



Customer Annual Report 2025/26

Welcome to your Annual Customer Report

Welcome to this year's Annual Customer Report. I hope it gives you a clear picture of what we have achieved over the past year, the difference your feedback has made and the areas where we know we still need to improve.

At Broadacres, we know that a home is much more than bricks and mortar. It is where people should feel safe, settled and supported and where they can build their lives with confidence. That is why the quality of your home and the service you receive matter so much to us.

I want to thank everyone who has taken the time to share their views, complete a survey, join a panel, raise a concern or simply tell us about their experience. Your feedback helps us understand what matters most to you and plays a vital role in shaping the way we improve our services.

There is a lot to be proud of in this report. Many customers told us they are satisfied with the service they receive, feel safe in their homes and feel treated fairly and with respect. We have also continued to invest in repairs, energy efficiency, customer support and new homes. At the same time, we are not complacent. We know there are areas where we need to do better, especially around complaints handling and making sure every customer receives a consistently good experience.

This report also includes some of the real stories behind the numbers. They show how good housing, practical support and meaningful customer involvement can make a genuine difference to people's day-to-day lives, whether that is through improving a home, supporting someone through a difficult time or helping customers influence the future of our services.



Claire Townson, Chief Executive Officer (CEO)

Thank you for continuing to work with us, challenging us and helping us to improve. By listening carefully and acting on what you tell us, we can continue to strengthen our services and provide homes and communities that people feel proud to be part of.

Claire Townson

Chief Executive Officer (CEO)



Customer involvement – ways to get involved

Customer involvement plays a vital role in shaping our services, policies and future direction and there are lots of ways to get involved.

Be informed

- Read our newsletter, view our website.

Share insight

- Give us feedback through complaints, compliments and suggestions.
- Completing the satisfaction surveys and annual Tenant Satisfaction Measures survey.
- Join our Customer Network – take part in surveys and feedback about services and new ideas.

Be involved

- Become a Local Monitor.
- Join the Customer Scrutiny Panel (CSP).
- Join a Customer Focus Group if you live in a scheme.

Help manage

- Join the Group Customer Experience Committee or become a Board Member.

We currently have two customers who are members of the Group Customer Experience Committee, supporting strategic oversight, reviewing performance and ensuring customer feedback is reflected in committee decisions.

Want to get involved? There are always opportunities to join and make a difference in your community.

If you're interested in joining any of these groups or want to share some feedback about our services, contact the **Customer Insight Team** on **01609 767900** or email customerinsight@broadacres.org.uk.

The Customer Scrutiny Panel

Our Customer Scrutiny Panel (CSP) is a group of 9 customers who meet regularly to review our performance, examine customer satisfaction and help shape improvements across our services.

The group reports into the Broadacres Board and works very closely with the Group Customer Experience Committee and Customer Network.

In 2025 the CSP carried out a review of gas servicing following concerns about lower scores for customer satisfaction in this area.

The CSP made several recommendations that were approved by the Board and will be used to improve our service in 2026.

A selection of the agreed recommendations include:

1. Increased visibility and communication relating to appointments.
2. Improving customer experience through personalisation and early detection of damp and mould.
3. Supporting customer understanding of the necessity of annual gas servicing and ensuring customers feel central to the service, helping to reduce short notice cancellations.
4. Improving customer service and increasing appointment availability.

In 2025/26, the CSP also:

1. Supported with interviewing for key roles within the organisation, including the new CEO, directors and departments leads.
2. Provided feedback on the new property standards customer consultation approach and question set prior to launch of the wider customer consultation.
3. Provided feedback and support with the annual complaints self-assessment.

Karen's story

Karen describes moving into her Broadacres, bungalow three years ago as a “lifesaver” and it’s fair to say that she has given back to the Association in spades since then.

Since moving in, Karen has done far more than make a home for herself. She has become a Local Monitor, joined the Group Customer Experience Committee and is about to take up a place on our Customer Scrutiny Panel, all driven by a desire to help improve services for other customers and repay Broadacres for the support she has received.

Originally from Doncaster, Karen moved to York after her daughters went to university there and over time she built a new life in the city. Alongside that, she continued a lengthy career in the NHS where she works as an Admin Manager in Radiology and is now in her 30th year of service.

