

Residents' Annual Report 2024





Introduction

The 2024 Residents' Annual Report is an opportunity for us to celebrate the successes of partnership working with residents in the past year.



Welcome

Welcome messages from Emma-Louise Stewart a resident and Chair of the Resident Forum.



2024 at a glance

Giving you an insight into how residents have been providing feedback and staying informed.



Our new resident forum

In our last Residents' Annual Report, we told you about our new resident involvement model following consultation with residents.



Introduced in 2024

The new regional residents meetings are a space for residents' in their local area to provide their views on the services we're providing.



Celebrating success

Take a look at the projects residents have been working on and the positive difference that their recommendations have made.



The year ahead

After looking back on what has been achieved in 2024, we look forward to introducing some exciting initiatives in 2025.



Thank you

We would like to say a big thank you to all residents who gave their valuable time to improving the experiences of others.

Introduction



Welcome to the 2024 Residents' Annual Report, an opportunity for us to celebrate the successes of partnership working with residents. In this report, we showcase some successful projects led by our residents, and introduce some new areas that have been focused on this year, as well as providing insight into plans for the next year.



Residents at a regional resident meeting held at Bruce Kenrick House,

In April 2024, we launched a new resident involvement mode and with it a range of new opportunities for residents to provide feedback, scrutinise services and work with us to improve the resident experience. Through this report, we introduce some of the new opportunities that are now available, the impact that these have started to have, and plans for 2025 and beyond.

The Together with Tenants charter remains a key initiative that we adhere to, ensuring we continue to engage with residents in their local communities and that their feedback forms part of the overall resident voice, leading to positive, lasting change.



Scan the QR code or click on the subject in the text box to take your browser to a web page to get more information on the subject



National Housing Federation -
Together with tenants



Our new involvement
and engagement
model



The journey to the
new model



Regulatory standards
for landlords
GOV.UK



Better together
corporate strategy
2023 26.pdf

Welcome



This year, I am excited to get to work with our newly appointed resident forum. The forum oversees, supports and influences Notting Hill Genesis to tackle issues that affect residents, with the end goal to improve the overall resident experience. As a resident and a board member, one of my roles is to chair the resident forum, which has three main roles

- To connect resident experiences to the board, ensuring they listen, act and respond to feedback.
- To recommend service improvement projects informed by the scrutiny of performance data and resident insight and feedback.
- To provide oversight and assess the impact of the resident involvement and engagement programme.

Since joining the group board back in September 2023, it has been a pleasure to be involved with so many residents who have such passion and dedication, using their skills and experiences to support the organisation to resolve issues, influence improvements and ensure residents are at the forefront of all decision making.



Emma-Louise Stewart
Chair of the Resident Forum

The new resident involvement and engagement model is in line with the new consumer standards, and we are keen to go over and above these standards in accordance with the objectives set out in our corporate strategy. We are at the beginning of a new journey, and I believe we are putting robust processes in place to be successful in our roles.

I look forward to engaging with as many residents as possible, whether they are already involved or planning to participate in the wealth of projects, activities and events being put in place to ensure residents are at the heart of decisions made within the organisation.

I hope you enjoy this report, created by residents, for residents.

Thank you.

Emma-Louise Stewart

199 NEWLY INVOLVED RESIDENTS



Since introducing the new resident involvement bulletin, over 1,000 residents receive the monthly update containing upcoming opportunities to get involved, access to free training and events, relevant sector news and information on important dates in the equality, diversity and inclusion calendar. Sharing information through a monthly update has meant that interested residents can access this information in one place and choose to follow the links to the events and information that most appeals to them.

Out of the 742 residents who joined the resident involvement and engagement mailing list in 2024, nearly 200 of those residents took part in at least one resident involvement activity such as a policy review, focus group, procurement exercise or longer-term project. We're delighted to have welcomed so many new voices and look forward to working with you more over the next year.

495 residents involved in 61 resident involvement activities.



More than
400 RESIDENTS

engaged with us through wider resident events, meetings and drop-in sessions.



