



# WINCHESTER HOUSING SOCIETY ANNUAL REPORT

FOR THE YEAR ENDED 31 DECEMBER 2023



- 92 houses & flats
- Distinctive homes
- Tenant Satisfaction Measures
- Looking after our households

[www.mhs.org](http://www.mhs.org)

# THE SOCIETY IN 2023

We started to use the Tenant Satisfaction Measures in 2023, and had our first tenant perception survey conducted by a professional research company. The full results from the survey and from the Society's own record-keeping, are set out in this report. We plan to run another perception survey before the end of 2024.

Separately, we also asked all our households for their views and comments about electric vehicle charging. We didn't receive many replies and it does not appear to be of concern to many residents at the moment.

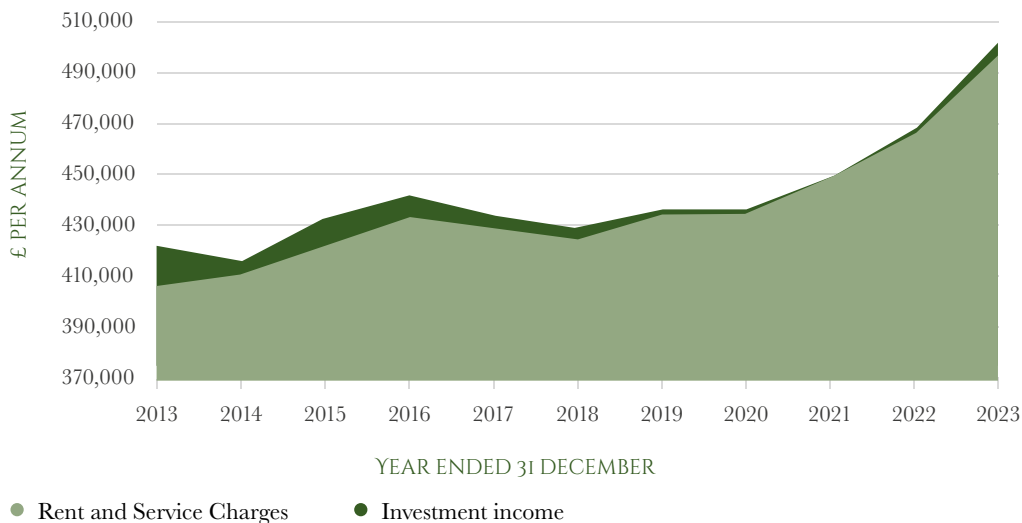
We used money from rents and the Society's savings, to pay for four replacement kitchens, seven bathrooms, six gas boilers, and the construction of

a new outdoor bin compound at Ronald Bowker Court. Fence painting was carried out across the estate, together with maintenance and redecoration of the distinctive porch canopies on the Society's houses.



*Distinctive porch canopies*

## SOCIETY ANNUAL INCOME



The Society's income is from rents, and our tenants are protected by the Regulator of Social Housing. Our annual rent change is in February each year, with increases for existing tenants of 4.1% in 2023, and 7% in 2024, which were linked by the Regulator to rates of inflation. In 2025 the rent increase will

be a maximum of 7.7%. The Society focuses on maintaining capital value of its investment reserves, instead of generating income. This, together with ensuring our rents keep pace with economic change too, will help us to afford to keep our properties in good condition in the future.

# TENANT SATISFACTION MEASURES (TSM)

We ran our first perception survey in 2023, conducted for us by independent professionals IFF Research. Because we are a small organisation, we gave every tenant the opportunity to complete a survey, not just a sample of tenants. In 2023 most of the households who responded to this census did so by telephone, and a smaller number completed the survey online.

We are intending to run our next TSM survey in late 2024 and hope that as many of our households

as possible will take part. Alongside the results of the survey, we are also required to calculate some specific measures using the Society's own records and information. All of these together, are the Tenant Satisfaction Measures that the Regulator of Social Housing expects us to monitor and tell our residents about.

Over the page are our Tenant Satisfaction Measures for 2023, set out using the definitions the Regulator has ordered.

