Residents' Annual Report

April 2023 - March 2024

CLARION HOUSING

Reviewed by Residents

Clarion in numbers

We have been providing homes for those who need them most for nearly 125 years

Around 360,000 people live in a Clarion home

Our team of 4,000 Clarion staff work together to make a difference

Our Clarion repair teams complete more than 1,000 jobs every working day

We are investing in our homes to make them more energy efficient and fit for the future.

Highlights in 2023/24

£418m
spent on maintaining and improving existing homes

1,538
new homes delivered

83.8%
customer satisfaction

60,534
online enquiries handled via live chat

6,118
customers supported with money guidance and energy advice

1,724
people helped into work.

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Welcome from Michelle

At the heart of our mission is a commitment to providing you with a quality, safe and comfortable home, offering services that meet your needs and making a positive impact by supporting you and your community. Over the past 12 months, we've worked hard to honour these promises.

Delivering the best customer experience is our priority, and this year we've focused on improving core services, including repairs, maintenance, home management, and complaints handling. While this improvement journey is ongoing, early results are promising and we are excited to share more progress in the coming year.

A streamlined and consistent customer journey is central to our strategy. We've enhanced the onboarding experience to ensure everyone feels informed and welcomed when they receive the keys to their new home. Throughout the year, we consistently exceeded our **80%** overall customer satisfaction target, though we recognise there's more work to be done.

Complaints are invaluable for identifying areas where we can improve. We've invested in expanding our complaints handling team, which has strengthened collaboration across departments, resulting in quicker, higher-quality resolutions.

In April, the Regulator of Social Housing introduced Tenant Satisfaction Measures (TSMs) to make landlords' performance more transparent and accountable to tenants. Our commitment to transparency means we'll publish our TSM results annually on our website, showing our performance and the steps we're taking to improve. While our current scores aren't where we want them to be, they align with areas already prioritised for improvement.

Our repairs team is crucial to ensuring your home is safe, comfortable, and secure. In 2023/24, we invested **£418 million** in maintaining and improving homes. Our goal is to complete repairs effectively and efficiently, ideally on the first visit. Customer satisfaction with repairs has consistently exceeded our **88%** target.

We continue to make booking and managing repairs as easy and flexible as possible, with a growing number of residents using our online

service. Currently, **13%** of overall appointments are made online. We've also expanded our in-house repairs team, Clarion Response, to Kent and the London Borough of Merton, ensuring a high standard of service across these areas.

Addressing leaks, condensation, damp, and mould remains a priority. We've established a dedicated team to resolve cases quickly and expanded our online repair booking options to include these issues. Additionally, we hosted a webinar to educate residents on causes and solutions.

A key priority for us is maintaining a visible presence in your community, ensuring you know how to access support and services. Our Resident Involvement program continues to gather valuable feedback that helps us shape and improve our services. Last year, **1,261** residents participated, and we aim to increase this number.

One of our proudest achievements is the introduction of our new Customer Committee, comprising six residents who bring unique skills and expertise to help shape our services. This complements our existing arrangements, where residents make up a third of our Housing Association Board.

We understand the financial pressures many families are facing due to the rising cost of living. Our annual survey revealed that over half of the residents questioned felt worse off than the previous year, with more than three-quarters cutting back on household spending, and **20%** going hungry. We remain committed to providing free support and guidance, from money management and tenancy support to digital skills, job search assistance, and warm spaces during winter.

Looking ahead, our goal is to build on the progress we've made, becoming more open, accountable, and transparent. Our efforts are guided by our six Clarion Commitments, paired with performance measures. We began sharing our performance data in 2023 and will continue to do so monthly, allowing you to track our progress. We are dedicated to evolving and adapting to better serve you and your community.

Best wishes,

Michelle Reynolds
Chief Customer Officer

To read the full article, visit **myclarionhousing.com**

Welcome from Richard

As the first year of the newly formed Customer Committee comes to a close, it has proved to be a huge learning curve for the six residents on the committee.

Throughout the year, they have familiarised themselves with all the performance data, policies, and procedures, and looked at complaints handling and repairs.

