

Customer annual report

2025-26

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Introduction from our Chief Exec

Hello and welcome to our customer annual report for 2025-26. I'm really pleased to share this report with you, because it brings together the progress we've made over the last year and, just as importantly, shows how your feedback is helping shape what we do next.

Over the year, we completed more than 40,000 repairs, secured £1.49 million in additional income for customers and delivered 188 new homes across the East Midlands. We also invested £18.8 million to improve the quality of customers' homes, including replacing older parts in existing homes and refurbishment work to empty homes before new customers moved in. We were also delighted to see overall customer satisfaction increase to 80.4% in our latest Tenant Satisfaction Measures, almost 5% higher than last year.

Those results matter, but this report is about more than numbers. It's about the homes we look after, the communities we support and the services we are improving with customers. This year we created 23 new customer roles, giving more people the chance to get involved, share their experiences and influence decisions across Futures.

Throughout the report, you'll see examples of how customer feedback is already making a difference, from how we respond to repairs and antisocial behaviour to how we support people in their homes and communities. We know there is always more to do, and listening to customers will remain central to how we keep improving.

Thank you to everyone who has taken the time to share their views with us this year, whether through a survey, a phone call, My Voice, a community event or by getting involved in one of our customer roles. Your voice helps us understand what matters most and make better decisions for the future.

Tim Mulvenna
Chief Executive

“Over the year, we completed more than 40,000 repairs, secured £1.49 million in additional income for customers and delivered 188 new homes across the East Midlands.



Highlights of our year

From improving homes and services, to supporting communities and building for the future, take a look at some of our highlights from 2025-26.



Tenant Satisfaction Measures

We were delighted to see customer satisfaction increase again this year, with Futures scoring above the national average for overall customer satisfaction – wow, thank you!

Every year, we ask customers to share their views on the homes and services they receive as part of the Tenant Satisfaction Measures. These measures are a set of questions all social housing landlords must ask, helping customers see how their landlord is performing and helping us understand what's working well and what we need to improve.



While we're proud of the progress we've made, especially with our overall customer satisfaction and satisfaction with our repairs service, we know there's more to do.

Satisfaction with the handling of complaints and antisocial behaviour are two areas we need to improve, and we've got steps we've already taken or plans in place to help with this.

We want to involve more customers in our complaints process, so we'll be inviting customers who've raised a complaint before to help us improve how we handle them.

We're also reviewing complaints about our contractors, as this was our third highest cause of complaints this year. To help in the meantime, we've organised monthly meetings with our main contractors to make sure we're learning from complaints together.

We know the main driver of complaints comes down to how we do, or don't, communicate with you, so there's an exciting new way of working we've launched in our Customer Services team that'll help with this. More on this on page 16.

Our Communities team reviewed how we handle reports of antisocial behaviour (ASB). We updated guidance for customers and staff, delivered additional training to colleagues, and completed our first customer-led scrutiny of our ASB process, which has given us lots to work on for this coming year. See more on this on page 19.

This year we created a dedicated Customer Voice team to make sure customers' views are at the heart of everything we do. The team brings together feedback from the Tenant Satisfaction Measures, as well as complaints, compliments, surveys and everyday conversations to help shape improvements across Futures – you can read more about the team on page 19.

Customer feedback is so valuable, and from this year's TSMs we know we should continue to focus on our handling of complaints and antisocial behaviour, improving communal areas, supporting customers with damp and mould, and making sure every customer feels listened to and treated with respect.

Did you know there are 26 areas we get a score for in total? [Click here](#) to see all of our Tenant Satisfaction Measures.