742



SIGNED UP TO THE MONTHLY RESIDENT INVOLVEMENT AND ENGAGEMENT BULLETIN



Get involved



161
RECOMMENDATIONS FOR IMPROVEMENT MADE



92%
LINKING TO TOGETHER WITH TENANTS PRINCIPLES

Our new resident forum



In our last residents' annual report, we told you about our new resident involvement model following consultation with residents.

Working with the outgoing resident voices group membership, we have developed and designed a new resident forum that will connect resident experiences to the board and throughout the organisation, ensuring residents are listened to, action is taken, and your feedback is responded to, allowing Notting Hill Genesis to grow in line with all residents' needs. Thank you to the outgoing membership for all your hard work.

I would also like to thank to the 310 residents who applied for the new resident forum. Recruitment was carried out in November 2024, and we are pleased to now have our 13 new members, in addition to Emma-Louise Stewart, board member (resident) and chair of the resident forum, and Symmie Swil, board member (resident). The thorough recruitment process ensured we have full representation, by including experienced as well as new members who cover a range of diversity characteristics and represent London boroughs and beyond equally.



Resident Forum members (from left to right): Emma-Louise (chair), Kautuk, Ian, Chioma, Susan, Rebecca, Lindy, Robert, Lacey, Gareth (vice-chair), David, Conrad, Ebenezer, Symmie and Mary.



The new resident forum induction meeting at Bruce Kenrick House

The resident forum has three roles:

1. To connect resident experiences to the board ensuring they listen, act, and respond to feedback.
2. To recommend service improvement projects informed by the scrutiny of performance data and resident insight and feedback.
3. To provide oversight and assess the impact of the resident involvement and engagement programme.

You can read the full terms of reference for the group on our website.

While the forum will use insight and experiences from our residents to scrutinise services and help make improvements, anyone with any personal housing queries must continue to go via their housing officer or property management officer, rather than asking forum members to raise concerns on your behalf.

While the selection was based around relevant skills and experiences, the additional information provided at the application stage has also reassured us that the new forum has good representation of the Notting Hill Genesis community. We were pleased that this level of diversity was also seen at both application and interview stage:

- The newly appointed members represent 10 different local authorities with all four of our regions covered.

- The successful candidates represent different tenures of housing: four from general needs three from shared ownership, three from leasehold and the remaining members representing Folio, intermediate market rent and supported housing.
- There are a broad range of ages represented, including four members aged 35 and under.
- There are different ethnicities, a balance of genders and some with a disability on the forum too
- Five of the successful members were previous members of the resident forum.

Through 2025, the forum will go through an induction and training programme.



Sign up to our monthly resident involvement bulletin for further updates



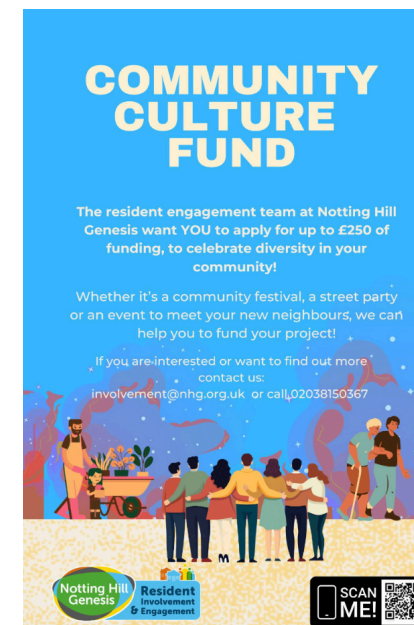
Introduced in 2024



Focus on celebrating diversity

In summer 2024, we introduced a renewed focus on equality, diversity and inclusion, and with it our community culture fund, to support residents to celebrate diversity in their communities. The Community Culture Fund supports efforts to meet some of our key objectives in this area:

- Diversifying the resident voice 2025
- Improving services and the resident experience 2025
- Educating and raising awareness 2025
- Celebrating diversity 2025



Successful applications so far have included community lunches, yoga classes, and art, theatre and gardening projects, all with a focus on bringing the community together, improving mental health and well-being, and celebrating difference.

