



Annual Tenant Report

2023-2024



Who are we?

We are a not-for-profit housing association managing 2,500 homes, mostly in Castle Vale.

Regulated by the Regulator of Social Housing (RSH) and committed to the Housing Ombudsman's Code, we work to build strong, resilient communities.

Castle Vale's legacy of regeneration drives everything we do.

We reinvest in homes, tackle environmental challenges, and enhance residents' lives.



Beyond housing, we also manage:

Compass Support providing essential services to residents and the wider community



Castle Vale Football Stadium, a hub for local sports and community engagement.



Our commitment remains clear – keeping Castle Vale a thriving, connected community.





“This report brings to life the collective efforts of our teams, residents and partners...”

A word from the Chief Executive

We are delighted to present our Annual Tenant Report for 2023/24, a year marked by progress, resilience, and a continued commitment to putting our residents at the heart of everything we do.

This report provides an overview of our key achievements, how we’ve supported our community, and the steps we’ve taken to deliver on our promises.

Over the past year, we’ve worked hard to ensure Castle Vale remains a safe, welcoming, and thriving place to live. From increasing our resident engagement to improving our services and investing in the long-term sustainability of the estate, every effort has been focused on meeting the needs of our community.

This report brings to life the collective effort of our teams, residents, and partners who have played a vital role in driving positive change. We are proud of what we’ve achieved together and remain committed to continuous improvement, ensuring Castle Vale is a place you’re proud to call home.

Thank you for your continued support, feedback, and involvement.

Simon Wilson Chief Executive



A word from the Chair of Customer Influence Committee

This year's theme is undoubtedly change. I'm delighted to introduce myself as the new Chair, succeeding Fern, who completed her term at the end of 2024. Taking on this role fills me with pride and gratitude for Fern's dedication, passion, and leadership, which I aim to continue.

We've also bid farewell to Paul, one of our resident members, and warmly welcomed Wendy to the Committee. Wendy, a former Compass Board member, brings a great amount of experience, and we're excited to work with her.

You may have noticed a name change - we are now the **Customer Influence Committee (CIC)**. This reflects our renewed focus on meeting new regulatory standards in housing, emphasising tenant involvement, decision-making, and service excellence.



Our updated terms of reference prioritise hearing from customers, ensuring standards are met, and embedding the customer voice in policy and decisions. We're also collaborating closely with the scrutiny panel, whose work provides invaluable insights into service delivery and improvements.

The Committee looks forward to engaging with the Group Board, managers, and, most importantly, you.

Stay tuned for opportunities to share your thoughts and help shape Pioneer's future.

Janine Green

Chair of Customer Influence Committee



“This reflects our renewed focus on meeting new regulatory standards in housing, emphasising tenant involvement, decision-making, and service excellence.”

Resident Involvement

In 2023/24, we continued to grow our resident involvement, ensuring their voices are central to shaping our communities and services.

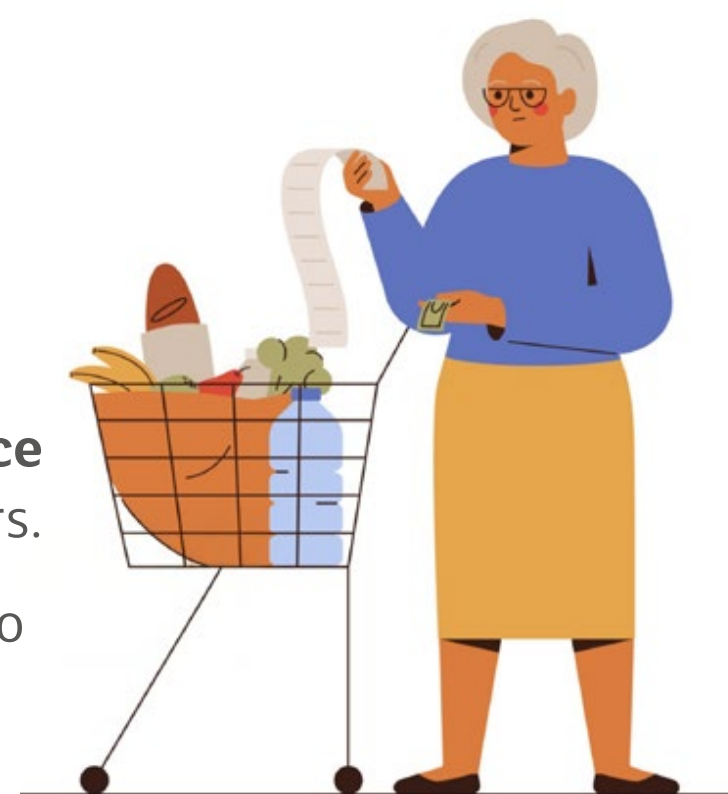
Our commitment to listening and engaging with residents has led to several key achievements:

