Teachers' Housing Association

THA delivers local, affordable, good quality housing for key workers, especially those in education.

Welcome to our Autumn/Winter Tenant Update

This update has been prepared following feedback on the Spring/Summer edition from the tenant influence group and the enquiries channel. Feedback was generally positive about the presentation and style of the update and the content although tenants requested more detail on some of the specific issues. We will endeavour to provide the right level of detail in relation to the content going forward.

This update will cover the following:

- An update on outputs from the stock condition survey including immediate action taken and specific information in terms of next steps in planning our maintenance programme for 2026/27 and future investment plans.
- An update on actions following the Tenant Satisfaction Measures (TSMs) and annual complaint reports that we published on the website at the end of September 2025.
- An update on areas covered at the Tenant Influence Panel.
- An introduction to our new staff and details of our new Head Office and website.
- An update on our work to develop a new THA corporate strategy and plan.

Hopefully, you find these updates useful, and we look forward to seeing you in the very near future. If you have any queries and ideas about what we can include in future editions, contact **enquiries@teachershousing.org.uk.**

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Stock Condition Survey

Firstly, we wanted to talk to you about the outcome of our recent Stock Condition Survey (SCS). The purpose of the SCS was to enable THA to assess the condition of our properties and address any immediate maintenance priorities and plan investment for ongoing works over the medium and longer term.

The survey focussed on the external fabric of the building, common areas including car parks and gardens, and crucially all aspects of the living environment, including heating, and kitchen/bathroom facilities.

The SCS programme was undertaken across all THA properties and concluded in July 2025. RAND who undertook the survey managed to access 91% of the tenant living accommodation and 100 % of the external and communal areas. Where they were unable to access the accommodation, THA will be undertaking a survey at a later date using the same assessment criteria.

All the information gathered has been summarised into an overarching investment plan which outlines works required over the next 30 years. This initial plan also highlighted "catch up" works, which have been the focus since the outcome of the survey.

Mark and the repairs team have been busy getting out on site to review the properties identified by RAND as needing immediate work and instructing contractors to carry out those works to ensure we addressed the issues. These works, alongside other priorities picked up from the roadshow events and our assessment from the Operational Teams, has translated into a significant programme of investment in 2025/26. Year to date we have spent around £1 million across our stock.

In terms of future investment, it is important to say, that from a financial and operational perspective, it is not possible to carry out all of the work at once and we are planning the investment according to criteria set out in our Asset Management Strategy. Our key priorities are to ensure that are properties are safe, free from damp and mould, warm, and that tenant living accommodation meets the Decent Homes Standard.

The housing and property teams are currently working closely to propose a program of work to commence in April 2026. This program will be generated using both the stock condition survey information, historic repairs data, and crucially also what you have been telling us around priorities in your scheme/property.

The proposed program will be reviewed by the Senior Management Team (SMT) and recommended to the Board for approval as part of the 2026/27 organisational budget. Once the program has been approved, we will talk to you about the plans for the next financial year and the subsequent years. We expect these discussions to take place in early 2026 ahead of the new financial year.

I know you have been waiting eagerly to hear the outcome of the stock condition survey and our plans for the maintenance of your home. Thank you for your patience and we will look forward to sharing our plans with you as they are developed and approved.

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The TSM results were published on the website

I hope that you have had a look at the outcome of the TSM's (Tenant Satisfaction Measures) for 2024/25 published on our website and our comments about our priorities going forward. In summary, property maintenance remains a high priority. Whilst we have focused on that this year, and are making progress, there is still work to do to improve our performance and the customer services we provide to you.

One of our challenges is to ensure that we move to a more planned programme of maintenance and that our Reactive Maintenance and Voids Maintenance Services complement the approach.

Consequently, as we develop plans for the 2026/27 programme of works, we are also thinking strategically about the opportunities to streamline reactive repairs, improving the services to tenants and deliver increased value for money.

Complaints are also an area that we know we need to improve. This is a significant focus for us and the SMT are working closely with the Board and the Member Responsible for Complaints (MRC) to improve our performance and learn lessons from complaints.

I am pleased to report that so far in 2025 we have responded to all complaints within target timescales which is a significant improvement from last year. Whilst this is positive news, we still have work to do in terms of learning from complaints and, crucially, reducing complaints by improving services and improving customer satisfaction.