For a while, private renting worked well for a while, but as the years passed it became harder to ignore the uncertainty that came with it and with her rent and other costs steadily rising, Karen knew she needed a home she could depend on.

“I just wanted that peace of mind and somewhere that felt secure for the future,” she says.

The move to her Broadacres home in a village close to York was hindered by the bad winter of 2022 which resulted in a leak causing damage, but Karen remembers the effort the team put in over Christmas and New Year to make sure the home was ready for her.

“Everybody pulled together and worked so hard to get it sorted and I never forgot that,” she says.

Wanting to give something back, Karen first got involved as a Local Monitor which involves walking around her community looking for anything she thinks we need to be made aware of.

“

It's all about what customers think and making things better for them and they are very genuine in their approach.

”

After spotting a vacancy, Karen then applied to join the Group Customer Experience Committee and was successful at interview. It was a natural fit for someone with decades of experience, strong people skills and a real interest in customer service.

She enjoys preparing for meetings, reading through the papers and speaking up when she feels something could be improved.

“I’m not afraid to say what I think because if something can be done better, then it’s important that customers are able to say so,” she says.

Karen, who is now looking forward to attending her first Customer Scrutiny Panel meeting, says she likes the fact that Broadacres listens to its customers and takes their views seriously. She believes her perspective as both a resident and a long-serving NHS manager can help others.

She adds: “It’s the ethics of the organisation that I like because I wouldn’t do it otherwise.

“It’s all about what customers think and making things better for them and they are very genuine in their approach.”



Karen, Broadacres Customer

Customer Network

This group of customers give feedback using online and postal surveys. There were 468 members in 2025/26, compared to 392 in 2024/25. Recruitment continues to strengthen representation across all our customers.

They gave feedback, which was used to improve services, including contributing to:

- Customer Service Standards
- Equality, Diversity and Inclusion Strategy
- New Property Service Standards
- How we communicated the rent increase
- Choosing which groups received a grant from the Community Development Fund.

Local Monitors

Local Monitors provide us with monthly feedback about environmental issues in their area, including garden maintenance and fly tipping. There were 59 Local Monitors in 2025/26 (49 in 2024/25). We received an average of 27 pieces of feedback from the Monitors per month, helping us to improve our communal spaces.

We introduced a Local Monitor Panel in 2024/25 which now consists of 6 members. The purpose of the panel is to monitor the grounds maintenance contract and provide feedback on behalf of all customers receiving this service.



Carly, Broadacres Colleague and Derick, Broadacres Customer

Derick's story



My name is Derick and I'm a Local Monitor at Broadacres' development of 30 apartments in Ripon, a role I've had for some years now. Every month or so I receive an email with a simple tick box questionnaire complete with spaces for any comments I may have under the various headings of contractors' performance under maintenance of trees, hedges, gardens, communal areas, car parking etc. The form takes only 10 minutes or so to complete. The feedback I receive comes quickly, and matters of concern are speedily dealt with.

Our performance

The results of the annual Tenant Satisfaction Measures survey 2025.

In Autumn 2025, an independent market research company carried out our Tenant Satisfaction Measures survey as required by the Regulator of Social Housing. This survey asks how happy you are with the way Broadacres looks after your home and delivers services - and your feedback helps us to improve.

576 customers took part, 78% by telephone and 22% online, across all different kinds of tenancies, ages and areas to make sure the results represented all our customers.

To note – The sector average results show how we compare to other housing associations. They refer to 2024/25 results as 2025/26 results were not released at the time of writing this report.



Overall service

Broadacres 2025/26

89%

Sector average 71.8%

Taking everything into account, how satisfied or dissatisfied are you with the service provided by Broadacres?



Repairs service

Broadacres 2025/26

85%

Sector average 73.6%

If you've had a repair in the last 12 months, how satisfied or dissatisfied are you with the overall repairs service from your landlord?

Broadacres 2025/26

87%

Sector average 69.5%

How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?



Your homes and communal areas

Broadacres 2025/26

89%

Sector average 71.9%

How satisfied or dissatisfied are you that Broadacres provides a home that is well maintained?

Broadacres 2025/26

91%

Sector average 77.6%

Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Broadacres provides a home that is safe?

Broadacres 2025/26

81%

Sector average 61.6%

How satisfied or dissatisfied are you that Broadacres listens to your views and acts upon them?