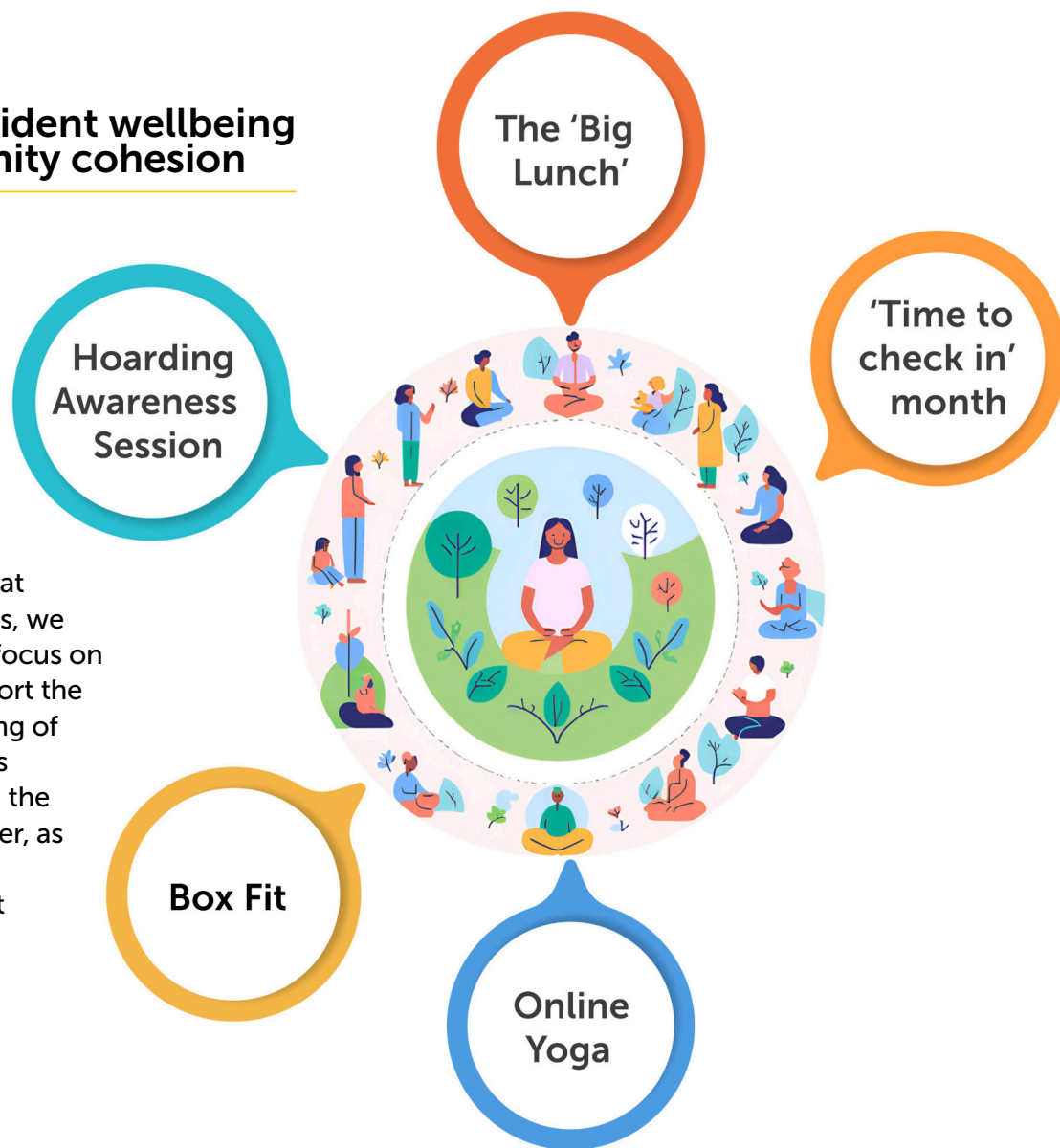


Community Culture Fund information and application form



Focus on resident wellbeing and community cohesion

With the introduction of a new resident engagement team at Notting Hill Genesis, we have been able to focus on activities that support the health and wellbeing of residents, as well as activities that bring the community together, as shown here in the graphic to the right



We have also been able to provide more resources around diversity awareness days/ months and have been able to engage with more residents through community fun days and neighbourhood initiatives. Through events like this, we signed up over 600 residents to get involved in 2024. Look out for more activities like these in 2025!

