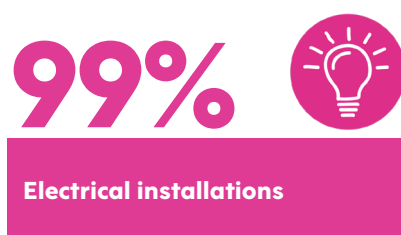
Tenant satisfaction measures - Management information

We are pleased at the continued high scores of our safety checks. Non-emergency repairs completed within the target timescale rose from 83% to 87% this year, with the other measures similar to last year:

Tenant Satisfaction Measures as at 31 March 2026



In addition to the building safety measures required under the Tenant Satisfaction Measures, we also monitor compliance with electrical safety inspections:



About our performance

Housing Hub performance

The Housing Hub continues to take repair and maintenance calls and emails from tenants between 9am and 5pm, Monday to Friday.

During 2025-26, the Housing Hub answered 3,571 maintenance calls with an average answer time of 25 seconds, continuing the improvements seen in previous years. Outside of these hours, emergency repair calls are handled by our out-of-hours provider, Orbis.

We are pleased that we have kept answering calls quickly while continuing to support people reporting repairs and maintenance issues.

	2025-26	2024-25	2023-24
Number of maintenance calls answered	3,571	4,044	4,261
Average number of calls per day	14	16	17
Average time taken to answer calls (seconds)	25	27	28
Out-of-hours emergency repair calls	520	513	457

Tenants' satisfaction with their repair:

During the year, 198 tenants were asked how satisfied they were with how their recent repair was completed.

82%



Maintenance work and repairs

We completed 598 emergency and 2,214 non-emergency repairs in 2025-26. Tenant Satisfaction Measures and survey answers on page 11 indicate satisfaction levels.

About our performance

Regulatory updates

The housing sector continues to evolve as new regulations are introduced to improve transparency, safety and the quality of services provided to tenants. During the year, we have continued to strengthen our services in response to these changes, including:

STAIRS information requests

In future years we will report any information requests received that relate to the new regulatory requirement on Social Tenant Access to Information Requirements (known as STAIRS) here.

Transparency, Influence and Accountability Standard

During the year we have continued to strengthen how we involve tenants in shaping our services. This includes introducing a new tenant engagement model, responding to recommendations from the Tenant Scrutiny Panel and strengthening how we learn from complaints. These improvements support the Regulator of Social Housing's expectations that tenants have opportunities to influence decisions and receive clear information about their landlord.

Tenant Satisfaction Measures (TSMs)

We continue to collect and publish Tenant Satisfaction Measures, which enable tenants to compare our performance with other registered providers and help us identify where further improvements are needed.

Competence and Conduct Standard

The Regulator has introduced new expectations around the skills, knowledge and behaviour of housing professionals. We will continue to ensure our colleagues have the training and support needed to deliver high-quality housing services.

About our performance

Awaab's Law

During 2025-26, we introduced new processes to support the requirements of Awaab's Law. This includes strengthening how we identify, monitor and manage reports of damp, mould and other potential health hazards, helping us ensure these issues are responded to promptly and effectively.

Health and safety performance and assessments

We continue to carry out a range of health and safety inspections and assessments across our homes, including fire, gas, water, asbestos and lift safety checks. The results of these checks help us identify and manage risks, plan improvements and ensure our homes remain safe for the people we support. See the Tenant Satisfaction Measures on page 11 for more detail.

About our performance

Eklito's Story

When Eklito's Housing Benefit stopped, he faced uncertainty about how he would continue paying his rent.

The decision was made after it was determined that his accommodation no longer met the criteria for supported housing. We appealed but the decision was upheld, meaning Eklito needed to make a new claim for the housing element of Universal Credit.

Managing the process was challenging. Eklito found the Universal Credit journal difficult to use because of his dyslexia and the claim involved ongoing correspondence, evidence gathering and regular follow up over several months.

Regional Housing Advisor David worked closely with Eklito throughout the process, providing practical support with phone calls, correspondence and managing the Universal Credit journal. David also helped request that the claim be backdated to cover the period from when Housing Benefit ended.

After several months of work, the claim was successfully awarded. Universal Credit agreed to pay Eklito's full housing costs and backdated the award, resulting in a payment of £5,694.

The outcome meant Eklito could continue paying his rent and removed a significant source of worry.

Eklito said:



David has helped me a lot. It's made my life more easier for my rent to be paid, and it's got paid and everything, it's less stress for me now so I'm quite happy. I appreciate what you've done so much, without your help I would be stuck."

