

So you can be
you

Dimensions annual tenants' report 2025-2026



easy read



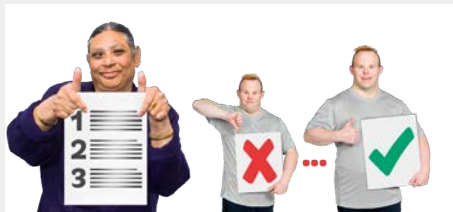
Welcome to Dimensions annual tenants' report 2025-2026



This report talks about the housing service Dimensions provides.



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



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



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



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



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



About our homes



667

There are **667** people living in homes we own or lease with tenancies – they are “our **tenants**” and we are “their **landlord**”
A **landlord** is who owns your house.
You pay money to them to live in the house.



226

There are **226** **tenants** living in other **landlords'** homes where we are the agent and act for them.



221

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



146

There are **146** people who are our **tenants** and we **rent** their homes from a different **landlord**.



About rents



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



We spend money on finding new homes for people.



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



The average weekly **rent** in a shared house in social housing in 2025/26 was £93.74.



The average weekly **rent** in a one-bedroom flat in social housing in 2025/26 was £122.92.



The average weekly **rent** in a shared private rental in 2025/26 was £332.27.



Our average service charge in 2025/26 was £118.84.



Each year the **Regulator of Social Housing** tells us how much the **rent** goes up by. In 2025/6 this was 1% above CPI. CPI is a measure of inflation. Inflation is how much prices go up by on average.



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



How we did in 2025/26

Management Information



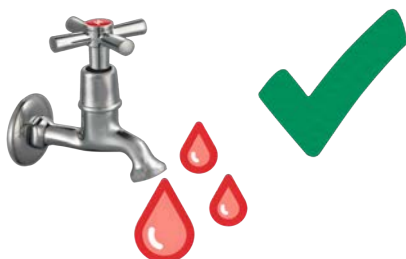
All our homes met the Decent Homes Standard. The Decent Homes Standard are rules we follow to make sure we are good landlords.



All our lift safety checks were done in time.



99% of gas and electrical safety checks were done in time.



All of our water safety checks were done in time.



All of our asbestos safety checks were done in time.



All of our fire risk assessments were done in time.



95% of emergency repairs were done in time.



Our **tenants** told us about 9 cases of **anti-social behaviour**.

Anti-social behaviour is 'actions by others that make you feel worried, upset, scared, or annoyed'.



Our call centre team answered the phone after an average of 25 seconds during office hours. This is a bit faster than the year before.



How we did in 2025/26

Repairs and maintenance



We want to do all emergency repairs within 24 hours.



Last year we did this 95% of the time. This is about the same as before.



We completed 87% of non-emergency repairs as quickly as we wanted to.



82% of **tenants** we asked, told us they were happy with their repair.



We spent **£2.4million** on repairs and maintenance. This is about the same as before.



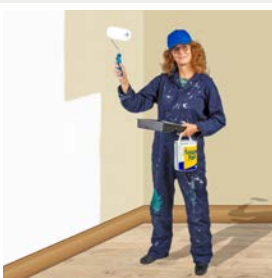
We spent about the same amount of money on **reactive repairs**. These are the things tenants report to us that are broken and need repairing.



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



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



We spent more on internal decorations like painting walls.



How we did in 2025/26

Complaints and compliments



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



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



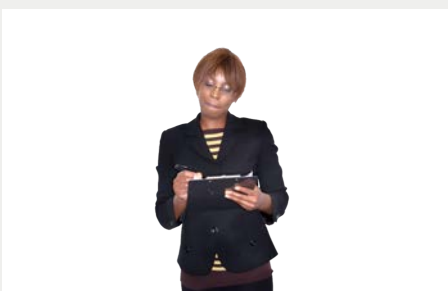
18

We had **18** complaints in the 2026/25 financial year.



17

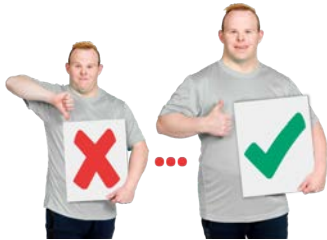
We had **17** complaints in 2024/25 and **5** the year before that.



All of the complaints were looked into.



When we agree that a complaint is right, we say it is 'upheld'. We upheld or partially upheld 12 complaints.



We said sorry and tried to fix what we did wrong.



No complaints were sent to the Housing Ombudsman.



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



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



We want to make sure that every tenant knows how to complain if they need to.