The current focus of the committee is the issue of communication – an area often raised by residents as being poor and inconsistent. Over the coming year, the committee will regularly monitor the improvement plan to ensure change is delivered to improve communication with residents. It's clear the next 12 months will keep the committee busy; checking performance and challenging areas where it is falling short of expectations and seeking assurance and evidence of improvements.

This new committee of residents offers a great opportunity to challenge Clarion to improve services to residents and ensure the Housing Association Board is aware of the concerns of residents and the improvements needed.

Richard Towes
Resident Board Member

Tsitsi Mtasa

"I've thoroughly enjoyed being part of the Customer Committee, finding it both rewarding and impactful. Contributing positively to the housing sector has been incredibly fulfilling, and I'm proud of the work we've accomplished together."

Daoud Hussain

"I enjoy the Customer Committee role as it is made of a diverse group who bring their individual experiences and skills to the committee. So far, we have met and discussed many existing and ongoing issues including the new customer standards coming in. We also got to meet other residents working on the scrutiny panels and Clarion representatives from up and down the country."

Menha Zola

"It has been incredibly rewarding to be able to represent the voice and views of residents from the perspective of someone with lived experience in a Clarion property and its services. I enjoyed particularly contributing to the way customer initiatives were shaped, for instance the work around engaging and communicating with residents."

Helen Corbet

"I have found the experience to be informative, learning more each session I attend. The content has been engaging, as the topics covered lead to greater understanding of Clarion's procedures and processes."

Customer Committee

Menha has been appointed to the Clarion Housing Association Board, paving the way for another resident to join the Customer Committee and ensuring Clarion is committed to keeping residents at the heart of its decision-making process. He will continue to help shape Clarion's services and performance with his skills, experiences and fresh perspective.

Making a difference for our residents, homes and communities

Everyone deserves a comfortable, secure and affordable home; that's why we are here, with our residents and communities at the forefront of everything we do.

We look after **360,000** residents across the country, with a strong focus on delivering the best possible service that is shaped by your needs as they evolve and your feedback.

We maintain and invest in our homes, and we are dialling up our efforts to make them more energy efficient, so that they are fit for the future.

Providing homes is just one part of a much bigger picture, and we are committed to making a difference for our residents and communities.

Through our charitable foundation, Clarion Futures, we continue to help thousands of people into rewarding careers with jobs and training guidance, supporting residents in managing their money and navigating the cost-of-living crisis, and to master digital skills.

This last year, we have embarked on a major transformation programme, which looks at our priority service areas, including repairs and maintenance, housing management and complaints, putting in place measures in which we can better and more efficiently serve you.

Although the programme is a journey of improvement that will take time, the early results are promising and we look forward to sharing more on our progress in the coming year.

Giving residents a voice

Working with residents helps us identify and address both national and local issues and concerns. As a result, we celebrate the powerful influence our residents have on our services and home management.

Last year, residents helped shape our services on **60,863** occasions and as of March 2024, **1,261** residents signed up to be involved through our menu of opportunities.

We measure and evaluate the impact resident involvement has had, showing both our communities and our partner groups the benefits of working together, and our dedication to continuous improvement.

New 'Consumer Standards' and the 'Better Social Housing Review', emphasise the importance and diversity of resident voices to influence change at every level of decision making across Clarion.

We have a successful history of resident involvement, allowing residents to get involved at their convenience, based on the amount of time they have; from attending meetings to answering surveys.

To continue being sector leading, we are committed to improving our opportunities and making it more accessible for residents to do so.

Last year, we reviewed our resident involvement strategy, consulting with residents and staff to ensure our approach remains relevant and inclusive.

We are proud that our refreshed 2024-2029 strategy expands our menu of opportunities to include: The Customer Committee, mystery shoppers, webinars, and resident procurement group.

To join the community or for more information, email **getinvolved@myclarionhousing.com**

Working with Regional Scrutiny Committees

Our residents are represented on scrutiny committees in each of the regions we operate. Members focus on specific projects and report to our Housing Association Board to influence future work.