This case highlights the importance of providing practical housing support when tenants face complex benefit issues, helping people maintain their homes and avoid unnecessary financial hardship.



About our rents

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

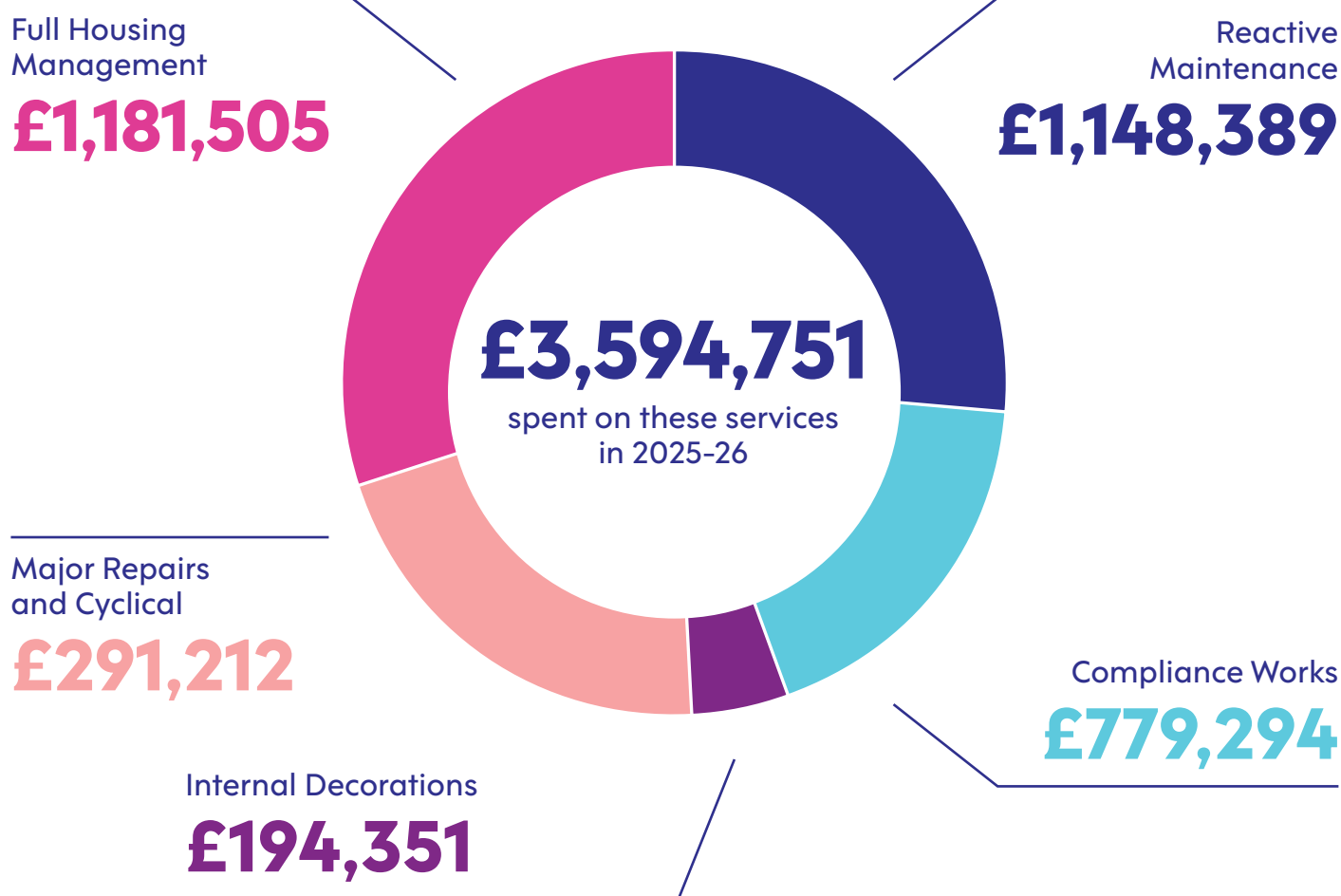
We also spend money on finding new homes for people and supporting tenants to get involved with Dimensions and influence the decisions it makes.

In 2025-26, we spent £3,594,751 on providing housing services. This includes repairs, safety checks, decorating homes and the people who manage and support our housing services.

The chart below shows how this money was spent.