Searchlight Castle Vale

- ✧ Played a vital role in improving service delivery.
- ✧ Three members joined the interview panel for the **Windows and Doors Programme** Contractor selection in December 2023, bringing a critical resident perspective.
- ✧ Provided feedback on the **Rent Statement Letter and Cost of Living leaflets** in January 2024.

Cost of Living Support

- ✧ Hosted two well-attended **Cost of Living events** with partners including **Severn Trent, Spurgeon's, Advance Credit Union, West Midlands Fire Service**, and others.
- ✧ **Received positive feedback** for the support offered to residents during challenging economic times.



Stop Loan Sharks Week 2023:

- ✧ Partnered with Spitfire Support Services for three **Halloween-themed events** to raise awareness of **illegal money lending**.
- ✧ Funded by the England Illegal Money Lending Team and supported by **Starbucks** and **Switch Radio**.

Community Engagement Initiatives:

- ✧ **Held over 75 Tea and Toast sessions** at Chivenor House, Phoenix Court, and Whittle Croft, providing opportunities for residents to chat, raise issues, and stay informed.
- ✧ Launched **Patch-based Walkabouts**, offering tenants a chance to discuss concerns about their homes, streets, or the wider Castle Vale area.

Block Champions:

- ✧ **Continued to monitor cleaning contractor performance**, submitting weekly feedback shared with the Estates team for action.
- ✧ Welcomed ongoing recruitment of **new Block Champions** to strengthen this initiative.
- ✧ Through these efforts, we remain dedicated to fostering meaningful resident involvement, creating stronger communities, and improving services for everyone.



Pledge Expenditure

In 2015, we made a decade-long commitment to the Castle Vale community, reinforcing our dedication to our values and the estate's long-term sustainability.

We recognised the need for a clear financial pledge to support a range of 'added value' services beyond our core landlord responsibilities.

To fulfil this promise, we invest a minimum of £500,000 annually into the community to fund these essential services.



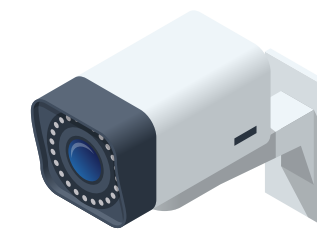
Debt advice

	Our Investment	Our value (23/24)
Total Social Value generated	£50,000	£180,094
Social Value Per £ Spent		£3.60



Estates Services

	Our Investment	Our value (23/24)
Total Social Value generated	£107,161	£1,136,481
Social Value Per £ Spent		£10.61



Community Safety/CCTV

	Our Investment	Our value (23/24)
Total Social Value generated	£91,438	£207,864
Social Value Per £ Spent		£2.27



Compass (Pledge Expenditure)

	Our Investment	Our value (23/24)
Total Social Value generated	£399,957	£1,282,504
Social Value Per £ Spent		£3.21



Stadium

	Our Investment	Our value (23/24)
Total Social Value generated	£26,650	No proxies
Social Value Per £ Spent		No proxies



Total

	Our Investment	Our value (23/24)
Total Social Value generated	£675,206	£2,806,943
Social Value Per £ Spent		£4.16

Compass Support & Community Offer

Throughout the year, Compass Support, part of The Pioneer Group, provided essential services to some of the most vulnerable members of the community, addressing local needs through consultation and tailored activities.



