

Welcome to our Spring/Summer Tenant Update

We're delighted to share this brief tenant update, shaped by the valuable feedback from you at the Roadshow events in January and February 2025. Recognising the need for clearer communication, we've designed this quarterly update to keep you informed about the latest developments at Teachers' Housing Association (THA) and key news from across the organisation.

It's been a busy few months. As the THA Management Team, we remain focused on tackling day-to-day challenges while also delivering medium-term projects to improve your overall experience as tenants.

Here's a summary of what this update covers:



- THA People Updates
- Customer Service & Tenant Communications
- Improvements to Repairs and Maintenance
- Upgrades to Infrastructure and Systems

We hope you enjoy this edition and find it useful in understanding the progress we're making to improve your homes and the services we provide.

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Have a great summer, and we'll be back in touch with another update later this year. Warm wishes,

— THA Senior Management Team

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THA People Updates

Strengthening our team to improve our services to you, remains a top priority. We're pleased to share that Mark Gibbs, who many of you may have met during his time as an interim, has now joined THA permanently as Repairs Manager.

To further strengthen our capacity and meet our commitments to tenants, the Board has agreed two new key roles that we're currently recruiting for.

- **Head of Housing:** This role is to lead on improvements in our housing management services we provide to you.
- **Customer Services Officer:** Based at Head Office, this role will focus on handling resident calls, logging enquiries, and coordinating timely responses across internal teams.

We're also excited to announce a comprehensive training programme for 2025/26, aimed at upskilling our staff to serve you better.

In addition, we're exploring ways to empower local staff - including caretakers - with more authority for small day-to-day decisions (within clear guidelines). This could include tasks such as ordering low-cost items or arranging for local contractors to resolve urgent issues (like removing a wasp's nest) without delays. We'll keep you updated as this initiative develops.



Customer Service & Tenant Communications

One key message from the recent roadshows was that you want better day-to-day communication - and we're listening.

This newsletter is just one example of how we're working to improve that. Here are a couple of other important developments:

- **New Tenant Panel:** We've launched a Tenant Panel, with the first meeting held in April and it was a positive and productive session. As it was the first session, the group discussed how it will operate, agreed on the panel's "terms of reference," and began identifying key topics that matter most to you.
- **New Website Coming Soon:** We're launching a brand-new website in August 2025. It will be easier to navigate and include relevant, up-to-date information. We're working closely with the Tenant Influence Panel to shape its final design.



Repairs and Maintenance Improvements

We've made solid progress in how we manage repairs and long-term maintenance:

- Everyday repairs and works on empty homes have improved significantly.
- We've reduced the number of open repair jobs.
- We're working more closely with contractors to ensure higher quality and better value for completed works.

To further improve the service:

- We're adding more post-repair checks.
- We're reintroducing tenant satisfaction surveys to get direct feedback. These will begin rolling out from July.

Keeping You Safe

Your safety remains our top priority. By the end of 2024/25, we achieved high levels of compliance in the following key areas:

- Fire safety
- Water safety
- Asbestos management
- Lift safety
- Gas safety
- Electrical checks

To maintain this, we've strengthened our partnerships with trusted contractors and suppliers.

Planning for the Future

We recently completed a stock condition survey - a full assessment of the condition of all our properties. Thank you to everyone who gave us access to your homes.

What's next?

- We'll be using the results to plan which upgrades and maintenance projects to prioritise in 2025.
- A budget is already in place.
- We'll be contacting tenants at each site in August and September to share site-specific plans.

Filling Empty Homes

We understand the frustration of seeing empty homes while others are waiting. Thanks to a major effort from our housing and site staff, led by Sophia Greenberg, we're on track to have all vacant properties filled by mid-July - great news for our communities!



Financial Planning & Better Systems

We're currently drafting a 30-year business plan that will guide how we manage homes and services long term. Insights from the stock condition survey will directly inform this plan. We aim to finalise and share it with tenants and staff by autumn 2025.

Better Systems = Better Service

We're also upgrading our internal systems. Previously, many processes were paper-based - this is now changing. We're moving to a more digital and data-driven approach to help us work faster and more efficiently, improving outcomes for both staff and tenants.



We hope that you've enjoyed reading this first update, for queries and ideas about what we can include in future editions, contact enquiries@teachershousing.org.uk.

**Teachers' Housing
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THA delivers local, affordable, good quality housing for key workers, especially those in education.

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