

# A review of Sandbourne's business for the year to September 2025 – an annual update

## Introduction

Welcome to Sandbourne's Review of the Year for 2025, which covers the period from October 2024 until September 2025. It also includes a summary of the Financial Statements for the year to 31 March 2025. These are available in full on our website ([www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)) if you want more information.

This is now our fifth Annual Report which aims to give an overview of Sandbourne's business for the last year and a summary of some of the key events and activities. This edition also includes the results of the second Tenant Satisfaction Measures survey that we sent out to you recently. We are required by our regulator, the Regulator of Social Housing, to ask you these questions at least once every two years to help them to assess our performance. We also find the results very helpful as they identify areas of our service provision which need particular attention. Thank you to all those who responded – the information collected is very useful to us.

If you would like more information about any of the topics covered in this Review or have any suggestions about improvements that we could make, then please contact the office. Your input to Sandbourne is important to us.

*Fiona Ferenczy*  
*Chief Executive*

## Tenant Satisfaction Measures

### Tenant Satisfaction Measures

In April 2023 the Regulator of Social Housing (RSH) launched their Tenant Satisfaction Measures (TSMs), which apply to over 1,600 social landlords, and potentially over 4,500,000 residents of social housing across England and Wales.

The TSMs are intended to inform residents how their landlord is doing and give the RSH an idea of which landlords may need to improve things for their tenants and shared owners. We undertook our initial survey in 2023, and repeated this between September and October 2025

The RSH is very specific in the way that the TSMs are collected by landlords, whether they own 20,000 homes or like Sandbourne, less than 500. The idea being that they can compare "apples with apples" when all the landlords have completed their TSMs

Those landlords who own more than 1,000 homes are required to submit their results to the RSH and all landlords are expected to publish the results to their residents.

## Structure.

There are two parts to the TSMs.

- Tenant Perception, where the landlord must ask their tenants the same 12 questions about how they rate their landlord in terms of overall satisfaction, the quality of their home, and the service that the landlord provides.
- Management Information where the landlord collects a range of data about complaints, anti- social behaviour, and building safety.

## Perception

The RSH allows landlords to choose both how they surveyed residents (by post / telephone/ or online), and whether they approach all residents, or just a sample number.

This year we took a slightly different approach from 2023, when all residents received the survey by post, with a pre-paid envelope. Whilst retaining the paper-based approach for residents of our 60+ and extra care homes, those living in our general needs accommodation received a link by text or email, asking them to complete the survey on-line.

We took this approach with a view to increasing the response rate from this group of residents which in 2023 had been 28%. Unfortunately, this was not as successful as we had hoped, we think largely because the member of the team who led the project began her maternity leave earlier than expected and was therefore unable to send out any reminders.

In total we received 159 (37%) replies and would thank everyone who took the time to complete the survey. Broken down by tenure and accommodation type these were:

	Relevant Tenant Population		Total survey responses		Calculated Satisfaction Scores
	No	%	No	%	
60+ Housing	206	49%	120	58%	92%
General Needs	172	40%	25	15%	85%
Extra Care	32	7%	11	34%	91%
LCHO	18	4%	3	17%	67%
<b>Total</b>	<b>426</b>	<b>100%</b>	<b>159</b>	<b>37%</b>	

The overall response rate of 37% ensures that the results achieved are statistically valid although the over-representation of those living in 60+ housing and under representation of those from our other types of accommodation is noted and may cause a degree of distortion in the overall results.

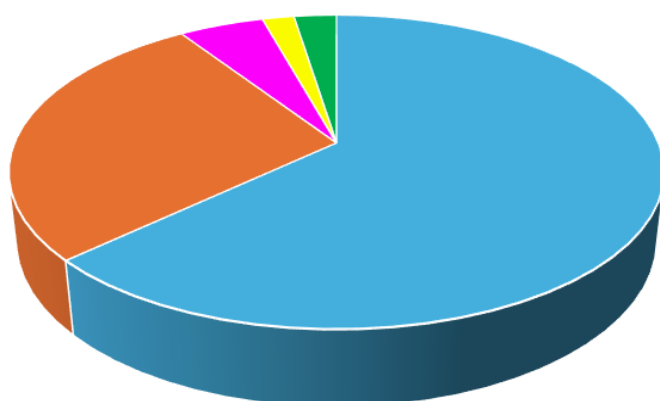
## Perception results

Those who completed the survey will remember that we asked 12 questions as to whether you were very satisfied, satisfied, neither, dissatisfied, or very dissatisfied either overall with Sandbourne, your home or the service that you receive from us.