Regional scrutiny topics: 2023-2024

London South
Service charge errors, prompted by complaints and rising living costs.

North
Noise nuisance, linked to the Housing Ombudsman spotlight on noise report.

London North
Sustainability, and how Clarion is communicating its 2050 Strategy to residents.

East
Professional memberships, in support of the resident involvement strategy review.

South
Aids and adaptations service.

Reports and recommendations were presented to Board in June 2024.

In response to feedback from our residents, we also hosted webinars during the year to provide advice on dealing with leaks, condensation, damp and mould.

Working with involved residents

We invited involved residents from the East and North London regions to join our first online resident webinar. The one-hour webinar was a pilot and, ahead of the launch, we gathered resident feedback to ensure information was relevant and that we provided the right support services.

The chosen topic was Leaks, Condensation, Damp & Mould (LCDM), exploring practical solutions related to the causes and preventions that could be affecting living spaces.

31 residents helped design and influence the development of the webinar including:

- The causes and preventions of LCDM
- What we are doing to manage LCDM
- What checks our surveyors make in your home to tackle and prevent LCDM.

71% of attendees said they felt better informed about LCDM and how to access support after watching it.

We will keep engaging residents to improve our services and reviewing resident feedback to guide us in making better use of our communication opportunities to residents.

Visit myclarionhousing.com to watch the webinar.

London North Partnership Day

On the 23 May, the Resident Involvement team organised a community event at Orchard Village, East London, to strengthen community ties and gather resident feedback. With stalls from departments, such as Repairs, Housing, and Customer Accounts, the event highlighted strong teamwork and collaboration. More than 300 households were engaged, improving relationships with residents, MPs, and Councillors, and increasing staff presence on the estate.

Our Regional Scrutiny Committee (RSC) members

With 39 RSC members across Clarion, here is what just a few of them had to say about the last year's reviews.

London South Region: Meet Janet

"London South RSC has been reviewing service charges over the past year due to resident dissatisfaction and financial strain from the cost-of-living crisis. Errors in misallocated charges highlight the need for better internal processes and monitoring.

Clarion should quickly refund affected residents and proactively correct mistakes by issuing refunds to all residents in a block or estate if one resident's charges are amended.

Clarion should improve communication with clear service charge estimates and bills, use simpler language, and involve residents in creating better correspondence.

In the future, we will focus on addressing leaks, condensation, damp and mould devices in resident homes, including LiveSmart standalone properties."

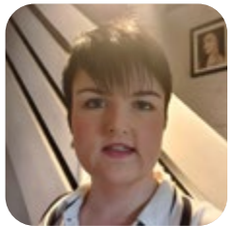
RSC Chair

South Region: Meet Yetunde

"Over the past year, we have scrutinised Clarion's Aids & Adaptations policy, to determine how it works in practice, the effectiveness of the policy, and identify areas for improvement. It has been very insightful and we are confident that our recommendations are being met with support and engagement by relevant Clarion personnel.

Over the coming year, we will be looking at electrical testing, and how the policy operates in practice for residents (having paused our first preference topic of antisocial behaviour (ASB) due to logistical reasons, which we aim to revisit). We are also looking forward to coming together and consolidating as a committee."

RSC Chair



North Region: Meet Nikki

"The North RSC scrutinised noise nuisance linked to the Housing Ombudsman spotlight on noise report. The aim was to assist Clarion in reviewing its ASB policy in relation to noise nuisance. Members wanted to support Clarion reach the high standards laid down by the Housing Ombudsman when tackling noise nuisance cases. We reviewed policies and procedures, website information, and facilitated staff and resident focus groups."

RSC Chair

East Region: Meet Jennine

"I joined the scrutiny committee towards the end of this year's review into Clarion's professional memberships, mainly those for residents who wish to become more involved in the business. I wasn't sure if I would be of any use to the committee, but I was able to offer information which was looked at and discussed and I also helped with making changes to the wording of the report."

