

ENCIRCLE
HOUSING
ANNUAL
REPORT
2025



CREATING HOMES, INDEPENDENCE

ABOUT
US→



91% of our tenants are very satisfied or fairly satisfied that we treat them with respect

88%

tenants are very satisfied or fairly satisfied with overall service provided by us



We work with **90** local authorities



614 tenants are living in **108** properties

OUR
TENANTS

266
TENANTS

46%
MENTAL
HEALTH

55
TENANTS
10%
HOMELESS

219
TENANTS
39%
LEARNING
DISABILITY

26
TENANTS
5%
SENSORY
IMPAIRED



CUSTOMER
SERVICES

NEW HOMES



29 tenants moved into 14 homes



Purchased our first home for 6 people with sensory impairments



We partnered with 4 new care providers

- 22** complaints were received
- 16** were dealt with as a service request within our priority response procedure
- 4** Stage 1 complaints were received and resolved within target of 10 working days
- 2** complaints were received relating to third-party service providers, however, we worked together with these providers to resolve to the tenant's satisfaction

Stage 1 complaints:

- 3** were related to maintenance
- 1** was related to housing

HOUSING

OCCUPANCY 88%



16 safeguarding concerns and issues were raised with 11 local authorities

488



Tenant and property health checks were carried out in the year



REPAIRS AND MAINTENANCE



£1.1 million

was spent on repairs, maintenance and compliance



100%

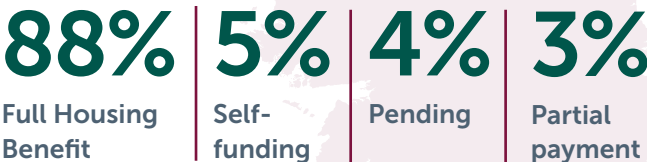
gas tests, electric certificates and fire safety programme was carried out

VALUE FOR MONEY

£142,500 savings in value for money for repairs and fire related works, retendering services and providers, and inhouse works

RENT

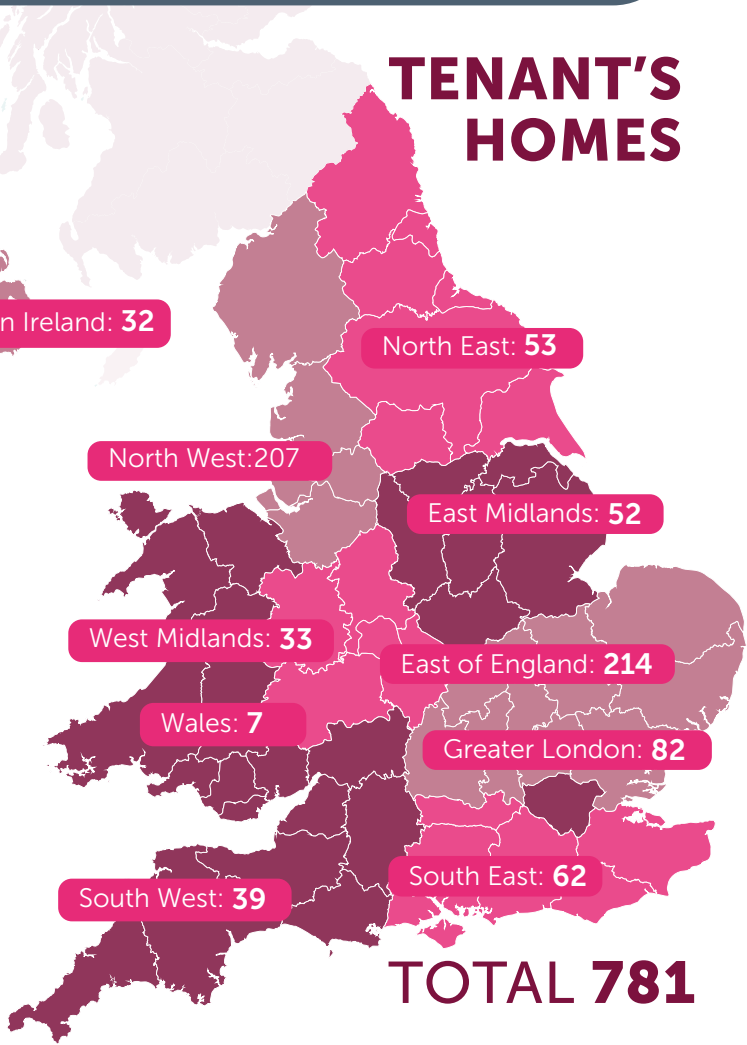
MARCH 2025:



NUMBER OF BEDSPACES

	2025	2024	2023
Supported living homes	646	621	579
Residential care homes	135	135	135
TOTAL	781	756	714

TENANT'S HOMES



Throughout this report, percentages and figures have been rounded up or down for ease of reading. For a more detailed breakdown of the data, please contact us.

Welcome to our Annual Report



At the heart of our organisation is a clear commitment to providing safe, secure, and high-quality homes where our tenants can live well. Over the past year, Encircle Housing has been driven by our dedication to continuous improvement, tenant involvement, and long-term investment.

Our focus on tenant engagement has been central to the way we work. We actively gather our tenants' views on a range of important issues, including repairs service, rent and service charge setting, utility tariffs, and the delivery of shared services, such as gardening and window cleaning in their homes.

In 2023, we took part in the Regulator for Social Housing pilot tenant survey for small housing providers. The goal was to test how to collect Tenant Satisfaction Measures (TSM) and to look at both the benefits and challenges of reporting this data. We repeated our tenant survey in 2025 and throughout this report it shows how we performed against the benchmarking from the Regulator of Social Housing as well as our peers housing providers.