## VALUE METRICS REPORTING

In addition to carrying out monitoring about the Tenant Satisfaction Measures, all registered providers of social housing are required by the

Regulator to calculate and set out 7 "value metrics". These are set out in the following table, with Sector comparisons:

METRIC NAME	SOCIETY 2023	SOCIETY 2022	OTHER 2023	OTHER 2022
Reinvestment %	5.15%	6.54%	3.7%	4.7%
New homes (social and non-social)	0	0	0.7%	0.9%
Gearing % (Society has no loans)	-29.86%	-30.53%	32.9%	32.3%
Interest cover %	No value	No value	170.7%	193.6%
Headline social housing cost £	£4,788	£4,981	£5,720	£4,960
Operating margin % (social and non-social)	13.19%	9.59%	18.7%	19.5%
Return on Capital Employed %	2.12%	1.5%	2.1%	2.4%

*"Other" is extracted from the housing association Global Accounts 2023, smaller providers, for years ended March (Society years end December). Metrics shown in grey do not produce a meaningful result as the Society has no borrowings or loan interest to pay.*

# TENANT SATISFACTION MEASURES (TSM)

## TP01 – Overall Satisfaction

Proportion of respondents who report that they are satisfied with the overall service from their landlord.

**92.7%**

The TSMs have to be calculated in specific ways, and survey questions have to be asked using particular words. The Regulator wants all social housing tenants to be given the same information, regardless of the size of the landlord or who they are. These are the first set of results for Winchester Housing Society; thank you to everyone who took part in our survey.

## TP02 – Satisfaction with Repairs

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.

**90.7%**

## TP03 – Satisfaction with time taken to complete most recent repair

Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair.

**90.7%**

## TP04 – Satisfaction that the home is well-maintained

Proportion of respondents who report that they are satisfied that their home is well maintained.

**86%**

## RP01 – Homes that do not meet the Decent Homes Standard

Proportion of homes that do not meet the Decent Homes Standard.

**0%**

## RP02 – Repairs completed within target timescale

Proportion of non-emergency responsive repairs completed within the landlord's target timescale\*.

**78.4%**

## RP02 – Repairs completed within target timescale

Proportion of emergency responsive repairs completed within the landlord's target timescale.

**100%**

## TP05 – Satisfaction that the home is safe

Proportion of respondents who report that they are satisfied that their home is safe.

**94.5%**

## BS01 – Gas Safety Checks

Proportion of homes for which all required gas safety checks have been carried out.

**100%**

## BS02 – Fire Safety Checks

Proportion of homes for which all required fire risk assessments have been carried out.

**100%**

## BS03 – Asbestos Safety Checks

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.

**100%**

## BS04 – Water Safety Checks

Proportion of homes for which all required legionella risk assessments have been carried out.

**97.8%**

## BS05 – Lift Safety Checks

Proportion of homes for which all required communal passenger lift safety checks have been carried out\*\*.

**N/A**

\*WHS uses a 5-w/day target for Urgent non-emergency repairs, and a 28-w/day target for Routine repairs.

\*\*WHS does not own any properties that have lifts.

Overall satisfaction

Tenant Perception Survey

Maintenance and safety

Society's management information

Respect and helpfulness

Neighbourhood

**TP06 – Satisfaction that the landlord listens to tenant views and acts upon them**

Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.

**79.6%**

**TP07 – Satisfaction that the landlord keeps tenants informed about things that matter to them**

Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.

**90.9%**

**TP08 – Agreement that the landlord treats tenants fairly and with respect**

Proportion of respondents who report that they agree their landlord treats them fairly and with respect.

**87.3%**

**TP09 – Satisfaction with the landlord's approach to handling of complaints**

Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.

**75%**

**CH01 – Complaints Relative to the Size of the Landlord**

Number of stage one complaints received per 1,000 homes<sup>†</sup>:

**21.74**

**CH01 – Complaints Relative to the Size of the Landlord**

Number of stage two complaints received per 1,000 homes<sup>†</sup>:

**0**

**CH02 - Complaints responded to within Complaint Handling Code timescales**

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.

**100%**

**CH02 - Complaints responded to within Complaint Handling Code timescales**

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales<sup>††</sup>.

**N/A**

**TP10 – Satisfaction that the landlord keeps communal areas clean and well-maintained**

Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.

**77.8%**

**TP11 – Satisfaction that the landlord makes a positive contribution to neighbourhoods**

Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.

**87.8%**

**TP12 – Satisfaction with the landlord's approach to handling anti-social behaviour**

Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.

**69.2%**

**NM01 – Anti-social behaviour cases relative to the size of the landlord**

Number of anti-social behaviour cases, opened per 1,000 homes<sup>†</sup>.