The tenant perception measures survey which we undertake every two years will be commencing shortly. This will be carried out on our behalf by Acuity, and they will be in touch in due course. Please do respond to the survey, it is another way we can hear your views, understand what we do well and where we need to improve.

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Tenant Influence Panel

The Tenant Influence Panel continues to meet, and we have a schedule of dates for the rest of this year and are working on dates for 2026/26. At the last meeting in September, we were pleased to appoint a tenant Chair, and members continue to engage in a very positive, challenging but constructive way.

The Group received a report from the CEO and Operations Director and provided critical feedback and scrutiny on a range of subjects including the following:

- EDI strategy
- Corporate Plan for 2026/27
- Financial Performance
- Performance and our Key Performance Indicators (KPIs)
- TSM/Complaints

We also presented the early draft of the new website to the group and following their feedback made a number of changes to the visual presentation of the site. This excellent strategic steer really helped us to understand tenants' perspectives on the organisation and the priority to ensure inclusivity.

It was very clear that the tenant influence panel will be a very important group as we develop and execute a new corporate strategy.

As part of this it is important that we strengthen the relationship between this key Tenant Group and the Board to ensure tenant voices are heard, particularly as we develop our services, strategies, and policies.

We continue to look for new members so if you want to get involved, please get in touch via enquires.

A big thank you to all tenant influence member members and the extra work you put into helping us move THA forward. Tenants can access minutes of the meetings on the website.

Strategic plan

Over the last 18 months, the priority for us has been to strengthen the management of the organisation and to tackle the immediate problems which we could see needed our attention. Whilst we still have work to do, we are making good progress and are now in a stronger position to plan strategically for our future.

THA plays a significant role in meeting housing needs for tenants within the communities that we work, and we are committed to the ongoing work to improve the organisation and our services to ensure THA are around to meet these needs for the long term.

Furthermore, we want to ensure that we are in a position to strengthen the role we play in responding to the country's ongoing housing crisis and in particular the challenge for key workers as they struggle to source good quality, affordable accommodation. We feel THA could do more and should look to expand our offer and provide more accommodation to those groups.

Consequently, we are working on a new corporate strategy. This strategy and the accompanying operational and finance plans, will bring greater focus on improving the services and properties of our current tenants whilst also articulating our vision for the future, including the opportunities for expanding our services. The plan will also ensure we have the funding to shape our infrastructure, technology, and the skills of our people to enable us to achieve our vision and strategic objectives.

This strategy will be underpinned by work undertaken over the last 12-18 months to ensure we understand the investment required for existing stock and a review to identify the opportunities for THA across our geography and service provision.

We anticipate having the new strategy and plan in place for April 2026 and this will be published on the website for tenants and stakeholders to see.

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Head Office Update

People

Many of you have will have meet Tracey Dowse who joined us in September 2025 as Head of Housing. Tracey has extensive experience in the housing sector and is a great addition to the THA Team. We also have Alan Llorente who joined us in October as a new permanent Housing Officer who oversees the general needs properties, with Sophia Greenburg now focusing on our sheltered accommodation, both of whom report directly to Tracey.

Website

Hopefully, you have seen our new website and agree that is a significant improvement from what was in place before. The website for many is the first view of the organisation, it is important for you as tenants to have the information you need and that this properly reflects the work that we do and what we care about. In addition to the improvements we have made, it is vitally important is that the organisation continues to keep the website updated as things change.

We will review our website regularly during the year and remove/add information as necessary so tenants and other stakeholders can be confident the information they see on the website is accurate.

Please do let us know if there is information which would be helpful to see via our website so we can consider as we undertake our reviews.

New Office

Finally, in addition to all the work referenced above, we have also had the challenging task of moving office. Our headquarters has been at our current office at Rugby Chambers for over 40 years.

The move was driven by the Freeholders of the building (Rugby School) who approached us earlier in the year to let us know that they we are looking at other ideas for the building wanted us to exit our lease.

We were determined to turn this situation into a positive and consequently sourced a new office that is more suitable for our current and future needs and is better equipped in terms of the technology and facilities that we need to provide better services to dispersed staff and tenants.

We also using the move as an opportunity to review our current ways of working and customer services and will update you on this in due course. The new office is around 15 minutes' walk away from the current office towards King Cross. We can confirm the new address is Teachers Housing Association, Third Floor, Headland House, 72 Acton Street, London, WC1X 9NB we have a postal redirection service in place.