We also asked tenants about how they wanted to hear from us, so that our messages and the way we communicate can be clearer, easier, and quicker.

Alongside listening to and acting on tenant feedback, we have continued to put significant investment into our homes. This included buying a property and upgrading our existing homes, with the aim of improving housing standards and making sure our homes are safe, comfortable, and more energy efficient.

We are also committed to investing in our staff, helping them grow both personally and professionally. Our teams are made up of skilled and dedicated people who share a commitment to providing high-quality service to all our tenants.

The safety and wellbeing of our tenants is one of our highest priorities. We continue to invest in compliance, planned maintenance, and responsive repairs so that all our homes meet regulations and go beyond expected standards.

Looking forward, we will keep building strong relationships with our tenants, investing in our homes and our people, and working together to create communities where people feel safe, valued, and supported.

Many people have helped put this report together, and we want to give a special thank you to them and to everyone who has supported us throughout the year.

We hope you enjoy reading our report.

DAVID BAYBUT
CHAIR OF THE BOARD

PETER AVISTON
MANAGING DIRECTOR

Our **vision**, **mission** and **values** underpin everything we do at Encircle Housing. We live them on a daily basis.

OUR VISION

Creating the right home and environment for every person.

OUR MISSION

To provide more homes that meets specialist supported housing needs nationally, with advice and support to enable our tenants to thrive in their lives.

OUR VALUES

We are **honest**, respectful and open about everything we say and do



We **understand** people's housing needs and do our best to help people achieve their goals




We are committed to help our tenants find a **personalised** housing option



We are **approachable** and passionate about everything we do



ABOUT US



At the end of March 2025, Encircle Housing provided specialist supported housing for 614 tenants in 108 properties across England and Wales. In addition, we provide housing to 32 tenants in Northern Ireland, and have 135 people living in residential care supported by a care provider in England.

PEOPLE'S QUOTE

Stephen, Carl and Mike share a passion for the outdoors and growing their own food. Their garden is now thriving with support from 1st Enable Ltd.

*Read the full story go to:
www.encircleha.co.uk/garden*



PERSONALISED HOUSING

We create personalised homes for our tenants with a learning disability, autism, sensory impairments, mental health conditions, acquired brain injuries, long-term health conditions, care leavers, and those experiencing homelessness.

OUR PEOPLE

At the heart of our organisation is our team. As we continue to grow from strength to strength, our number of full-time employees has increased from 19 to 22 with further growth anticipated.

We have made meaningful investments in our people, placing a strong emphasis on personal development, wellbeing, and flexible working arrangements including early office closure on Friday afternoons. We actively support our team in their roles, encouraging continuous learning and development, helping each individual to grow and pursue their own goals.

We have also expanded our employee benefits to include private healthcare scheme, improved pension options, employee assistance programme, life insurance, birthday voucher or day off, and cycle to work scheme.

NEW OFFICE MOVE

In September 2025, we relocated to a new office that brings everyone together in one space and includes meeting rooms and an informal hub for collaboration and conversation. The move is aimed at making us more productive and effective.

NEW WEBSITE

We launched a new website designed to be easier to use for our tenants and to contact us. The site includes sections for tenant involvement, housing, repairs, wellbeing, and emergency services. Tenants can now also report non-urgent repairs online, giving more options and flexibility in how they access our services.



QUALITY THROUGH INVOLVEMENT

By gathering feedback from our tenants, their care providers, and other key people in their lives, we gain valuable insight into what we are doing well and where we can improve.

Listening is central to our approach, which is why we have changed how we collect feedback by combining postal and online surveys with in-person visits to gain a deeper understanding of tenants' views on our landlord services.

OUR HOMES

Since 2020, we have been moving away from using long lease housing. By the end of March 2025, we had replaced 45% of these homes with shorter leases. This approach gives Encircle Housing more flexibility to rent homes from head landlords in different areas where tenants want to live.

INTERNAL AUDIT

In 2024/25, TIAA our internal auditors undertook their fifth annual programme of audits. We also reviewed our internal audit services and decided to reappoint TIAA.

- Substantial assurance for Key Financial Controls – Payroll
- Substantial assurance for Property Compliance
- Substantial assurance for Rent Standard Compliance
- Reasonable assurance for Damp and Mould Management
- Reasonable assurance for Performance Management

AUDIT AND RISK COMMITTEE

The Board manages our finances, as being a small housing provider, we have limited funds. During 2024/25, the Board regularly reviewed financial reports for individual housing schemes and across the organisation. The Audit and Risk Committee also examined these reports to provide additional checks.

REGULATOR OF SOCIAL HOUSING

It has now been over six years since the Regulator of Social Housing issued its Regulatory Notice in April 2019. The Board is pleased to confirm that Encircle Housing has addressed all of the Regulator's concerns and is continuing to make further improvements in partnership with them.





COMPLAINTS

From 1 April 2024 to 31 March 2025, we received 22 complaints, which included four Stage 1 complaints. All were handled within the Housing Ombudsman Complaints Handling Code and response deadlines. We had no Stage 2 complaints.

16 SERVICE REQUEST PRIORITY RESPONSES

Of the 16 service request priority responses, 13 were related to repairs and 3 were related to housing matters. Four needed extra time for investigation, which we agreed with the complainant, and all issues were resolved.

REPAIR WORKS: Issues included heating problems, contractor behaviour, flooring and fencing work, outstanding repairs, gaps and holes to tenant room, electrical work, grass disposal, blocked shower tray, gas leak, radiator covers, and a fire door cupboard.

WHAT WE DID: We completed all outstanding repairs, including gas leaks, clearing a shower blockage, and reminded a gardener to dispose of garden waste properly.

HOUSING MATTERS: Included requests for housing support, utility supplies, heating a home, and service charges.