Key Achievement

- Warm Spaces: **Secured £13,000** from Birmingham City Council and **over £10,000** for emergency food funding, offering weekly **hot meals to 25 adults and 40 young people**.



Employment and Training

- Supported **140 people with careers advice** through a Job Club and one-to-one sessions.
- Delivered the “**Get Healthy Get Working**” programme, helping participants improve wellbeing and job-related skills.
- 57 improved computer skills, 16 gained volunteering or work experience, and 27 secured paid employment.**

Health and Wellbeing

- Organised activities to **combat isolation and loneliness**, reaching **200+ participants** monthly.
- Social Prescribers** supported over 700 individuals in partnership with local GP practices.

Family Support

- Assisted 123 families** and **worked with over 700** through the Early Help partnership with Birmingham Children’s Trust.

Independent Living

- Provided tailored support to help residents maintain independence, securing over **£39,000 in additional household income** for clients.
- Supported 94 individuals** with one-to-one assistance and **107 through drop-in sessions.**

Youth Services

- Delivered after-school and holiday activities for **84 young people monthly**.
- Developed a **sensory room** and engaged 12 young people in the **Young Leaders programme**.

Counselling

- Delivered **663 hours of counselling to 93 residents**, while **training five students** in work-based practice.

Funding Impact

- Pledge Funding:** £400,000 supported services including Family Support, Independent Living, Youth Services, and counselling.
- External Funding:** Secured **over £990,000** in grants and contracts to enhance services.