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



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



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



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



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



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



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



Listening to our tenants: Our tenant survey



We spoke to **198** tenants who had a repair completed during 2025/26. **82%** told us they were happy with the work.



About 1 in 4 tenants filled in the annual survey.



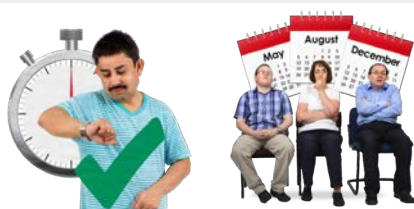
89% were satisfied. Not many were unhappy.



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



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



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

Listening to our tenants: 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%



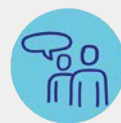
Satisfaction that your home is well maintained

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%



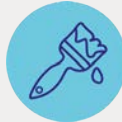
Agreement that we treat tenants fairly and with respect

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: Our tenant representatives



The Dimensions Council represents people we support.



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



Our tenants are always represented on the Dimensions Council.



Our two Tenant Representatives are Angela Jones and Martin Hancox.



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



They tell our tenants what the Dimensions Council have said.



Listening to our tenants: Tenant Scrutiny Panel



The Tenant Scrutiny Panel is a group that checks how well the Housing team are doing and looks at their plans.



The members of the **Tenant Scrutiny Panel** are all Dimensions **tenants**.



The first thing the Dimensions **Tenant Scrutiny Panel** wanted to look at was:



How does the Dimensions Housing Team help tenants to feel safe in their home?



The group looked closely at what the Dimensions Housing Team do about **anti-social behaviour**.



The **Tenant Scrutiny Panel** wrote a report on what they found and gave this to the Housing team.



All the recommendations have now been completed and independently reviewed.



You can read the Tenant Scrutiny Panel report on our website and you can find the antisocial behaviour guide [here](#).

Listening to our tenants: Tenants meetings



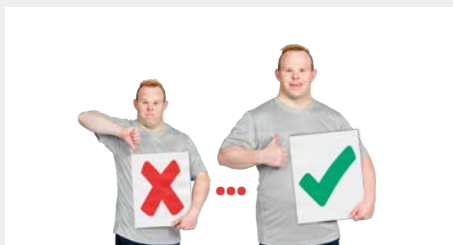
We used to hold tenant meetings on Zoom every 2 months.



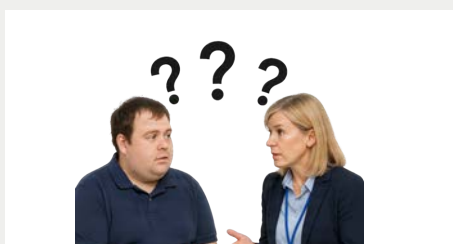
We have changed the way we listen to tenants to encourage as many tenants as possible to be heard.



We will hold individual conversations. We will run local events. And we will hold regional summits.



We will keep using a 'You Said, We Did' approach to report back on progress.



Speak to your regional housing adviser to find out more.

2025

2026



Listening to our tenants: Quality Consultants



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



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



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



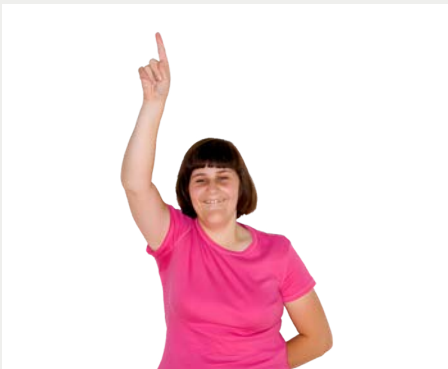
They share what they have found in **tenants** meetings so more **tenants** can hear about their visits.



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



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



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

Listening to our tenants: Learning from complaints



It is very important that we learn from feedback.
In 2025-26:



You said information about charges was unclear
so we introduced clearer descriptions.



You said communication between our
contractors needed to improve so we held
meetings with contractors to tell them our
expectations. We also reminded them about the
importance of respectful communication.



You said garden maintenance needed closer
oversight so our regional housing advisors are
now focusing on this.



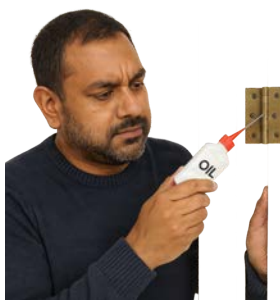
You said communication and response times for
emergency repairs needed to improve so we are
improving our monitoring and reporting of this.