WHAT DID WE DID: We met with the tenants to resolve housing concerns, clarified the utility supplier charge, provided oil for heating in a poorly insulated stone property which has since had insulation improvements, and explained service charges and utility costs, leaving all tenants satisfied.

4 FORMAL COMPLAINTS – STAGE 1

Out of the 4 Stage 1 complaints, 3 were related to repairs and 1 related to a housing matter, all were resolved within the required timescales.

REPAIRS: Issues included faulty emergency and corridor lighting, heating problems, damp from condensation, unprofessional contractor behaviour, delayed repairs, and lack of tenant involvement in paint colour choices.

WHAT WE DID: All works were completed on time, including mould removal, bathroom radiator and fan installation, lighting repairs, and repainting in tenant-chosen colours. A plan was agreed, repairs were reported promptly, and a new contractor ensured works were completed, leaving the tenant delighted.

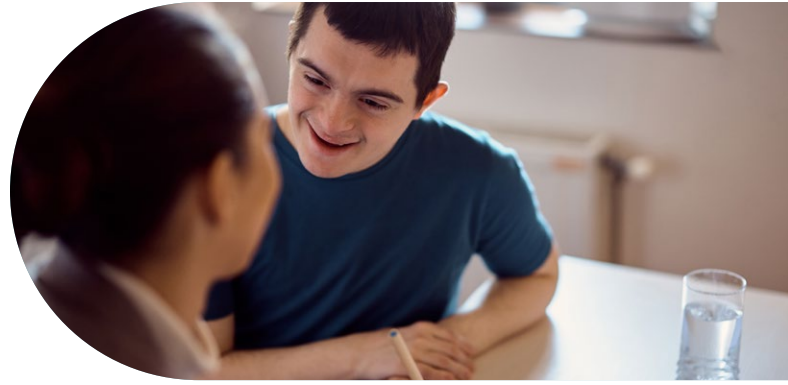
HOUSING MATTERS: Rent increase information.

WHAT DID WE DID: Rent increase was sent to the tenant instead of their appointee; an apology and reimbursement of costs was given.

RECORDING COMPLAINTS

We are a small organisation; therefore, the number of complaints remains low. As part of our Tenant Involvement Plan, we ensure that any complaints and outcomes are recorded consistently, in accordance with our Complaints Policy.





OUR COMPLAINTS INFORMATION

You can read our Complaints Policy, Annual Complaints and Service Improvement Report and Self-Assessment on our website, go to: www.encircleha.co.uk/about-us/publications/



Scan the QR code for our Complaints booklet



NEW INFORMATION ABOUT OUR SERVICES

Tenant factsheets have been created to give easy-read information about our repairs and maintenance, and housing services. We also developed specialist factsheets for our commissioners and investor landlords as part of our wider communications and marketing strategy.



OUR TENANT'S VIEWS

50% of our tenants took part in our latest Tenant Satisfaction Survey. We did not include tenants who were unable to take part if they lacked capacity. This is a decrease from a total of 56% of our tenants in 2023. We found that tenants responded more during face-to-face visits, and we could gather more information.

TENANT SATISFACTION - OVERALL SERVICES (TP01)

This is the overall satisfaction of our services. You will see more results under each section and areas for improvements.

- 100% responded. 88% of tenants are very satisfied or fairly satisfied with the overall service they receive from us. This has increased from 84% in 2023
- 23 tenants responded to the question about making a complaint within the last 12 months

COMPLAINTS (TP09)

83% are very satisfied or fairly satisfied with our approach to handling the complaint. This has increased from 67% in 2023.

Improvements: We are improving this by continuing to gather feedback in-person and ensure our tenants can easily access our complaints booklet and form on our website.

PEOPLE STORY

Creating the right home: Encircle Housing buys and decorates a home to support tenants with sensory needs

Encircle Housing wants our tenants to feel safe, secure, and empowered to thrive in their homes. To support this vision, we have taken a significant step forward by purchasing our first property and decorating it with the specific needs of tenants with sensory impairments in mind.

Our tenants were already living in this beautiful Georgian semi-detached home, located in a quiet residential area of Birmingham, with support from their care provider, Sense. When the head landlord decided to sell the property, it presented the perfect opportunity for us to step in and purchase the home, ensuring continuity and stability for our tenants.

At the time of purchase, the property was looking tired, needed decoration and some improvement works. We worked alongside the care provider and our tenants to make this an accessible home for people who are blind or partially sighted and deaf or have hearing loss.

Genia Williams, Deputy Manager from Sense explains, "When we learned the property was due to be painted, we spoke with Encircle Housing about decorating it in a way that would be more suitable for individuals who are partially sighted or have visual impairments.

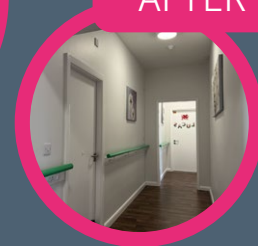
"Together we involved tenants Alex and Kira in choosing the feature wall colours for the kitchen and lounges from a new selection of modern colours. Lucas, one of the other tenants, who has a bedroom on the first floor and is partially sighted, particularly loves the colour light green.



BEFORE



AFTER



Based on his preference, we chose to paint the grab rails along the corridor outside his room in light green and used a darker green for the stair banister to provide contrast and aid visibility."

"The contractors who did the decorating were fantastic - professional, respectful of the space, and very accommodating, working around everyone's daily routines."

"Everywhere looks so fresh and the feature walls really brighten up the rooms. Visitors have also commented on how homely it looks. All the colours work so well together. It was wonderful to see Lucas use the banister rail independently to go down the stairs, we did not prompt him, he just did it. He uses the grab rail much more easily outside his room now it is in his favourite contrasting colour, light green."

