

the Community Edit

Summer 2025

for WHBC tenants and leaseholders

We've got lots to update you on in this edition of your Community Edit newsletter.

Learn about the action we've taken against anti-social behaviour (below).

Check out the results of our latest tenant satisfaction survey on page 2, which show improvement in the majority of areas, and on page 3 you can find out what the Residents Panel have been up to.

Our popular Community Catch-ups are now in full swing. These are a great opportunity to speak to council staff.

So far, supported by our repairs contractor Morgan Sindall, we've held Catch-ups in Briars Wood/ Aldykes, Hatfield and Heronswood Road/Haynes Close, WGC.

Future events:

- August 20: Athelstan Walk South, WGC, 10.30am – 1.30pm
- September 11: Stockbreach Close, Hatfield, 2-5pm
- October 9: Ely Close, Hatfield, 1-4pm

*These are all weather dependent and subject to change



Community Catch-Up in Aldykes

You said, we're doing...

Taking action against anti-social behaviour –

- In response to residents' concerns about anti-social behaviour, we've closed up the space under a stairwell at one of our blocks.
- We have successfully gained a three-year injunction against a resident committing ASB in the block they live in.
- We recently teamed up with Herts Police to host an ASB Surgery in the council offices. Residents were able to drop in and speak directly with the teams working to make a difference in our community.

You can report ASB to Welwyn Hatfield Borough Council at **asb@welhat.gov.uk** or by calling **01707 357 000**.



**WELWYN
HATFIELD**

Tenant Satisfaction Measures Survey results

We've been working hard to improve our housing services after your feedback in last year's Tenant Satisfaction Measures (TSM) survey and we're delighted that results have improved in almost all areas, including overall satisfaction.











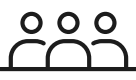

Our biggest increases in satisfaction were:

1. Keeping tenants informed - up 21%
2. Making a positive contribution to the neighbourhood - up 18%
3. Providing a home that is safe - up 17%
4. Listening to tenant views - up 17%

The TSMs were introduced by the Regulator of Social Housing to show how all social housing providers in England are performing.



Survey results

<p>Overall satisfaction with services</p> <p>65% </p>	<p>Satisfaction with repairs</p> <p>69% </p>	<p>Satisfaction with the time taken to complete most recent repair</p> <p>68% </p>
<p>Satisfaction that the home is well-maintained</p> <p>68% </p>	<p>Satisfaction that the home is safe</p> <p>77% </p>	<p>Satisfaction that the landlord listens to tenant views and acts upon them</p> <p>59% </p>
<p>Satisfaction that the landlord keeps tenants informed about things that matter to them</p> <p>74% </p>	<p>Agreement that the landlord treats tenants fairly and with respect</p> <p>75% </p>	<p>Satisfaction with the landlord's approach to handling complaints¹</p> <p>24% </p> <p><small>1 *Of those tenants surveyed, 79% had not made a complaint in the previous 12 months.</small></p>
<p>Satisfaction that the landlord keeps communal areas clean and well maintained</p> <p>54% </p>	<p>Satisfaction that the landlord makes a positive contribution to neighbourhoods</p> <p>63% </p>	<p>Satisfaction with the landlord's approach to handling anti-social behaviour</p> <p>57% </p>

Some of the things we've done

Communal areas – updated our checklist for estate inspections and published the dates they are taking place on the council website www.welhat.gov.uk/council-social-housing/estate-inspections.

Repairs – revised the information on our website to make it clearer and easier for you to find the information you need www.welhat.gov.uk/council-social-housing/housing-repairs-maintenance.

Complaints – published our self-assessment against the Housing Ombudsman's Complaint Handling Code to show how well we're following it www.welhat.gov.uk/policies/complaints-policy-procedure.

More information on the 2024-25 survey and action plan can be found on our website www.welhat.gov.uk/tsmsurvey

We'd like to thank everyone who took part in our Tenant Satisfaction Survey.

Residents Panel update

Hello to a new Chair of the Panel!

A very busy six months for the Residents Panel, with the election of myself as the new chair, setting out our plans for the year, starting new projects and completing some from last year.

My name is Anthony, I joined the Panel as a member in September 2021. Having lived in Hatfield most of my life, I love living in the area and wanted to help shape the council's housing service policies, responses and make sure that the voices of both tenants like myself and leaseholders are heard.