Communication

Broadacres 2025/26

83%

Sector average 72%

How satisfied or dissatisfied are you that Broadacres keeps you informed about things that matter to you?



Broadacres 2025/26

79%

satisfied or dissatisfied are you that Broadacres makes a positive contribution to your neighbourhood?

Broadacres 2025/26

91%

Sector average 77.9%

To what extent do you agree or disagree with the following 'Broadacres treats me fairly and with respect'?

Broadacres 2025/26

55%

Sector average 35.5%

If you have made a complaint to Broadacres in the past 12 months, how satisfied or dissatisfied are you with their approach to complaints handling?

Broadacres 2025/26

71%

Sector average 66.7%

If you live in a building with communal areas, either inside or outside, that Broadacres is responsible for maintaining, how satisfied or dissatisfied are you that Broadacres keeps these communal areas clean and well maintained?



Neighbourhood

Broadacres 2025/26

79%

Sector average 64.6%

How satisfied or dissatisfied are you that Broadacres makes a positive contribution to your neighbourhood?

Broadacres 2025/26

73%

Sector average 59.5%

How satisfied or dissatisfied are you with Broadacres approach to handling anti-social behaviour?

Compliments, complaints and feedback

Whether you're highlighting areas where we need to do better or sharing positive experiences, we rely on your feedback to help us shape our services and drive continuous improvement.

We placed a strong focus on improving our complaints performance in 2025/26.

During 2025/26, we delivered improvements across all service areas, some of which are included to the side.

- **Moving to a centralised complaints team:** Manage all complaints at the first stage, ensuring consistency, timely remedies and follow through.
- **Compensation approach:** Clearer guidance to ensure remedies are fair, appropriate to impact and promptly implemented.
- **Team coaching and case studies:** Practical learning sessions in higher-volume areas focused on preventing avoidable complaints.
- **Contractor oversight:** Enhanced monitoring and engagement following CSP (Customer Scrutiny Panel). recommendations to improve appointment visibility, personalisation and service capacity.



Reece, Broadacres Colleague.

From our most recent Tenant Satisfaction Measures

55%

of you said you were satisfied with our approach to complaint handling.

This is an increase from **36%** in 2024/25



Headline numbers and timeliness (Stage 1 and Stage 2)

Stage 1 complaints received

318

2024/25

350

2025/26

% Stage 1 responded within target (10 working days, extendable to 20 with customer agreement)

98%

2024/25

98%

2025/26

Complaints escalated to Stage 2

34

2024/25

73

2025/26

% Stage 2 responded within target (20 working days, extendable to 40 with customer agreement)

100%

2024/25

96%

2025/26

8 complaints originating in late 2024/25 escalated to Stage 2 in April 2025 and are included within the 2025/26 figures.

Housing Ombudsman determinations

6

2024/25

3

2025/26

Compliments

247

2024/25

236

2025/26



Key 2025/26 themes and drivers

- Avoidable complaints remain a key area of concern, which might be because there's been missed appointments, incomplete follow through or we haven't communicated well. Targeted learning has been carried out with those teams experiencing higher volumes of complaints like this.
- Contractor performance: The CSP reviewed servicing, comparing experiences between Broadacres and the contractor offer to identify drivers of dissatisfaction and recommend improvements.

For more information you can view our Annual Complaints Performance and Service Improvement Report on our website www.broadacres.org.uk



Mr Pratt said:

“My complaint was dealt with very promptly, somebody was always telling me what was going on and from then on, it was all sorted. I was kept informed all the way through. It was very easy to work with the complaint handler. She understood, and this made a big difference to my experience.

“From putting my complaint in and all the way through, they listened, kept me informed and sorted my problem very quickly.

“If someone else has a legitimate complaint I would encourage them to report it. You will be listened to, it will be dealt with promptly and things will get done, not just left.”

Carly, Broadacres colleague and Mr Pratt

Contact Centre

In 2025/26, we handled **56,532** calls. The top three reasons customers called to speak with us were:



Reporting a new repair

23%



Discussing an existing repair

20%



Reporting an issue to their Neighbourhood Officer

13%



Our average speed to answer was

4 minutes and 21 seconds

compared to 7 minutes and 22 seconds in 2024/25.



