

For council tenants and leaseholders

WORKING@HOME



ON THE COVER:

We dropped by to say hi and deliver your copy of Working@Home.

Your quarterly tenant and leaseholder newsletter will now be hand delivered by a member of our Housing team. Please say hello and get to know the people working on your behalf.



IN THIS SUMMER 2025 EDITION:


- 2024/25 Tenant Satisfaction Report
- Tackling antisocial behaviour



WOKING
BOROUGH COUNCIL

NEWS IN BRIEF

LAKEVIEW CLADDING UPDATE



As part of our fire safety remedial works, we removed the cladding directly below the walkways/landings on 14 blocks across the Lakeview estate. The exposed sections were then weatherproofed and reinsulated using Photonwrap, a breathable, reflective membrane, which has a similar appearance to tin foil.

Rather than replace the cladding as originally planned, the council is now proposing to undertake a full exterior refurbishment of each block, which will significantly improve the condition, appearance and energy efficiency of these homes.

This additional investment follows the recent adoption of our Housing Revenue Account 30 Year Business Plan, which prioritises fire safety and improvements to building fabric, and should reduce the need to disrupt residents again in future years.

To find out more and stay up to date with the project, go to woking.gov.uk/lakeviewcladding

DO YOU NEED HELP UNDERSTANDING THIS INFORMATION?

এই তথ্যটা বুঝতে আপনার কি কোনো সাহায্য লাগবে ?

શું તમને આ માહિતીને સમજવામાં સહાયની જરૂર છે ?

کیا آپ کو مدد درکار ہے ان معلومات کو سمجھنے کے لئے ؟

Czy potrzebujesz pomocy w zrozumieniu tych informacji?

☎ 01483 743 824

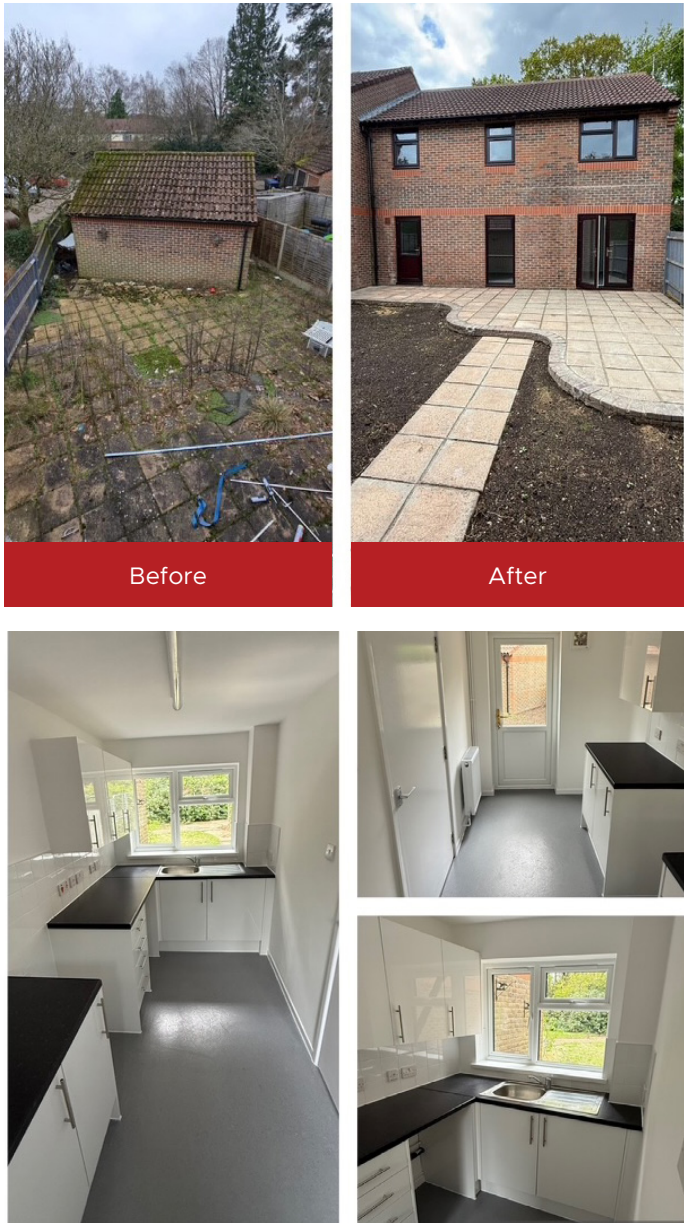
✉ marketing.communications@woking.gov.uk

SHEERWATER HOMES REFURBISHED AND READY TO LET TO FAMILIES

Ten properties in Sheerwater, which were vacated as part of the regeneration, have been brought back into use. After being stripped and boarded up for a number of years, they have been fully refurbished and are ready to be occupied again.