"At the same time as the decoration works, new flooring was put down, and the gardener was doing a tidy up. Everyone was working together towards the same goal of providing a quality home for the people living here."



TENANT INVOLVEMENT



By involving our tenants, we can continue making meaningful changes to provide the right services and support their wellbeing.

HIGHLIGHTS IN 2024/25

- 3 Tenant focus group meetings were held in spring, autumn and winter
- Our Voice tenant newsletter is posted to tenants and care providers every quarter
- We did 1 garden makeover and 2 Paint Pot days at our tenants' homes to freshen them up
- 5 Tenants told us their story
- We held a Move and Talk event for Mental Health Awareness Week. The Housing Team got involved in activities while discussing housing matters
- We produced new and improved tenant information documents, including 7 repairs factsheets including, managing your money, how to make a complaint, how we set your rent and service charge, as well as provided a fridge magnet with our repairs number, and followed up repairs with a feedback survey
- For our 12 Gifts of Christmas, we issued to 12 tenants across the country a £50 gift of their choice for their home or to support their wellbeing
- Our board member, Alistair How took photos of our tenants living at one of our properties near Manchester for our marketing purposes

CONTINUOUS IMPROVEMENTS

- We are involving more tenants in focus groups to find out how we can help them and make the right changes to our services
- We will be working with our tenants to update our Customer Charter
- We are developing a new tenancy pack with our tenants

TENANT FOCUS GROUPS

Tenants from across the country have been having their say in focus groups. Thanks to their views, the 'Our Voice' newsletter now includes more tenant stories and opportunities to get to know our team. We have also started to produce information to help tenants understand what to expect when living in specialised supported housing.



TENANT INVOLVEMENT

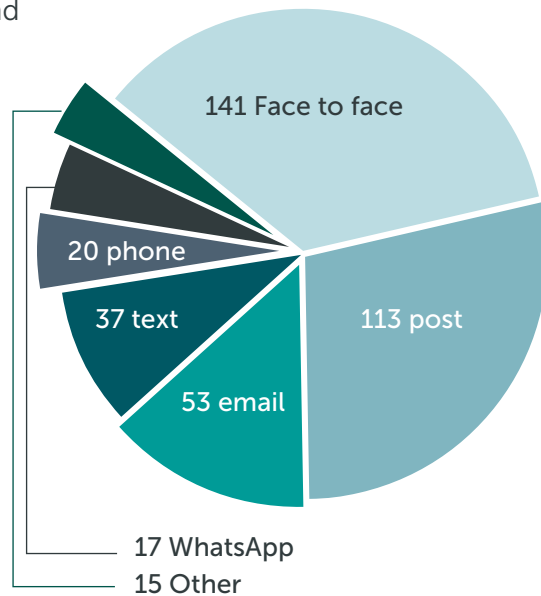


COMMUNICATION

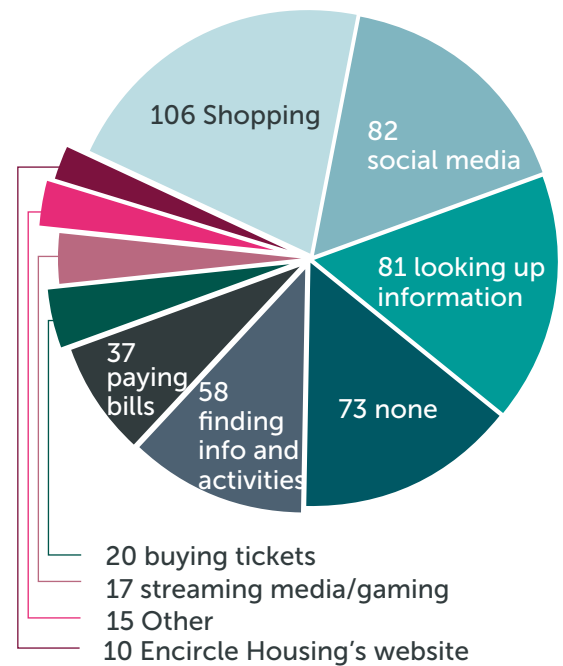
In our latest survey, we asked tenants about their preferred ways of being contacted so we can improve communication by using the methods and technologies that work best for them.

THE RESULTS ARE IN!

HOW TENANTS WOULD LIKE US TO COMMUNICATE WITH THEM:



HOW TENANTS USE THE INTERNET:



TENANTS WITH THE INTERNET IN THEIR HOME:

158 Yes
67 No

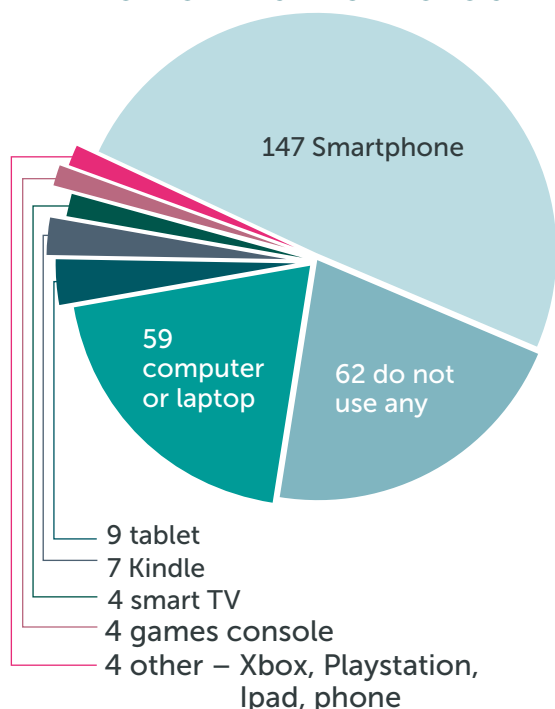
TENANTS WOULD LIKE INFORMATION IN THE FOLLOWING LANGUAGES:

