



Tenants' Annual Report on Housing Services 2024 – 2025

Welcome to the Tenants’ Annual Report on Housing Services 2024 – 2025

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Welcome to Dimensions annual tenants' report 2025



Dear Tenant,

We are delighted to present our Tenant Report for the year 2024–5. 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.

It was disappointing, in the course of that work, that we found that we had overcharged some tenants for their rent. We let our tenants know straight away and also informed the regulator. We have been working with housing benefit departments to make sure that any overpaid rent is returned as quickly as possible to housing benefit or the tenants who have been overcharged.

It's good to see how 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 tenant's meetings and our new Tenant Scrutiny Panel. Angela and Martin, who are our tenant representatives, have been helping us to stay on our toes and develop our approach together. Some of the work carried out with our tenants this year includes developing easy read guides, getting involved in the procurement of repairs contractors and our out-of-hours contact centre, and training contractors to know what it is like for our tenants to have a repair in their home.

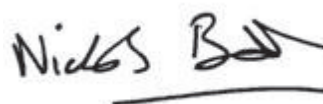
Please take time to read Mohinder's story on page 12. Mohinder returned from his holidays to find the Housing team had decorated his room as a surprise! And on page 16, you can find out more about our latest development at Bricket Wood, providing nine new homes and a vibrant community for people who will be living there – including some tenants who are moving from one of our other properties. The highlights from the work of the Tenant Scrutiny Panel are on page 20.

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 in 2025–6.

With best wishes

Nick and Rachael

A handwritten signature in black ink that reads "Nick Baldwin". The signature is written in a cursive style with a horizontal line underneath.

Nick Baldwin CBE
Chair of the Dimensions Board

A handwritten signature in black ink that reads "Rachael Dodgson". The signature is written in a cursive style.

Rachael Dodgson
Chief Executive, Dimensions

Hello and welcome

from your Tenant Representatives and Housing Quality Consultants

Martin Hancox



Angela Jones



We're Angela and Martin and we're both elected Tenant Representatives. We work with the Dimensions Housing team, Executive team and Board members to help them to keep improving the lives of all their tenants.

We both think it's important to keep reminding Dimensions that tenants should be involved in all the decisions they make about us tenants. We tell our Housing team that we're here to "keep you on your toes, and make sure you're doing the job properly!"

To make it easier for people who don't understand words, we use pictures to help tell a story, and use easy read guides too.

Martin says, "I did a presentation to the Dimensions Board with my own drawings about what makes a good life, and my drawings have also been used in the new strategy for Dimensions so everyone will get to see these. I was also a Finalist in The Learning Disability and Autism Leaders Awards 2025 for the work I did about the cornerstones of life and 'Being King of my World'."



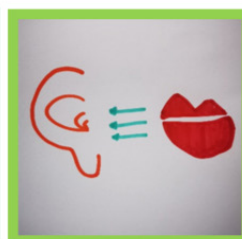
Having a safe home



Being with people I love



Being healthy



Being listened to



Being in control of my money



A reason to get up (Purpose)



Having people I trust supporting me



Being 'King of my world' (independent, making my own decisions)

In 2024 we published two new easy read guides, and in 2025 we are planning to do another two for our tenants. If there's anything you want to see as a new easy read guide, please let us know!

Angela says, "I helped to make a video for our new contractors, to help them understand what it's like to be a tenant and have people come into your home. We also told them exactly what we expect when they come to do repairs. One of our contractors used this in their own staff training for all staff!"

Angela adds, "I was also involved in choosing our new call centre for out-of-hours repairs, as part of the interview process on behalf of tenants."

We also attend the virtual tenants meetings so we can tell other tenants what we've been doing as their tenant reps and we get to listen to other tenants telling us about what's important to them. In 2024 we took it in turns to each go to an in-person tenants meeting, and in 2025 we look forward to meeting even more tenants.

We're both still involved in Dimensions campaigns and the 'Check your Connection' podcast.

We're both also Housing Quality Consultants, which we both really enjoy. We visit the homes of tenants with the local regional housing advisor, and get the opportunity to speak to lots of tenants and ask them about what it's like to live in their Dimensions house or flat. When tenants tell us about things that have gone wrong we tell the Housing team and they try and sort the problem out.

We really enjoy being your tenant representatives and work hard to try and improve things for all Dimensions' tenants.

We hope you enjoy reading the Tenants' Report.



About our homes

Our social homes are low-cost rental – this means that the rent is less than the market rent.

1,159 people have a home with us. This total number includes many different individual living arrangements, as shown in the table below.

	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)	545	4	226	149	924
Registered Care Homes	30	87	115	0	232
Shared ownership	3	0	0	0	3
Total	578	91	341	149	1,159



About our rents

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

Social housing

Dimensions applies the Regulator of Social Housing's agreed approach each year to increase rent. This is currently set at the previous September inflation rate (consumer prices index), plus 1 %. The annual rent increase is applied in the first week of the following April.