RSC Member

London North Region: Meet Charles

"We worked with the Sustainability team to review how Clarion is communicating its Sustainability strategy to residents. I have thoroughly enjoyed working with the Sustainability team and the North London Resident Involvement team. It was very informative, and they were very committed to hearing our feedback on communicating and understanding Sustainability in our communities."

RSC Member

Visit myclarionhousing.com to read more from our members and find about involvement opportunities.

YOU SAID we have

Your feedback helps improve neighbourhoods

Resident consultations and estate inspections help us understand issues and make improvements.

As a resident, you are the best person to tell us about your local area.

Your feedback has led to improvements in public services, transportation, infrastructure and safety. We appreciate everyone's involvement and encourage the whole community to get involved.

We will always let you know the outcome of your feedback and 'You Said, We Have' is our commitment to this.

To find out what's been happening in your region, visit

myclarionhousing.com/my-community/have-your-say/you-said-we-have

Connecting further with our residents

When using our services, we want you to come away having had a best-in-class customer experience every time. We set ourselves a high standard, with you, our residents, at the heart of everything we do.

Overall, we achieved a customer satisfaction score of **83.8%** and while this is encouraging, we recognise there is still more work to be done to improve your customer experience.

Our online account is continuing to grow in popularity, with more residents benefiting from a faster, more flexible, round the clock service that meets the demands of busy modern life.

More than **72,000** residents are now registered with an online account and use the platform to pay their rent and view statements or charges, book and manage a repair, update contact details, and receive the latest service updates and opportunities.

Furthermore, our Live Chat channel not only offers instant help and advice but is fully accessible on any device, meaning residents can reach out wherever they are, with our trained advisors handling over **60,000** chats across the year. Outside opening hours, we continue to support our residents' needs with our Virtual Assistant.

What we achieved in 2023/2024

83.8%

customer satisfaction

89.9%

resident satisfaction with repairs

60,534 online enquiries handled via Live Chat

responded to over **400,000** emails

responded to **45,662** social media posts

Delivering our repairs service

A good, reliable, and efficient repairs service is crucial for the smooth management of your home and for providing you with peace of mind. Our goal is to address and resolve issues on the first visit wherever possible and in 2023/24 we invested **£418 million** maintaining and improving residents' homes.

We have remained sharply focused on tackling leaks, condensation, damp and mould, with a large, dedicated team managing cases that has led to quicker resolutions. In response to making it as easy as possible for you to report the cases where you have needed support, we expanded our online repair booking options to include these issues and hosted a webinar that explored the causes and practical solutions.

In August, our repairs team operating in Kent and Merton (previously known as EQUANS) were brought in-house under Clarion Response. This has ensured that all our residents receive a consistent standard of care from us with enhanced online booking options.

About Clarion Response

Clarion Response, our in-house team, provide repairs and maintenance to more than **103,000** of our properties stretching the length and breadth of the country. We currently complete around 300,000 reactive repairs each year, spending over £50 million.

What we achieved in 2023-2024

89.9%

customer satisfaction.

700

frontline staff, with 140 supporting from our offices

685

fully stocked and branded vans – with 27 in use EV / hybrid vehicles

1,200

jobs completed every day

24/7

repairs service

Supporting residents with additional needs

We want every Clarion resident to enjoy living in their home for as long as they wish, comfortably and securely. We provide additional support for our more vulnerable residents; from help managing and sustaining their tenancy, to signposting to appropriate specialist support.

With public services stretched more than ever, we have stepped up the support we offer to our residents. Changes have been made to how we record vulnerabilities, and our resident-facing teams have been trained to identify when additional support might be needed. That way we can not only tailor our services accordingly but signpost residents to the appropriate specialist support.

As part of this approach, we launched our Make Every Visit Count initiative. This ensures any tenancy concerns are promptly and proactively identified and addressed by our teams as early as possible and before they escalate.

In July 2023, we delivered the first phase by enabling Clarion Response operatives to easily record issues of concern on their hand-held devices at the point of completing their job. This includes concerns such as lack of white goods or utilities, personal or property neglect, hoarding and safeguarding.