220 English
2 Polish
1 Turkish
1 Arabic
1 Spanish

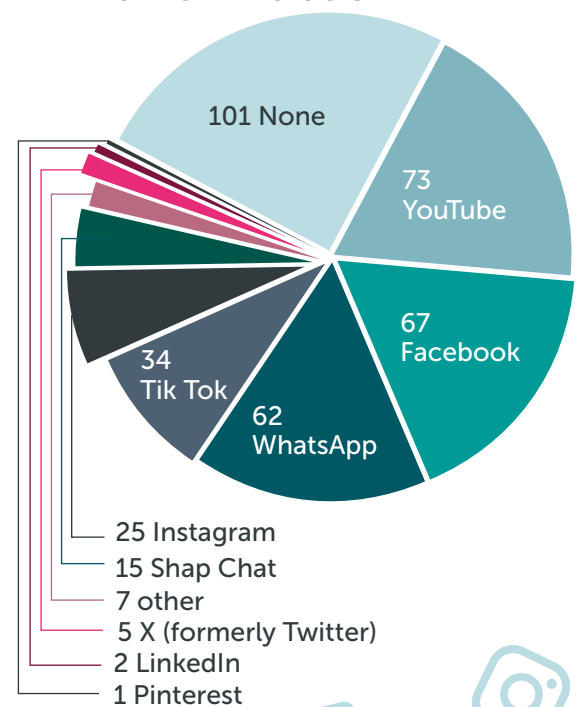
TENANTS WOULD LIKE THEIR INFORMATION TO USE:

161 Words & photos
54 words only
40 drawings and illustrations
25 video with sound
25 video with sign language/captions
36 Words only

TENANTS USE THE FOLLOWING TECHNOLOGY:



TENANTS USE THE FOLLOWING SOCIAL MEDIA:



TENANT SATISFACTION - Tenant Involvement

Out of 225 completed Tenant Satisfaction Surveys in 2025:

RESPECT (TP08)

97%

of tenants responded.

91%



of tenants are very satisfied or fairly satisfied that we treat tenants with respect. This has increased from 88% in 2023.

Improvement:

We are continuing to improve this through in-person visits to gather their views.

OPEN AND HONEST

100%

of tenants responded.

85%



of tenants are very satisfied or fairly satisfied that we are open and honest. This has increased from 73% in 2023.

Improvement:

We are continuing to build relationships by involving more tenants through focus groups, surveys and welfare calls.

BEING KEPT INFORMED (TP07)

93%

of tenants responded.

91%



of tenants are very satisfied or fairly satisfied that we keep tenants informed about things that matter to them. This has increased from 88% in 2023.

Improvement:

We are improving this by finding out how our tenants would like us to communicate with them and what information they would like us to provide.

LISTENING AND TAKING ACTION (TP06)

95%

of tenants responded.

89%



of tenants are very satisfied or fairly satisfied that we listen to tenants' views and act on them. This has increased from 74% in 2023.

Improvement:

We have set up 3 focus groups so far and will be inviting more tenants to get involved and sharing their views.

PEOPLE STORY

Outdoor makeover designed by our tenants

Something truly special has blossomed in Greater Manchester. After winning our outdoor makeover competition, our tenants' ideas and aspirations have been transformed into a vibrant garden retreat.

With the support of our fantastic tenants and care team from Northern Healthcare, the once dull, grey outdoor area is now a bright, welcoming place where tenants can relax, socialise, and enjoy the fresh air. The transformation has been nothing short of remarkable. A special thank you to EEM and Tidy Gardens for your generous donations.

Read the full story story:

www.encircleha.co.uk/outdoor-makeover

HOUSING TEAM



Our Housing Team works closely with tenants, care providers, and others involved in their lives to make sure they get the right specialist housing support.

HIGHLIGHTS IN 2024/25

- 88% of our homes were tenanted at 31 March 2025, this was 83% the year before
- An 18% reduction in our properties that have been empty for more than 12 months
- 29 tenants moved into new homes across the country
- There were 32 cases of anti-social behaviour reported. We helped and supported our tenants to resolve the matters, so that no court action was needed
- We raised 16 safeguarding concerns or issues across 11 local authorities
- We have carried out 488 tenant and property health checks
- We talked with tenants about how much their rent and service charges should be. This included shared services like gardening and window cleaning
- Our housing team continued an extensive programme of commissioner engagement and we received substantial assurance from our auditor in November 2024 for compliance with the Regulator of Social Housing's Rent Standard

CONTINUOUS IMPROVEMENTS

- Dedicated referral inbox for all new housing applications and enquiries
- Continued reduction in our long-term void properties by being flexible in our contracts with commissioners and care providers as more people need to move out of hospital settings
- Increased tenancy wellbeing and support to our tenants as we expand the housing team to provide dedicated tenancy support to all tenants

HOUSING SUPPORT FOR OUR TENANTS

In 2024/25, we recruited an additional Regional Housing Manager for the Midlands region in response to a growing number of tenants moving into the area. By providing ongoing housing

support, we help tenants thrive in their homes while also supporting more people to move into suitable new housing.

OUR APPROACH TO ANTI-SOCIAL BEHAVIOUR

Anti-social behaviour can have a serious impact on individuals and communities, especially those who may be more vulnerable to harassment, intimidation, or victimisation.

We are committed to providing safe and inclusive environments. Our Regional Housing Managers take a proactive and thorough approach to dealing with anti-social behaviour, following our Policy. In 2024/25, they successfully resolved 32 reported cases without needing to go to court. We are also pleased to report that no incidents of hate crime or domestic abuse were recorded in our homes during this time.