Service charges are increased in line with the cost of delivering the services.

Accommodation type	2024-25	2023-24	2022-23
Shared house core rent (average)	£93.13	£87.27	£81.46
One bedroom flat £ (average)	£133.20	£115.07	£103.25
Service charge £ (shared average)	£118.64	£113.59	£90.46

Non-social housing

This includes owned, leased and market rents. Values include service charges.

Rents in homes that Dimensions uses but does not own must be set in line with the lease. A lease is an agreement between the head landlord that owns the property and the tenant landlord (Dimensions) that uses it.

The highest is £820.62 per person per week (in London) and the lowest rents are in shared private lets in the north of England. Rent increases in the private market have been steeper than in social housing.

	2024-25	2023-24	2022-23
Shared house rent (average)	£318.75	£297.39	£293.48
Two-bedroom flat rent (average – includes sleep-in)	£381.45	£348.52	£327.44
Range of total rents and service charges (average – lowest to highest)	£165.83 to £820.62	£138.80 to £801.11	£138.80 to £700.53

About our rents

Rent overcharges

During 2024 we found some mistakes with the amount of rent we charged in previous years at some properties. Anyone who is paying less than they should have will continue on their existing arrangements. If we re-let the property, it will be at the correct rent.

If you have been charged more than you should have been, we told you about it in the rent letters in March 2025. For most people, any refund that is due will go back to Housing Benefit.

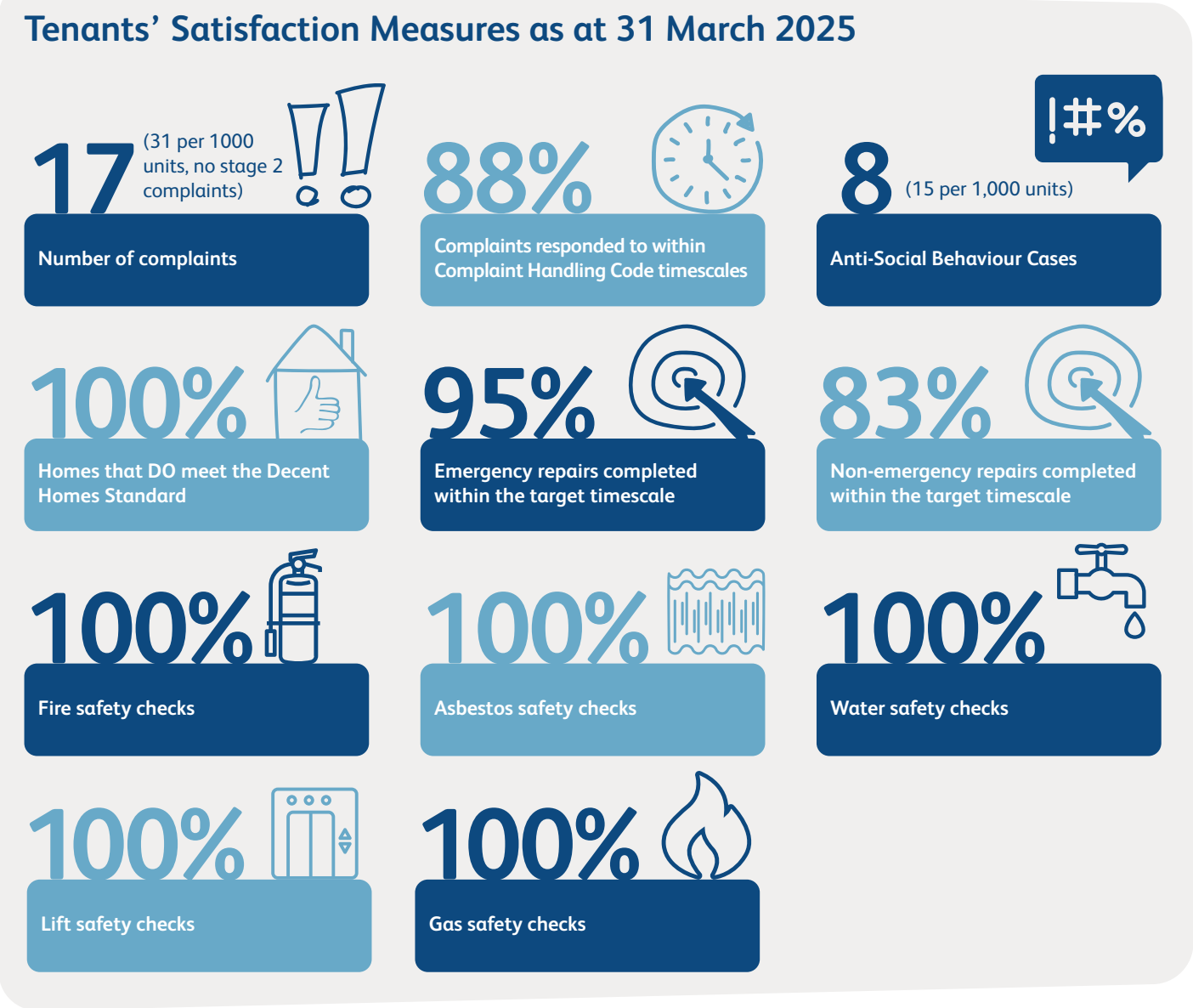
We are working through the repayments to Housing Benefit departments and will be in touch with anyone who is due a repayment to themselves.