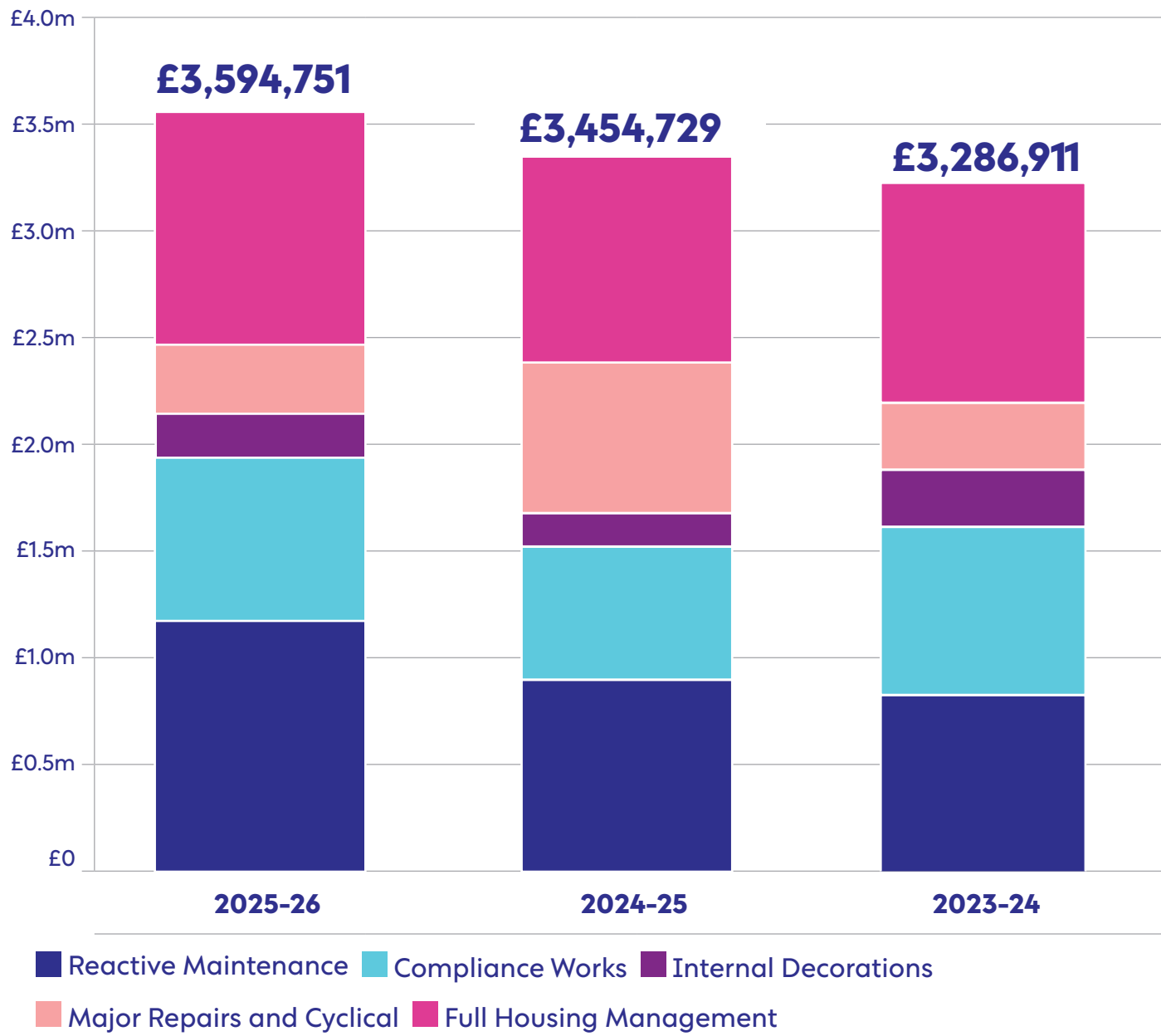
The largest areas of spending were Full Housing Management (£1.18 million) and Reactive Maintenance (£1.15 million). We also invested £779,294 in Compliance Works to help keep homes safe.

We will always be happy to answer any questions about how we spend your rent.



How we spent your rent in 2025-2026

How we spent your rent totals from 2023-2026



How we spent your rent in 2025–2026

Directors' remuneration and management ratios

The Regulator of Social Housing requires Housing Associations to report the following three figures:

Chief Executive pay excluding pension and National Insurance / the number of owned and-or managed units at the end of 2025-26	£181
Total aggregate directors' remuneration including pensions and National Insurance / the number of owned and-or managed units at the end of 2025-26	£1376
Social housing management costs / the number of owned and-or managed units at the end of 2025-26	£3012

Housing Development

Decent homes

All our homes meet the Decent Homes standard.