The tables and charts below show the proportion of residents who either chose one of these options or indicated that the question was not applicable to them. The number of not applicable responses is included in the tables and pie charts but excluded from the percentage calculations.

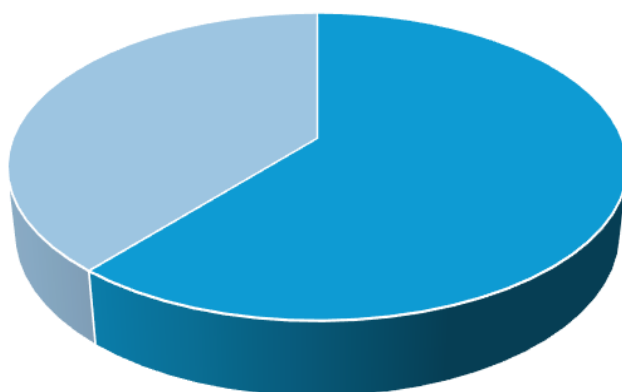
The satisfaction rate for each question is calculated on the basis of those who stated that either they were 'very satisfied', 'satisfied' or they 'strongly agreed' or 'agreed'.

### 1. Taking everything into account, how satisfied or dissatisfied are you with the service provided by Sandbourne?



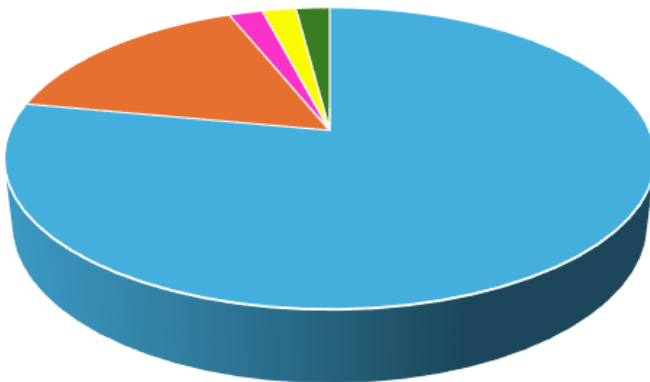
	Key	No	%
	Very Satisfied	101	63
	Fairly Satisfied	44	28
	Neither Satisfied or Dissatisfied	8	4
	Fairly Dissatisfied	3	2
	Very Dissatisfied	4	3
	Not Applicable / No Answer	0	0

### 2. Has Sandbourne carried out a repair to your home in the last 12 months?



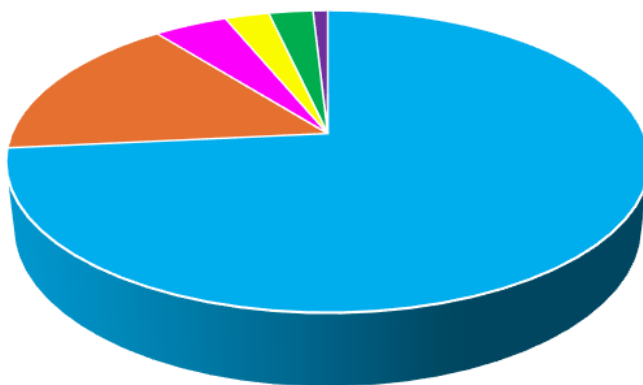
	Key	No	%
	Yes	113	71
	No	44	28
	No response	3	1