**10.87**

**NM01 – Anti-social behaviour cases relative to the size of the landlord**

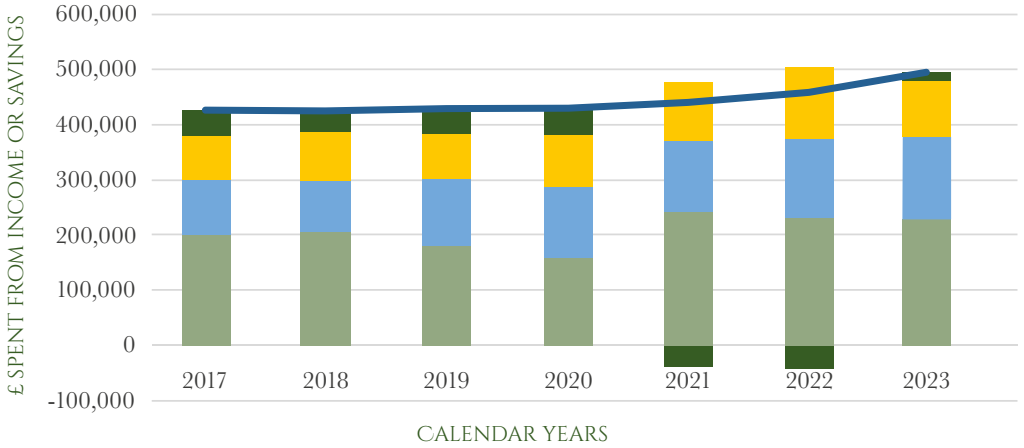
Number of anti-social behaviour cases that involve hate incidents, opened per 1,000 homes<sup>†</sup>.

**0**

<sup>†</sup>this has to be reported "per 1000 homes" even though WHS only owns 92 homes. It means we have to calculate a percentage and then multiply it by 10.

<sup>††</sup>WHS had no stage 2 complaints

# HOW OUR RESOURCES HAVE BEEN USED



- Added to savings (top) or taken from savings (bottom)
- Insurance, compliance with regulations, staffing, professional fees and office costs
- Replacement boilers and heating systems, kitchens/ bathrooms where needed
- Repairs and cyclical maintenance
- Total income this year

This chart shows how our resources are spent and whether the Society was able to put money into savings, or spent some savings from previous years. In 2021 and 2022 while catching up from maintenance work postponed during Covid-19, we had more costs than income, so we used some of our savings to cover the difference. That's why it is very important that we put funds into our reserves when we can, and its why we invest our reserves to keep them secure. In 2023 we were able to add to our savings again, but we still felt the impact of inflation on many of our costs. In future years we will again need to dip into savings to pay for large projects across the estate, and keeping our 1912-built homes in good condition for households today. This will include keeping them cost-effective to live in, and practical to maintain.



*Cheriton Road*

We are always looking for ways to work more effectively with our contractors who carry out repair work and inspections. Please give us feedback (good or bad) at the time, if you have got comments about how a repair was dealt with. If you would like to ask us anything about the TSM results, please get in touch.

# SUMMARY ACCOUNTS

BALANCE SHEET AT 31 DECEMBER	£	£
	2023	2022
FIXED ASSETS		
Housing properties and office (at historic cost)	2,010,125	1,966,867
Investment reserves (at valuation)	627,775	588,019
Total fixed assets	2,637,900	2,554,886
CURRENT ASSETS		
Debtors	4,516	4,187
Cash and cash equivalents	587,976	587,543
Creditors: amounts due within one year	-50,031	-70,839
Net current assets	542,461	520,891
TOTAL ASSETS LESS CURRENT LIABILITIES	3,180,361	3,075,777
Creditors: amounts due after one year	700,696	715,293
TOTAL NET ASSETS	2,479,665	2,360,484
CAPITAL AND RESERVES		
Share capital	13	15
Income and expenditure reserve	2,479,652	2,360,469
Total Reserves	2,479,665	2,360,484

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## INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR TO 31 DECEMBER

Turnover (rents and other income)	511,655	481,504
Property maintenance	-233,872	-235,670
Depreciation of housing properties	-57,296	-52,242
Other social housing operating costs	-152,996	-147,426
OPERATING SURPLUS	67,491	46,166
Interest and similar income	4,953	1,048
Gains/(Losses) on investment reserves	46,738	-87,433
Surplus/Total Comprehensive Income for the year	119,182	-40,219



[wwmhs.org](http://wwmhs.org)

Winchester Working Men's Housing Society, registered in England and Wales under the Co-operative & Community Benefit Societies Act 2014, registered number 53338R.  
Registered office 6a Ronald Bowker Court, Greenhill Road, Winchester, SO22 5EA.  
A charitable Registered Provider of social housing, T/A Winchester Housing Society.