About our performance

Tenants’ Satisfaction Measures – Management Information

This section tells you about our 2024/25 performance,



We are continuing to improve our repair timescales and have asked our four maintenance contractors to provide us with more information about the work they do to make sure you get an excellent level of service.

Our safety checks performance has grown steadily over the last 12 months, with a focus on keeping your homes safe, and having the safety certificates to show that. Thank you for allowing us to come into your home to carry out these important checks.

About our performance

Housing Hub performance

The Housing Hub has been taking your repair and maintenance calls for the last three and half years between the hours of 9am and 5pm (Monday to Friday), alongside email requests. We are proud that we continue to answer your calls within 30 seconds.

Outside of those hours, emergency repair calls are handled by Orbis, who are our out-of-hours call provider. It may take them a little longer to answer calls, as they provide an out-of-hours service for other organisations as well as Dimensions, so wait for them to answer your call.

	2024/25	2023/24
Number of maintenance calls answered	4,044	4,261
Average number of calls per day	16	17
Average time taken to answer calls (seconds)	27	28
Number of out-of-hours emergency repair calls	513	457

Tenants Satisfaction with their repair:

During the year 229 tenants were asked how satisfied they were with how their recent repair or maintenance was completed.

81%



About our performance

Mohinder's story

"Hello, my name is Mohinder, I live in Coventry. I moved into Dimensions in the year 2008, it was in the summertime and my dad brought me here.

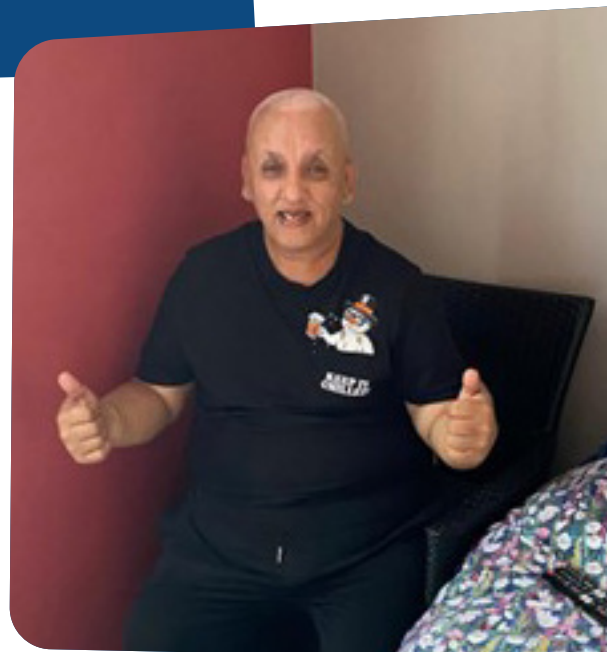
Before, I lived in a hotel for 18 months and then I got referred to Dimensions. It was the best thing that happened for me, the support was fantastic, and they helped me get a volunteer job and college which I still go to now.

I have made a lot of friends, and my independence has grown.

I started to go on holidays with my friends who I live with, with the help of my Dimensions support team, which we do independently and have been going every year now for the last 8 years.

I am now going on holiday with Jolly Days Holidays with the help of my Nurse and the support team from Coventry Outreach. I went to Norfolk recently with Jolly Days and am due to go to Scarborough soon with my friend from the other house.

Whilst I was away this year, one of my support workers along with the Housing team, got my room decorated as a surprise. We did talk about this before my holiday and the colours I wanted.



Julia said she was really busy and would have to do it when I got back. But when I opened my door, I couldn't believe it, they also hung up a picture of my mum who had not long passed, I was so happy to come home to this.

They are so kind and thoughtful to do this.

I really like living at Dimensions. It has changed my life. I like that they give us a voice, listen and are always there when we need them for help."