The average call length was

5 minutes and 32 seconds

compared to 6 minutes and 9 seconds in 2024/25.



Overall satisfaction with our service based on the feedback you gave us after the call was

4.8 out of 5

which is the same as 2024/25.

In 2025 we created a new website with customers who were part of a project group. They heavily influenced the design, structure and content with suggested colours, styling and language. The group told us what they would use the website for, what they liked and disliked about the previous website and what improvements they wanted to see in the new website.

The new Broadacres' website was launched in August 2025 and features:

- A 'mobile-first' design as 69% of visitors to the website over the last 12 months used a mobile device.
- AI search with predictive search suggestions and personalised search results.
- Quick links at the top of pages so information can be found quickly.
- The highest possible accessibility standards including an accessibility toolbar with text to speech in over 100 languages, translations of pages and documents to over 180 languages, and options to personalise pages for size of text and colour contrast.



You can request services from us by using the website, its quick and simple:

www.broadacres.org.uk



Steve and Emma,
Broadacres colleagues

Letting and maintaining your homes

In 2025/26 we let 535 homes to customers, compared to 523 in 2024/25 and the average time to re-let a general needs home was 99 days compared to 102 days in 2024/25.

We recognise that a secure tenancy is about more than just a home. We will work in partnership with you to maintain financial stability, manage your home effectively and

ensure you can access the support you need.

In 2025/26 we supported 37 customers who were struggling with hoarding. We recognise that clutter and hoarding can be distressing and can often be linked to underlying mental health needs.

However, every situation is different, so we work with customers to understand their circumstances and offer the right help, while also managing any risks to the customer, their neighbours and the wider community.



New in the village of Raskelf, built on the former site of two demolished bungalows.

Linda's story

After years of living with anxiety and depression, which contributed to a hoarding disorder, Linda, with support from Broadacres, has found the confidence to make a fresh start at our Rivendale extra care scheme in Northallerton.

Linda is one of 1.2 million people in the UK who have this distinct mental health condition and like most, she did not begin with a plan to fill her home. It grew out of uncertainty, loss and a deep need to feel secure.

After earlier housing upheavals, Linda says she never fully shook the fear of being forced to move again.

"I'd never felt as though I was safe," she explains.

"And I started hoarding because I had this daft idea... I thought if I had a lot of stuff they couldn't just chuck me out."

Over time, the volume made everyday life harder. Finding things became a challenge, so buying replacements felt like the quickest solution.

"I got to the point where I had too much stuff to move before I could find what I wanted, so I would just go out and buy another one," she adds.

Linda laughs as she lists the tell-tale signs – multiple pairs of scissors, stacks of craft supplies, then adds quietly: "It's very hard for a hoarder to let go."

Linda has received support from Broadacres regarding her hoarding issues for over 15 years and used to give talks to staff to give an insight into her mental health issues and how she feels that her depression impacted on her hoarding.

Linda decided a few years ago that she wanted to move to Rivendale because she was isolated and lonely in her home. Thankfully, a room became available in April this year and with the help of Broadacres' Housing Support Officer, John Walton, she began reducing the items in her home before moving to Rivendale.

It's a move she says that has given her a new lease of life and she is already working with John to further reduce the belongings she has accumulated over the years.

"John has been helping me for at least six or seven years and without his help, I wouldn't even have got here," says Linda.

"John is wonderful with the things that panic me such as reading letters which look official because I have



Linda Broadacres
Customer

dyslexia. He tells me which to throw away and which ones need actioning."

Tackling her hoarding issue has been gradual and consistent. For more than two years, Linda has focused on small, repeatable steps – sorting, bagging, donating.

"We were averaging at least two black bags a week going to the charity shop or into the rubbish," she says. "Everything that is here now is less than double what I had."

Linda is now finding her feet in her one-bedroom apartment she shares with her dog, Ben, and is enjoying the routine and the reassurance of support nearby while still having her own front door and independence.

"I'm into a nice routine, where I am getting to know the neighbours and enjoying the lovely meals," she says.

"It's like being in a four-star hotel and the reason I say that is I have never been in a five-star one!"

Linda is also clear about the fact that hoarding doesn't simply disappear. With Broadacres' continuing support, she is determined to keep reducing the items in her home to a more manageable level.