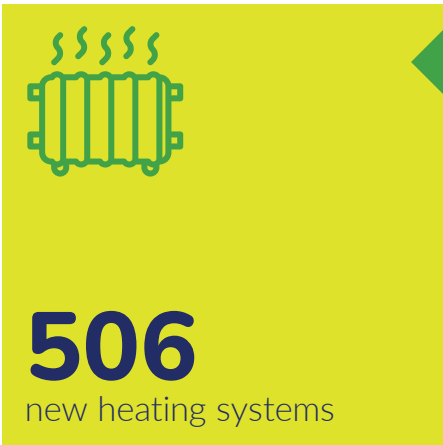
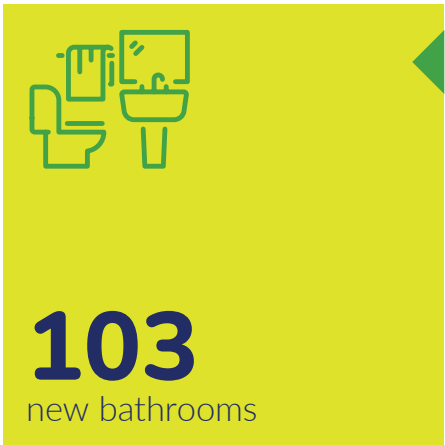


Looking after your home

From thousands of visits to fix everyday repairs, to investing millions in home improvements, we've continued to focus on what matters most to customers this year – making sure you live in a safe and comfortable home.

£8.3m invested in customers' homes

We invested £8.3 million in customers' homes last year, helping to keep properties safe, modern and comfortable. This including installing and upgrading:

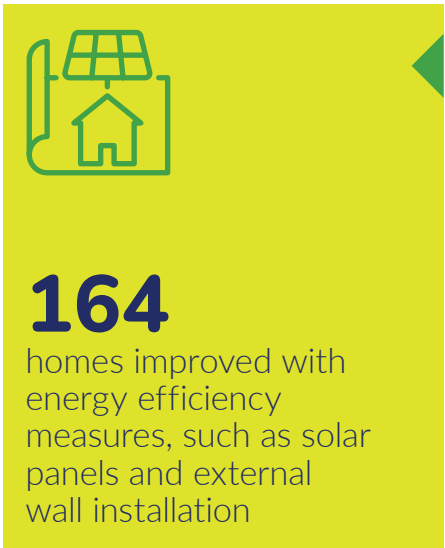


“We invested **£8.3 million** in customers' homes last year, helping to keep properties safe, modern and comfortable.”



Nearly 11,000 homes across the East Midlands

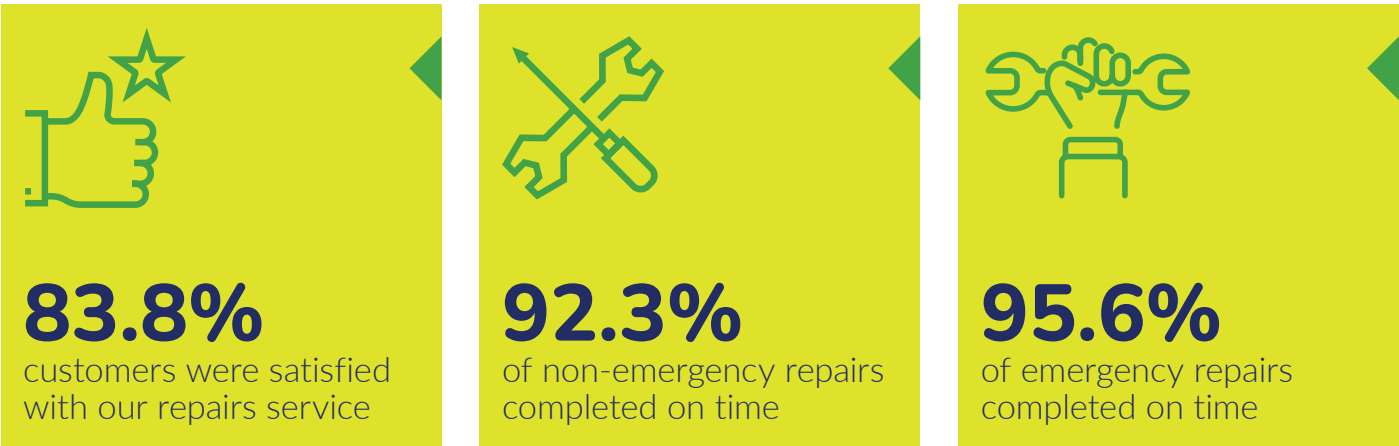
With so many homes, our colleagues work hard every day to carry out repairs, make improvements and meet safety standards:



We're proud that all of our homes continue to meet the Decent Homes Standard, and that we're fully compliant with fire risk assessments, gas safety checks, asbestos and legionella.