New DIY sessions for residents at Bolney Meadow

On 22 October 2024, we worked in partnership with Wates, our repairs contractor, to deliver a series of DIY workshops for residents living in and around Bolney Meadow Community Centre in South-West London. Following extremely positive feedback from residents who attended, we plan to deliver more of these sessions in other locations in 2025.

Since these sessions, the number of repairs raised by residents living at Bolney Meadow have steadily reduced from 150 in September, down to 143 in November and 120 in December. This could be an indication that events like this can help residents to resolve small, manageable repairs at home without the need to call for support.





All photos: DIY Day Bolney Meadow - Wates, NHG staff, Residents Oct 2024



Residents help us improve our cleaning and gardening services

We have new estate services contracts that started in February to help keep our estates clean and welcoming.

To get to this stage we had a formal bidding process over 12 months where residents were invited to tell us what they wanted improved or changed on cleaning, gardening and tree maintenance services.

A key message throughout was that residents would like to see a minimum level of training for gardeners and cleaners. They also wanted smaller areas of work for each contractor.

Previously we only had two contractors looking after all our estates, meaning they both had to provide a wide range of services and adapt to different schemes. By adding five more contractors we will have more flexibility for the work that needs to be carried out. The contractors we will be working with are:

- **Just Ask – cleaning and gardening**
- **Chequers – cleaning and gardening**
- **Pinnacle – cleaning**
- **Wettons – cleaning**
- **Cleanscapes – cleaning**
- **Gingko – gardening**
- **Grounds Care Group – gardening**

We have a range of performance metrics for our

new contractors that will allow us to monitor the quality of their work, the frequency of attendance and the response time to certain issues. This means we'll continue to check back with residents to ensure the contractors are meeting their expectations.



A group of residents at a resident involvement drop-in February 2024

We know there are some areas of planting which need attention and as part of our new approach we will aim to improve biodiversity and floral coverage at a number of schemes moving forward.

We are in talks with Just Ask over a short-term option to continue services for our out of London properties in Hertfordshire and Essex ahead of a potential new tender process. More information will come on this as the estates and operations teams work to agree the best way forward for our residents. We look forward to continuing working with residents to provide better services that meet their needs.



Sign up to get involved and register for upcoming regional residents meetings



Regional residents meetings

These new meetings are a space for residents to provide their views on the services we're providing and learn more about our plans to improve based on the feedback we've received from residents. The location of these meetings changes each time to give all residents an opportunity to attend one in their local area, but every meeting is open to all residents.

The details for the next few regional resident meetings are:

- **4 June 2025**
East London 5-7pm
(location tbc)
- **9 September 2025**
West London 5-7pm
(location tbc)
- **1 December 2025**
North London 5-7pm
(location tbc)
- **5 March 2026**
South and central London 5-7pm
(location tbc)

For our first events, residents spoke to senior members of staff about repairs, planned works, service charges, estate services, complaints, rents, policy, and building safety. There was also a chance for residents to speak to the local housing and partnerships teams at drop-in sessions to discuss any personal queries. We are pleased to have received so much feedback through these

sessions and are delighted that the residents who came along signed up to become more involved in shaping and improving services in the future.

Feedback from these meetings will be used to help inform immediate improvements made to services, as well as helping us to identify upcoming topics to be scrutinised and investigated in resident-led projects.

A big thank you to the residents who have attended these meetings so far. We look forward to holding more of these events in other areas throughout the year. We'll be holding regional



Resident involvement drop-in February 2024

residents' meetings every three months, each time at a different location. Information about future regional resident meetings will be on our website, in the involvement bulletin and via housing staff.