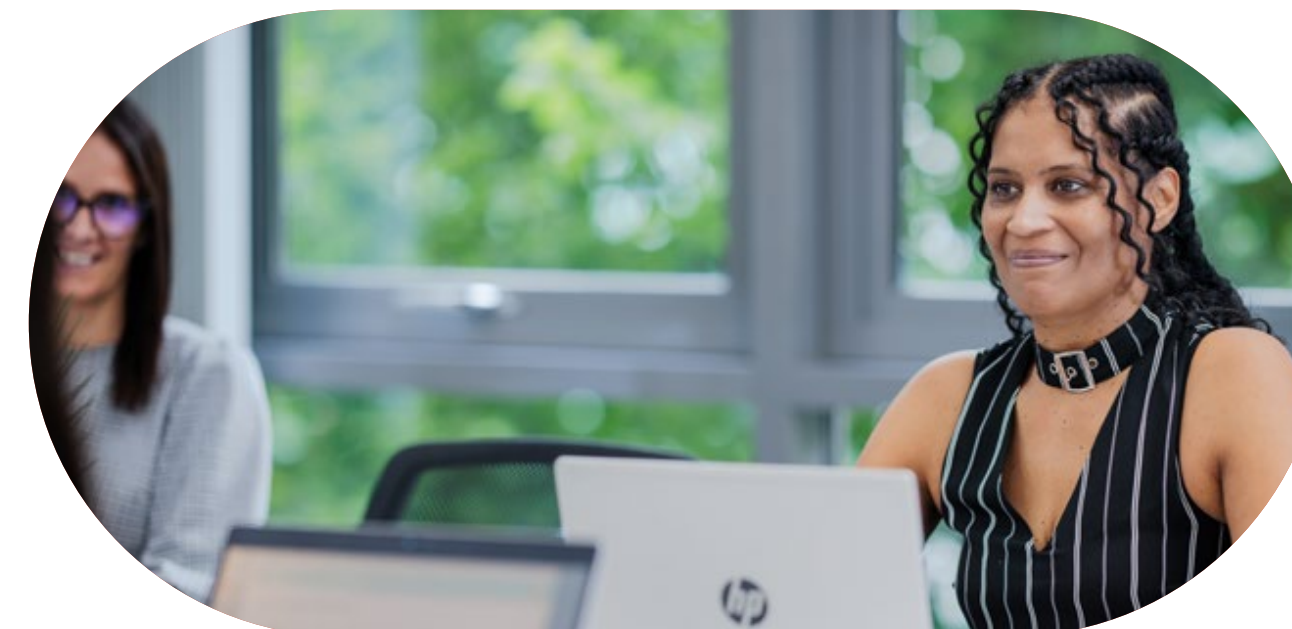
Customer 1st Team

The Customer First Team handled a wide range of queries.



Calls answered:
22,621
with a low abandoned
call rate of
6%

Repairs:
6,600+
calls – mainly for
reporting
and follow-ups



Tenancy
Management:
1,337
calls
including
868
requests for a
Neighbourhood
Officer
and **259**
tenancy enquiries

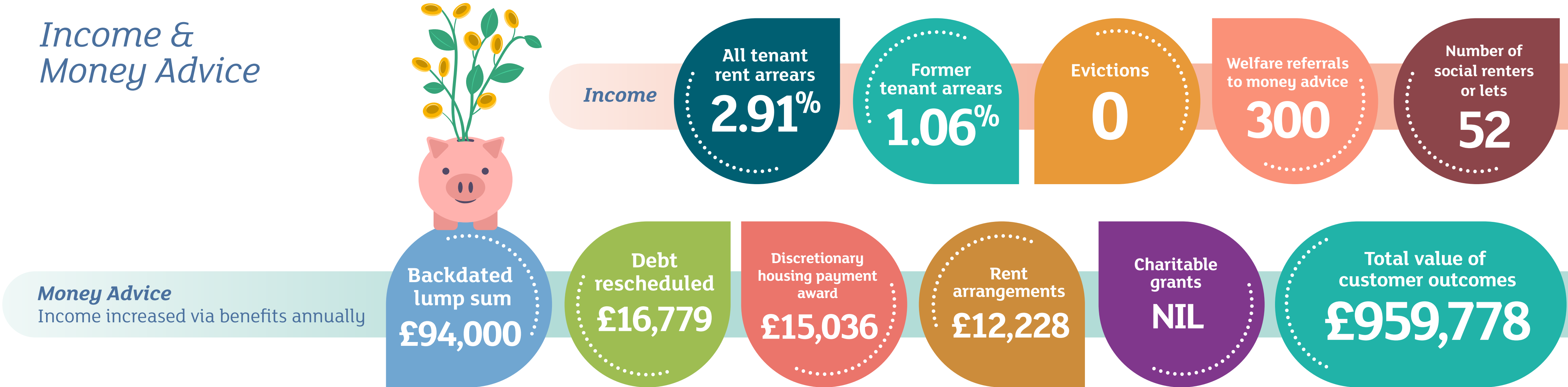
Rent payments processed:
2,576 by phone
and **1,060** customers
served in reception

Income-related
queries:
5,500+
with **2,500**
for rent payments

Complaints
raised (S1 & S2)
in total:
174

Other issues:
Anti-social behaviour
297 calls
Complaints
and compensation
184 calls
Housing
waiting list enquiries
1,264 calls