How we spent your rent in 2024–2025

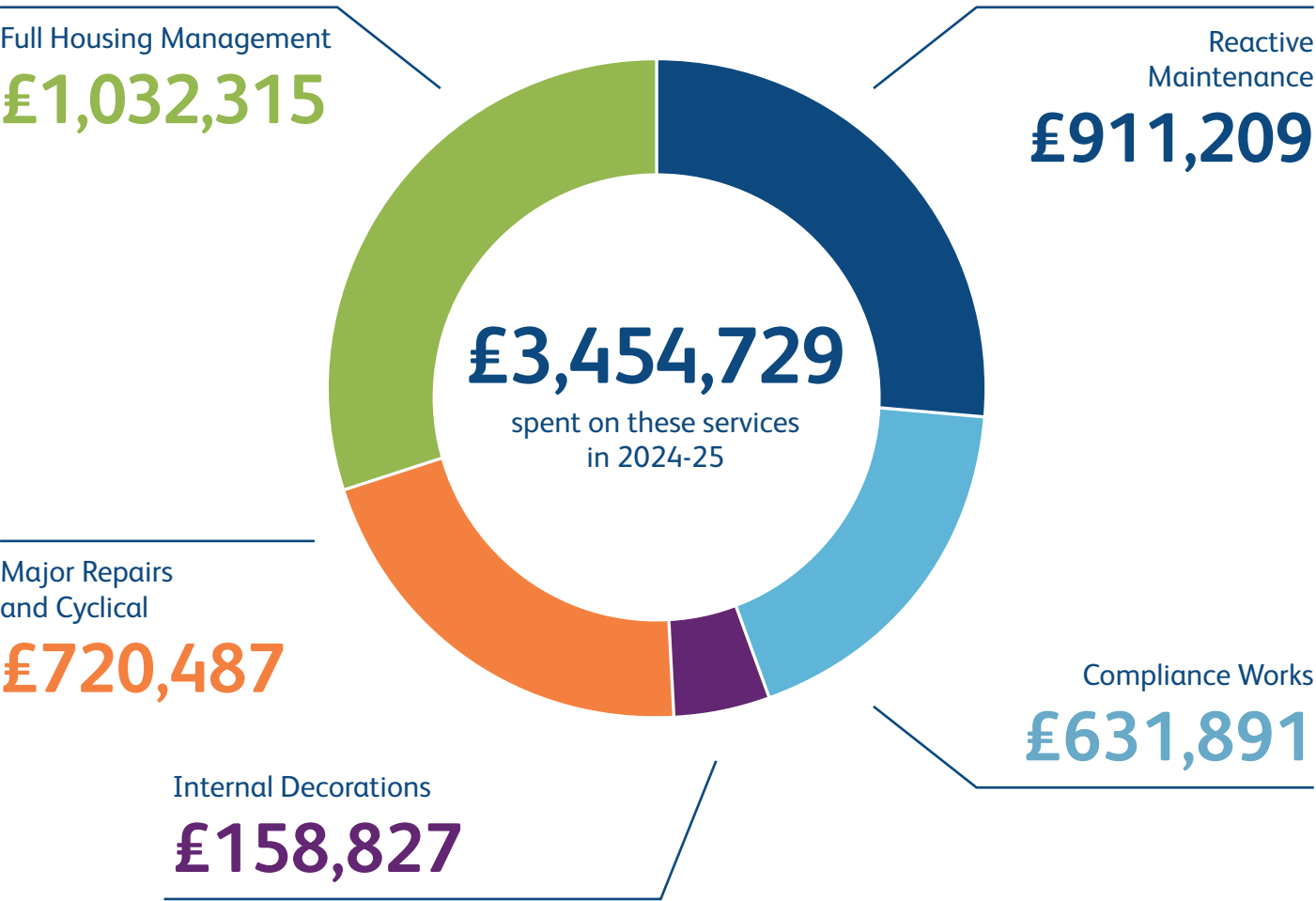
We charge you rent to live in your home, and we spend it on repairs, decorations and the people who manage our homes.

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 2024/25, we spent £3,454,729 on providing these services. The chart below shows you how much we spent. You can see all the spending divided up.