Instead of starting any new regeneration phases, the council will refurbish 100 existing homes in Sheerwater using grant funding and the money generated from asset sales, including the sale of the flats on Dartmouth Avenue and Devonshire Avenue. All of the new properties built by Thamesway for market or social rent, including 68 sheltered units, are either let or under offer, as are three of the commercial units on Parfitt Way.

To find out more and stay up to date with the project, go to woking.gov.uk/sheerwater















2024/25 TENANT SATISFACTION REPORT

Tenant Satisfaction Measures (TSM) have been introduced by the Regulator for Social Housing to help you understand how well we are performing as your landlord.

There are 12 tenant perception measures and 12 management information measures which we are required to report back annually to the regulator.

TENANT PERCEPTION MEASURES

Tenant perception is measured using data collected via our annual Tenant Satisfaction Survey. Our 2024/25 survey was sent to 2,851 households and we received at total of 550 verified responses.

Measures		2024/25 results	2023/24 comparison
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	58.2%	+2.5% (55.7%) 
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service.	66.4%	+3.6% (62.8%) 
TP03	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.	64.6%	+8.5% (56.1%) 
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained.	56.0%	+5% (51.0%) 
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	64.8%	+2.1% (62.7%) 
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	41.9%	+4.4% (37.5%) 
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	56.3%	+8.6% (47.7%) 
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	62.2%	+1% (61.2%) 
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	21.6%	+8.6% (13.0%) 
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	52.7%	+5.4% (47.3%) 
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	45.8%	+6.8% (39.0%) 
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling antisocial behaviour.	38.4%	+5.3% (33.1%) 

HOW TENANTS COMPLETED THEIR SURVEY








Online  367

Telephone  131

Post  52

MANAGEMENT INFORMATION MEASURES

These figures have been compiled using our system data for applicable properties.

Measures		2024/25 results	2023/24 comparison
CH01	Complaints relative to the size of the landlord (stage 1)	26.4 per 1,000 properties	+8.6 (17.8 per 1,000 properties)
CH01	Complaints relative to the size of the landlord (stage 2)	9.1 per 1,000 properties	+5.3 (3.8 per 1,000 properties)
CH02	Complaints responded to within Complaint Handling Code timescales (stage 1)	83.6%	+19.2% (64.4%) 
CH02	Complaints responded to within Complaint Handling Code timescales (stage 2)	100%	+72.7% (27.3%) 
NM01	Antisocial behaviour cases relative to the size of the landlord	10.9 per 1,000 properties	+3.7 cases (7.2 per 1,000 properties)
RP01	Homes that do not meet the Decent Homes Standard	2.1%	-7.1% (9.2%) 
RP02	Repairs completed within target timescale (Routine)	90.9%	+12.2% 78.7% 
BS01	Gas safety checks	99.7%	+1.5% (98.2%) 
BS02	Fire safety checks	95.5%	-4.5% (100%)
BS03	Asbestos safety checks	87.4%	-0.7% (88.1%)
BS04	Water safety checks	100.0%	+25.1% (74.9%) 
BS05	Lift safety checks	97.1%	+8.2% (88.9%) 

KEEPING YOU SATISFIED

“Thank you if you completed our Tenant Satisfaction Survey at the start of the year. Tenant Satisfaction Measures are a tool that allows you to scrutinise our performance.

“I’m pleased tenants feel the services they receive from us are getting better as we’ve been working hard to improve our processes and invest in our homes.

“More tenants completed the survey this time, which is also encouraging because it’s important you feel heard and trust that when you engage with us, we will listen.

“The survey findings will be reviewed by the Housing

Improvement Board and the resulting actions fed into our revitalised Housing Improvement Programme.

“Whilst the progress is promising, we are not complacent as we know we still have much to do.”

Louise Strongitharm
Strategic Director
- Communities



OUR VOUCHER WINNERS

Congratulations to the following residents who were picked at random to receive a voucher of their choice as a thank you for completing our 2024/25 Tenant Satisfaction survey.



Susan Ward

£100 VOUCHER

- Susan Ward from Horsell

£50 VOUCHER

- Violet Bowyer from Knaphill
- Audrey Gay from Goldsworth Park
- John O'Brien from Byfleet
- Eddie Tuttle from Horsell
- Karen Povey from Barnsbury

Vouchers delivered by our Resident Engagement Officer, Donna Gregory!