And if Linda could say one thing to anyone living with hoarding or struggling in silence, it would be simple: "Ask for help if you need it. It is available and there are organisations like Broadacres who genuinely care."

“

I'm into a nice routine, where I am getting to know the neighbours and enjoying the lovely meals.

”

Advice and support



Emily, Broadacres
colleague and a customer

Our Money Advice Team and Income Team understand that managing personal and household budgets can be difficult and they help customers who need support with their money.

£2.52M

was raised by the Money Advice Team for 901 customers, compared to £1.9M for almost 1,000 customers in 2024/25.

98.8%

of customers who used the service were satisfied.

Richard and Marie's story

After spending around 20 years in a previous Broadacres property, Richard and Marie moved into their current bungalow in Easingwold six years ago when they needed somewhere more suitable for their mobility needs.

Over the years, they have built up a strong sense of trust in Broadacres, but when problems with their benefits left them facing serious financial pressure, that support became more important than ever.

The difficulties began when the couple were moved from Income Support onto Universal Credit shortly before Richard reached pension age. What should have been a routine change became a lengthy and stressful delay. For around four months, Richard and Marie were left without the support they were expecting, forcing them to borrow money from family and friends just to manage day-to-day living costs. At the same time, rent arrears began to build through no fault of their own, eventually reaching around £1,300.

Like many people, they found the benefits system confusing and difficult to navigate. The delay caused real anxiety and the impact went far beyond paperwork.

"It was really stressful because we didn't know what was happening from one week to the next," said Richard.

Marie added, "We were borrowing from family and friends just to get by and all the time we were worried about the rent arrears getting worse."

Broadacres stepped in to help. The Income Team worked closely with the Money Advice Team to support the couple and tackle the problems together. By working in partnership, they were able to get Richard and Marie's Universal Credit reinstated and ensure that a separate bedroom tax was disregarded on medical grounds.

"Broadacres really helped us through it," said Marie. "They explained things properly, kept on top of it and made sure we got the support we were entitled to."

As a result, the arrears were cleared and the couple's financial position improved significantly. What had been a source of constant worry was resolved, bringing a huge sense of relief. Instead of feeling overwhelmed by letters, delays and uncertainty, Richard and Marie were able to look ahead with much greater confidence and stability.

Reflecting on the support they received, the couple speak warmly about their experience with Broadacres and say we have continued to be there when it mattered most.

"We've always found Broadacres good, but this really showed us they care," said Richard. "They didn't just leave us to deal with it on our own."

“

I'm into a nice routine, where I am getting to know the neighbours and enjoying the lovely meals.

”

Richard, Marie and Angela,
Broadacres colleague



Linda and Gordon's story

After a lifetime of hard work, Gordon and Linda never expected to find themselves worrying about money in later life.

Like many older people, they had always done the right thing - worked for years, paid their taxes and got on with life without asking for much in return. But as they grew older and health problems began to take their toll, everyday life became more difficult and financial pressure started to build.

For Gordon and Linda, the challenge was not wanting something extra.

What mattered most to them was staying in the Broadacres home they know and love (they have

been our residents for over 40 years). After many years there, it is far more than just a house; it is the place where their memories are, where life feels familiar and where they want to remain for as long as possible. Like so many older residents, they want the reassurance that they can continue living independently, with dignity, in a place that feels like home.

Linda initially enquired about whether she would be eligible for Attendance Allowance, a benefit for people of State Pension age which helps with extra costs if you have a disability or health condition. She was put in touch with the Broadacres Money Advice Team and during a review, it became apparent that given their respective health issues, both she and Gordon were likely eligible and we were able to secure this for them both.



Linda, Gordon and John,
Broadacres Colleague

From our most
recent Tenant
Satisfaction Measures

91%

of you felt that we treat you
fairly and with respect.



As we delved a bit deeper, we also discovered they were eligible for several other benefits and over time, and with much persistence on our part, we managed to secure more support to further ease their money worries.

“

John was brilliant because he did it all, and we would have been lost without him.

”

Reflecting on the support they received, Linda and Gordon say Broadacres have made a real difference at a challenging time in their lives.

“It came as a huge relief because we didn’t know what we were entitled to and not being computer savvy having to fill in forms online would have been something completely new to us,” they say.