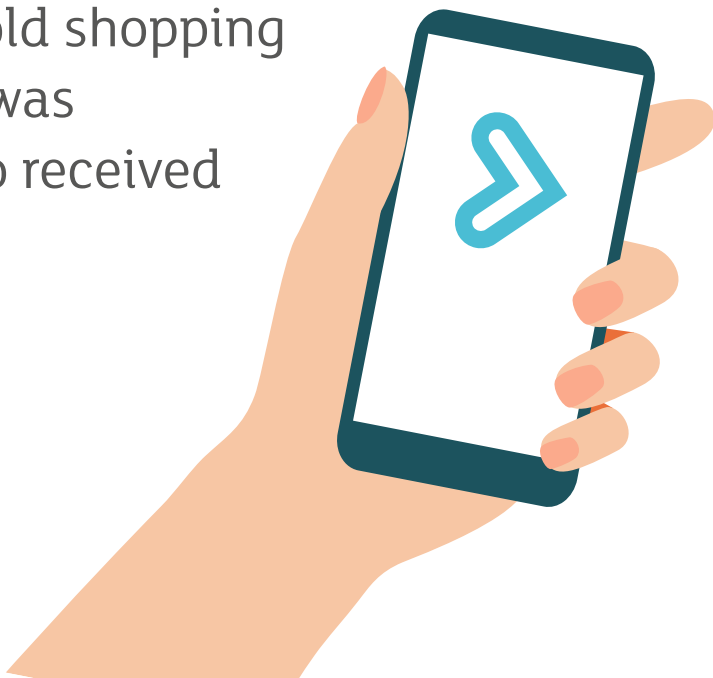
Income & Money Advice



Cost of Living

The **Cost of Living Task Force** has continued to meet to strengthen and expand local knowledge of support services and agencies in the Castle Vale area. In collaboration with ourselves, the Task Force also held a stakeholder event, bringing together these organisations to showcase the support available to residents and tenants. Attendees were provided with direct access to services or signposted accordingly.

We have also partnered with **Housing Perks**, a **voucher app** that offers tenants discounts on household shopping and other essentials. This initiative was approved by our Scrutiny Panel, who received



a demonstration from the app’s developers, highlighting its ease of use and the financial relief it can provide. To ensure accessibility, residents without a mobile phone could receive vouchers via email or printed copies.

We continued to refer eligible tenants to the **Housing Support Fund** rounds 4, 5, and 6 through the established referral process. Identified needs were addressed either through the Income Team or via our Sanctuary Hub, allowing tenants to access part of the £9.8 million available to Birmingham residents. **Each successful applicant received £200**, with the Compass Support team leading the process.



Estate Services & CCTV

The Estates and CCTV Teams have worked hard to ensure Castle Vale remains a clean, green, and safe place to live and work.



Key Achievements in 23/24:

- ✧ **Achieved 100% compliance on block fire safety inspections**, ensuring resident safety.
- ✧ Collaborated with partners like CET, GM Contract, and Birmingham City Council to **identify and address areas for improvement** across the estate.
- ✧ Provided a **free bulk collection service**, removing **129 tonnes of waste** and addressing fly-tipping issues.
- ✧ **Partnered with the Neighbourhood Police Team**, utilising CCTV to enhance safety and security.
- ✧ **Upgraded 98% of CCTV cameras** from analogue to digital, improving image clarity and crime detection.

ASB

Our **Housing Management Team** is committed to supporting tenants affected by ASB and maintaining safe, clean neighbourhoods. Information on reporting and support is available on our website.

We take action against tenants who breach behaviour expectations, including legal measures in serious cases. If you're experiencing ASB, contact us for advice, and where necessary, report it to the police or Council. Keeping a record of incidents can help resolve issues.

2023/24 we handled 99 ASB cases, working closely with the Neighbourhood Police Team, Birmingham City Council, and the Local Community Safety Partnership to improve community safety.