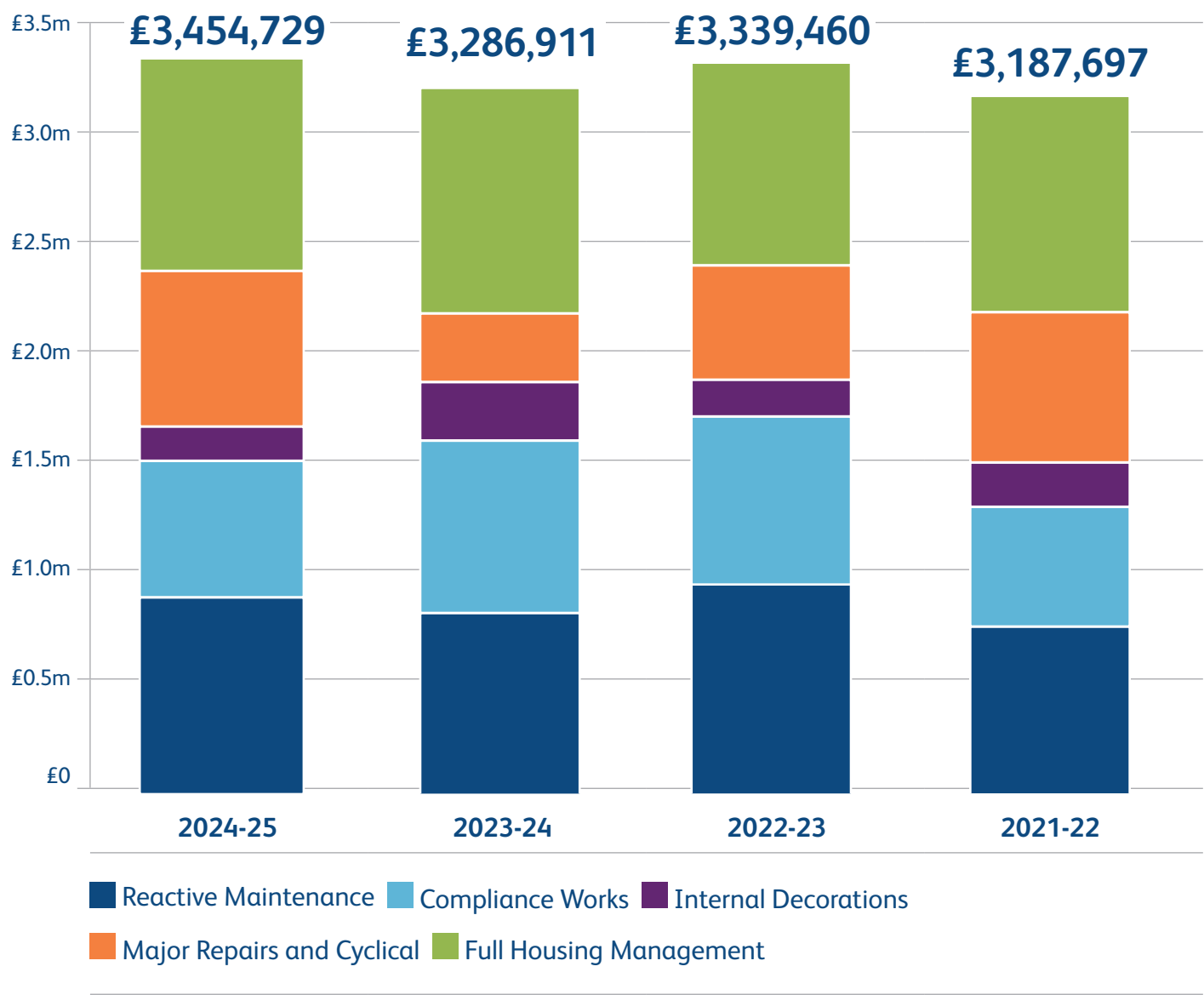
We try to plan for repairs before they are needed so that you do not have to ask for them. We are pleased that more money was spent on replacements this year so fewer things went wrong and needed to be repaired.

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




How we spent your rent in 2024–2025

How we spent your rent totals from 2021 – 2025



Like all registered providers of social housing, we use ‘cost per unit’ to compare our own costs with those of other specialist housing associations.



Average cost per unit in 2024–25:

£14,199

2023-24* peer group average £13,575

*2024–25 peer group figures not yet available.

How we spent your rent in 2024–2025

This information explained here shows the money paid to the people in charge and the cost of running the service.

Directors' pay in 2024/25 compared to last year

	Group		Parent	
	2025 £'000	2024 £'000	2025 £'000	2024 £'000
Non-executive directors	143	130	143	130
Executive staff members	1,281	1,143	1,281	1,093
	1,424	1,273	1,424	1,223
Compensation for loss of office	–	105	–	105

The chief executive officer was the highest paid employee during the year (similar to prior year 2024).

The total pay to the chief executive officer (including employer's National Insurance, pension and benefits) was:

	Group		Parent	
	2025 £'000	2024 £'000	2025 £'000	2024 £'000
Total pay	191	180	191	180

The pension contributions paid by the organisation for the chief executive officer were £13k (2024: £12k).

Housing development

A new development of three flats and six bungalows was completed shortly after the year-end, on the site of an old building in Bricket Wood, which had previously been used to provide support to people with learning disabilities, autistic people or those with mental health conditions. The development is the outcome of a strong partnership between St Andrew's Parish Council, Hertfordshire County Council and our construction partners, Kendall Kingscott Ltd and MP Building Ltd.

The first people to move in will come from nearby Smug Oak House. Later in the year the remainder of the buildings will become available for referrals from the local authority and the wider Hertfordshire area. Tenants at Bricket Wood will enjoy far closer connection to the local community together with better public transport connections and a very wide range of assistive technologies to support people with maximising their independence.

Bricket Wood also boasts incredibly energy efficient heating, solar panels, electric vehicle charging points and even bat boxes to help house some of the local wildlife.