“It’s now given us reassurance that we can pay our bills, manage the rising costs that came with ill health, and we feel more secure about the future, particularly staying in our home.”

Linda and Gordon have particular praise for Money Advice Team Leader, John Botham, who guided them through the process.

“John was brilliant because he did it all, and we would have been lost without him,” they added.

Customer Support Fund

In 2025/26 we spent £200,208 helping the most vulnerable people in our communities.



We issued

551

hardship vouchers for food and energy top ups, compared to 614 in 2024/25, helping 221 households (246 in 2024/25).



We purchased

81

appliances (80 in 2024/25) for customers in 80 households (68 in 2024/25).



We helped

102

households buy carpets/floor coverings (239 in 2024/25).



Neil and Sarah,
Broadacres colleagues

Property Services Standards

Thank you for helping shape our new Property Services Standards

Earlier this year, we asked you for your views on a new set of proposed standards for Broadacres' homes.

These standards cover how we:

- carry out repairs.
- set expectations for empty homes before reletting.
- invest in homes over time, for example through replacing kitchens and bathrooms.

We want to say a big thank you to everyone who took the time to share their views. Your feedback is helping us make sure our homes continue to meet new and emerging legal standards, while also reflecting what

customers tell us matters most to them.

At the same time, we must make sure we invest money wisely. This helps Broadacres stay financially strong, respond to unexpected pressures and continue to deliver safe, good quality homes and services for the long term.

As a result of the feedback, we have decided to make some changes. This includes the adoption of the new Empty Homes Standard which, during a trial over the last 5 months, resulted in 40 additional homes being let. We have also decided to work towards adopting the new repairs standards.

Over the coming weeks we will be updating our Repairs Policy and adopting the new standards, as detailed below.

Emergency repairs

attend within 24 hours.

Urgent repairs

complete within 5 working days.

Routine repairs

complete within 28 working days.

New installations

complete within 60 working days.

Major and complex works

complete within 90 working days.

Repair recalls

reattend within 5 working days.



Broadacres' colleagues
Derek, Sharon and Ewan

Thank you again for being involved and helping us shape how Broadacres looks after your home. The new Repairs Policy will be available from 3rd August 2026.

Investing in your homes

In 2025/26 we managed

7,027 homes

compared to **6,930** the previous year, an increase of **97**.



We delivered over

24,188 repairs,

an average of **3.4** repairs per home.



In 2025/26, we spent just under

£26M on repairs,

maintenance and improvements, compared to **£21M** in 2024/25.



86.05%

of our emergency repairs

(within 24 hours) were carried out on time, compared to **82.84%** in 2024/25.



98.49%

of appointments

were kept on time, an increase of **0.34%** compared to 2024/25.



75.32%

of our non-emergency repairs

(within 5 or 15 working days) were carried out on time, compared to **69.35%** in 2024/25.



From our most recent
Tenant Satisfaction Measures

89%

of you felt that your home
was well maintained



Broadacres' homes
in Sedbergh

Broadacres homes



204

kitchens were replaced,
compared to **156** in 2024/25.



66

bathrooms were replaced,
compared to **35** in 2024/25.



178

gas boilers were replaced,
compared to **217** in 2024/25.



241

windows and doors were replaced,
compared to **251** in 2024/25.

Keeping you safe, we completed:



5,044

gas services,
compared to
5,071 in 2024/25.



46

Liquefied Petroleum
Gas (LPG) services,
compared to **46**
in 2024/25.



84

oil services,
compared to
90 in 2024/25.



Annual asbestos
surveys
carried out in

139

buildings and
schemes.



Fire risk
assessments
carried out in

108

buildings and
schemes.



964

Air Source Heat
Pump (ASHP)
services,
compared to
900 in 2024/25.



Legionella
inspections
carried out in

21

buildings and
schemes.

In 2025/26, we carried out an average of 53 home surveys each month following reports of damp and mould, leading to an average of 92 repairs per month. We monitor each case closely until all work is completed. To find out more about tackling damp and mould in your home, go to our website: www.broadacres.org.uk/your-home/maintenance-repairs/damp-mould



New and more energy efficient homes

Improving energy efficiency in your home

In 2025/26 we improved the energy efficiency of 115 homes improving their Energy Performance Certificate (EPC) rating from below Band C to Band C or above and retrofitted 90 homes, installing measures such as solar panels, loft insulation and air source heat pumps.

