

WHAT'sUp!



A message from our chair, Martyn Chappell

I hope this newsletter finds you well and that you had an enjoyable summer. I'm pleased to introduce issue 5 of WHAT'sUp!, which includes a summary of the results of our recent Tenant Satisfaction Survey.

Many of you took part in the survey over the summer. It focused on how happy you are with the way WHA maintains your home and delivers key services. The findings help us understand what we're doing well and what you're most concerned about. They'll also help us to write our new strategic and operational plans.

The board and I were particularly pleased to hear that overall satisfaction has increased and now stands at over 80%. We were also pleased to hear that you're seeing a significant improvement in how we handle your complaints. You identified this issue as a concern in the last survey and we're delighted that our

work to improve our service is making a difference.

However, we understand that there are other areas where we can improve, such as how we tackle anti-social behaviour.

Thank you for the time you took to complete the survey, we do appreciate it. It's vital that we get your feedback so we can find out what we're doing well and where we need to improve. If you said that you're happy for us to contact you to discuss your survey responses, we may be in touch to ask for more information or to invite you to take part in other feedback events.

Surveys such as this are just one of the ways we involve you in developing our services. As well as publishing the survey results, we'll put them to good use to help us improve what we do. We're keen to find volunteers who'd like to help us do this. If you'd like to

get involved, please see page 5 of this newsletter for more information.

Finally, on behalf of WHA, I'd like to wish you all a very happy and healthy Christmas and New Year.

All the best, Martyn

IN THIS ISSUE

- Food for thought
- Tenant satisfaction survey 2025 – a summary of what you told us
- Get involved and help us improve our services
- Awaab's Law: what it means for you
- Our Christmas opening hours
- What to do if you're struggling to pay your rent
- Emergency contact numbers



Festive food for thought

5-Ingredient Christmas Cake recipe: the perfect festive treat

As the Christmas holidays approach, many of us are looking for simple, affordable recipes that we can prepare without spending hours in the kitchen. Our simple and festive option is a 5-ingredient Christmas cake!

It's an easy-to-make treat that can be made with just a few cupboard staples, bringing the warmth of Christmas into your home.

Ingredients

- 2 cups of mixed dried fruit (raisins, sultanas or other dried fruit)
- 1 cup of self-raising flour
- 1 cup of sugar

- 1 cup of milk
- 1 teaspoon of mixed spice (optional, for that extra festive flavour)

Method

Mix the ingredients:

Preheat your oven to 150°C (300°F). In a large bowl, combine the mixed dried fruit, self-raising flour, sugar, milk, and mixed spice. Stir everything together until well mixed.

Bake the cake:

Pour the mixture into a lined cake tin. Bake for about 2 hours, or until a skewer inserted into the centre comes out clean.

Cool and serve:

Let the cake cool before removing it from the tin. Slice and enjoy as a festive treat!

Whether you're sharing it with family, friends, or enjoying a quiet moment with a cup of tea, this cake is a simple but delicious way to bring the flavours of Christmas to your table!

Tip: If you soak the dried fruit in tea overnight before adding to the recipe, it will add flavour and moisture to the cake.

Looking for something festive to do, then check out the following websites for Christmas events in your area





Tenant Satisfaction Survey 2025

Over the summer, we invited you to take part in a Tenant Satisfaction Survey. We need to have your feedback to understand what we do well and what we can do better.

The law also says we must ask you how we're doing

The Regulator of Social Housing states that we must collect and provide information so you - our tenants - can see how well we manage your homes and neighbourhoods.

We must ask you questions in line with Tenant Satisfaction Measures the regulator has drawn up. Since April 2024, we must publish how well we're doing against these measures

every two years.

You can find out more about this on the government's website. Go to gov.uk and put tenant satisfaction measures in the search bar.

The survey

The survey was carried out by an independent market research company, Acuity Research and Practice. They asked how happy you are with the way we maintain your home and provide our services.

180 of you completed the survey. We're very grateful to you all for taking the time to give us your views.

