

So you can be
you

Dimensions annual tenants' report 2025



easy read



Welcome to Dimensions' annual tenants' report 2025



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



669

There are **669** 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 that agent and act for them.



232

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



149

There are **149** 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 2024/25 was £93.13



The average weekly **rent** in a one-bedroom flat in social housing in 2024/25 was £133.30



The average weekly **rent** in a shared private rental in 2024/25 was £318.75



Our average service charge in 2024/25 was £118.64.



Each year the **Regulator of Social Housing** tells us how much the **rent** goes up by. In 2024/5 this was 2.7%.



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



How we did in 2024/25



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.



All our gas 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 8 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 27 seconds during office hours. This is about the same as the year before.



How we did in 2024/25

Repairs and maintenance



We want to do all emergency repairs within 24 hours.



Last year we did this 95% of the time. This is better than before.



We completed 83% of non-emergency repairs as quickly as we wanted to



81% of **tenants** we asked, told us they were happy with their repair



We spent £2.4million on repairs and maintenance. This is £0.2m more than the year before.



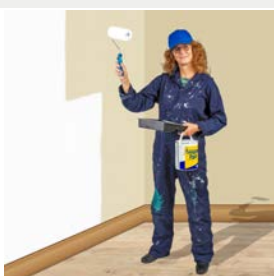
We spent about the same amount of money on **reactive repairs**. These are the things **tenants** report to us that are broken and need repairing.



We spent more 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 less on internal decorations like painting walls.

2024

2025



How we did in 2024/25 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.

2024 2025

17



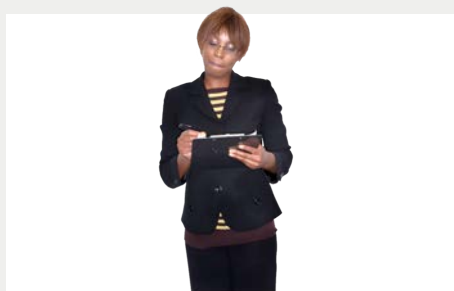
We had 17 complaints in the 2024/25 financial year.

2024 2025

5



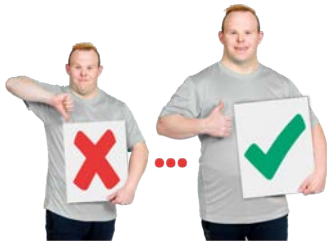
We had 5 complaints in 2022/23 and 14 the year before that.



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 16 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 have had less complaints than before. But we want to make sure that every tenant knows how to complain if they need to.



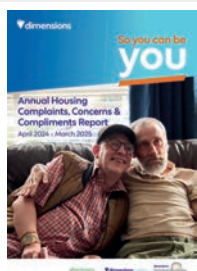
We have been working with tenants and support providers to make it easy for tenants to tell us when we have done things wrong and could be better.



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

2024

2025

How we did in 2024/25

Listening to our tenants



We spoke to 229 **tenants** who had a repair completed during 2024/25. 81% told us they were happy with the work.



About 1 in 4 **tenants** filled in the annual survey



Most **tenants** were happy. 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: 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



How we did in 2024/25 Representation



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.



In 2024/25 we worked with **tenants** to set-up a **Tenant** Scrutiny Panel. This group will check how well the Housing team are doing and look at their plans.



In 2024/25 we had **tenant** meetings on Zoom every 2 months.



These meetings are for **tenants** to talk about their housing service, say how well we are doing and let us know what they want to do in the future.



These meetings usually last for two hours.



The meetings are on different days and at different times so lots of can come to them.



We want to work with more of our **tenants**. If you want to go to **tenants'** meetings, please call 0300 303 9194.



We will make sure you can come to a meeting if you want to.



About the Dimensions Tenant Scrutiny Panel



The Dimensions **Tenant Scrutiny Panel** started in January.



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



A **scrutiny panel** is a group of people who look into something in lots of detail to understand it and decide what they think about it.



They then tell the Housing team what they have found and what they want to be better.



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.



You can read the **Tenant Scrutiny Panel** report on our website.



How we did in 2024/25 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.



You said, we will do



Here is what we will do about what you have told us.



You said you want more **tenants** meetings where you meet in person not online.



We had three in-person tenants meetings in 2024/25



You said you want support to set the meeting agenda.



We have a new meeting agenda that starts with “what would you like to talk to us about today?”



You said you want to talk about safety, security, repairs and rent and service charge changes.



Ingrid Deicke, Housing and Contracts Manager, came to our online tenants meeting and told us more about the annual rents and service charges.



You said you 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.



These and others are now on the Dimensions website



You said you want regular Housing newsletters.



We sent you a Christmas newsletter in 2024.



You said you want us to help you feel comfortable dealing with **anti-social behaviour**.



We will review all our **anti-social behaviour** policies, procedures and reporting standards.



You said you want us to make sure contractors understand your needs.



Our **tenants** created a video and did presentations to help new contractors.



You said you want more support to get big changes made in your home, like wet rooms.



We will review our **aids and adaptation** policy with **tenants**.



How we did in 2024/25: Championing the rights of our tenants



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



- Learning Disability England,
- The Disability Benefits Consortium.
- The Association for Real Change
- 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



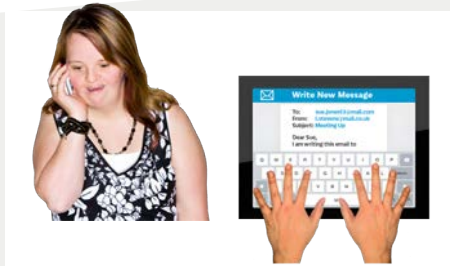
We **campaign** for better health for people with learning disabilities.



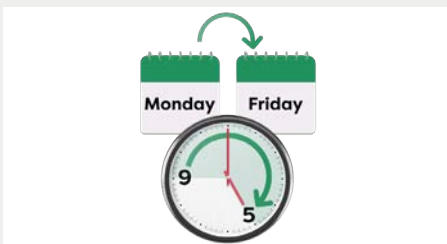
Dimensions also runs the “Learning Disability and Autism Leaders’ Awards”. The Leaders’ Awards aims to support leaders with learning disabilities and autism to raise their voice, get noticed and make things better for people with learning disabilities and autism.



How do I contact Dimensions for repairs?



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



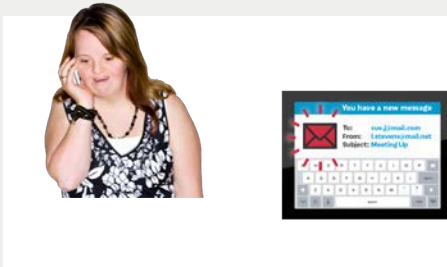
You can contact us between 9.00am and 5.00pm
Monday to Friday. These are our office hours.



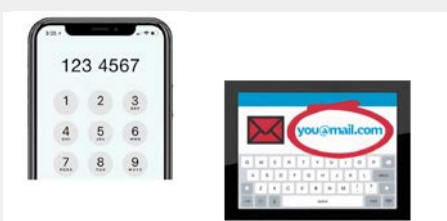
Please contact us during office hours to report
repairs. If your repair is an **emergency** you can
ring us on this number at any time to report your
emergency.



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 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