Violet Bowyer



Audrey Gay

UNDERSTANDING COMPLAINTS

Nationally, satisfaction with complaint handling is low and this continues to be our lowest scoring TSM, despite an 8.6% increase in satisfaction this year.

When analysing your survey responses in more detail, we found that tenants who said they had complained in the last 12 months, had not raised a formal complaint and were unable to provide a complaint reference.

HOW TO MAKE A HOUSING COMPLAINT

- Complete our online form by visiting woking.gov.uk/housingcomplaints
- ✉ housingcomplaints@woking.gov.uk
- ☎ 0300 373 0373 (select ‘option 4’)
- 🏢 Complaints, Woking Borough Council, Civic Offices, Gloucester Square, Woking, Surrey GU21 6YL
- 💬 Speak to any member of our housing team who will pass the details of your complaint

WE WILL NOT CONSIDER A COMPLAINT ABOUT OUR HOUSING SERVICE IF IT IS:

- a query about our service
- a service request
- a survey response
- an antisocial behaviour report
- an issue previously considered under the Housing Complaints Procedure
- a legal proceeding which has already started
- a complaint that is undergoing an internal appeal process
- the issue happened over 12 months ago

You or your selected representative can contact the Housing Ombudsman for advice during the complaint process.

☎ 0300 111 3000

✉ info@housing-ombudsman.org.uk.

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

FEATURE

WHAT IS ANTISOCIAL BEHAVIOUR (ASB) AND HOW TO REPORT IT

ASB refers to actions that cause harassment, alarm, or distress to others. It can be criminal or non-criminal.



Graffiti: without the permission of the property owner it is criminal damage.

Type of ASB	Who to tell	How to report
<ul style="list-style-type: none">noisy or rowdy neighboursvandalism or graffitifly-tipping and litteringdrug-related litter (e.g. discarded needles)	Woking Borough Council	Go to woking.gov.uk/ASB
<ul style="list-style-type: none">threatening or abusive behaviourmisuse of public spaces (e.g. street racing, loitering)intimidation or harassment	Police	Call 101 , or in an emergency, call 999 . If you want to report a crime anonymously, call Crimestoppers on 0800 555 111 .

We want to ensure that residents receive the same level of service and user experience regardless of housing tenure, so we are introducing new policies and procedures to deal with reports of ASB more effectively.

The following are neighbour disputes and not antisocial behaviour:

- noise created by movement, household appliances, doors, lawn mowers and loud talking
- one off parties or celebrations
- children playing
- parking
- boundary disputes
- DIY (unless at an unreasonable hour)
- social media posts or text messages (unless they are of a criminal nature)
- people gathering (unless they are being inconsiderate or intimidating).

If you are experiencing any of the above neighbour disputes, we would encourage you to speak to your neighbour, or write to them, to try and reach an agreement so that everyone can continue to live happily in their homes.

If this doesn't resolve the issue, mediation can play a key part in reaching a resolution between neighbours. Mediation Surrey offer a coaching service which is solely focused on you and giving you the skills and strategies to deal with the issue. For further information please visit [mediationsurrey.org](https://www.mediationsurrey.org) or call **03301 340260**.



Nitrous oxide was banned in 2023 due to its serious health harms and impact on communities.

ANTISOCIAL BEHAVIOUR CASE REVIEW

An antisocial behaviour case review is an effective tool to problem solve ASB.

It is a multi-agency case review, where agencies such as the police, the council, housing providers, and NHS come together to hold an independent review.

It is not a complaints process; it is a problem solving review and you will be given the opportunity to attend and explain to partner agencies what has been happening and see if anything else can be done to resolve the antisocial behaviour.

Please to go [woking.gov.uk/asb](https://www.woking.gov.uk/asb) to find out more.

RESIDENT ENGAGEMENT UPDATE



Donna Gregory and Ros Funnell, members of our Resident Engagement team

MAY DROP-IN EVENTS

Thank you to residents who attended our May drop-in events at the Salvation Army Hall (Sythwood) and Parkview Centre for the Community (Sheerwater). Drop-ins are an opportunity for you to speak to members of our Housing team, face to face, about repairs, neighbourhood issues and planned works.

Upcoming events including details of future drop-ins can be found at [woking.gov.uk/residentengagement](https://www.woking.gov.uk/residentengagement)

HELP SHAPE FUTURE DEVELOPMENT IN OUR BOROUGH

We will shortly be launching a public consultation on our new Local Plan — and we want to hear from you.