**If yes, how satisfied are you with the overall repairs service over the last 12 months?**



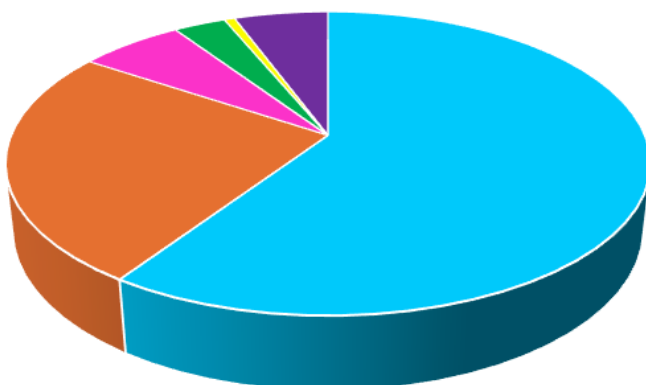
	Key	No	%
	Very Satisfied	88	78
	Fairly Satisfied	18	16
	Neither Satisfied or Dissatisfied	3	2
	Fairly Dissatisfied	2	2
	Very Dissatisfied	2	2
	Not Applicable / No Answer	0	0

**3. If yes, how satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?**



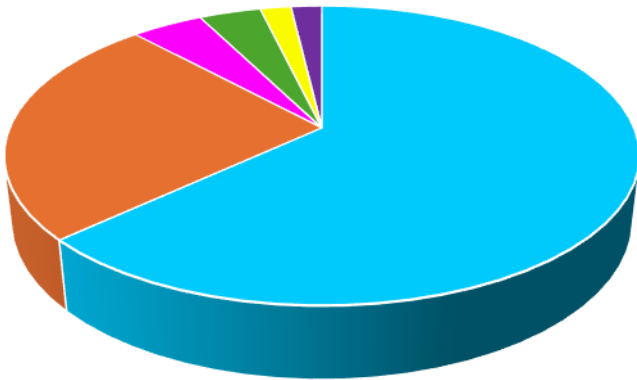
	Key	No	%
	Very Satisfied	83	74
	Fairly Satisfied	18	16
	Neither Satisfied or Dissatisfied	5	3
	Fairly Dissatisfied	3	3
	Very Dissatisfied	3	3
	Not Applicable / No Answer	1	1

**4. How satisfied or dissatisfied are you that Sandbourne provides a home that is well maintained?**



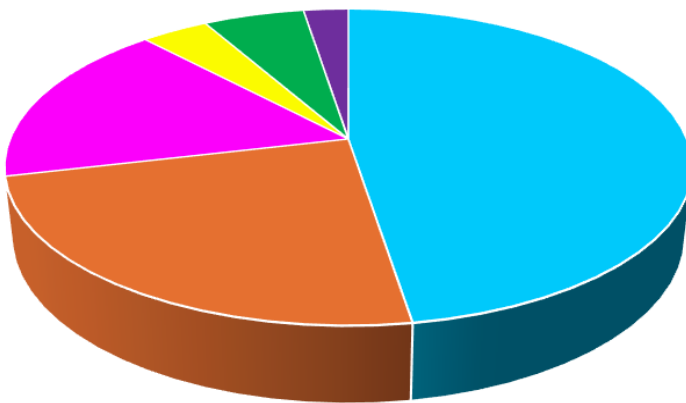
	Key	No	%
	Very Satisfied	95	59
	Fairly Satisfied	40	25
	Neither Satisfied or Dissatisfied	10	6
	Fairly Dissatisfied	5	3
	Very Dissatisfied	1	1
	Not Applicable / No Answer	9	6

**5. Thinking about the condition of your home, how satisfied or dissatisfied are you that Sandbourne provides a home that is safe?**



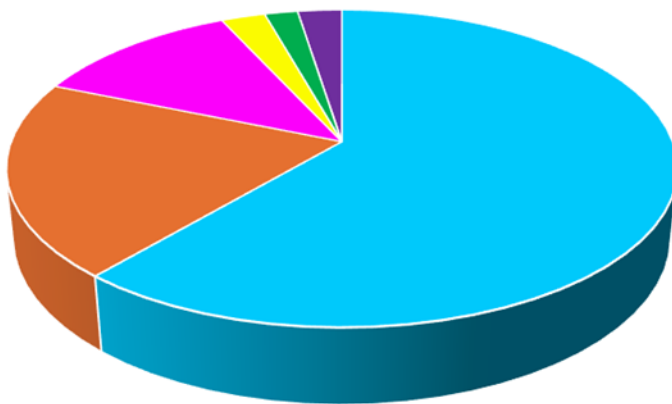
	Key	No	%
	Very Satisfied	101	63
	Fairly Satisfied	40	25
	Neither Satisfied or Dissatisfied	7	3.5
	Fairly Dissatisfied	6	4.5
	Very Dissatisfied	3	2
	Not Applicable / No Answer	3	2