TENANT SATISFACTION

Housing

Out of 225 completed Tenant Satisfaction Surveys in 2025:

ANTI-SOCIAL BEHAVIOUR (TP12)

71%

of tenants responded.

73%



of tenants are very satisfied or fairly satisfied with our approach to handling anti-social behaviour. This has decreased slightly from 74% in 2023.

Improvement:

We are continuing to improve this by listening and acting upon your feedback and agreeing an action plan with you to address your anti-social behaviour complaint.

NEIGHBOURHOOD (TP11)

75%

of tenants responded.

68%



of tenants are very satisfied or fairly satisfied that we are making a positive contribution to your neighbourhood. This has increased from 65% in 2023.

This question was confusing to tenants as we provide one off supported housing in the community not large housing estates.

A therapy dog changed our tenant's life

A therapy dog has transformed the life of one of our tenants. He was experiencing loneliness and isolation, and it was agreed that having a small dog would change his life.

Regional Housing Manager, Lyndsay Russell explains, "The care provider approached us with the suggestion of introducing a therapy dog for one of our tenants. While pets are not common in our properties, we agreed to consider the request on a case-by-case basis, recognising that a companion animal could provide emotional support, a sense of responsibility, and encourage social interaction."

"We worked closely with both the tenant and the care provider to ensure all responsibilities were clearly understood. A formal agreement was drawn up, outlining key requirements: the dog must be licensed, vaccinated, microchipped, kept on a lead, trained, and waste must be properly managed. I personally met with the tenant to review the agreement and answer any questions. The positive impact the dog has had on this tenant's life has been truly transformational."

Read more, go to www.encircleha.co.uk/therapy-dog



REPAIRS & MAINTENANCE



Our Repairs Team is dedicated to supporting tenants with repairs to their home. We have a team of skilled professionals who provide expert advice and assistance to ensure a high-quality, responsive service for the repair and maintenance of our tenants' homes.

HIGHLIGHTS IN 2024/25

- We invested over £1 million on reactive repairs, compliance and major works
- We have reduced the money spent on the average repair from £269 to £254
- We have improved our first-time fix rate on completed repairs to 94%
- 96% of all repair jobs completed on time
- 100% of fire safety checks completed on time
- Our Maintenance and Compliance Surveyor, Chris Crawford-Bennett has passed his fire safety training. This has supported to further his knowledge and expertise in this area
- We recruited a Maintenance and Compliance Surveyor, Oliver Edwards who covers our central region

CONTINUOUS IMPROVEMENTS

- Furthers improvements as we review feedback in our day-to-day repairs surveys
- We will have dedicated staff to particular services making it easier for people to deal with the same person
- We will work with new contractors to ensure we have better availability to visit our tenants in their home

GATHERING VIEWS

We continue to involve tenants to learn what's working well and where we can improve. To support this, we have improved our satisfaction survey and added follow-up calls. This has led to more tenants and their care teams taking part.

"I think people would like to have their homes painted. We have just had ours done and it looks really nice and more homely."

said an Encircle Housing tenant.



BEFORE

REPAIRS

COSTS FOR MATERIALS AND LABOUR

Although the cost of materials and labour went up during the year, careful budget management meant that spending on day-to-day repairs, maintenance, compliance, and voids stayed within the original budget.

DAMP AND CONDENSATION

We made it a priority to help tenants and their care staff recognise and report any damp in homes. Through Our Voice newsletter, we sent regular reminders about what to look for and how to report it. Our surveyors also checked for damp during home visits. Last year, we carried out 37 repairs related to damp, mould, or condensation to make sure homes stayed damp-free.

WHAT WE SPENT

In 2024/25 we spent £1,029,370 on repairs, planned maintenance and compliance work to our tenant's homes across the country.

HOW WE SPENT OUR MONEY

TYPE OF WORK	COST
Day-to-day repairs	£482,939
Planned maintenance	£177,244
Compliance works including fire safety, servicing, gas safety and electrical works	£216,212
Work on empty properties	£152,975

100%
of emergency
repairs within
target timescales



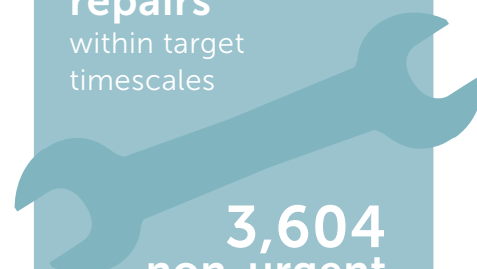
358
emergency
repairs were
carried out

96%
of urgent
repairs
within target
timescales



153
urgent
repairs were
carried out

94%
of non-urgent
repairs
within target
timescales



3,604
non-urgent
repairs were
carried out

AFTER



TENANT SATISFACTION Repairs and maintenance

Out of 225 completed Tenant Satisfaction Surveys in 2025:

SAFETY AND SECURITY (TP05)

97%

of tenants responded

92%



of tenants are very satisfied or fairly satisfied with the safety and security of their home. This has gone up from 91% in 2023.

Improvement:

We are improving security by fitting high-quality locks to all external doors and checking their condition every year. We also now include window lock checks as part of our regular Health and Safety inspections.

REPAIRS SERVICES (TP02)

70%

of tenants responded

86%



of tenants are very satisfied or fairly satisfied with our repairs service. This has gone up from 80% in 2023.

Improvement:

We are improving this by gathering tenant feedback in our improved survey and using WhatsApp, so tenants can send videos to help us assess issues more effectively.

TIME TO COMPLETE A REPAIR (TP03)

67%

of tenants responded

85%



of tenants are very satisfied or fairly satisfied with the time it takes to complete a repair. This has gone up from 81% in 2023.

