

ENCIRCLE
HOUSING
ANNUAL
REPORT
2025



CREATING HOMES, INDEPENDENCE AND CHOICE IN **2024/25**

ABOUT US →



91%

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

OUR TENANTS

266
TENANTS
46%
MENTAL
HEALTH

55
TENANTS
10%
HOMELESS

219
TENANTS
39%
LEARNING
DISABILITY

26
TENANTS
5%
SENSORY
IMPAIRED

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

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

CUSTOMER SERVICES

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:

88%

Full Housing Benefit

5%

Self-funding

4%

Pending

3%

Partial payment

NUMBER OF BEDSPACES

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

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.

TENANT'S HOMES

Northern Ireland: **32**

North East: **53**

North West: **207**

East Midlands: **52**

West Midlands: **33**

East of England: **214**

Wales: **7**

Greater London: **82**

South West: **39**

South East: **62**

TOTAL 781

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."

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



CONTACT US GENERAL ENQUIRIES

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REPAIRS

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

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