Over the last 12 months, our dedicated and experienced Sustainment, Welfare and Benefit Advisory team have continued to assist residents and collaborate with other agencies to support our most vulnerable residents to ensure a successful tenancy. This includes help with a range of issues for our vulnerable residents, including specialist benefit advice to ensure the right income for housing and living costs, and a range of other services to support the complex and challenging circumstances for our residents, ensuring a successful tenancy can be achieved.

What we achieved in 2023-2024

892
households previously homeless and rehoused

392
lettings made to households fleeing domestic abuse

802
evictions prevented

15,553
residents assisted

£5.4m
income gained for residents

Customer satisfaction ratings for our domestic abuse service in 2023/24

98%
staff treat me with respect

96%
staff support me to feel in control of my life

96%
the support I receive helps me feel safe

95%
I have a say in the service I receive

97%
I feel I am listened to

95%
I have been supported to achieve my goals

96%
staff do what they say they will do

Building safety

Keeping our residents safe remains our top priority, and we continue to invest in ensuring our buildings are safe and secure.

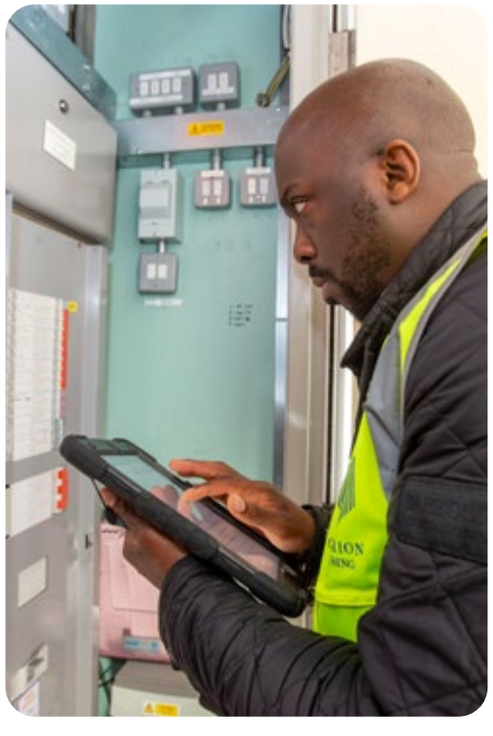
During 2023/24 we spent more than **£40.5 million** on building safety work, including cladding remediation, installing new fire doors and upgrading fire alarms across our buildings.

We worked and engaged with residents to understand how fire safety works on external wall systems will affect them. With the support of our dedicated Communications and Engagement team, residents will be kept informed with safety information and work progress.

We also submitted applications for Building Assessment Certificates for five Higher Risk Buildings under the new Building Safety Act, which included a distinct Resident Engagement Strategy for each of these.

By the end of 2023/24 we had completed external wall appraisals to **625** of our buildings to ensure the cladding on our buildings meets government standards. To date, we have successfully engaged with **12** separate developers on **65** buildings to address any faults, **56** of which are now signed off or complete.

We have also directly undertaken works ourselves to another **37** blocks to address external wall issues.



Fire safety: what we achieved in 2023-2024

£40.5m

spent on building safety work

3,607

fire risk assessments completed

31,521

fire safety actions performed to make our buildings safer

Investing in homes

Our Asset Investment team deliver renewals and refurbishments in your home. These include kitchens, bathrooms, heating, windows, external doors, and roofs. We also redecorate communal areas and replace facilities, such as lifts.

These improvement works are usually carried out when an item has reached the end of its natural lifespan and is no longer simple or economical for repair. To accomplish this, we work alongside three main partnering contractors, EQUANS, United Living and Wates.

In 2023/24, we invested more than **£101 million** in maintaining and improving residents' homes, achieving an average resident satisfaction rate of **82.1%**.

Underpinning all our work is our high level of health and safety for our residents, staff, and contractors.

During the year, we carried out almost **21,500** in-depth home surveys to assess their condition and in October 2023 we recruited a specialist team to deal with more complex repairs, which enabled us to successfully complete **180** projects.