How we performed on repairs

Our latest Tenant Satisfaction Measures resulted in some top marks for our repairs service! Housemark, the leading data and insight company for the housing sector, said our repairs service has played the biggest part in improving customer satisfaction, and that we're completing repairs faster than many other housing associations.



Awaab's Law came into effect in October last year and changed how housing associations deal with some types of home emergencies, including problems with damp and mould. We're proud to say we were already working to most of the timescales that are now required by law, and since it came into effect 97% of the 3,551 emergency repairs reported to us were completed within 24 hours.



Spotlight on fire safety

Keeping customers safe is our top priority, and one challenge this year has been fire safety works we've had to carry out at a block of 53 flats in Northampton.

While carrying out extra checks in our customers' homes after an update to fire safety regulations, we found an issue with the fire compartmentation in the car park and safety upgrades needed inside the Bailey Wills building.

What we did

- ▶ Closed the car park and arranged alternative parking for residents
- ▶ Prioritised work inside the building first
- ▶ Installed a new fire sprinkler system in every flat
- ▶ Upgraded the fire alarm system
- ▶ Worked closely with Northamptonshire Fire & Rescue Service throughout
- ▶ Communicated with customers regularly.

What's next

- ▶ Fire safety upgrades to the balconies and car park
- ▶ Continue to work closely with customers and Northamptonshire Fire & Rescue Service.

2,000 homes upgraded ahead of the digital switchover

As the UK gets ready to completely switch from analogue to digital phone lines by January 2027, we've been busy upgrading alarm systems in customers' homes this year to make sure they stay connected when they need support. We upgraded equipment in more than 2,000 homes, including 571 properties where we replaced older hardwired systems with digital units, remote pull cords and remote smoke alarms. Not only does this mean homes are ready for the switchover next year, it also gives a more reliable service, as there are no external cables that can be affected by bad weather.

We also upgraded digital hardwired systems in six of our independent living schemes, including new pull cords in communal areas. These systems link to door entry, smoke alarms and fire panels, helping keep important safety features reliable and uninterrupted.



Looking after your community

We know a great home is about more than four walls. Feeling safe, connected and proud of where you live can make a huge difference to your daily life, which is why our Communities team works with customers, local groups and partners to support your community and bring people together.

Bringing neighbours together

When retired Maggie Reed and her husband Kev moved into a Futures home in Heanor, Derbyshire, it wasn't long before Maggie set herself the task of bringing people together at one of our nearby community centres.

What started as a handful of people meeting for a cup of tea in Gladstone Avenue community centre, has blossomed over the last year and a half and turned neighbours who didn't know each other into a large, close-knit group of friends – now known as Maggie's Den.

You can see just how important Maggie's Den is to our customers in a video, where some of the group kindly opened up and shared the difference it's making to their lives.



Watch Maggie's video [here](#).

We've held several events across the year to bring our customers together. More than 150 customers joined us for free Christmas meals in Derbyshire and Northamptonshire, with colleagues volunteering as 'elves' by serving food, drinks and making sure every child had a present to take home.

We also brought customers, colleagues and partners together for Mental Health Awareness Week. The theme for the national campaign was to celebrate the power of communities, so colleagues put on their walking shoes during lunch breaks for wellbeing walks and voluntary group Happy@Home put on a 'tea and talk' morning for customers living at Warwick Court, Daventry – where 99-year-old Evelyn joined.



“

I always look forward to the volunteers coming. It brings the most amount of people in this building together. I like the company, and I like the girls who help us - we get waited on hand and foot. And we all always say, 'no washing up!' Although I do help them put the pots away after.

Evelyn

Futures customer

Helping communities feel safer

We're committed to helping prevent, manage and resolve antisocial behaviour (ASB) so that customers can feel safe, happy and secure in their homes.