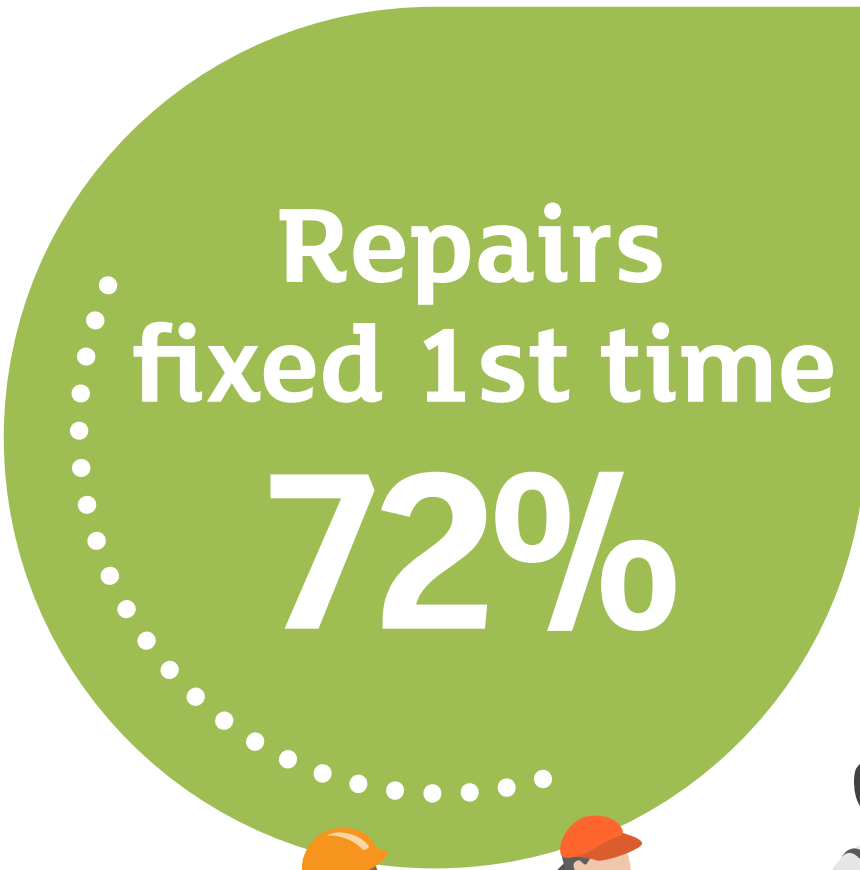
Our efforts reflect a continued commitment to maintaining and improving the estate for all residents.



Repairs & Maintenance

Fire Safety

We have completed 100% of fire risk assessments across all our blocks, identifying a significant number of required actions, including the repair and replacement of fire doors.



Compliance and Safety

Throughout 2023/24, our Asset Management Team has worked to ensure the safety and compliance of our homes. At any given time, we monitor approximately 13,638 compliance activities to meet regulatory standards and keep our customers safe.

Here’s a breakdown of key compliance activities completed this year:

Gas services completed	2,407
Electrical certificates issued	581
Asbestos re-inspections conducted	136
Fire risk assessments carried out	170
Fire equipment maintenance checks	294
Lift services completed	41
Legionella control activities undertaken	31

Maintaining compliance is a top priority, and we remain committed to ensuring our properties meet the highest safety standards.



Our commitment to a better customer experience

Your feedback is important in helping us understand your experience with our services. It allows us to see what's working well and identify areas for improvement, ensuring we stay true to our commitment to the community and better meet your needs.

72%

of our customers said:

"My landlord keeps me informed about the things that matter most to me."

83%

of our customers said:

"My home is safe."



Non emergency responsive repairs completed within our target timescales.

91%



98%

of our customers said:

"Emergency responsive repairs completed within our target timescales."

78%

of our customers said:

"I am satisfied that my landlord keeps communal areas clean and well maintained."





79.5%
of our customers said:
“My home is well maintained.”



74%
of our customers said:
“I am satisfied that my landlord makes a positive contribution to the neighbourhood.”

66%
of our customers said:
“My landlord listens to my views and acts upon them.”

80%
of our customers said:
“My landlord treats me fairly and with respect.”

80%
of our customers said:
“I am satisfied with the overall service provided by my landlord.”