**6. How satisfied or dissatisfied are you that Sandbourne listens to your views and acts upon them?**



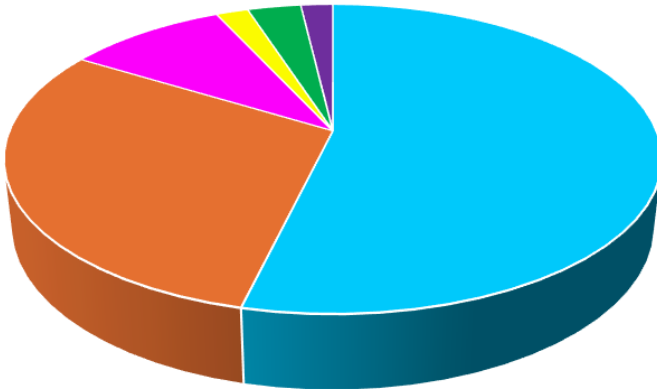
	Key	No	%
	Very Satisfied	76	48
	Fairly Satisfied	38	24
	Neither Satisfied or Dissatisfied	27	17
	Fairly Dissatisfied	6	3
	Very Dissatisfied	9	6
	Not Applicable / No Answer	4	2

**7. How satisfied or dissatisfied are you that Sandbourne keeps you informed about things that matter to you?**



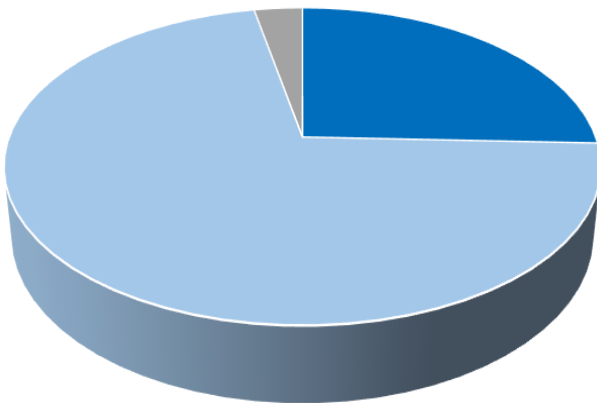
	Key	No	%
	Very Satisfied	98	61
	Fairly Satisfied	32	20
	Neither Satisfied or Dissatisfied	19	12
	Fairly Dissatisfied	4	2.5
	Very Dissatisfied	3	2
	Not Applicable / No Answer	4	2.5

8. To what extent do you agree or disagree with the following: “Sandbourne treats me fairly and with respect”?



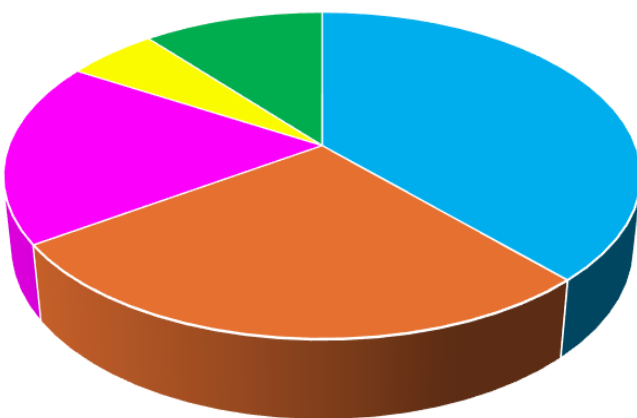
Key		No	%
	Strongly agree	86	54
	Agree	48	30
	Neither Agree or Disagree	15	9
	Disagree	3	2
	Strongly disagree	5	3
	Not Applicable / No Answer	3	2