Every year we take part in a national campaign for Antisocial Behaviour Awareness Week to show our commitment and raise further awareness. Throughout the week we hosted or joined several events, where customers, partners and a very special community hero came along! We were joined by young and keen litter picker Cooper, a 12-year-old boy from Langley Mill,

Derbyshire who along with a neighbour, goes out each week to collect rubbish from local streets and green spaces.

Cooper said: "My neighbour got some litter pickers a while ago so every now and again we'd go and clear rubbish, but over the last few months we've been going out every Sunday.

"There were a lot of people who littered here and just left it to other people to clear, but now they're even helping as well. I just like making the environment better... and it's easier to play football too!"



Improving community spaces

Bringing new affordable homes to an area is so much more than just 'building homes.' It's also about making sure we have a positive impact on the wider community, which is why we helped transform a community garden close to one of our new affordable housing developments.

Lovell Partnerships, who are building our 109-home Bennett Street development, joined us to pick up paintbrushes and wheel wood chippings at Long Eaton Community Garden. Together, we gave a fresh lick of paint to a Portakabin and laid 15 tonnes of wood chippings for paths and seating areas, including a space used as a forest school.

We also brought along our grounds maintenance team and joiners to create chainsaw wood carvings for the children who use the forest school to enjoy.

Lynn Hodgkins, volunteer at the group said: "The whole day was so well organised and co-ordinated and the results are just stunning. We won the Green Flag community award earlier this year and the work Futures and Lovell have done is so important towards helping us maintain that status. It looks amazing and we're immensely grateful."

Looking after customers

Whether you're reporting a repair, asking a question or looking for support, we're committed to making it as easy as possible to get the help you need. Delivering a great customer experience is a key priority for Futures, and this year we made a big change to our Customer Services team to help achieve that.

We trialled a new approach with a small number of team members, so that when a customer contacts us with a query we can't resolve straight away, one team member will now stay as their main point of contact until the issue is resolved.

We made this change after seeing an increase over the last year in customer complaints and feedback left in surveys that mention the frustration of being passed between teams, not knowing what's happening next, and having to call us more than once to get an update.

The feedback from the trial was so positive that we decided to roll it out across the whole team – meaning customers were no longer being passed between teams or having to ring us for updates, as one colleague takes ownership from start to finish. The full roll-out began after the last financial year, so we're looking forward to sharing more on this in next year's report!



More than just a landlord

We're more than just a landlord, and the specialist help and support we give to our customers is a perfect example of this.

Every year, we support over 1,000 customers to claim benefits they're entitled to, find employment and manage their money.



One customer who benefited from the team's support was Simon, whose life suddenly changed when he had a stroke. We not only helped him find a new home better suited to his needs, but also helped him to navigate a whole new chapter in his life as he was no longer able to work.

Our Home Choices and Tenancy Support teams worked with Simon to help him settle in, apply for grants and funding, claim the right level of

benefits, and even made sure his utilities and bills were set up correctly.

Simon later invited us to share his story in the hope of encouraging other customers to reach out if they need support.



His story is featured in a video [here](#).

“

If anybody else is in these circumstances, just reach out and talk to Futures because they really are amazing.

Simon

Futures customer



Supporting customers to live independently

Alongside our Beep Assist service, which provides technology such as lifeline alarms, pendants, fall sensors and 24-hour emergency support, we also have dedicated team members who work directly with customers in our independent living schemes.

Our Independent Living Officers welcome new customers into our schemes, help them settle in and identify any extra support they may need. This could include help with benefits, staying connected with family and friends, accessing community activities or arranging support from other services.

For customers who need more tailored support, our Independent Living Support Coordinators provide more intensive help. Working closely with teams across Futures and external agencies, they help customers stay safe, maintain their independence and access the support they need.

Since referrals started being recorded on our new system in September 2025, the team has received 168 referrals up to the end of the financial year. Customers have been supported with a range of issues, including financial support, problems with their home, and isolation and loneliness. Of the cases closed, 94% of customers achieved the outcome they wanted.



Listening to the customer voice

Customers know their homes best and understand what it feels like to receive our services, so at the start of this year we created a dedicated Customer Voice team to make sure customers' views are at the heart of everything we do.

As well as gathering feedback from complaints, compliments, surveys and Tenant Satisfaction Measures, the team is also responsible for the new customer roles we launched this year, including our new Customer Experience Committee, Community Champions, and scrutiny work.