Making Clarion homes as energy efficient as possible remains a major priority and we have committed significant investment to ensuring our homes are fit for the future and affordable to run.

The following figures are reflective of our change in delivering improvement works in your home, focusing on project-based work, as opposed to individual item replacement programmes.

2023/24 Achievements

£101.65m
invested in improvements and refurbishments

8,315
individual jobs completed

539
major works projects

82.1%
resident satisfaction rate

What we achieved in 2023/2024

147
roof renewals

472
kitchens replaced

326
bathrooms replaced

138
electrical upgrades

113
heating upgrades

2,002
external/communal redecorations

2,926
windows & doors replaced

Working with partners to make a difference

We choose to partner with contractors that share our commitment to investing in the communities in which we work and helping them flourish. This means that not only do they support us in delivering essential works, but they collaborate with us on initiatives, events and training opportunities for residents that make a meaningful difference.

These include providing employment and apprenticeship opportunities for Clarion residents, investing funds to improve community facilities, volunteering to support community projects, and helping residents get online.

109
apprenticeships

74
work placements

£59,046
towards the provision of electronic devices, equipment or services

£123,225
spent funding accredited and specialist training

£760,442
donated towards community programmes

416
people received pre-employment training sessions

£225,939
towards community facility improvements

95
job starts

223
people received digital training

338
staff volunteers

Sustainability

As the climate crisis becomes more urgent, we are continuing our crucial journey to reduce our carbon footprint and achieve net zero.

A key part of this is by 'retrofitting' Clarion homes through the Social Housing Decarbonisation Fund, which awarded us funding in 2023 to deliver the Wave 2.1 programme by upgrading the energy efficiency of thousands of our hardest-to-heat homes.

We have already made significant strides and in 2023/24 we put in place **828** sustainable measures in our homes.

This includes swapping gas boilers for air source heat pumps, installing cavity wall, loft, and external wall insulation, and improving ventilation. Combined, these improvements make residents' homes easier and cheaper to heat in the winter, and cooler and more comfortable in the summer.

Recovering Nature strategy

In spring 2024, we published our Nature Recovery Strategy, developed with input from residents. This strategy outlines our commitment to prioritising nature in our neighbourhoods and enhancing biodiversity. These efforts will in turn help to improve the health and wellbeing for residents.

The need to reduce carbon emissions and recover nature is critical. We will keep up the momentum to make positive change, so we can leave a positive, greener legacy for generations to come.

Building stronger communities, one step at a time

We work with organisations, large and small, to deliver services that make a positive difference and create thriving, connected and empowered communities.

We provide hundreds of thousands of pounds in grants to support a wide variety of local projects that enhance the lives of our residents, awarding more than **£1.5 million** over the past 12 months.

With the cost-of-living crisis showing no sign of easing, we continued to deliver vital support with our Warm Spaces initiative during the winter months. These spaces offer people a comfortable place in the heart of our neighbourhoods, where they can go and relax with company and a hot drink, all free of charge.

Thanks to funding from The Rothesay Foundation and Travis Perkins, we were able to expand our Warm Spaces in more than 50 locations – double the number of the previous year. It also allowed us to distribute 'warm packs' that include items such as an electric blanket, draught excluder, room thermometer, and heating timer, as well as warm clothes like hats, gloves, and socks.

Additionally, our Hometruths House initiative - which supports residents aged 18-25 (including young care leavers) as they transition and settle into their first home - engaged more than **400** young people and distributed **£23,000** in vouchers and kitchen packs.

What we achieved in 2023/2024

£16.5m

invested in providing support and opportunities to help improve the lives of our residents and their communities

£279,975

in hardship grants, white goods, and food and energy vouchers, were provided to help residents deal with the cost of living crisis

£2m

worth of volunteering time delivered by residents

£1.56m

was awarded to organisations, including food banks, community groups, and local charities, tackling issues such as loneliess and isolation, from 131 grants

6,518m^2

of communal land and buildings improved or upgraded

Creating opportunities

Our aim is to not only provide a safe, comfortable home but to offer residents dedicated, professional help that enables them to develop skills primed for the future and a route into a rewarding career. We do this by working in partnership with employers and training providers across many sectors around the country.