Improvement:

We are continuing to improve this by working with our contractors to fix more repairs during the first visit and follow up calls.

HOME WELL MAINTAINED (TP04)

98%

of tenants responded

89%



of tenants are very satisfied or fairly satisfied their home is well maintained. This has gone up from 81% in 2023.

Improvement:

We are improving this with by continuing with our planned painting programme and stock condition survey.

COMMUNAL AREAS (TP10)

77%

of tenants responded

85%



of tenants are very satisfied or fairly satisfied the communal areas are kept clean and well maintained. This has gone up from 72% in 2023.

Improvement:

We agree how often the work is carried out through the year, such as window cleaning.

COMPLIANCE



We provide safe, secure homes for our tenants and are committed to ongoing investment and continuous improvement in the quality and standards of our housing.

HIGHLIGHTS IN 2024/25

- 100% Boiler servicing were carried out
- 100% NICEIC 5-year electrical certificates were carried out
- 100% of fire safety checks were carried out within date
- 100% of fire detection tests were carried out
- 100% of legionella tests were carried out
- 100% of lift inspections were carried out
- 100% of hoist services were carried out
- During the year we spent £201,000 mainly on internal painting and decorating 13 properties. This was £135,000 in the previous year

CONTINUOUS IMPROVEMENTS

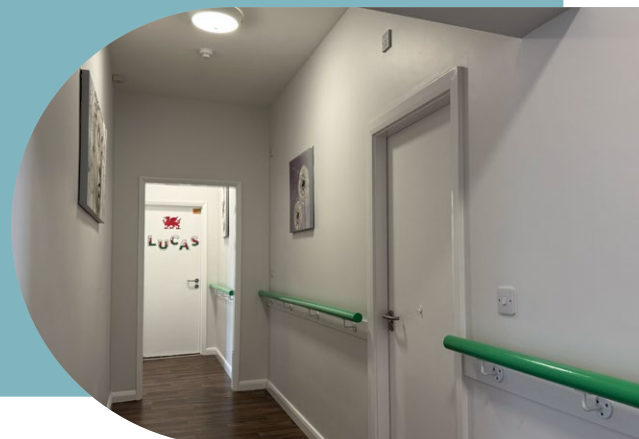
- We have grouped our electrical safety programme in areas to reduce the travel for our contractors which will keep our costs as low as possible
- We completed all electrical improvements at the same time as the testing to reduce the need to revisit to our homes
- We have a programme for all our compliance areas loaded onto our systems, which helps the compliance team to monitor and track upcoming certificates

REINFORCED AUTOCLAVED AERATED CONCRETE (RAAC), AND MEDIUM FIRE RISK BUILDINGS

None of our properties contain Reinforced Autoclaved Aerated Concrete (RAAC). This is not as strong or reliable as traditional concrete, which increases the risk of parts of a building failing suddenly or over time. However, we do have one building between 11 metres and 18 metres in height, which means it requires more frequent fire door checks and regular reporting to the Regulator of Social Housing.



In 2024/25, we carried out a planned painting programme that refreshed 13 properties. Tenants were able to choose colours from our modern range to personalise their homes, and everyone has been delighted with the results.





HIGHLIGHTS IN 2024/25

- 93% of rent increases were approved in full by Housing Benefit departments or paid in full by self-payers across the country. A further 7% were approved with only minor deductions or were pending a payment decision at the end of the year
- We supported 140 tenants to apply for their Housing Benefit to help them pay for their rent
- We consulted with our tenants and switched utility tariffs to help reduce household costs
- We engaged tenants in discussions about rent and service charge setting, as well as the delivery of gardening and cleaning services within their homes

CONTINUOUS IMPROVEMENTS

- We are continuously reviewing all the tariffs and charges for bills every year. We ensure we get the best deals which are passed on to our tenants
- We will be making it possible for our tenants to pay their rent and utility bills easier by taking payments over the phone or using handheld payment machines in their home
- We have expanded our supplier list for communal furniture and white goods to give our tenants greater choice and more durable products

RENT

Our Income Team has been working hard to collect rent arrears and support our tenants to receive their full Housing Benefit entitlement. The total amount owed to us is half the amount that was not paid the previous year.

Housing Benefit covered 93% of our tenants' rent entitlement. Housing Benefit departments are now looking at claims in greater detail following the Government's Select Committee Exempt Accommodation Inquiry and the introduction of the Supported Housing (Regulatory Oversight) Act 2023.

UTILITY BILLS

We kept utility charges under constant review and secured better tariffs. As a result, communal heating and lighting costs came in at £773,000, well below the budgeted £1.13 million. This saving will help us keep our charges as low as we can for the next year.



VALUE FOR MONEY



HIGHLIGHTS IN 2024/25

- We saved £70,000 savings by retendering the HR and new payroll service
- In-house works were carried out to our properties that saved us £65,000. This was £60,000 in the previous year
- We have saved £14,000 through retendering our corporate insurance cover

£142,500
savings in value for money

CONTINUOUS IMPROVEMENTS

- Encircle Housing is looking to invest in an inhouse repairs team in 2026. These additional resources will support our commitment to quality and cost-effective delivery as it reduces contractor costs, allows faster and more efficient repairs, ensures consistent quality, and provides flexibility to address issues quickly
- We will be making further investment in our housing and property management IT systems and rolling out software to improve how our surveyors and housing staff can record and access information when at our tenants' homes
- We will also be recruiting an energy performance assessor to help improve our properties and undertake surveys in-house rather than pay companies



PEOPLE STORY

Helping tenants

"Joining Encircle Housing in January 2025 is something I'm really proud of. I wanted to work for an organisation that helps people and has a great team, and that is exactly what I have found.