During 2025-26, Dimensions invested in improving homes across the country to ensure they remain safe, comfortable and fit for the future.

We delivered 44 improvement projects during the year, with 100% of planned works successfully completed. This includes:

- New kitchens and bathroom refurbishments.
- Window and door replacements.
- Heating system upgrades.
- External decorations and repairs.
- Accessibility improvements including handrails, pathways and ramps.
- Planned maintenance to keep homes safe and well maintained.

These improvements are creating safer, more accessible, warmer and more energy efficient homes with less need for reactive repairs.

Looking forward — our Planned Investment Programme

Stock Condition Surveys across our homes will ensure our properties remain safe, well-maintained and fit for purpose for our tenants.

They are giving us a good understanding of the condition, performance and lifespan of things like roofs, windows, kitchens, bathrooms, heating systems, and electricity systems.

Using this, from 2027 we will move from a reactive maintenance approach to a Planned Preventative Maintenance (PPM) programme for the next three to five years and beyond.

Pre-planned maintenance

Following detailed property surveys, we have set priorities to improve the quality, safety and energy efficiency of our homes while ensuring they continue to meet the needs of the people we support.

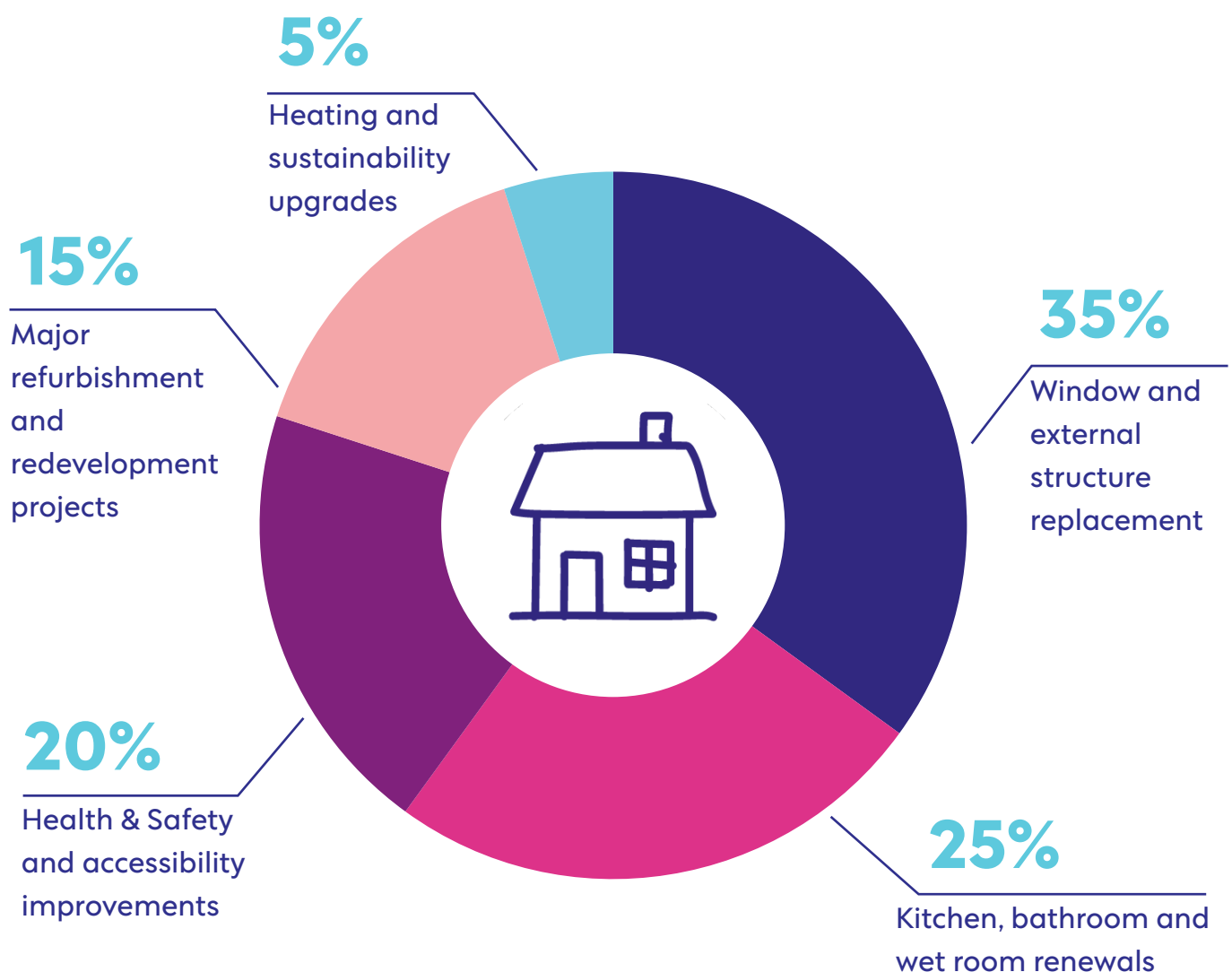
This includes:

