HSH ANNUAL TENANT NEWSLETTER 2026

Welcome!

As Saltbox Chief Executive and the Company Secretary for Hawes Street Housing, I'm proud to share this annual newsletter with our Hawes Street Housing community. Our aim is to make sure that our tenants are at the heart of everything we do, and your satisfaction remains our top priority. We know that a well-maintained home is fundamental to your comfort and peace of mind, which is why we remain committed to responding to and resolving issues prompty & efficiently.

Over the past year, we've continued to invest in improving our response times and the quality of our service, and we're grateful for the feedback many of you have shared along the way — it genuinely shapes how we work. Thank you for being part of the Hawes Street Housing community, and we hope you enjoy this newsletter.



Lloyd Cooke - HSH Company Secretary & Saltbox CEO



Hawes Street Housing (HSH) is a charitable company limited by guarantee, registered in England and Wales, company number 02328684, registered charity 1076383, controlled by its governing document (its Memorandum and Articles of Association). It is also regulated by the Regulator of Social Housing (RSH) number 4707.

HSH is a wholly owned subsidiary of Saltbox.
(registered company number 06427360 and registered charity number 1121832)

REPAIRS & MAINTENANCE

We are committed to completing repairs & maintenance jobs in a timely and effective manner. These jobs are a mixture of reactive repairs and some planned maintenance. We are aware that some tenants have been waiting for a significant length of time for jobs to be completed, and we want to assure you we are working hard to progress these outstanding jobs as soon as possible.

The annual tenancy checks give us a helpful opportunity to identify any necessary works in HSH properties. Tenants can also report repairs & maintenance via the Housing Officer or by contacting the office.

Tenant Feedback

100% of tenants surveyed who have received a repair in the last 12 months report that they are satisfied with the overall repairs service.

83% of tenants surveyed who have received a repair in the last 12 months report that they are satisfied with the time taken to complete their most recent repair.

Timescales for Repairs

We prioritise repairs based on the following timescales:

Emergency Repairs: 24 hours
Urgent Repairs: 14 days
Non-urgent repairs: 28 days
Routine Repairs: 91 days

More details on our approach to repairs & maintenance can be found in the Repairs & Maintenance Policy which is available on request from the HSH office or the HSH website.

How did we do?

93% of tenants surveyed report that they are satisfied that their home is well maintained

100% of properties checked meet the Decent Homes Standard

36% of non-emergency responses repairs completed within target

100% of emergency responsive repairs completed within target

Awaab's Law is legislation designed to make sure landlords like HSH deal with serious health hazards, such as damp and mould, more quickly and effectively. It introduces clear timescales to investigate and fix reported hazards that could affect residents' health and safety.

Currently we are in Phase 1 of Awaab's Law, which deals with Damp & Mould hazards. In October we will enter Phase 2 which will expand the law to cover hazards including electrical safety, excess cold & heat and fire risk. We are committed to providing safe & healthy homes, so if you notice hazards that may impact your wellbeing, please report them promptly so that we can investigate and take appropriate action.

HOUSING OFFICER

Over the past 12 months I have focussed my time & energy on residents, rent & repairs. Our hope is that you feel well supported as residents, well informed about your rent and that we are proactive in carrying out the necessary repairs and maintenance to your home.



Alastair Watson



Before



During



After

Fight Against Leaks!

Last year's tenancy reviews included an inspection of the loft. This was to check on ventilation and look for any signs of leaks around the chimney – a common complaint in terraced properties.

Some of the properties showed signs of water ingress so our contractor Ron – who is very highly rated on Checkatrade we are pleased to report - wasted no time in leaping to action on a selective list we sent to him.

He has done a grand job of repairing the brickwork and capping around some of our chimneys to restore them to safe, dry and sound once again.

If you want to speak to Alastair about anything to do with your tenancy, your property or areas that you require support in, you can get in touch with him using the details below!

alastair.watson@saltbox.org.uk **07717 806510**

TENANT SATISFACTION

The Regulator of Social Housing requires us to collect responses from tenants on a list of questions given to tenants of housing associations across the country. These are known as Tenant Satisfaction Measures. We conducted the surveys online, and we are really grateful to the 15 tenants that responded.

Below is the management information we are required to report and overleaf is a full breakdown of the results from our tenant surveys.

We are really pleased to report that, 93% of tenants who responded to the survey reported to be satisfied with the overall service received from HSH.

On the whole we have made improvements on the already impressive scores from last year. We are committed to maintaining these levels of satisfaction in years to come, but we know there are always areas for improvement.

We will be continuing our focus on improving the proportion of non-emergency jobs completed within timescales, and working on improving our tenant communication over the next twelve months. If there are any other areas that you would like to see improvements in our service, please don't hesitate to get in touch.

In recent years we have been really pleased to see the score for HSH's positive contribution to the neighbourhood steadily increasing, this year coming in at **100%**!

We continue with our commitment as a registered provider of social housing, to contribute positively to our local community and make it a better place to live for all residents. If you have ideas for community activities we could run, please get in touch and we'd love to partner with you to make them happen!