We have 1,102 homes that need energy efficiency improvement work before 1st April 2030. We have started a three-year government funded project to improve the energy efficiency of 600 homes by March 2028. We were awarded £1,857,000 after a successful bid to the Warm Homes Social Housing Fund.



A fresh start for Joe

Long-standing Broadacres customer Joe recently moved into Welbeck House, our new affordable housing development in Northallerton for people aged 55 and over.

Joe previously lived in one of our homes in Northallerton, before moving to one of our bungalows in Bedale for personal reasons.

The 65-year-old says he felt cut off from his family (his daughter and grandson live in Northallerton) so he was looking for a move back to be closer to them.

He was offered one of the one-bedroom apartments at Welbeck House and moved into his new home in April 2026.

“When I first came up the drive, I thought, ‘wow’, it was so impressive,” says Joe.

“I think I have one of the best apartments in the whole block as I have an extra window, it’s very light and airy and you’re secluded away from the main road.



“Looking out from my living room, you feel you are in a rural location and not close to the centre of town. I see lots of wildlife and have even had a fox walk past my window.”

For Joe, the move has also reinforced why he has stayed with Broadacres (previously he lived in a Hambleton District Council home which was transferred to us when we were formed in 1993) for over 30 years.

“From the reception staff to the housing team, they are all fantastic; the real unsung heroes,” he says. “I couldn’t be happier.”

We sold

49 homes

in 2025/26 (96 in 2024/25), to the value of **£4,845,700** (£14.3M in 2024/25).

We spent

£22M building

112 new homes in 2025/26, compared to **£31M** building **148** new homes in 2024/25.

We received

£9.9M grant

income for building new homes in 2025/26, compared to **£1.3M** in 2024/25.

Improving your communities

We regularly gather customer feedback on neighbourhood services, shared spaces and anti-social behaviour. Tenant Satisfaction Measures help us identify what we are doing well and where improvements are needed.

Over the last year, we've been working with customers to improve the standards of the grounds maintenance.

You said: "We'd love more benches in Easingwold."

We did: New benches have now been installed in Easingwold, giving residents more places to rest, chat and enjoy their neighbourhood.

Feedback from customers at St Monica's Garth, Easingwold

"I'm really happy we now have some benches; they're in a great location and will allow me to sit outside with my neighbours and enjoy the area".

"The benches have been such a nice addition, it's good to have a spot to sit for a minute, especially

now that I'm not as quick on my feet as I used to be!"

We have also been trialling relaxed mowing at White Horse Close in Malton, to improve habitats for wildlife. We'll be rolling this out to four more sites across 2026 to make more room for nature, but here's what our customers have said:

"Already the daisies are flourishing, the birds are loving the longer grass, and I am looking forward to seeing the diversity this change will bring. Families are enjoying the grass more, playing cricket, taking kids and dogs to play there, it's lovely to see."

"I'm really impressed that you have allowed the 'top field' to go wild. Not only has it created a great place for families, but more importantly it's creating an environment for bees but also other wildlife. Already this year I have seen new wildlife that I haven't seen since I've been here 5 years, including hedgehogs, frogs and box cutter beetles."



Our Property Services team visiting one of our homes

Grounds maintenance

We have worked hard over the last 12 months to further improve our grounds maintenance service for customers across our operating area. This has been achieved by improving contractor performance, tightening specifications and better overall communication with customers.

This is ensuring that communal areas feel cleaner, safer and more welcoming for customers. Residents are seeing the difference in better weed control, shrub care, litter picking and general upkeep, all of which help create neighbourhood pride and a better environment for the wider community.

Mr Douglas, a Broadacres resident at Fostergate for 26 years, says the change has been dramatic.

“The service has gone up tenfold and I can’t fault it at all,” he says,

“There’s a massive difference in the approach and overall communication and the environment around here is massively improved as a result.

Mr Douglas’ view is echoed by other customers who have submitted compliments, including Linda who said: “They did a lovely job using the push mowers so much better. I did go out and thank them personally which I think they appreciated. They did a great job.”

And another customer said: “Very happy with the grass cutting again.”