Housing Development



All our homes meet the Decent Homes standard.



We delivered 44 improvement projects during the year.



These improvements are creating safer, more accessible, warmer and more energy efficient homes.



We are moving to a Planned Preventative Maintenance approach. This should mean less need for repairs.



The programme includes kitchens, bathrooms, internal and external decoration, accessibility improvements and heating upgrades.



We want your home to continue to meet your needs far into the future.



And next year we will begin installing solar panels to reduce energy costs and help the environment.



Very occasionally we might decide we need to sell a property. We sold one house in 2025-6.



Strengthening our services



There is a new rule called STAIRs that we must follow. STAIRs means Social Tenant Access to Information Requirement.



To follow this rule, we are putting more information on our website and in our annual report. This is to make it easy for you to find things out. If you can't find what you need, contact us. We will help.



We have also got better at identifying and managing problems of damp and mould. Find our damp and mould guidance on the 'Information for Tenants' page of the Dimensions website. [click here to view](#)



How we did in 2025/26

Championing the rights of our tenants



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



Learning Disability England



Disability Benefits Consortium



Voluntary Organisations Disability Group



THE NATIONAL CARE FORUM



Learning Disability and
Autism Housing Network

- Learning Disability England,
- The Disability Benefits Consortium.
- The Voluntary Organisations Disability Group (VODG)
- The National Care Forum
- Learning Disability and Autism Housing Network



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



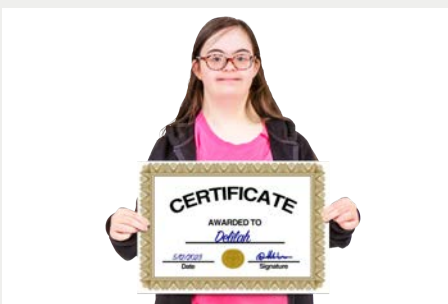
We **campaign** on workforce issues.
These are things like getting more money for support workers.



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



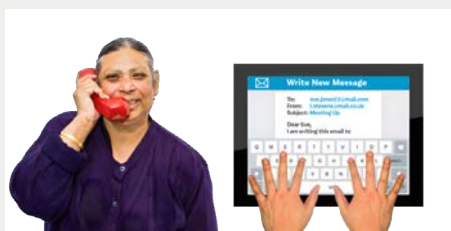
We **campaign** for better health for people with learning disabilities.



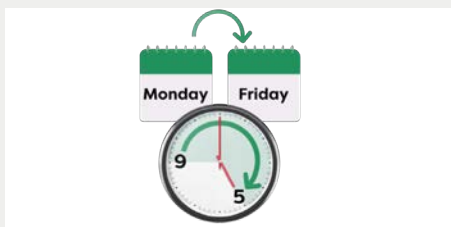
Dimensions also runs the “Leaders’ Awards”. The Leaders’ Awards aims to support leaders with learning disabilities and autism to raise their voice, get noticed and make things better for people with learning disabilities and autistic people.



How do I contact Dimensions for repairs?



Call us on **0300 303 9195** or
e-mail **maintenance@dimensions-uk.org**



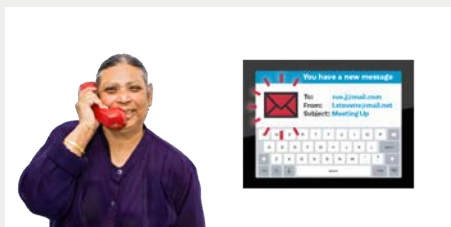
You can contact us between 9.00am and 5.00pm Monday to Friday. These are our office hours.



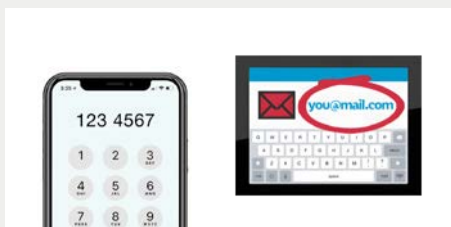
Please contact us during office hours to report repairs. If your repair is an **emergency** you can ring us on this number at any time to report your **emergency**.



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



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



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



How do I contact Dimensions for other things?



The Housing Management team can help you with your tenancy.



They can be contacted between
9.00am and 5.00pm Monday to Friday



Call **0300 303 9194**



or email **HousingEnquiry@dimensions-uk.org**

Better Lives for More People

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

The people we support, 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

T 0300 303 9001

E enquiries@dimensions-uk.org

Find us on social media

@DimensionsUK

Our address

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Theale, Reading, RG7 4SA