Bricket Wood

Our new development in Hertfordshire



Listening to our tenants: Annual Tenant Survey Results

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

The new survey results for 2025 are not the official TSMs, as we chose to simplify the questions. The most recent formal TSMs date from 2024 and can be found [here](#).

Tenants' Survey May 2025

86%



Overall satisfaction - with the Housing Service from Dimensions

81%



Happy with how Dimensions deals with repairs and maintenance

74%



Happy with the time taken to complete your most recent repair after you reported it

79%



Happy with the overall repairs service from Dimensions over the last 12 months/split by tenant type

93%



Feel safe in your area when outside your home

76%



Satisfaction with how Dimensions Housing Service listens to your views as a tenant, and acts on this

76%



Say Dimensions Housing Service keeps you informed about things that matter to you

86%



Say Dimensions Housing Service treats me fairly and with respect

82%



Happy that Dimensions keep communal areas clean and well maintained

65%



Happy with Dimensions Housing Service's approach to complaints handling

Listening to our tenants: Annual Tenants' Survey Results

Just under a quarter of our tenants responded to the survey, which showed high levels of satisfaction on all areas measured. We also asked you to give us feedback in your 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 you.

Most of the comments that you and other tenants made were about the repairs service. Some of you told us how happy you 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 and some simply told us that it took a very long time to for a job on a repair. These are the types of issues that the Housing team aim to improve for all our tenants.



Listening to our tenants: Representation

The Dimensions Council represents people we support.

It makes recommendations to the Dimensions Board on things that matter to the people we support.

Our tenants are always represented on the Dimensions Council. Our two Tenant Representatives are Angela Jones and Martin Hancox. Angela and Martin speak up on behalf of tenants about housing issues when they attend Dimensions Council meetings and pass information back to our tenants at our virtual tenant meetings.

During 2024–25 we continued to hold tenant meetings every two months using Zoom. These meetings are an opportunity for tenants, their support staff, your tenant representatives, our Housing Quality Consultants and our housing colleagues to meet up to discuss everything to do with our housing service, review our performance and plan for our future.

These meetings usually last for two hours. There is always plenty of time to ask questions and discuss the housing service. Some meetings are held in the morning and some in the afternoon, we also hold them on different days of the week, so as many tenants as possible can attend.



We want to work with more of our tenants.

If you are interested in attending tenants' meetings, please **call 0300 303 9194**.

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

Listening to our tenants: Tenant Scrutiny Panel

The Tenant Scrutiny Panel helps us ensure our tenants can influence decision making and hold us to account. It builds on past tenants' meetings by adding energy and power.

In 2024 we focused on setting up an effective panel of five tenants (one of whom is the Chair,) with appropriate support. The panel agreed its terms of reference. And it met fortnightly.

The Panel decided it wanted to focus on helping tenants to feel safe in their home, thinking especially about antisocial behaviour.

The panel investigated how we tackle antisocial behaviour. Much of our policy and practice received a gold star from the Panel! Some other bits were not so good and the panel has made some recommendations for improvement. The Housing team will respond to the Tenant Scrutiny Panel with an action plan. Progress will be reviewed after six months and our quality and practice committee will provide monitoring. The recommendations in brief are:

1. All tenants must be sent the easy-read Anti-Social Behaviour Guide in whatever way best suits them.
2. The Compatibility Assessment should be more person-centred and more thorough.
3. Review the antisocial behaviour policy to include:
 - Actions if the antisocial behaviour is coming from somebody other than a Dimensions tenant.
 - A focus on tenants with fewer hours of paid support (who may be most vulnerable).
 - Changing words like 'police', 'court', and 'injunction' so that they are less frightening for people.
4. Create guidance for people who are at risk of eviction for reasons that are out of their control – for example, if the landlord is selling their property.

The Tenant Scrutiny Panel has produced its own report which contains full details on what is working well and what could be better. You can read this [here](#).

Listening to our tenants: You said, we will do:

Based upon everything we have heard, here is what we plan to do about it:

What you said you wanted from tenant meetings



- Provide more in-person tenants' meetings.
- Support us to set the meeting agenda. Provide less information and support us to tell you more.
- We want to talk about what's important to us: safety, security, repairs and rent and service charge changes.
- Tell us more about the annual rent and service charge increase.

What we will do in response:



- This year we are planning on three in-person meetings, to make it easier for more tenants to attend.
- The agenda starts with "What would you like to talk to us about today?" and this has been received well in meetings.
- Our 2024–25 Tenant Scrutiny Panel scrutinised the Housing team's performance and plans in more detail and helped ensure that our services are designed and delivered for the benefit of all our tenants.
- Ingrid Deicke, Housing and Contracts Manager, came to our online tenants meeting and gave insight into the annual rents and service charges.

Listening to our tenants: You said, we will do:

How you want us to communicate with you:



- We want regular Housing newsletters.
- We 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.
- Help us to feel more confident to complain when things go wrong.