The Local Plan is one of the most important documents for the borough. It sets out where new homes, jobs, services and infrastructure will go over the next 15 to 20 years - and how we'll protect the places we all value.

From late June, we'll be inviting residents, businesses, community groups and local organisations to share their views on the issues facing our borough. Areas of interest include housing and where new homes should be built, protecting the Green Belt and local countryside, tackling climate change, and how we deliver the roads, schools, health services and community spaces we'll need in the future.

This is just the first stage of consultation - and it's your chance to help us identify the priorities and ideas that matter most to local people.

Look out for more details coming soon about how you can get involved.

BACK TO SCHOOL



Our Housing officers were invited to attend Woking High School to talk to pupils about what the service does and the wide range of career opportunities available to suit all interests.

Students looking for work experience with the service can email resident.engagement@woking.gov.uk



Presenter, Adam Browne, Housing Asset & Commercial Manager

DECENT HOMES WORKSHOP

We hosted two interactive workshops in May where we shared insights from our recent stock condition survey and how these influence our future work programmes. Residents were able to suggest what they would do if they were in charge of the service's budget.

SHELTERED HOUSING FOCUS GROUPS

Between May and July 2025, all sheltered housing residents will be invited by letter to attend a 'be heard' focus group to provide their feedback on the Housing Service.

USEFUL CONTACTS

HOUSING SERVICES

For all housing related enquiries, issues or emergencies, please call **0300 373 0373 (24hr)** and select one of the following options.

Option 1 – Gas servicing and repairs

Option 2 – Make an automated payment

Option 3 – Paying your rent or service charge

Option 4 – All other housing queries (excluding housing benefit)

HOW TO REPORT A REPAIR

To make reporting repairs as easy as possible, you can contact us via the following methods:

0300 373 0373 (option 1, then option 3)

housingrepairs@woking.gov.uk please include your full address and photos of the issue where possible.

woking.gov.uk/report-it

For urgent heating issues, please call Smith & Byford on **0208 722 3431**.

If you suspect a gas leak, you must call the National Gas Emergency Service on **0800 111 999** immediately.

OTHER COUNCIL SERVICES

Housing benefit

Call **01483 755855**

Report a missed bin

Go to **jointwastesolutions.org/report**

Report ASB

Go to **woking.gov.uk/asb**

Make a complaint

Email **housingcomplaints@woking.gov.uk**

Report an environmental issue

Go to **woking.gov.uk/krinkels**

SIGN UP TO THE COUNCIL'S WEEKLY E-NEWSLETTER

Go to **woking.gov.uk/enewsletter**

FOLLOW US ON SOCIAL MEDIA

x.com/wokingcouncil

facebook.com/WokingBC

instagram.com/wokingcouncil

WHO'S KNOCKING AT THE DOOR?

CONTRACTOR	WORKS
Bentley Mobility Services	Stairlift repairs and maintenance
Certsure LLP	Electrical auditing
Conrad John Ltd	Building surveying
E&M Lifts Limited	Stairlift servicing and maintenance
RSM Domestic Appliances Ltd	Appliance maintenance
Steadfast Automation	Automated door opener repairs and maintenance
T Brown Group	Adaptations, kitchens and bathrooms
Aldworth Roofing Contractors	Roofing repairs and maintenance
Architectural Decorators T/A AD Construction Group	Door and window repairs and maintenance
BCD Scaffolding Services	Scaffolding
BCE Mills & Bros	Void property maintenance
Beaver Pest Control	Pest control
Build Image Ltd	Void property maintenance
Dovetail Building Consultants Ltd	Building surveying
Drainfix Services	Drainage repairs and maintenance
EMCOR UK	Door entry system maintenance
Envirosurv Ltd	Asbestos removal and testing
G&B Windows Ltd	Door and window repairs and maintenance
Galaxy Electrical Services	Electrical repairs and maintenance
Insta Group	Wall insulation
Johnson & Sons	Door and window repairs and maintenance
Milestone Contracting Ltd	Roofing repairs and maintenance
Mountjoy Ltd	Responsive repairs and maintenance
NRT Group	Electrical servicing and maintenance
PCPS Ltd	Damp surveying
Pennington Choices Ltd	Asbestos surveying
SCCI AlphaTrak	Communal TV repairs and maintenance
Smith and Byford	Gas servicing and maintenance
Total Environmental Compliance	Communal water tank servicing and maintenance