9. Have you made a complaint to Sandbourne in the last 12 months?



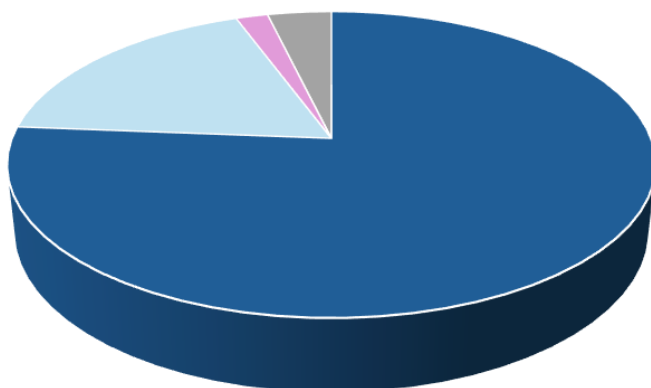
Key		No	%
	Yes	41	26
	No	114	71
	No response	5	3

If yes, how satisfied or dissatisfied are you with Sandbourne’s approach to complaint handling?



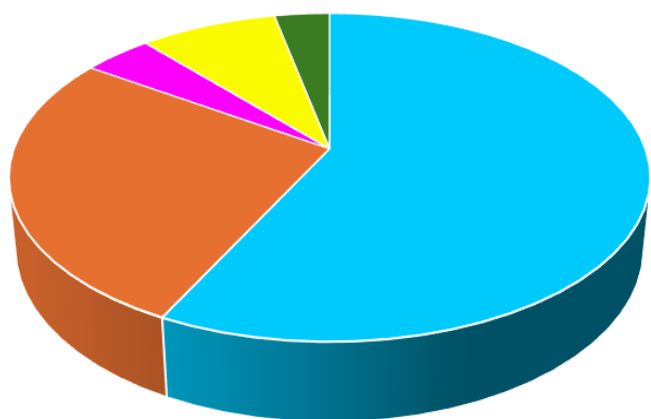
Key		No	%
	Very Satisfied	21	38
	Fairly Satisfied	15	27
	Neither Satisfied or Dissatisfied	10	18
	Fairly Dissatisfied	3	9
	Very Dissatisfied	6	4
	Not Applicable / No Answer	0	0

**10. Do you live in a building with communal areas either inside or outside that Sandbourne is responsible for maintaining?**



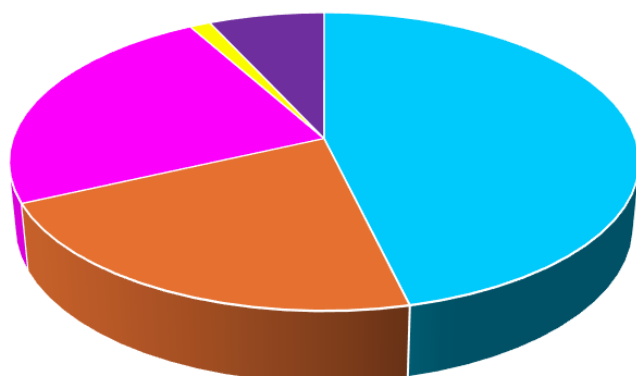
Key		No	%
Yes		122	76
No		29	18
Don't know		3	2
No response		6	4