- Replacement of older windows and doors to improve warmth, comfort and energy efficiency.

Housing development

- Kitchen, bathroom and wet room upgrades where these are reaching the end of their life.
- Internal and external decoration to keep homes in good condition and protect the buildings from wear and tear.
- Accessibility improvements, including handrails, pathways, parking areas and bathroom adaptations to support tenant independence and safety.
- Health and safety improvements to ensure homes remain compliant and fit for purpose.
- Heating system upgrades, including more energy-efficient solutions where appropriate.

The programme includes:



Housing development

Our aim is to invest in tenants' homes, carrying out improvements at the right time to maintain high-quality living environments, reduce the need for reactive repairs and ensure our homes continue to meet the needs of current and future tenants.

Progress towards net zero

Net zero means taking as much carbon out of the air as we put in. The first step is greener homes.

This year marks an exciting milestone for Dimensions as we begin installing our first Solar and Battery Storage systems.

As part of the Warm Homes Programme, 14 homes have already been identified for solar panel and battery installations, with plans to include more homes in future.

Benefits include:

- lower energy costs
- reduced carbon emissions
- greater energy efficiency and sustainability
- better use of renewable energy
- Increased protection against rising energy prices.

Alongside the solar panels, we are also making more energy efficiency improvements in homes that currently have lower Energy Performance Certificate (EPC) ratings, such as insulation, lighting and ventilation.

This will help create warmer, more comfortable and more sustainable homes, while supporting Dimensions' commitment to reducing carbon emissions and improving the quality of the homes we provide, enhancing the energy performance (EPC) of properties currently rated D.

Housing development

The homes we own

We want all our homes to be sustainable and to enable our tenants to lead gloriously ordinary lives.

Our social investment in homes will deliver meaningful benefits for tenants, including improved property standards, better energy efficiency, safer living environments and homes that are suitable for people's changing needs. This will support our commitment to providing quality housing that contributes positively to people's lives

Very occasionally, we might decide that we need to sell a house. If we do that, we will first think about how to achieve positive outcomes for people living in that home. Then we will think about other factors such as the condition and sustainability of the property.

We sold one property in 2025-26.

Listening to our tenants: Annual Tenant Survey results

In September 2022 the Regulator of Social Housing introduced the Tenant Satisfaction Measures (TSM). These are standard questions that tenants of all housing associations in England are asked.

Tenant Survey May 2026

89%



Overall satisfaction

82%



Satisfaction with the repairs service

70%



Satisfaction with the time taken to complete most recent repair

84%



Satisfaction that your home is well maintained

89%



Satisfaction that your home is safe

74%



Satisfaction that we listen to your views and act upon them

81%



Satisfaction that we keep tenants informed about things that matter to them

81%



Agreement that we treat tenants fairly and with respect

67%



Satisfaction with our approach to handling complaints

79%



Satisfaction that we keep communal areas clean and well maintained

61%



Satisfaction that we make a positive contribution to our neighbourhoods

58%



Satisfaction with our approach to handling anti-social behaviour

Just under a quarter of our tenants responded to the survey, which showed that overall, satisfaction levels have risen by 3% since the last TSM survey in 2024.

Listening to our tenants: Annual Tenant Survey results

Many of the detailed measures are very similar to, or ahead of 2024 and we are pleased overall.

Where scores have gone down it is too early to be confident in trends, but we are watching the following in particular:

- Confidence in how we listen and act on concerns: -6%
- Satisfaction that we treat tenants fairly and with respect -7%
- Satisfaction that communal areas are kept clean and well maintained -6%

There was also a 25% fall in satisfaction that Dimensions makes a positive contribution to our neighbourhoods. This is hard for Dimensions to influence, as our organisational specialism is small-scale supported living accommodation. The information is fresh at time of writing and we will discuss with tenants to understand it better.