Management Information

- HSH received no formal complaints for the reporting period.
- HSH opened no anti-social behaviour cases in the reporting period.
- **100%** of properties were confirmed to be compliant with the Decent Homes Standard.
- **36%** of non-emergency jobs completed in timescale, **100%** of emergency jobs completed in timescale.
- All properties had the required electrical safety checks, **97%** of required fire risk assessments and **90%** of required gas safety checks have been undertaken. No asbestos surveys, legionella checks or lift safety checks were undertaken.

Tenant Perception Surveys	
Proportion of respondents who report that they are satisfied with the overall service from HSH	**93%**
Proportion of respondents who have received a repair in the last 12 months who are satisfied with the overall repairs service	**100%**
Proportion of respondents who have received a repair in the last 12 months who are satisfied with the time taken to complete their most recent repair	**83%**
Proportion of respondents who report that they are satisfied that their home is well maintained	**93%**
Proportion of respondents who report that they are satisfied that their home is safe	**93%**
Proportion of respondents who report that they are satisfied that HSH listens to their views and acts upon them	**87%**
Proportion of respondents who report that they are satisfied that HSH keeps them informed about things that matter to them	**80%**
Proportion of respondents who report that they agree HSH treats them fairly and with respect	**100%**
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with HSH's approach to complaints handling	**100%**
Proportion of respondents with communal areas who report that they are satisfied that HSH keeps communal areas clean and well maintained	**75%**
Proportion of respondents who report that they are satisfied that HSH makes a positive contribution to the neighbourhood	**100%**
Proportion of respondents who report that they are satisfied with HSH's approach to handling anti-social behaviour	**85%**

COMPLAINTS

For the second year in a row, no HSH tenants made a formal complaint to HSH about the service received.

Complaints continue to be a key area of focus for the Housing Ombudsman Service, and we want to make it as easy as possible for you to raise a complaint about the service you receive if you feel you need to. The complaints process is an important tool to make sure your voice is heard, and to help us work with you to address the root cause of issues. Tenants can make a complaint at any time, and we are committed to ensuring we take complaints seriously and act upon them effectively, efficiently and in line with our complaints policy.

We define a complaint as "an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff or those acting on its behalf, affecting an individual, group or person using or involved with the services of HSH."

You can make a complaint by getting in touch with us via the Housing Officer or the Saltbox office (contact details at the end of this newsletter). The HSH Tenant Complaints Policy is available on the website or on request from the Housing Officer. The policy will provide you with more information about how we will respond and gives you details of the Housing Ombudsman's Complaint Handling Code which we make every effort to be compliant with. Our 2025/2026 submission to the Housing Ombudsman under the Complaint Handling Code is available on the website.

For more information about anything to do with complaints, please speak to the Housing Officer or Operations Manager.

Anti-Social Behaviour

We are aware than anti-social behaviour can be very disruptive to your living situation. We would encourage tenants to report any anti-social behaviour cases to the HSH Housing Officer so that we can seek to improve the situation with you and for you, so you can get the best out of your property.

The HSH Anti-Social Behaviour and Harassment Policy is available from the HSH website or via the Housing Officer.

New Trustees Wanted

We are always looking to grow our team of trustees to provide oversight and scrutiny to the work of HSH.

If you are a tenant and you're interested, or you know someone else from the local community who you think would be ideal for the role, you can speak to the Housing Officer who can give you more information about what's involved and how to make an application.

SALTBOX

In July 2023 Saltbox became the parent company for HSH, and since that time Saltbox has been working hard to support the daily running of HSH. Staff from Saltbox support with various day to day tasks including finance, regulatory oversight and repairs & maintenance. The Saltbox CEO, Lloyd Cooke, holds the position of Company Secretary for HSH and the HSH Board of Trustees includes two members of the Saltbox Board of Trustees.

As well as Hawes Street Housing, the Saltbox charity also runs a variety of other caring services accessed by hundreds of individuals in Stoke-on-Trent every day.

Restart provides supported accommodation for people who are homeless or at risk of homelessness. It supports individuals with a range of support needs into housing, and to progress towards greater independence.

RESTART
homes and hope for the homeless

CareLink
loneliness : let's face it together

Carelink runs a telephone befriending service to tackle loneliness amongst older people. They also run Chatty Cafes across the city, provide group and one-to-one digital support, plus a digital app-based physical activity service called KOKU which is designed to reduce falls and takes place in community settings across Stoke-on-Trent and Staffordshire.

Money Matters provides practical, financial help for individuals including debt relief, income maximisation, advice and support with welfare benefits, budgeting and financial inclusion.

Money Matters

SALTBOX
Strengthening Our Communities

If you want to find out more about the work of Saltbox or would like to receive support from any of the services outlined above you can speak to the HSH Housing Officer or visit the Saltbox website.

www.saltbox.org.uk

INVESTING IN HOUSING

More than 30% of our income was reinvested into our housing stock in the last financial year.