**If yes, how satisfied or dissatisfied are you that Sandbourne keeps these communal areas clean and well maintained?**



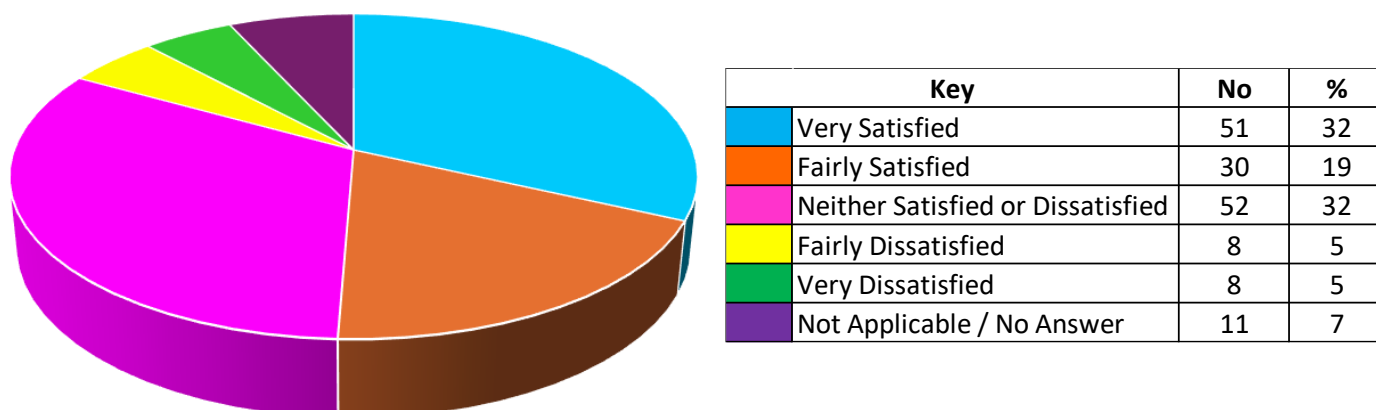
Key		No	%
Very Satisfied		70	57
Fairly Satisfied		33	27
Neither Satisfied or Dissatisfied		5	4
Fairly Dissatisfied		10	8
Very Dissatisfied		4	4
Not Applicable / No Answer		0	0

**11. How satisfied are you that Sandbourne makes a positive contribution to your neighbourhood?**



Key		No	%
Very Satisfied		74	46
Fairly Satisfied		35	22
Neither Satisfied or Dissatisfied		38	24
Fairly Dissatisfied		2	1
Very Dissatisfied		0	0
Not Applicable / No Answer		11	7

**12. How satisfied or dissatisfied are you with Sandbourne's approach to handling anti-social behaviour?**



### Benchmarking

Sandbourne is a member of the small housing association's group for Southwest England which employs Acuity Research and Practice to compare the performance of member organisations against each other.

The most recently available briefing from Acuity indicates that during the last quarter they collected TSM data from 59 other landlords (both housing associations and local authorities) of varying sizes.

Acuity analyses the information by quartile with the highest results being in the 75<sup>th</sup> percentile or above, the lowest being in the 25<sup>th</sup> percentile and between these a median or average score.

As TSM surveys are undertaken by landlords at different points throughout the year the comparative information in the following section can only provide a snapshot of how we are performing in comparison to others but hope that this is of interest to you.

	Top quarter	Median	Lowest quarter	Sandbourne 2025
Overall satisfaction with landlord service	79	71	64	<b>91</b>
Overall satisfaction with repairs service	82	76	72	<b>94</b>
Satisfaction with time taken to complete repairs	82	72	66	<b>94</b>
Satisfied that your home is well maintained	81	74	67	<b>84</b>
Satisfied that your home is safe	84	80	76	<b>91</b>
Satisfied that the landlord listens to your views and acts upon them	69	59	52	<b>71</b>



Satisfied that you are kept informed about issues that matter to you	80	75	69	<b>81</b>
Satisfied that the landlord treats you fairly and with respect	85	78	73	<b>84</b>
Satisfaction with the way that complaints are handled	42	37	28	<b>65</b>
Satisfaction that common areas are clean and well maintained	77	71	62	<b>84</b>
Satisfied that the landlord makes a positive contribution to the neighbourhood	75	69	61	<b>68</b>
Satisfaction with the landlord's approach to complaints handling	65	60	53	<b>51</b>

We will be focusing on the areas that we have performed less well in to understand why this is, and work to improve these in the future.

### Management Information

We will publish the Management Information referred to earlier in this update in the spring 2026 edition of 'Sandbourne News', but if you would like to see this before then, please let us know as it is currently available either on request or on our website.

## Key Events and Activities of the year to 30 September 2025

Here is a brief summary of the key events of the last year.