As the chair, I attend meetings with council officers, management and the Cabinet Housing Panel. I have really enjoyed looking at things like the damp and mould policy, pet policy and the new tenancy agreement, making sure that they are easy to understand with no jargon and we can hold the council to account

if these policies are not being followed. If you see the Residents Panel approved logo on a document then we have had input into it.

This year we will be out and about again, so come along and see us at the various Community Catch-Up events in Welwyn Garden City and Hatfield. Follow our Facebook page for updates and to see what we are working on.

Our Facebook page is also a great way for you to get involved. We are always looking for new members to join the Panel and contribute in any way they can.

If you want to know more about the Panel then email residentinvolvement@welhat.gov.uk or directly to me **anthony.whrp@gmail.com**



Free Online Courses

MORGAN SINDALL
PROPERTY SERVICES

Your repairs and maintenance provider Morgan Sindall Property Services also offer a range of **FREE** online courses.

There's courses to support employment, wellbeing or to simply try a new activity.

For a full list of courses available please visit the Staff Skills Training website: <https://staffskillstraining.co.uk/course-list/>

For more information, or to sign up for a course email **Chloe.Sykes@morgansindall.com**.

Training opportunities

We've received some lovely feedback from residents who have taken part in the free training courses we've organised.

Whether you want to learn a new skill, get a new job or meet new people, we have courses to support you.

Some of the courses and workshops we've run include Paediatric First Aid – through our planned maintenance contractor Equans - Boost Your Confidence and Introduction to Working in Schools.

One delighted learner said: **"The content of the course was very interesting and inspired me to follow on with Level 1 Working in Schools. The course has also encouraged me to find a volunteering role within a school and this is something which had not occurred to me before attending this course."**



Housing repairs cold callers

We are aware of companies cold calling our customers claiming to be working on behalf of Welwyn Hatfield Borough Council to support you with housing repairs.

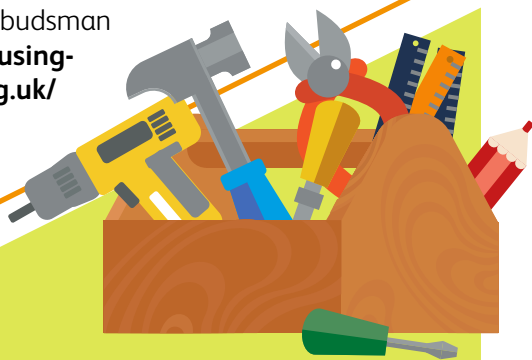
Please be advised these companies are not working for or on behalf of the council.

Council staff and our contractors will always carry ID, which you should ask to see before letting anyone into your home. If you are unsure, please call our Repairs Contract Centre.

You are fully entitled to seek the assistance of a solicitor if you have a repairs issue you feel has not been resolved. We recommend you look at the Law Society website: <https://solicitors.lawsociety.org.uk/>

For further advice about housing issues, you can also contact

- Citizens Advice <https://www.citizensadvice.org.uk/housing/> or 0800 144 8848
- Shelter https://england.shelter.org.uk/housing_advice/repairs
- The Housing Ombudsman <https://www.housing-ombudsman.org.uk/residents/> or 0300 111 3000



Reporting repairs

In the first instance you should report a repair to us by emailing housingmaintenance@welhat.gov.uk or calling 0800 111 4484.

We know we don't always get it right first time and will work with you fix that.

If you are unhappy with the service you receive, you can make a complaint to us

- Online www.welhat.gov.uk/contact/complaint
- Email contact-whc@welhat.gov.uk
- Phone 01707 357 000

The Housing Ombudsman

The Housing Ombudsman can investigate complaints from tenants and leaseholders about landlord services. This includes things like property condition, repairs, estate management, charges and anti-social behaviour.

We hope we can sort out your problem, but if you have followed our complaints process and are still not happy, you can contact the Housing Ombudsman and ask them to look into it.

Social housing landlords must be members of the Housing Ombudsman scheme and cannot evict tenants for complaining about issues.

- **Online:** www.housing-ombudsman.org.uk/residents/
- **Email:** info@housing-ombudsman.org.uk
- **Phone:** 0300 111 3000
- **Write:** Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET

Contact us

In an emergency

T: 0800 111 4484

To report a repair

T: 0800 111 4484

E: housingmaintenance@welhat.gov.uk

Neighbourhood Team

T: 01707 357796

E: neighbourhoods@welhat.gov.uk

Income Management Team

T: 01707 357088

E: housingincome@welhat.gov.uk

ASB & Tenancy Enforcement Team

Telephone: 01707 357000

Email: asb@welhat.gov.uk



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