We also asked tenants to give us feedback in their own words. We do this because it gives us a very good idea of what is working well and what is working less well, and it helps us to make things better for our tenants.

Most of the comments that tenants made were about the repairs service.

Some tenants told us how happy they are with the service, and some told us we were slow to get repairs done. Some people said they were not happy with the garden.

These are the types of issues that the Housing Team aim to improve for each person who responds to the survey and also for all our tenants.



Listening to our tenants: Tenant Scrutiny Panel

In 2025, the first Dimensions Tenant Scrutiny Panel came together and reviewed how we support tenants to feel safe in and around their homes.

The panel made six recommendations to improve information for tenants and make our services more accessible and person centred.

Over the last year we have:

- Produced a new [easy read Anti-Social Behaviour guide](#).
- Produced a new [easy read guide explaining tenants' rights](#), including clear information about eviction and the support available.
- Introduced a new, more person centred Compatibility Assessment that places greater emphasis on tenant involvement and choice.
- Updated our Anti-Social Behaviour information to provide clearer guidance on reporting concerns, including support for tenants who have little or no formal support.
- Added clearer explanations of legal terms and processes.



All recommendations have now been completed and independently reviewed. If you would like to get involved in the 2026 Tenant Scrutiny Panel, use the contacts on the back of this report.



I am proud to see that the recommendations we made have been heard and acted on, and particularly happy that the recommendations we made about compatibility assessment and having better information about eviction have led to big changes to documents Dimensions uses because those two topics were discussed with a lot of passion by the scrutiny panel.

On behalf of the 2025 Tenant Scrutiny Panel, I consider all recommendations complete, and I want to thank the Housing Service for their open attitude to our scrutiny and for the work they have done.”

Tenant Scrutiny Panel Chair

Listening to our tenants:

In-person, accessible, local engagement

Over the last year, we have reviewed our approach to listening to tenants and involving people in meaningful ways in shaping our housing services.

Feedback from tenants and colleagues highlighted the value of face to face conversation and more local opportunities for tenants to share their views.

A key principle of the new approach is that not every tenant wants, or is able, to engage in the same way. Some tenants prefer one-to-one conversations, while others enjoy attending meetings and events. Some tenants require additional support, communication aids or alternative formats to participate fully.

The new model is designed to be flexible and inclusive, helping us hear from a broader range of tenants and ensure more voices are represented.

At the same time, colleagues asked for clearer ways for feedback to be gathered, shared and acted upon.

This is how the resulting engagement programme will operate once fully established:

	Individual Conversations	Local Events	Regional Summits
Purpose	The issues that matter most to an individual	- Connecting tenants from neighbouring locations - Sharing experiences, identifying themes and priorities	- To discuss wider housing issues - To contribute to policy development - To share learning from local engagement - To show how feedback influences decisions
Frequency	4x per year	2x per year	2x per year, one northern and one southern
Approach	121 and household conversations “Tea and Talk” visits	Accessible summer and winter events	- Accessible spring and autumn events - Additional virtual workshops on specific topics

Listening to our tenants:

Looking ahead

One of the strongest messages we received during the review was the importance of demonstrating how tenant feedback has led to change. We will tell tenants about this using a 'You Said, We Did' approach.

As the new approach develops, we will also strengthen how we record feedback, track actions and report back on the improvements we have made.

In 2026-27, we will build on this work, learning and listening to tenants about what works best. Our aim is to create more opportunities for tenants to influence the services they receive and ensure that tenant voices remain at the heart of our housing services.

Learning from complaints

Tenant feedback

Listening to feedback is an important part of improving our housing services.

Complaints, concerns and compliments all help us understand what we are doing well and where we can do better. Every piece of feedback is reviewed and used to identify opportunities to improve the services we provide to tenants.

Complaints in 2025-26

During 2025-26, we received 18 formal complaints about our Housing Service, compared to 17 in the previous year.