We'll be able to share more about our Community Champions and committee members in next year's report, as these roles started after the financial year. In the meantime, we've already welcomed some scrutineers on board and started acting on their feedback!

One of the team's first piece of scrutiny work focused on antisocial behaviour (ASB), where customers who had previously reported ASB helped us review the process and find areas to improve.

We came away with lots of positive feedback, such as our staff being empathetic, patient and understanding and that we give clear guidance.

The scrutineers said		What we're doing
It was frustrating at times having to repeat information when calling our Customer Services as they didn't have access to the same information.	➡	Our Customer Services team now have access to notes on ASB cases.
We've got the tone wrong in some of our letters, especially using the word 'WARNING' which felt inappropriate.	➡	Our Communications team are reviewing and rewriting all letters about ASB.
Keeping a noise diary as time-consuming and sometimes overwhelming.	➡	It's important we keep this as we need evidence, so we're looking at giving you a diary at an earlier stage to see if this helps.
The Noise App we recommend to record noise disturbances doesn't capture the sound as clearly as experienced in person.	➡	We emailed a survey to all customers who've used the Noise App in the last six month to give their feedback.

How we're growing

Everyone deserves a safe and comfortable home. With demand for social and affordable housing still high, we've continued to build, buy and manage more homes across the East Midlands.

This year we built and acquired 188 new homes across a mix of affordable tenures, including social and affordable rent, Rent to Buy and shared ownership, and we've got plans for plenty more for the future!



Future proof

188

new homes built or acquired



Future proof

122

contracts exchanged for more new homes



Future proof

28

Amber Valley homes now managed by Futures

More than just new homes

One of the schemes supported by this funding is 'Roman Gardens', a new development of 114 affordable homes in Daventry, one of the main areas we operate in. The development will include a mixture of one-, two-, three- and four-bedroom houses and apartments for social rent and shared ownership, with solar panels installed on every home.

As a not-for-profit housing association, it's important we secure funding as it helps us keep building new homes and helps us improve existing ones. This year we successfully secured £32 million of long-term funding through the Government's Affordable Homes Guarantee Scheme, giving us more certainty as we continue investing in homes and communities.

Bringing new affordable homes to an area is so much more than just 'building homes', so the site will deliver over £500,000 in social value contributions. More than £100,000 of this will go to the NHS, and the rest towards libraries and education services, from early years up to secondary school.

Working with partners to support more families

Our roots in Amber Valley go back more than 20 years – long before we even became Futures! So when Amber Valley Borough Council decided to reintroduce council owned housing in the area, they asked us to manage some of these homes because of our long-standing relationship.

We now manage 28 of their homes in Derbyshire, including a customer who'd been bidding for a home for her and her children for almost two and a half years. She said: "I've had a lot of help from Futures which I'm forever grateful for. Their Tenancy Support team helped me

with paperwork, flooring and some white goods, which made things a lot easier. In a way I'm glad it took so long because now I've got this house and I don't feel like I want to move anymore, we're happy."

Some of the homes have solar panels on to help with customers' electricity usage and bills. Making sustainable homes is so important to Futures, because by investing in energy efficiency measures, we're bringing people into more comfortable and affordable to heat homes that are fit for the future.

“

Now I've got this house I don't feel like I want to move anymore, we're happy.