Anti-social behaviour (ASB)

Noise nuisance remains the highest reported category of ASB to our service. Last year, we introduced the Noise App to support customers in gathering evidence on noise nuisance issues. The App went live in July 2025, and we have had 41 customers submit recordings.

The vast majority of ASB issues can be dealt with by early warning and intervention.

- We issued 41 verbal warnings and 108 written warnings.
- We successfully referred 14 sets of customers for independent mediation as a means to resolve reported issues.

Eviction is always a last resort course of action in 2025/26, Broadacres took legal action to evict 3 tenants that had been responsible for serious and persistent ASB impacting on the local community.

From our most recent Tenant Satisfaction Measures

71%

of you felt that the communal areas were kept clean and tidy.



Providing funding for our communities

Broadacres has two funding streams which groups/organisations/projects in our communities can access each year - the Community Development Fund (CDF) and Sustainability Fund (they have now been combined for 2026 into a Community and Sustainability Fund).

In 2025/26, through the CDF, we donated £15,520 to 45 projects across North Yorkshire, and it's estimated the fund supports over 13,500 people. In the same period our Sustainability Fund awarded £2,000 to a range of environmentally focused community projects across North Yorkshire.

Below are some examples of projects which have benefited:

Dads Behaving Madly

A £500 grant from the CDF has been a boost to help Dads Behaving Madly combine surfing off the coast of Scarborough with a wellbeing sauna to break down barriers, helping fathers connect with others and open up about any issues they may face.

The group's innovative approach is to bring together dads of children with physical or mental conditions for an activity that will help take their mind off any problems. Cold water immersion in the form of learning to surf at Scarborough beach certainly does that. A sauna session then provides some much welcome warmth and brings people together.



Community bike park

The Sustainability Fund supported a new community bike park in Richmond, North Yorkshire. Once complete, the bike park will provide a safe and accessible space for people of all ages to enjoy cycling, learning new skills and spending time outdoors.



The gentle power of horses

Avalar uses the gentle power of horses to support children and adults facing challenges such as special educational needs, anxiety, communication difficulties and low confidence.

Through the CDF, Avalar has been able to create a dedicated sensory therapy garden, a peaceful outdoor space where service users can take a break, enjoy fresh air, eat lunch, chat with others or work on their Unit Awards in a calm environment. The area has also been levelled to ensure its accessible to those with mobility, sight or balance needs.



How your money is spent



Our annual 'Value for Money Report' can be found by visiting www.broadacres.org.uk



28%
new homes in 2025/26.
compared to 38.4% in 2024/25

13%
interest payments in 2025/26
compared to 12.6% in 2024/25

32%
investing in existing
homes in 2025/26.
compared to 24% in 2024/25

4%
supporting our customers
in 2025/26.
compared to 4.7% in 2024/25

22%
operating costs in 2025/26.
compared to 17.3% in 2024/25

1%
other in 2025/26.
compared to 3% in 2024/25

Plans for 2026/27

We're committed to continually improving the services we provide and making sure our customers remain at the heart of everything we do. We're focusing on making sure we deliver great services, good value and the best possible experience for our customers.

• Improving our services

We are reviewing how we deliver housing, support and repair services, making them simpler, more effective and ensuring all customers receive a consistent, high-quality service wherever they live.

We're working hard to reduce our empty homes by getting them ready for new customers more quickly.

• Listening and engaging more

We're strengthening how we engage with our customers so that more voices are heard. This will help us better understand your experiences and ensure we deliver fair and equitable outcomes for everyone.

• Improving access to home ownership

We're introducing a new approach to shared ownership sales, making it easier, clearer and more accessible for customers looking to take their first step into home ownership.

• Delivering more value for our customers

We're strengthening how we buy and manage services and embed value for money in everything we do, so every pound delivers greater benefit for our customers.

• Using digital to improve your experience

We're investing in better technology, improving how we use data, and exploring responsible AI solutions - so our services are easier to access, more responsive and more efficient for you.



Broadacres Customer
and Claire, CEO.



Broadacres colleagues Amy and Jacob chat with customer

Broadacres Housing Association Limited is an exempt charity. It is a registered provider of social housing (registration number LH4014), regulated by the Regulator of Social Housing, and is a registered society under the Co-operative and Community Benefit Societies Act 2014, society number 27656R.



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