- Completing the review of the provision of Tunstall services at the Stourwood Avenue 60+. This project allowed tenants to choose whether or not they have the service in their flat, rather than having it provided automatically.
- Carrying out our second bi-annual survey of all residents as part of our Regulator's Tenant Satisfaction Measures requirements. This was started in September 2025, with results available from November 2025. Sandbourne again had a good response from tenants and some very positive results. We would thank everyone who participated.
- Our second Open Day for residents in November 2024. This was an opportunity to focus on the delivery of our repairs service and find out what matters most to tenants. The next Open Day is planned for early in 2026 with the focus on the latest TSM results and the way that we allocate our homes.
- Commissioning and undertaking a full stock condition survey. Ridge and Partners who undertook this on our behalf, accessed over 80% of our rented homes, assessed all but two as meeting the Decent Homes Standard and identifying 57 hazards, 45 of which have now been addressed with a number of others included in our 2026/27 planned maintenance programme.

- Letting 31 properties in the last year which equates to 7% of the rented housing stock and a significant reduction from the 52 homes let in the preceding 12 months.
- We sold two properties in the year. One was a shared ownership property where the owner purchased the remaining share. The other was a general needs property which required a significant amount of work. The funds from both properties will be used to improve existing stock and to purchase new units where possible.
- We are currently in the process of purchasing two new properties – one in Ringwood and one in Poole. We have also submitted a planning application to convert space at Craigleith, including part of the existing communal lounge, into a new one bed flat and a larger office for our use.
- In April 2025 we moved to a new version of our housing management software. This proved to be fairly seamless, and we have the opportunity now to add additional modules to the system which should help us to improve our service to you and our efficiency. The Plan is to upgrade the finance system in time for the start of the next financial year in April 2026.
- Following the end of the lease at Beech House in Poole in September 2024 we moved our registered office to Craigleith in Bournemouth and maintained a small office in Poole. We have now relinquished the office in Poole, as it was not really used, but we do have small offices in Ringwood and Southbourne. However, if you need to meet with us we are happy to come and visit you in your home.

## Personnel Changes - 2025

Here is a summary of the personnel changes in 2024/25

### Staff Members

- Susan Poulton was appointed as Admin Officer in October 2024 – you have probably spoken to her on the phone.
- Molly Witherington went on Maternity leave in April 2025 and now has a beautiful baby boy. She is hoping to come back to her role as Housing Officer in 2026 and we will update you when that happens. Until then, her role is being covered by Alex Spence.
- Katy Ferenczy-Dakin, Finance and Admin Officer, has also gone on Maternity leave, with hers starting in early September 2025. She too now has a beautiful baby boy. Katy hopes to come back to us in Spring 2026 and again we will update you when that happens. Until then her role is being covered by Harry Corns.

## Progress against the Aims and Objectives of Sandbourne's Business Plan

Sandbourne's Business Plan was reviewed in 2024 taking the period covered up to March 2028. Seven main objectives were identified for that period and the Plan was approved by the Board in September 2024. This is a brief summary of those objectives and progress against them up to September 2025.

- **Internal growth** – increasing the number of properties to rent.

There were no plans for development included in the Business Plan, as Sandbourne is looking to consolidate funds at the moment. However, we have submitted a planning application to convert part of the communal kitchen at one of our developments into a one-bed flat. We are also in the process of buying two new social properties for social rent.

We will look to buy further properties when finances allow.

- **External growth** – expanding Sandbourne's links with other small local housing associations.

Sandbourne continues to look at ways of partnering with other small local housing providers to share our skills and work collaboratively.

- **Asset management** – looking to make the best use of all the assets owned and managed by Sandbourne.

All of Sandbourne's properties now have an EPC and we are starting to plan the works that may need to be carried out to ensure that the properties all reach at least an EPC level C. These works will be costed and some of them included in the planned works for 2026/27.

We have now completed the stock condition survey which has given a snapshot of the condition of all our properties at March 2025. We are now carrying out work to rectify any problems identified and will schedule planned upgrades to kitchens, bathrooms etc as they are required.

In the last year we have replaced or upgraded 9 kitchens, 13 bathrooms, heating at 35 properties, roofs at 8 properties and windows or doors at 8 properties. We also upgraded the communal boiler at Christy Close. The heating upgrades are usually more energy efficient than those they replaced.

- **Services to residents** – working with residents to improve the services we provide.

We held an Open Day for all residents in November 2024, where we looked at our repairs and maintenance service. The residents who attended shared with us their priorities for the maintenance service which was very interesting and helpful.