We've included a summary of

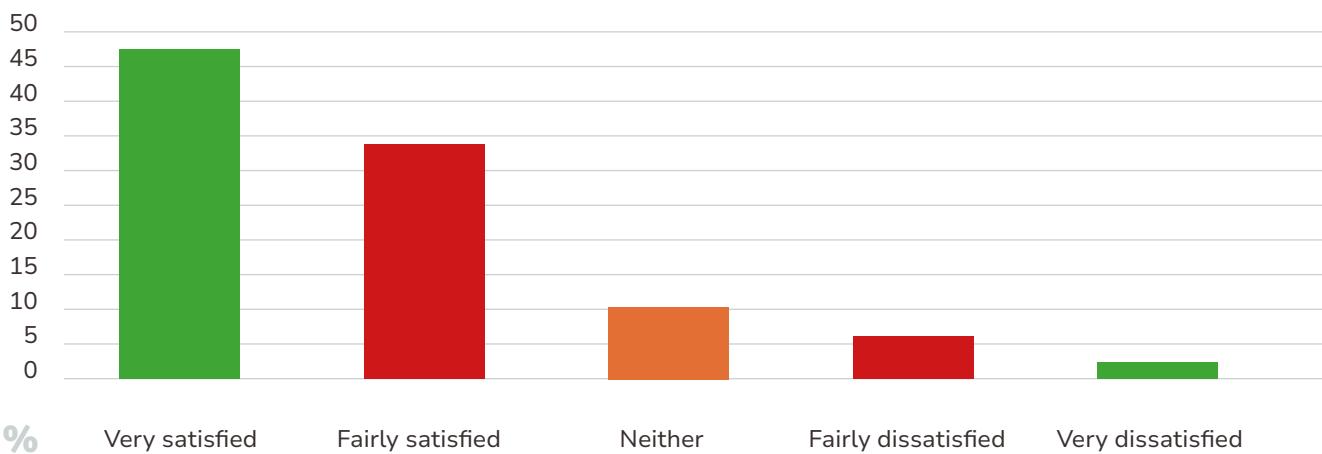
what you told us in this newsletter. You can see the full report on our website, www.wyedean.org. Go to the About Us page and then the Tenant Satisfaction page.



Overall service

Eight out of ten of you (81%) are satisfied with our overall service. (up 2% since 2023)

How satisfied are you with the overall service that Wyedean Housing Association provide?



Repairs and maintenance

We asked if you were satisfied with how we generally deal with repairs and maintenance.

76%
of you said you were
(down 2% since 2023)

We asked if you were satisfied with how long it took us to complete your most recent repair.

84%
of you said you were
(up 5% since 2023)

Recent repairs

We asked how many of you had a repair carried out in the last 12 months.

72%
of you said you had

We asked these people if they were satisfied with our overall repairs service.

89%
of you said you were
(up 9% since 2023)

Your neighbourhood

We asked if you were satisfied that we make a positive contribution to where you live:

66%

of you said you were
(up 3% since 2023)

We asked if you were satisfied with how we deal with anti-social behaviour.

58%

of you said you were
(no change since 2023)



Your home and communal areas

74%

of you are satisfied that we maintain your home well (no change since 2023).

76%

of you are satisfied that we provide you with a safe home (down 2% points since 2023).

74%

of you are satisfied that we keep your communal areas clean and well-maintained (up 13% points since 2023).



How we keep in touch with you

85% of you said we're easy to deal with, the same number as in the last survey. However, you said we'd improved in all other areas, in particular how many of you are satisfied with how we deal with complaints (up 18% points since 2023).



Can you help us continue to improve?

We're looking for volunteers who'd like to help us improve our services. Could you:

Review and scrutinise our policies and be a sounding board for new ideas?

We're setting up a digital group to help us develop and

review our policies and improve our services.

Be a resident board member?

The WHA board leads our work and holds our staff team to account. They meet four times a year at our offices in Coleford.

To find out more or to become involved, please email Barry Rees at barryr@wyedean.org or call him on 01594 838 000.