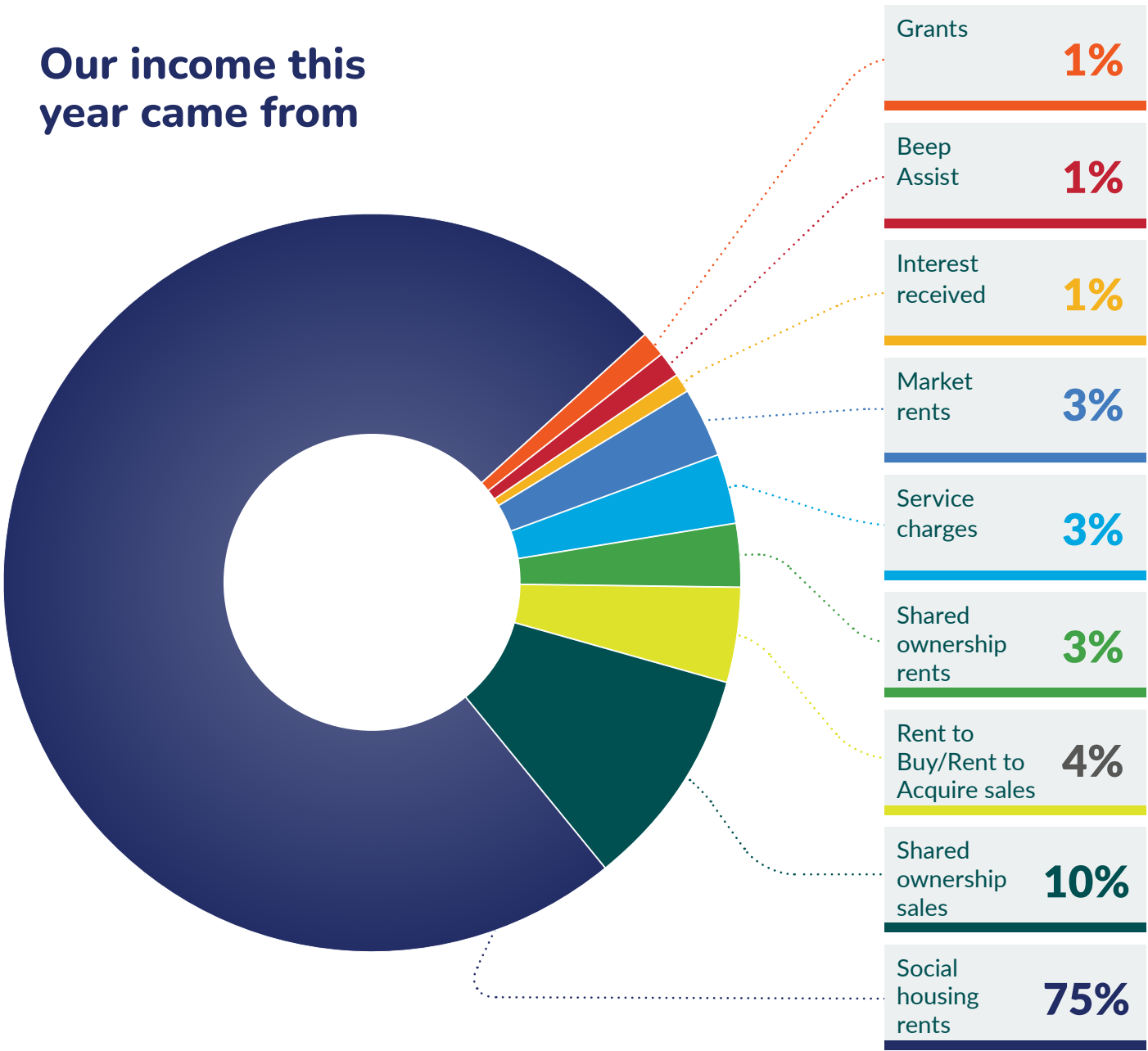
Futures customer



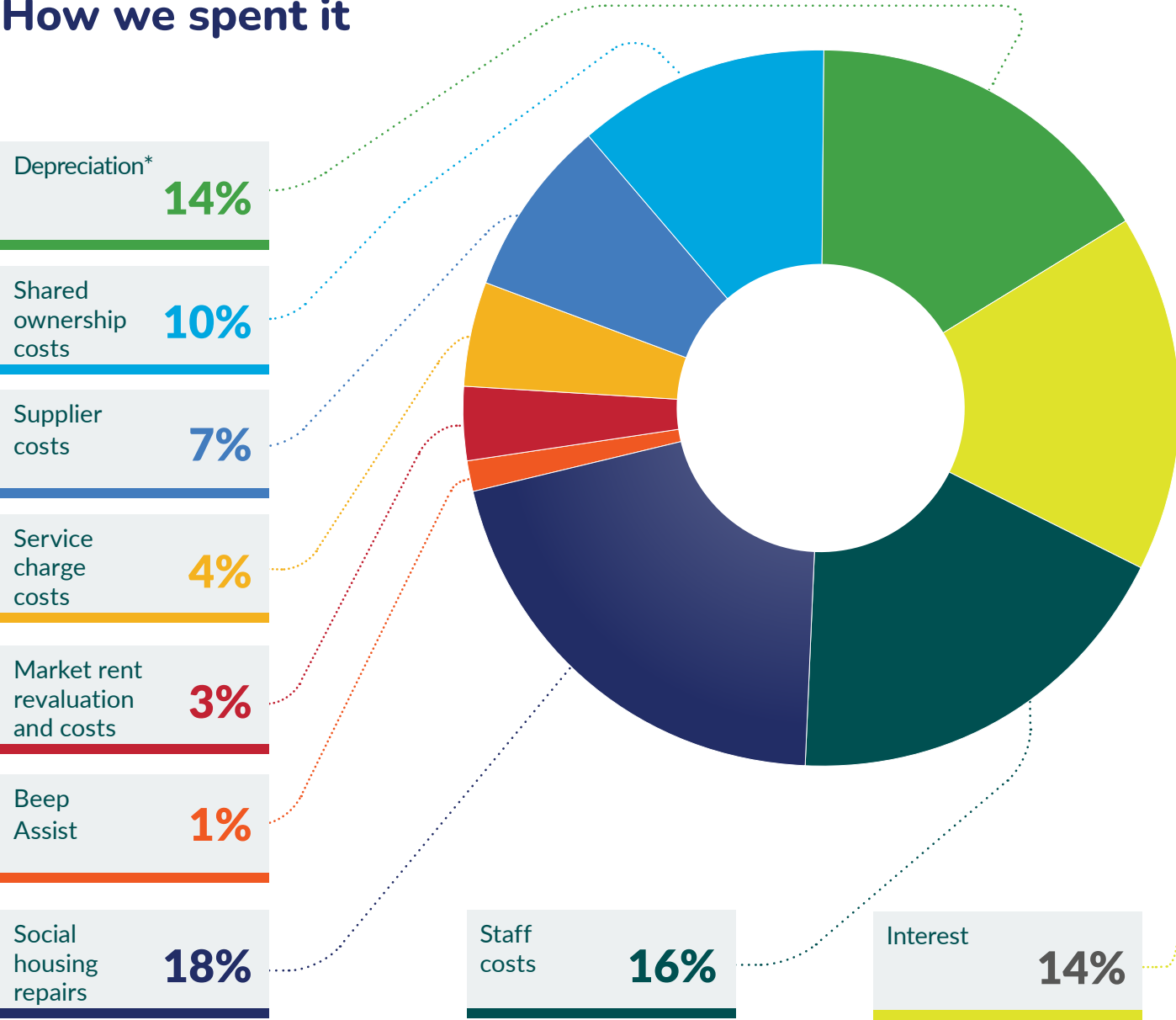
Finances and the future

As a not-for-profit housing association, any profit we make is reinvested back into your homes, services and communities, so with nearly 11,000 homes, we're proud to say we manage our money carefully. Take a look at where our money came from this year and how we spent it.

Our income this year came from



How we spent it



**Depreciation is the way we spread the cost of big investments over their expected lifespan. For example, if we install a new roof that is expected to last 30 years, we don't count the full cost in one year. Instead, we spread the cost over the life of the roof.*

In the future

For 2026-27, we'll keep focusing on the things that matter most to customers, and use your feedback to help shape the decisions we make and improve our services.

If you'd like to get involved and influence our services, please go to our website www.futureshg.co.uk/get-involved. You can find customer roles to apply for, learn more about the Customer Voice team, sign up to our online community My Voice, as well as upcoming estate walkabout dates so you can give us feedback in person.

Who knows, maybe you'll help us change something we can feature in next year's report?

Our normal opening hours

Monday to Thursday: 08:30am – 5pm

Friday: 08:30am – 4:30pm

 www.futureshg.co.uk/get-in-touch

 0300 456 2531

 @futureshousing

 Futures Housing Group