In the last 12 months we have funded a significant amount of repairs & maintenance. This has included some planned works as part of our property improvement programme and some reactionary repairs where necessary. We have undertaken work to remedy damp & mould issues in a few properties, roof repairs, brickwork repairs and updated the electrics in various properties. In total, we completed **81** maintenance jobs in the last 12 months.

Another significant area is the recharges from Saltbox who are HSH's parent company. This charge covers a variety of things, including staff time to manage operations.

The third significant area of expenditure is 'Other Charitable Activities'. This continues to increase due to rising costs for things like insurance.

Not included in this breakdown is the purchase of an additional HSH property which will be tenanted very soon.

HSH Expenditure 2025/2026	£79,993
Property Repairs & Maintenance	£34,511
Recharges from Parent Company	£22,404
Other Charitable Activities	£10,884
Health & Safety	£4,098
Auditors	£3,600
Legal & Professional Fees	£3,006
Office Costs	£1,490

A full breakdown of all our income & expenditure can be found in the HSH Annual Report & Accounts, available from the Charity Commission.

POLICIES & PROCEDURES

We want to be as transparent as possible with tenants and keep tenants well informed about our policies, procedures and ways of working. As a tenant, you can request copies of our policies & procedures from the HSH Office, the Housing Officer, or through the HSH website.

We also produce & publish a number of documents each year relating to TSMs and the Complaint Handling Code which are available on our website. These include:

- Housing Ombudsman Complaint Handling Code Self-Assessment
- HSH Annual Service Improvement Report
- Governing Body Response to the Complaint Handling Code Submission
- HSH Tenant Satisfaction Report - 2026

We are committed to keeping you informed about any changes or additions to these policies and procedures or the services that we offer. We will keep you informed via the tenant newsletter of any changes that are relevant to you.

HSH Board of Trustees

The board of trustees work hard throughout the year to ensure that HSH continues to offer the best service possible to tenants, abides by all of its legal and statutory obligations and manages its finances effectively. Our current board of trustees are listed below and can be contacted via the Housing Officer or the Saltbox Office if you have any queries or concerns.

Lloyd Cooke (Company Secretary)
Mark Holland (Chair of Trustees)
Geoff Bond
Luke Edwards

Other attendees include:
Joanne Speed (Saltbox Finance Director)
Sam Taylor (HSH Operations Manager)
Alastair Watson (HSH Housing Officer)

A TRIBUTE TO PAUL

We were saddened to hear of the recent death of much loved HSH tenant and board member, Paul Madden.

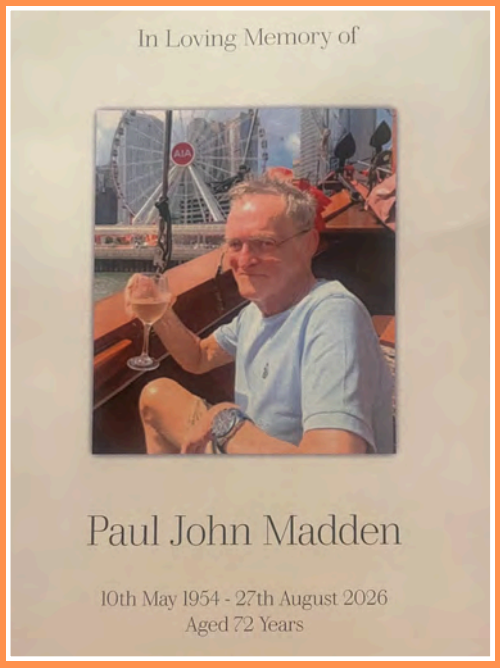
Paul served on the HSH Board for many years. He was always passionate about ensuring that HSH continued to support local people into housing, and that is a commitment that the board will continue to hold to.

He contributed to our discussions and decision-making with great humour and brought an important tenant perspective, keen to genuinely make a positive difference to the lives of others.

Paul will be remembered for his love of cricket, his love of whiskey and his travels abroad which he was always keen to talk about at our meetings!

We are so grateful for the contribution that Paul has made to HSH, and he will be much missed by board members and staff alike.

Our thoughts and prayers remain with Paul's family and friends at this difficult time.



KEY CONTACT INFORMATION

HSH Office
3 Goodfellow Street
Tunstall
ST6 5AX

Alastair Watson - HSH Housing Officer
07717 806510
alastair.watson@saltbox.org.uk

Saltbox Reception
(Monday - Friday, 9am-4.30pm)
01782 815879
email@saltbox.org.uk

Saltbox Property Services
(Monday - Friday, 9am-4.30pm)
07469 253531

Out of Hours Repairs
(Saturday & Sunday - 2pm-6pm)
07990 073326

Regulator of Social Housing
enquiries@rsh.gov.uk
0300 124 5225 (option 3)

Housing Ombudsman
0300 111 3000
info@housing-ombudsman.org.uk

Housing Ombudsman Service
PO Box 1484
Unit D
Preston
PR2 0ET

www.saltbox.org.uk/hawes-street-housing

We look forward to continuing as your tenancy provider into the future.