We have another Open Day planned for early 2026 when we will be focusing on our complaints and anti-social behaviour.

We have now reviewed the provision of Tunstall at all our 60+ sites in Bournemouth. This gave the residents there the choice of whether or not they needed the Careline. New tenants will not be offered Tunstall by Sandbourne, although we will support anyone who wants to engage with the service directly themselves.

- **Promotion of social benefit** – looking at ways of promoting the overall wellbeing of residents through their occupation of Sandbourne's homes.

This is a difficult concept to grasp but it has been shown that the provision of a stable, good quality home is a major promoter of wellbeing and security. Most of Sandbourne's homes are provided on assured tenancies which means that you can stay in your home as long as you wish, as long as you do not breach the terms of your tenancy. We also look at ways of helping you to transfer to more appropriate accommodation if you require it.

Being involved in the management of your home is another way of promoting social benefit. As you help us to understand how we can improve our service to you, you can also learn new skills, meet new people and improve the environment where you live. If you are interested in helping to enhance our resident engagement programme, please let us know.

- **Governance** – ensuring that we have the necessary skills in the business to lead and manage it effectively.

We currently have ten Board members who have a good range of skills which they can bring to the table. We plan to conduct a skills audit of the Board in early 2026 which should identify any gaps in the skills that we need. We will then look to recruit new Board members with those skills if possible.

- **Office management** – ensuring that the right administration support is in place to effectively manage Sandbourne and provide good services to all our residents.

We upgraded our housing management system in April 2025. This will enable us to better organise the data that we hold on our tenants and the properties and to store additional data as required.

We plan to upgrade our finance system in early 2026. This will mean that all our data can be stored and utilised securely and remotely.

## Review of Sandbourne's Board activity over the last year

Sandbourne's Board has met six times in the last year, with meetings being held at the Cumberland Hotel in Bournemouth. The average attendance of Board members at the meetings was 70% (2024: 75%).

The Board discussed a wide range of topics in their meetings, a selection of which is set out below: -

- All Sandbourne policies are reviewed at least every three years. A significant number came up for review in 2025 and were considered by the Board including Damp and Mould Policy, Anti-social Behaviour (ASB) Policy, Lettings and Transfers Policy and Complaints and Compliments Policy. The final versions of all the revised policies can be found on our website.
- Awaab's Law – this is a new law introduced from October 2025 setting out prescriptive measures that must be taken in the event of a resident reporting a problem with damp and/or mould. The Board discussed how Sandbourne will manage the requirements of the law and the reporting measures that will be taken to keep the Board up to date with any issues.
- Stock Condition Survey. The Board agreed that a survey of all of Sandbourne's properties would be undertaken in the year to assess their current state of repair and identify future works required. This was carried out in late 2024/early 2025 and the Board have received regular updates on the results of the survey and the measures taken since then to rectify any problems or plans to carry out major repairs in the coming years.
- Agreement on submitting a planning application to convert part of the communal lounge and the former communal kitchen at Craigleith into a new one bed flat and additional office space. We await the outcome of the application.
- The Board have regular discussions about arrears collection and how we can work with residents to help when they are struggling to pay their rent. Discussions this year were often focussed on the problems encountered by tenants who were moving from the receipt of Housing Benefit to the receipt of Universal Credit. These transfers were invariably accompanied by a delay in receiving benefits causing significant stress and worry to the tenant and rising levels of arrears to Sandbourne.
- Agreed to purchase two properties using existing funds. These will be rented out at social rent.
- Discussion on the management of Disabled Facility Grants and how Sandbourne can work with tenants to ensure that work is carried out in a timely way and to a good standard. The Board requested that we set up a register to monitor any applications for adaptations to record the work undertaken and the

time frame for completion of those works. This will help us to support tenants as required during the process.

- Reviewed Sandbourne's performance on the management of complaints in the year and approved the Annual Complaints Performance and Service Improvement Report, which can be found on the website.
- Discussion about potentially working with other small local housing providers to share our skills and support each other in our work.

The Board currently has 10 members, so we will look to recruit new members in the next year if possible.