Awaabs Law: a new law for social housing landlords

What is Awaabs Law?

Awaab's Law is officially known as the Social Housing (Regulation) Bill 2025. It came into force on 27 October 2025 and requires social housing landlords to fix any potential health hazards, including damp and mould, within specified timeframes.

Why was Awaab's Law made?

Awaab's Law came about following the tragic death of 2-year-old Awaab Ishak, who died as a result of direct and prolonged exposure to mould in a rented social home.

What's included in Awaab's Law?

Awaab's Law is in place to make sure that social housing landlords address reports of health hazards quickly and efficiently.

To comply with the law we must:

- Investigate any potential emergency hazards within 24 hours of being made aware of them. If the investigation confirms

there is a hazard and it is an emergency, carry out relevant work to make it safe as soon as reasonably practicable, and within 24 hours of becoming aware of it.

- Investigate any potential significant hazards within 10 working days of being made aware of them.
- Write a summary of the findings of the investigation and give this to the resident within 3 working days of the end of the investigation.

- If the investigation identifies a significant hazard, carry out relevant work to make it safe within 5 working days of the end of the investigation.
- If the investigation identifies a significant or emergency hazard, begin, or take steps to begin, any further works needed within 5 working days of the end of the investigation. If steps cannot be taken to begin work in 5 working days, it must be done as soon as possible and must be physically started within 12 weeks.
- Satisfactorily complete works



- within a reasonable time period.
- If relevant safety work cannot be completed within the specified timeframes, provide suitable alternative accommodation for the household, at our expense.
- Update the resident throughout the process and give them information on how to keep safe in their home.

The hazards Awaab's Law covers

For a hazard to be covered by Awaab's Law, it must be:

- a significant or emergency hazard
- a part of buildings or land for which the social landlord is responsible

- in the landlord's control to fix
- caused by defects, disrepair or lack of maintenance

The hazards Awaab's Law does not cover

If a hazard is caused by damage as a result of the tenant breaching their contract, it will not be covered by Awaab's Law.

Definition of emergency and significant hazards

An emergency hazard is defined as a hazard that poses 'an imminent and significant risk of harm' to the health or safety of the resident. An imminent and significant risk of harm is defined as 'a risk of harm to the occupier's health or safety that a reasonable



social landlord with the relevant knowledge would take steps to make safe within 24 hours'.

A significant hazard is defined as one that poses a 'significant risk of harm' to the health and safety of the resident. A significant risk of harm is defined as 'a risk of harm to the occupier's health or safety that another reasonable social landlord with the relevant knowledge would take steps to make safe as a matter of urgency'.

Examples include (but are not limited to): gas leaks, broken boilers, a total loss of water supply and damp or mould that is having a material impact on the residents health.



If you spot a possible health hazard, do not wait!

You must make us aware of potential health hazards as soon as possible so that we can investigate the problem. Call us immediately on **01594 838 000** or email office@wyedean.org



**The whole team at WHA wish you a
Merry Christmas and a Happy New Year**

Christmas opening hours

Monday 22 December:

Tuesday 23 December:

Wednesday 24 December:

Thursday 25 December to Friday 2 January:

Monday 5 January:

Normal hours (9am-5pm)

Normal hours (9am-5pm)

9am – 12 noon

Closed

Normal hours (9am-5pm)



Struggling to pay your rent? We're here to help.

If you're having financial difficulties and finding it hard to pay your rent, please call **01594 838 000** or email office@wyedean.org.uk. We'll do all we can to help you.

You can also get free, independent help from Citizens Advice. Call them on **0300 330 9006**.

Unhappy with our service?

Please let us know if you have a complaint. We'll listen to you and do our best to resolve the problem quickly.

If you're not happy with our response, you can contact the Housing Ombudsman:

Call **0300 111 3000**

Email info@housing-ombudsman.org.uk
Website www.housing-ombudsman.org.uk



Out-of-hours emergency repairs

Call **01594 838 000** and follow the out-of-hours instructions
For all other emergencies, call **999**