What we will do in response:



- We produced a Christmas newsletter, which came with the Tenant Report for 2024, and we are looking at producing further newsletters in the coming months.
- We co-produced an easy read guide to ‘damp, mould and condensation’ and ‘top tips for saving money’, Health and Safety and Anti-social behaviour.
These have been circulated to tenants and can be found on our Dimensions website.
We continue to work with tenants to improve upon existing and create new easy read documents.
- All Housing colleagues have completed the Housing Ombudsman training on the new Complaint Handling Code. The main aim of this Code is enabling a positive complaints culture across the social housing sector. Landlords like Dimensions must embrace complaints through increased transparency, accessibility and complaint handling governance, demonstrating that tenants are core to its service delivery. Good complaint handling is central to that.

Listening to our tenants: You said, we will do:

How you want us to help make where you live feel more like home:



- Implement the 'Standards for Maintenance' that we co-produced and make sure contractors understand our needs.
- Provide more support to get adaptations done, especially wet rooms.
- Do more to help us feel confident that you will deal with those responsible for anti-social behaviour so we can feel safe at home.

What we will do in response:



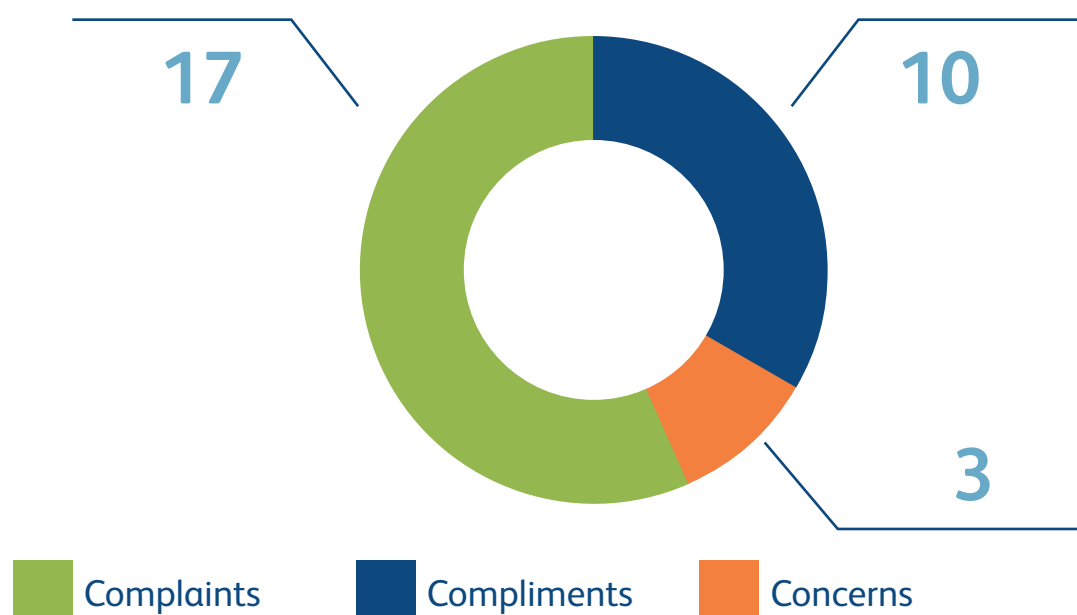
- Our tenants created a video and did presentations to help new contractors understand their expectations when those contractors come to do repairs
- The Aids & Adaptation policy is currently under review.
- We will work with tenant representatives to review all our anti-social behaviour policies, procedures and reporting methods.

Learning from complaints

Tenant feedback

We value tenant feedback, whether that is a compliment, concern or complaint. Every concern or complaint we receive is investigated and responded to with our findings.

We are pleased to report that all complaints were investigated and where they were upheld or partially upheld, resolutions were found and corrective action taken. We had no complaints that were referred to the Housing Ombudsman. No compensation was required to address any of this years' complaints.



Your feedback, whether it is good or bad, helps us to understand what we are doing well and where we can do better. If we don't know something has gone wrong, we can't put it right.

We follow the Housing Ombudsman Complaints Handling Code and aim to achieve their target of acknowledging and responding to all complaints within their timescales. You can see below how we have done.