Sign up to get involved and register for upcoming regional residents meetings



Celebrating success



Performance information – now available on our website



Key statistics



Service satisfaction
The percentage of residents who are satisfied with a transactional service received.
Q2 - September 2024



Repairs satisfaction
The percentage of residents satisfied with their last repair.
Q2 - September 2024



Complaints
The number of stage one complaints received per 1,000 homes in the last month.
Q2 - September 2024

This year, residents in the independent Kensington and Chelsea scrutiny group emphasised the importance of sharing performance information with residents, and to take on any feedback residents have. Following a short, resident-led project to look at what information matters the most to residents, 41 recommendations were made and this information is now available on our website along with a feedback form:

Since the information has been made available, we have been able to answer residents' queries as they come in. In the coming months, we will be exploring whether we can provide performance by borough so that information is focused on a local level.



Performance information now Available on our web site



Equality, diversity & inclusion policy



This policy highlights our commitment to maintaining a fairness and inclusivity as a housing provider and an employer. The table to the right shows how we have responded to resident feedback on the policy and we will continue to make improvements to both the policy and the service as a whole in partnership with residents. Residents are also currently signing up to a database focused on ensuring all diversity characteristics are considered in resident involvement activities.

YOU SAID

The section on 'reasonable adjustments' was unclear and needed examples.

The 'recognising diverse communities' section was too wordy and complicated, and did not have any practical meaning or commitment behind it.

'Nationality' should be added to the list of unprotected characteristics.

People may have more than one need.

It seems unfair that residents no longer have a LGBT+ forum, whilst staff do.

&

WE LISTENED

We have simplified the language and added some examples.

We have removed this section and acknowledge that our response to wider social issues historically have not been sufficient, so will rethink our approach and look at what steps have been taken to improve this, such as the new resident involvement and engagement model.

This has now been added.

We have added a statement on intersectionality and that several needs may overlap, creating a unique and individual experience.

We are committed to involving residents in all ED&I conversations, and welcome any ideas on new, effective ways to engage with our residents so that services can be the best they can be. With a renewed focus on ED&I initiatives for our residents, we are also committed to raising awareness and providing education through awareness days, celebration events and signposting.

WELCOME TO YOUR NEW HOME



Important information

Contact your housing officer on:



To register on 'My Account' visit our website www.nhg.org.uk/residents/my-account this will make it easier for you to manage your home and account needs whenever its most convenient for you.

Emergency out of hours:

Emergency repairs – call your housing officers number after 5pm and it will be directed to our dedicated call centre who will be able to help you.

Meter locations and current suppliers:

Energy angels can help you change suppliers and set up a new contract – Energy Angels 01902 585500 or www.energyangels.co.uk

Gas

Electric

Water

New home fact sheet for residents

In 2024, we sought feedback from residents concerning the quality of information about their new homes. Feedback told us that information was lacking overall, which led to higher than necessary queries from residents who were unsure of details such as meter locations, heating contractors and emergency contact numbers

We are pleased to now introduce a new home fact sheet to support an improved

experience for residents, including a QR code providing further information on how to use various components inside your homes. Thank you to all residents who provided feedback on this.

We look forward to reporting back on the impact this piece of work has had on resident satisfaction, as well as the number of queries or concerns raised by residents regarding elements within their homes.

Hate crime policy

In May 2022, our hate crime policy was reviewed and improved in partnership with residents, primarily of the LGBTQ+ community. The policy sets out how we tailor our response to reports of hate crime or hate incidents. Improvements included the overall language and tone, introduction of a step-by-step process, and new ways to improve the resident experience in how reports of hate crime are handled by the organisation. In February 2024, the Housing Quality Network (HQN) has recognised our policy on hate crime as being an example of best practice for all housing providers across the sector.



Download our Hate Crime Policy



Procurement – working together to select contractors

Approximately 1,800 residents have been involved with the procurement of seven contractors through 2024. Residents can get involved in a number of ways, including through surveys, focus groups, and workshops. For a more in-depth involvement in contract selection, residents can also take part in interviewing, scoring and evaluating potential suppliers. We are keen to continue to involve residents in this way so the procurement process remains as fair and as transparent as possible.