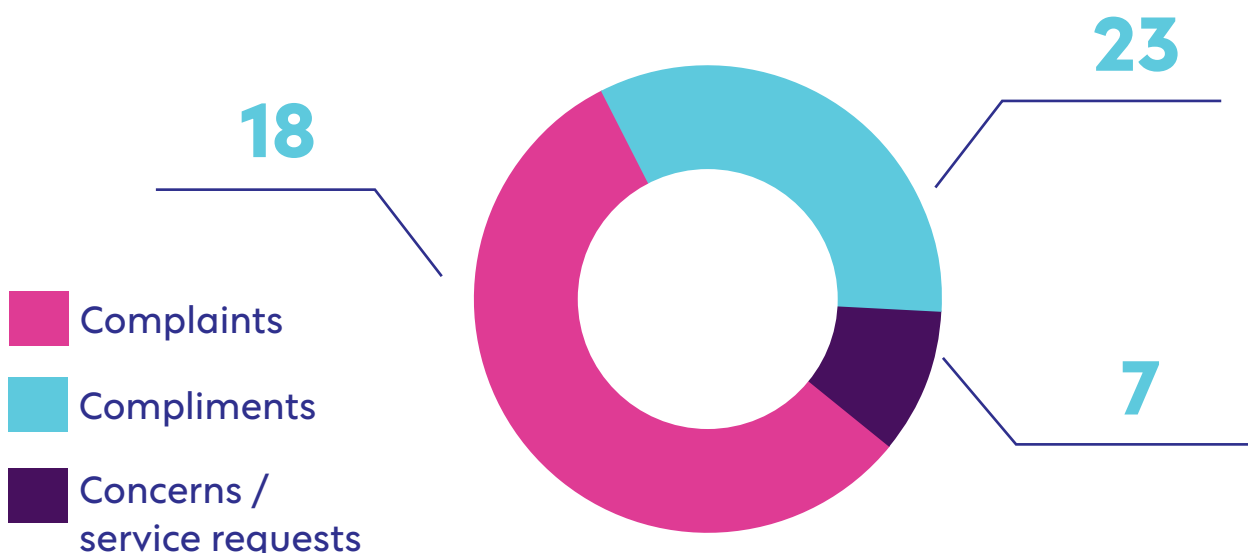
17 complaints were resolved at stage one, with one complaint progressing to stage two. Seven complaints were upheld, five were partially upheld and six were not upheld. No complaints were raised with the Housing Ombudsman.

We follow the Housing Ombudsman Complaint Handling Code and aim to acknowledge all complaints within five working days. We aim to respond to Stage one complaints within ten working days of acknowledgement.

If additional time is needed to fully investigate a complaint we keep tenants informed and explain when they can expect a response.

- We acknowledged 94% of complaints within the target timescale.
- We responded to 89% of complaints within the target timescale.

During the year we also received seven concerns or service requests and 23 compliments, more than double the previous year. Many compliments recognised the professionalism of contractors, the quality of repair work completed and the support provided by colleagues.



Learning from complaints

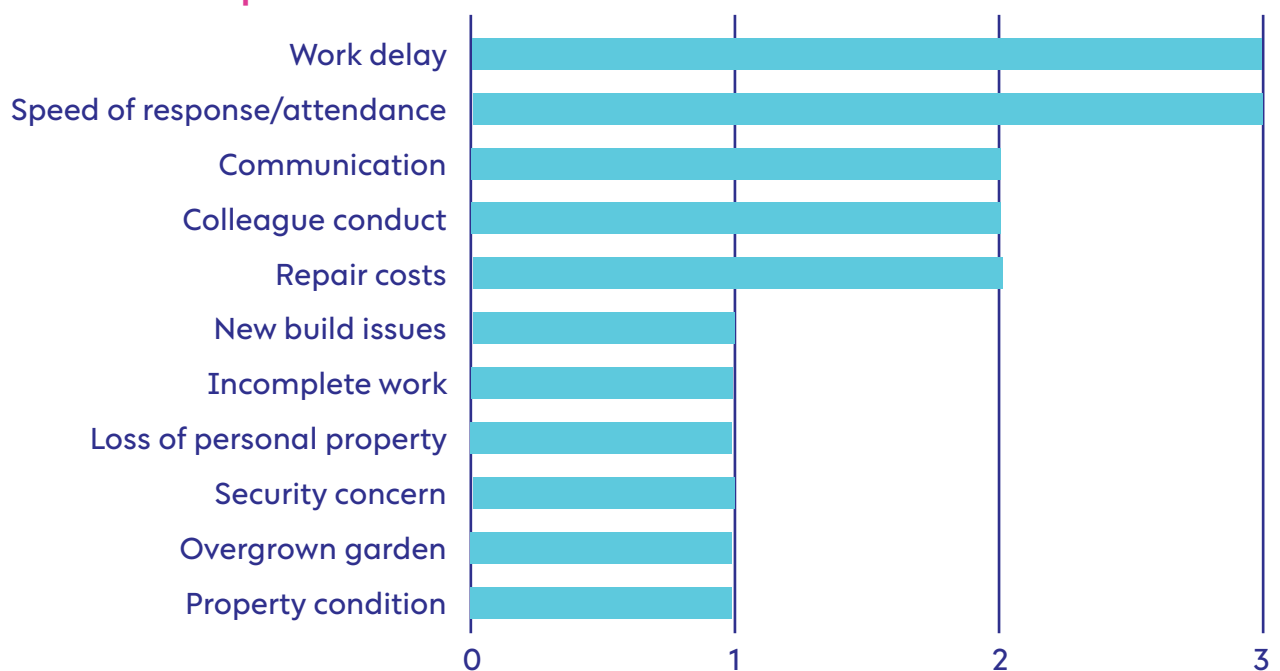
Your feedback helps us to understand what we are doing well and where we can do better.