Last year, the Jobs and Training team helped **1,724** people into work; supporting **135** people into apprenticeships and providing guidance to **73** people in setting up their own business.

In December, Love London Working - an employment programme offering people living in the capital the support they needed to enter the world of work - formally ended. In total, we supported more than **26,000** people with invaluable advice and training, with over **8,100** securing work.

We want everyone to reach their full potential. Through our specialised Active Inclusion programme, we provide residents facing a range of complex barriers to work, such as disabilities, debt, mental health issues, or who need more support with digital literacy and functional skills, to overcome them with co-ordinated, tailored 360-degree support. This year, **685** people were engaged through the programme, with **136** securing employment.

2023/2024 Achievements

1,724
people supported into work

135
people placed into apprenticeships

73
people helped to set up their own business

5,984
helped into training

100+
Kickstarter placement starts with 40 securing apprenticeships and permanent roles within Clarion

We're here to help

This year has continued to be challenging for many of our residents, with the soaring cost of everyday essentials and energy putting immense pressure on household budgets.

In our annual survey of residents, more than half (**56%**) reported they felt worse off during the year and more than three quarters (**77%**) have had to cut back on their household spending. Most worryingly, one in five have gone hungry in the last year because they couldn't afford to put food on the table.

We have supported more than **6,000** households with free, practical, and confidential money guidance, a **70%** increase since 2021/22. This surge in need mirrors how crucial our work is.

Our Money Guidance team stands ready to help residents through a range of money difficulties, including managing bills and dealing with debt, claiming benefits, making savings and budgeting.

We also made more than **3,600** special grants totalling **£236,000** to help residents in the greatest need cover the cost of energy, food bills, appliances, and school uniforms.

Over the year, our Cost of Living fund has also enabled our partners to provide a lifeline to hundreds of local people, awarding more than **£150,000** to support holiday hunger projects, food pantries and food banks.

Helping to ease rising energy costs

With energy costs hitting a historic high in recent years, we are carrying out a pilot project to help alleviate fuel poverty. This initiative supports residents struggling with energy bills to explore whether measures to improve the energy efficiency in their home could help reduce bills and increase their comfort.

2023/2024 Achievements

6,118

residents supported with one-to-one money guidance and energy advice

1,035

residents supported with debt advice

52,915

money guidance interventions

3,243

grants or vouchers provided for food and energy to households experiencing severe hardship

£50,915

household fuel vouchers awarded to residents in need

Growing digital confidence

In today's digital world we are committed to ensuring no one gets left behind.

Our digital inclusion programme helps residents cross the digital divide by tackling barriers that stand in the way of them accessing benefits and opportunities connected to offers. Over the last 12 months, we supported **7,031** people with digital skills.

We deliver a range of free courses and workshops that are designed to help you wherever you are on your digital journey; whether it is getting to grips with the basics, sharpening budding skills, or getting the best out of digital.

If you need help covering the cost of broadband, we can provide free mobile data, which gives you access to the internet, calls and texts.

If eligible, we can also supply laptops, tablets, and smartphones, all with built-in Wi-fi, to get you online while you learn or improve your skills with us.

2023/24 achievements

772

digital devices were lent to those in need

£164,000

digital grants have been awarded to 31 groups

7,031

people have been helped to get online and develop their digital skills over the past year

Regenerating neighbourhoods

We invest in neighbourhoods across the country, adding value to what already works well, as well as building new homes, community infrastructure and green spaces. Each regeneration project is tailored to the needs of its community, aiming to keep communities intact and minimise disruption to existing households.

There are seven projects across five boroughs in London and the South West of England. These schemes will provide around **4,000** new homes for people in need.

This year, the Eastfields estate in Merton, south west London, is part of a **£1.8 billion** Merton Regeneration Project, to replace several ageing estates with **2,800** new homes, two public parks and retail and community facilities.

In January 2024, the first of **800** new homes began at Eastfields. Residents wanted to see existing green space remain, so the project includes a new park, along with extensive tree and shrub planting. In preparation, a gardening club and a resident-run community garden has been established, encouraging ownership of the new spaces.