Tenants and their care providers are starting to get to know me, which is really important for building strong relationships. I want to be that familiar face when I knock on the door, they know - it is Oli from Encircle Housing."

Read Oli's full story, go to:
www.encircleha.co.uk/Oliver-Edwards



INCOME AND GROWTH

Encircle Housing's turnover for the year was £13.6 million, an increase of £0.8 million from the previous year. This growth came from tenants moving into new homes and from higher occupancy across our existing properties, reflecting the growing popularity of our homes. We made a surplus of £0.8 million through sustainable growth, managing money carefully, and increasing our occupancy. This was an improvement on last year and above the budget set by the Board in February 2024.

IMPROVED FINANCES

Encircle Housing has developed our Finance Team, and the way we work to improve our

systems and how we support the organisation. We continue to manage our cash carefully, ending the year with a balance of £3.3 million some of which we plan to invest in new housing, in addition to the property we purchased in May 2024. We are going to be reinvesting some of the money for planned improvement works to our properties.

REINVESTING OUR MONEY

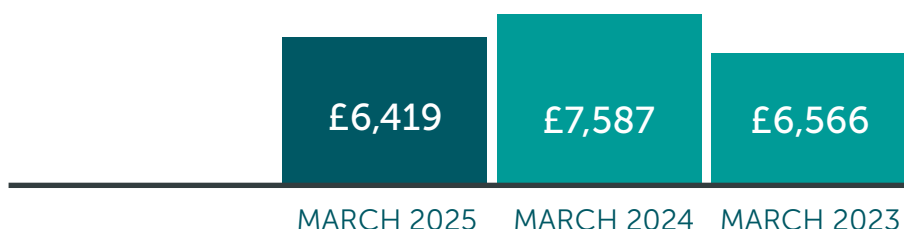
Our finances have improved each year. We now have money to buy and specially adapt a few homes, and keep our current homes well maintained and in good condition.

HOUSING BENEFIT, RENTAL INCOME AND OCCUPANCY BREAKDOWN:

	MARCH 2025	MARCH 2024	MARCH 2023
Full Housing Benefit	88%	90%	75%
Partial payment	2.5%	2%	4%
Pending	4.5%	5%	4%
Self-funding	5%	3%	17%
Rental income:	£10,578,520	£9,629,071	£8,074,740
Occupancy	88%	86%	83%

SOCIAL HOUSING COST PER UNIT

(EXCLUDING LEASE RENT)



HOW EACH £1 WAS SPENT:

Renting properties from another landlord



Service charges

13p

People costs

9p

Central office costs and insurance

9p

Repairs, maintenance, & compliance

4p

NEW HOMES



We create quality homes for people in specialist supported housing. By involving tenants, their families, and others important to them, we make sure each home is personalised to suit their needs.

HIGHLIGHTS IN 2024/25

- We created 14 homes for 29 new tenants
- Our relationships have continued to strengthen, and we have developed partnerships with 4 new care providers to deliver more specialised supported housing
- More homes have been provided through private leasing arrangements with short term lease commitments
- We purchased a property that we had been leasing on a 25-year term for six of our existing tenants with sensory impairments

CONTINUOUS IMPROVEMENTS

- We have £1 million to spend on up to two new properties for specialist supported housing in 2025/26
- Our ambitious plans for 2025/26 focus on expanding our network of care provider partners and commissioners to deliver 60 new homes

PERSONALISED HOUSING

In 2024/25, many of our tenants needed to live alone because of their mental health needs. With personalised housing and tailored support, they were able to live independently while receiving the higher levels of support they required.

PARTNERSHIPS

As part of our personalised approach, we are partnering with smaller regional care providers who own properties, and we work with local property developers. We are also working with existing and new partners, families, and not-for-profit trust funds to provide much-needed specialist supported housing.

GROWING TEAM AND FUTURE PLANS

We continue to provide homes for people with a learning disability, autism, mental health conditions, and sensory impairments. Our goal is to expand in areas where we already work with care providers who have strong connections with local commissioners.

To support this growth, we created a new role in April 2025: Senior Business Development Manager, dedicated to driving our growth strategy forward.



My life

A poem by an Encircle Housing tenant

Here, the walls don't cage but care,
A softer world, a breath of fresh air.
Where every flat is a space to call home.
You can hear the healing hums of the quiet tenants,
Unlike the place you came before.

The kettle sings a friendly tune,
warm chats beneath the morning moon.
There's no need to hide the cracks of tears,
Staff have seen them all before and no one fears.

Support is more than holding your hands,
Its knowing when to sit or stand.
It's finally freedom with a guiding light,
A place to rest, before taking flight.

Each day unfolds at your own pace.
No judgement here, just gentle grace
The staff don't lead they walk beside,
With open hearts stretched wide.

You're not alone behind this door,
This place is hope, and so much more.
A quite strength from a steady flame.
A place to heal, rebuild and reclaim.

So, if you come here lost and tired,
Your spirit dimmed; your light expired.
Know this is where your roots can spread,
Where broken things find life instead.

CONTACT US GENERAL ENQUIRIES

0330 390 0517
contactus@encircleha.co.uk

REPAIRS

0330 094 0142
repairs@encircleha.co.uk

First Floor, Lister House, Lister Hill, Horsforth,
Leeds, LS18 5AZ

Registered Provider of Social Housing number 4784
and Co-operative and Community Benefit Society
Financial Conduct Authority Number 8071. Encircle
Housing has charitable rules.

The logo for Encircle Housing, featuring the word "Encircle" in a bold, sans-serif font with a small red dot above the 'i', and the word "HOUSING" in a smaller, all-caps, sans-serif font below it. A light blue circular graphic element is positioned to the right of the text.

Encircle
HOUSING