Defects policy

In June 2022, residents reviewed the defects policy and made important recommendations on the process, timescales and communication around defects. The policy sets out how Notting Hill Genesis (NHG) manages defects, their diagnosis and rectification within new build properties during the defect liability period, where we have a responsibility to the new home occupier/owner to resolve defects.

Defects are faults in a building that are caused by failures in design, workmanship or materials that can be identified by reasonable inspection usually by non-technically qualified people. These are sometimes referred to as latent defects. Defects do not include items that are considered cosmetic or snags, which are defined here.

Time period	No. of defects	% completed within SLA	Number completed
2021/22	3,360	24.0	806
2022/23	1,246	49.8	620
2023/24	1,085	56.7	615

A defect can also be classed as:
The breach of any mandatory requirement of the building warranty provider (e.g., NHBC, LABC, Premier) or Building Regulations at the time of construction by the builder, or any party responsible for construction of any component of the new home. Any failure to meet the warranty provider’s mandatory requirements does not amount to a defect if the performance required to adhere to the same requirement has been achieved by other means.

Since the policy review, there has been a noticeable decrease in the number of defects and an improvement in the percentage of defects being completed within the service level agreement (SLA): emergencies, 24 hours, urgent: 7 days, routine: 28 days.



Download our Defects Policy



Our new repairs hub

In May 2024, we introduced a new delivery team to manage the repairs process from start to finish. With a dedicated team of repair officers, we now have greater control over issues that had previously caused prolonged delays. Emergency repairs are closely monitored, follow-up work is promptly scheduled, and resident feedback about unsatisfactory repairs are addressed within 48 hours to prevent further escalation. There is still a lot of work to do, but we are confident that the new model will continue to provide an improved service for residents.

In July 2024, following the introduction of the new team, a group of six residents carried out a

project on the repairs inspection process, supported by the head of repairs delivery. One of the recommendations was to provide regular updates to residents on the repairs service as a whole, and another was to ensure the repairs team were available at each regional residents’ meeting held throughout the year to speak to residents about their concerns and any feedback for improvement.

Both of these have now been implemented, and over 100 residents have already taken the opportunity to speak to our repairs team at our regional residents meetings. Scan the QR codes right to read about some of the recent updates provided in Connections.



Changing how we manage repairs – a better service for you



Our regional resident meeting in Kings Cross



Introducing our new mystery shopper programme for repairs



Help and advice on damp and mould



Help and advice on asbestos



The NHG asbestos leaflet as a pdf

Making the most of our green spaces

Our resident sustainability advisory group has been set up as part of a project to provide advice and oversight, and challenge and scrutinise progress and decision-making for Notting Hill Genesis' sustainability strategy.

In June 2024, the group made a number of recommendations around communication, including:

- Information for residents on harmful and fast spreading weeds to be published in Connections.

- Bimonthly updates to be provided thereafter on best practice relating to making best use of green spaces (promoting biodiversity and green practices)
- Promoting a new standards document to monitor contractors against with residents.

We are pleased to say that the recommendations have been actioned and information is readily available on the 'Connections' section of our website. Several members of the sustainability advisory group were involved with the procurement of our new estate services contracts, and an opportunity to get involved with the creation of a new standards document will be promoted to residents in early 2025.



Download our sustainability strategy-2022-30.pdf



See out promoting sustainability on our places schemes



See how we are improving our cleaning and gardening services



Residents in supported and temporary housing

In November 2024, some residents living in our supported and temporary housing homes kindly told us about their experiences of the services they receive.

Residents included Danny, who has overcome addiction and is now living in sheltered accommodation in Chelmsford with support from Notting Hill Genesis housing teams, and Sabeega and Mary, residents living in temporary housing homes, who told us about the lengths staff often go to make them feel at home.

We also heard from David and Marilyn, residents living in one of our older persons' sheltered housing schemes, who showed us what they had purchased through the supported housing

impact fund, a fund designed to support and improve the wellbeing of residents. Residents have been using the funds for arts and crafts, DIY projects and group activities that have been bringing neighbours and the community together. Residents at Ken Start House, Rochford, have been using the funds for a weekly crafts class, and have expressed their thanks for the materials they have been able to purchase and the projects they have been able to spend time on each week.