78%
of our customers said:
“I am satisfied with the time taken to complete my most recent repair within the last 12 months.”



76%
of our customers said:
“I am satisfied with the overall repairs service received in the last 12 months.”

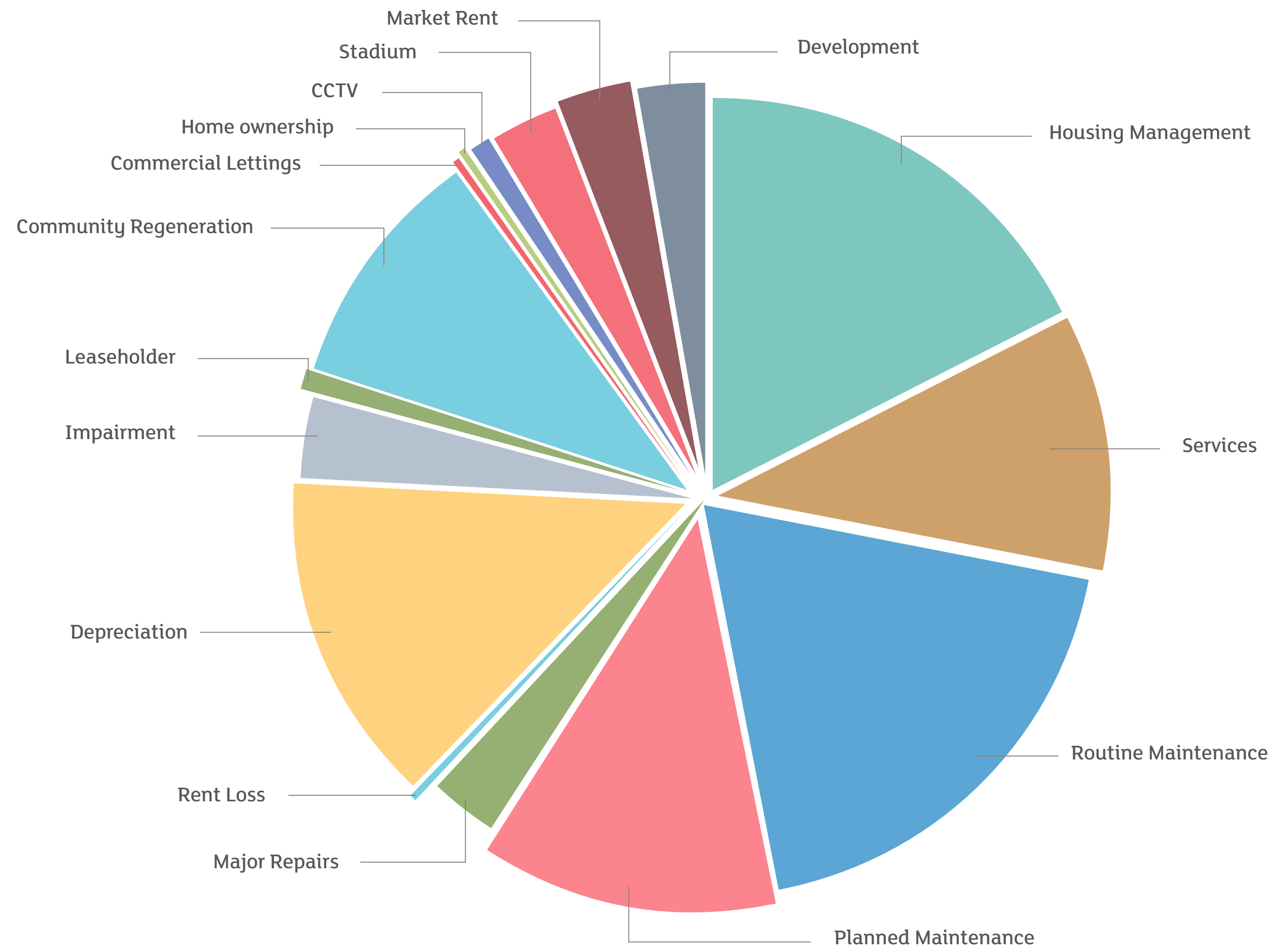


Other ways we're helping

Anti-social behaviour cases (per 1,000 homes)	40.6
Hate incidents (per 1,000 homes)	0.4
We're satisfied with our landlord's approach to handling anti-social behaviour.	53%
Homes where all required gas safety checks have been carried out	100%
Homes where all required fire risk assessments have been carried out	100%
Homes where all required asbestos management surveys or re-inspections have been carried out	100%
Homes where all required legionella risk assessments have been carried out	100%
Homes where all required communal passenger lift safety checks have been carried out	100%
Stage one complaints per 1,000 properties	87
Stage two complaints per 1,000 properties	5.44
Stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	91%
Stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	100%
Complaints in the last 12 months where tenants were satisfied with landlord's approach	45%
Proportion of homes that do not meet the Decent Homes Standard	25%

Spending

Housing Management	£2,358,665
Services	£1,422,904
Routine Maintenance	£2,506,672
Planned Maintenance	£1,664,844
Major Repairs	£375,613
Rent Loss	£7,523
Depreciation	£1,843,381
Impairment	£455,563
Leaseholder	£94,826
Community Regeneration	£1,327,597
Commercial Lettings	£60,589
Home ownership	£25,000
CCTV	£118,692
Stadium	£371,821
Market Rent	£394,128
Development	£365,635
Total	£13,393,453



We listened and acted

You told us:

You wanted us to improve how we handle complaints.

In 2023/24, **67.5% of our residents were satisfied** with how we handled their complaints, and **70% were happy with the outcome**.