Percentage of complaints acknowledged with five working days of receiving complaint	94.12 %	16 out of 17
Percentage of formal complaints responded to within our target of ten working days from date of acknowledgement of complaint	88.24 %	15 out of 17

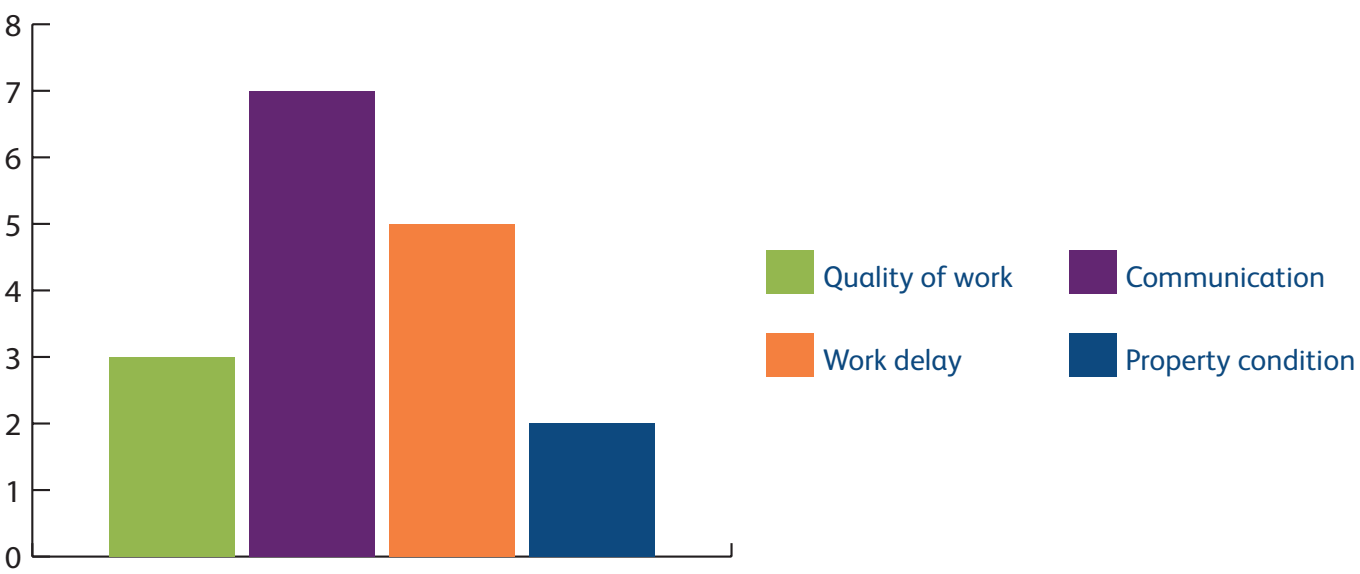
Learning from complaints

There was one complaint where the acknowledgement was late because there was a change in locality manager, and it had been missed. The response to this same complaint was also delayed as the complaint had gone to the Local Authority and we had to write to them to release the complaint to us.

The other complaint that was responded to late was where a letter informing of the outcome of the complaint was sent at 12 working days instead of ten, but we had telephoned the person who made the complaint within the ten-day target with our findings.

Out of the 17 complaints we received, 16 of them were upheld or partially upheld.

There were four main reasons for complaints being made from the 17 complaints we received.



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

What did we learn

Here are details of some of the things we have learned from complaints we have received and what we did to improve our service.

Learning	What we have done
Timeliness	<ul style="list-style-type: none">• Where repairs are delayed and have been escalated, we have asked contractors to respond more swiftly.• We now require contractors to complete weekly reports showing attendance for all repair calls including our out of hours and emergency calls.
Communication	<ul style="list-style-type: none">• A revised rota system will improve the way we respond to emailed contractor quotes, enabling these to be actioned more quickly.• We have updated our Maintenance Policy to clarify what is a tenant's and what is the maintenance team's responsibility.• We are sharing more information about planned maintenance across the wider Housing team.
Quality	<ul style="list-style-type: none">• New Key Performance Indicators have been created for 2025/26.• Contractors are now expected to inspect 10 % of their repairs and maintenance. This will be discussed as part of contractor meetings.
Record keeping	<ul style="list-style-type: none">• We are investigating call recording for quality and training purposes.• When work is carried out in Support Only properties as an exception, we now record who is responsible for future maintenance, in particular responsibility for Thermostatic Monitoring Valves (TMVs) and Electric Shower Repairs.

Championing the rights of our tenants

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



We campaign on workforce issues, on voting, around learning disability hate crime, and for improved health for people with learning disabilities. In association with all the main cinema chains, we run autism friendly cinema screenings across the country, and we have extended this to libraries and other entertainment venues.

Dimensions also runs the Learning Disability and Autism Leaders' Awards which aims to support leaders with learning disabilities and autism to raise their voice and personal profile and accelerate social change.

Better Lives for More People

For nearly 50 years, we have been supporting people with learning disabilities and autistic people to have a louder voice, choice, and control in their lives.

We design personalised support for each individual, working towards specific outcomes in the cornerstones of a good life: health, relationships, work, hobbies, and having fun.

Contact the Housing team:

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

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 here:**

Email: julia.ashley@dimensions-uk.org

Find us on social media @DimensionsUK



Dimensions

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Dimensions (UK) is a charitable registered society number 31129R.

Ground Floor, Building 1230, Arlington Business Park, Theale, Reading RG7 4SA. June 2025