From left to right: Residents with materials purchased through social housing impact for DIY projects and group activities

The year ahead



As we look back on all that has been achieved and learned in 2024, we are looking forward to developing some exciting initiatives with residents in 2025, a few of which are listed below:

Sustainability – ‘retrofit project’

We have successfully bid for almost £1.5m of funding from the Heat Network Efficiency Scheme (HNES) to support the ongoing improvement of our heat networks. The sustainability advisory group will be supporting us to carry out retrofit projects so that residents can have more control over their heating and temperatures through new heating interface units and smart meters.



Continuing to invest in our heat networks in 2025

Changes to our rewards and recognition policy

We have improved the reward available to residents who choose to get involved. You can view our new policy on our website and you will receive the new benefits from 2025.



Our rewards and recognition policy

Learning new skills to support others

Through 2025, we will be introducing new opportunities to learn new skills to be able to support your neighbours, such as dementia friends sessions as part of Dementia Awareness Week in June, and new ‘introduction to sign language’ sessions as part of International Day of Sign Languages in September.

Repairs contract – procurement

Towards the end of 2024, over 100 residents attended workshops to give feedback on our repairs services, to help us shape the specifications for a new repairs contract. In 2025, there will be an opportunity to get involved with this further through activities such as evaluating questions and listening and providing feedback on presentations, to ensure that the right contractor(s) is awarded the repairs contract.



Shaping our repairs service

New resident training programme

We’re introducing an array of training opportunities for residents, in addition to the free and funded opportunities we currently advertise that are delivered by other partner organisations. Check out our new opportunities below:



RESIDENTS' TRAINING PROGRAMME

DIGITAL SKILLS

- Staying safe online
- Introduction to social media

MENTAL HEALTH & WELLBEING

- Hoarding awareness
- Dementia awareness
- Safeguarding

YOUR HOME

- Damp & Mould
- Asbestos Basics

SCRUTINY & MEETINGS

- Meeting preparation & etiquette
- Understanding performance information
- Introduction to scrutiny

SOFT SKILLS

- Introduction to funding applications
- Presentation skills
- Sign language

✉ INVOLVEMENT@NHG.ORG.UK

📞 02038150367

🌱 GET INVOLVED

Thank you



After another year of working in collaboration, with more opportunities and more positive impact made, we would like to say a big thank you to all residents who took the time to give us feedback, share ideas and commit valuable time to improving the experiences of others.

We want to ensure that all residents have a voice, regardless of where you live or how much time you have. There are many ways you can get involved in shaping our services, from one off surveys to time-limited task and finish projects focusing on specific issues, to taking part in short consultations on policies or wider housing sector questions. If you haven't already, we encourage you to sign up to our monthly bulletin, detailing upcoming opportunities, recent success, free training and events and much more. Join over 1000 residents who have signed up to get involved by filling out a short form on our website.



Residents at a 'Thank you' event and awards evening at the Ealing Project Cinema in December 2024



(left) Residents at Woodberry Down Winter Fest December 2024 (right) Grahame Park Winter Fest December 2024



Get involved



Bruce Kenrick House, 2 Killick Street, London, N1 9FL

This report was published in April 2025
Design lead: Colin Burns, NHG resident



(left) Building Safety Manager meeting a resident (right) Chelmsford community football match





A home provides the basis for a stable and healthy society, but London's housing crisis means that for too many Londoners, a home is out of reach.

We're a not-for-profit organisation with a focus on providing quality homes at below-market rents for people who would otherwise struggle to afford them. We are both a landlord and a developer, with more than 60,000 existing homes and 3,000 more in our pipeline over the next five years, and a well-established commercial business from which we reinvest surpluses to support the provision of below market-rent homes across the capital

Founded in the 1960s to address slum conditions in West London, we're now one of London's largest charitable housing associations and a leading advocate and trusted partner to local councils and government, giving Londoners a base and community from which to achieve their potential.

www.nhg.org.uk