While we're pleased with the progress, we know there's more to do to reach our **80% satisfaction target**.

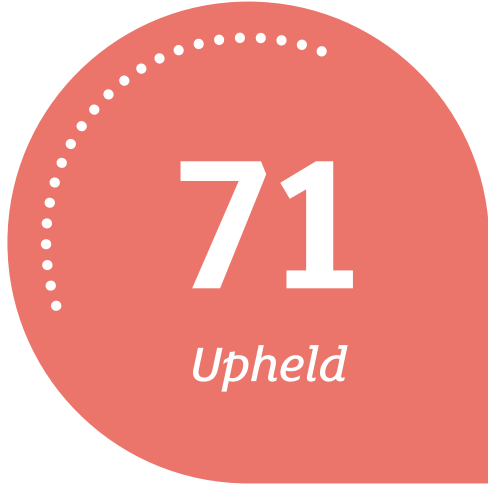
We then put in place:

- **Better communication** – We're training our teams to keep you updated more often and in clearer ways, including more letters and direct updates.
- **Improved systems** – We're reviewing our complaints system to make the process smoother and faster for you.



Complaints

This represents the total number of complaints received.



These are complaints where the investigation found in favour of the tenant, meaning the issue raised was valid, and the organisation accepted responsibility.



These are complaints where some aspects were found to be justified, but not the entire complaint. This shows that while certain concerns were valid, other parts did not meet the threshold for full resolution in the tenant's favour.



These are complaints where the investigation determined that the organisation acted appropriately, and no wrongdoing was found.

“We’re committed to listening and making real improvements based on your feedback.”



Since January 2021, all housing providers have been required to follow the Housing Ombudsman Service Complaints Code, which introduced a standard definition of complaints. This has led to a rise in the number of complaints recorded, giving us greater insight into residents' concerns and expectations.

We are committed to making the complaints process clear and accessible for all our customers.

Your feedback plays a crucial role in shaping the way we work, and we continue to refine our processes to better meet your needs.



The Pioneer Group

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contactus@pioneergroup.org.uk

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Out of hours emergency line:

0121 748 8100 (24 hours)

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