The most common themes raised through complaints related to:

- delays in repair works
- communication during repairs and maintenance
- response times and attendance
- information about repair costs
- Contractor and colleague communication.

While the number of complaints remained low, each complaint provided an opportunity to review our services and identify improvements.

Reason for complaint 2025-26



There are lots of ways you can make a complaint, raise a concern or give a compliment.

You can contact us:

- **By email:** complaints@dimensions-uk.org
- **By phone:** 0300 303 9024
- **Through our website:** www.dimensions-uk.org/contact/making-complaint/
- Through an advocate or representative
- Through your Regional Housing Advisor or Support Worker
- By Letter

Learning from complaints

One of the most important parts of our complaints process is making sure we learn from feedback and take action where improvements can be made. In 2025-26:

You said	We did
Information about repairs charged to tenants was unclear.	We introduced clearer breakdowns within emails so tenants and support teams can better understand charges.
Communication between contractors and subcontractors needed to improve.	We reinforced communication requirements through contractor meetings and introduced clearer expectations for attendance updates and reporting.
Garden maintenance arrangements needed closer oversight.	Regional Housing Advisers are now carrying out additional checks to help ensure gardening arrangements remain in place.
Communication and customer interactions could be improved.	Colleagues and contractors were reminded of our expectations around respectful communication and positive interactions.
Communication and response times for emergency repairs needed to improve.	We have strengthened contractor reporting and monitoring arrangements to improve oversight of emergency works and response time.

We are committed to learning from complaints, concerns and compliments and using feedback to improve the services we provide.

During 2026-27, we will continue to strengthen how we capture learning, monitor actions and report back on the improvements made as a result of tenant feedback.

By listening, learning and acting on what tenants tell us, we can continue to improve our services and ensure that tenant voices remain at the heart of what we do.

Looking forward

Throughout this report, we've shared how we have continued to improve our housing services during 2025-26. From introducing a new approach to tenant engagement and acting on feedback from the Tenant Scrutiny Panel, to investing in our homes and strengthening the way we learn from complaints, our focus has remained on providing safe, well maintained homes and high-quality housing services.

As we look ahead, we will continue to build on this work by investing in our homes, listening to tenants and using your feedback to shape the services we provide. Together, these improvements will help us create homes and services that continue to meet the needs of the people we support.

Luke Aldridge — Head of Housing & Partnerships



This year has been about listening. We've reviewed how we engage with tenants, strengthened the way we respond to feedback and laid the foundations for future improvements. Your feedback continues to shape our services, and I look forward to continuing that work over the coming year.

E: luke.aldridge@dimensions-uk.org

Nigel Bower — Head of Property & Housing Supply



Our focus over the coming year is to continue investing in our homes. The information gathered through our Stock Condition Surveys will help us plan future improvements, while our investment programme will support safer, warmer and more sustainable homes. We're committed to ensuring our homes remain safe, well maintained and continue to meet the needs of the people we support, both now and in the future.

E: nigel.bower@dimensions-uk.org

Thank you to every tenant who has taken the time to share their views and experiences with us this year. By listening, learning and working together, we can improve the homes and services we provide.

Championing the rights of our tenants

Dimensions is a member of many groups and organisations, amongst them:



Contact the Housing team:

To request a repair or to ask about a property maintenance or management issue, or to request a policy:

call **0300 303 9195**

email **maintenance@dimensions-uk.org**

For rent or tenancy management enquiries, please talk to your Regional Housing Advisor:

call **0300 303 9194**

email **housingenquiry@dimensions-uk.org**



The person responsible for Housing is Julia Ashley, Chief Housing and Communications Officer.

You can contact her by email: **julia.ashley@dimensions-uk.org**

Find more details of senior colleagues on our website: **www.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, our tenants 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.

Find out more

dimensions-uk.org

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E enquiries@dimensions-uk.org

Find us on social media

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