Resident feedback is essential for the success of our regeneration projects. Over the past year, we had **50,046** online interactions with residents and held **128** face-to-face events. These included consultations on planning applications, site visits with schools and communities, and presentations to local authorities.

This year, we are developing a new regeneration website to provide more information and an archive of materials used on current projects.

Dealing with complaints

We strive to deliver a great customer service every time you engage with us. However, we accept that despite our best intentions, things do not always go to plan or we fall short of your expectations.

Our 'Complaints Policy' is key to ensuring we know where things have gone wrong, so we can do everything in our power to put them right and make improvements for the future.

Last year, we resolved **5,820** Stage 1 complaints and at the close of 2023/24 we had **512** open complaints, with **23.5** days the average time it took us to resolve them. We recognise there is still more work to do to improve your customer experience and address the root causes of the complaints we receive.

Improving the way we handle your complaints

We are committed to offering you a complaints handling process that is built on empathy, transparency, and respect. We have recently taken further steps to ensure our residents are aware of how to make a complaint and made the complaints section of the website more user friendly and accessible.

Recently, the way housing associations handle complaints has rightly been placed under the spotlight. Aligned with the Housing Ombudsman's introduction of the Complaints Handling Code, in April we published our new Complaints Code. This clearly sets out our two-stage process and the many channels you can use to submit a complaint.

In addition, to demonstrate that we are fully complying with the Complaints Handling Code, we will publish an annual self-assessment, which includes the actions we are taking to improve how we handle and learn from the feedback and complaints you give us.

Most common resident complaints

47% of the complaints received were repair related, 20% housing related and 6% mechanical, electrical and contractor related.

13% appointment issues

20% leaks, condensation, damp and mould

4% staff complaints

11% failed resolution

2% quality of repair

4% ASB processes & procedures

6% estate services

Tenant Satisfaction Measures

Tenant Satisfaction Measures (TSM) are a set of standards introduced by the Regulator of Social Housing to track how well housing providers are meeting the needs of their residents and ensuring they are providing quality homes and services.

Covering important areas, such as property repairs, building safety, complaints handling, resident engagement, and neighbourhood management, they help residents see how their landlords are performing and hold them accountable.

Published annually on our website, we reported our first scores in July along with the steps we are taking to improve. Currently, the scores are not where we want our performance to be, or where we expect them to be this time next year, but they do align with areas we have already identified for improvement as part of our major transformation programme.

At Clarion, being transparent is of paramount importance and we are committed to continuously improving our services. In addition to the TSMs, we will continue to publish our performance regularly through several ongoing initiatives and reports, which you can see on our website.

Visit **myclarionhousing.com/about-us/tenant-satisfaction-measures** to check out our latest performance.

Swap your home

Room going to waste or need more space?

Moving is easy with House Exchange

House Exchange

Whether your family is growing or you find yourself with more space than you need, a mutual home exchange might be the perfect solution. Even if you are simply looking for a change, swapping homes could facilitate your next move.

House Exchange simplifies the process of finding your ideal home. Just match and move!

Don't just take our word for it, check out Barry's story:

"I decided a few years ago that it was time to move back to Kent to be nearer to relatives. I found the House Exchange site, so I contacted a lady in Kent. As soon as we looked at each other's properties we knew we wanted to swap. We submitted our papers, and I have to say that it was the most user friendly and pleasant site to deal with. Clarion were always ahead of the game. All in all, both parties are more than happy with their respective moves, and I would have no hesitation in recommending this site to anybody seeking a mutual exchange."

Barry – former House Exchange swapper

Visit **houseexchange.org.uk** to compete the quick online registration and connect with thousands of people looking to swap, just like you.

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Committed to clearer communication
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Book and manage your repairs online

- Request repairs and contact us quickly and easily
- Make fast, secure online payments
- Receive local news, information and opportunities

If you haven't got an account, register now.

For more information visit:
myclarionhousing.com/get-online
or scan the QR code.

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