

Welcome to our annual report to customers 2024/2025

We're committed to being open and transparent about our performance so in this report you'll find key performance highlights, what we've improved and what we're working on to make things better for you and your community.



Tenant Satisfaction Measures (TSMs)

The TSMs are used by the Regulator of Social Housing in England to assess how well landlords are doing in providing good quality homes and services. Below are samples of our latest results.



64.1%

Overall satisfaction with the service we provide to you



70.9%

Satisfied with the time taken to complete your repair



56.1%

Satisfied we listen to your views and act on them



73.2%

Satisfied your home is safe



To view our full TSM results go to www.riverside.org.uk/performance or simply scan the QR code.

Social Tenants Access to Information Scheme (STAIRS).

The UK Government will be introducing new legislation in 2026, STAIRS, that will enable you to access information related to the management of your home.

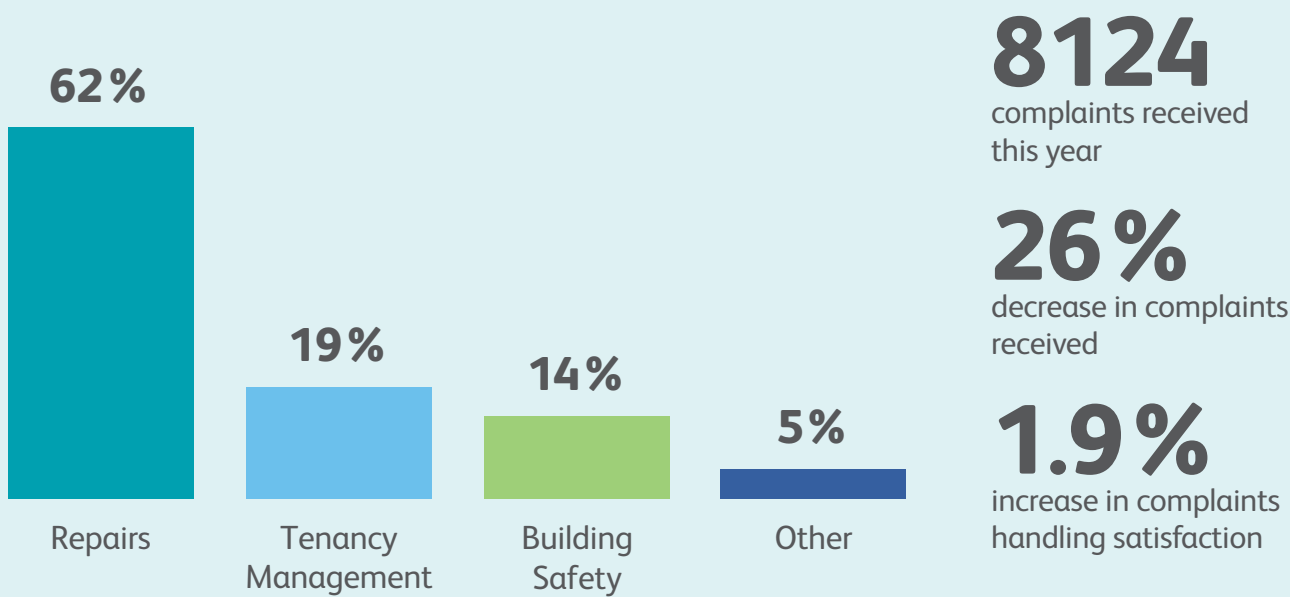
We understand you may want to know more about how we manage the different aspects of your tenancy so you can already request information under STAIRS ahead of the legislation change.

For more information and to submit a request go to www.riverside.org.uk/stairs

Complaints

Complaints give us an opportunity to understand how you feel about our services so we can put things right. While we have seen a significant reduction in volume compared to the previous year, repairs remains our number one complaint type.

Top 3 complaint types 2024 – 2025



Priorities for improvement

Operational –
complaints are sometimes closed prior to being fully resolved leading customers to feel they have not been listened to or treated with sufficient respect.

Complaint handling –
We've upgraded our systems and enhanced colleague training to help us resolve complaints more effectively and deliver better outcomes. We're also exploring new ways to keep you updated in real time, such as by text or email.

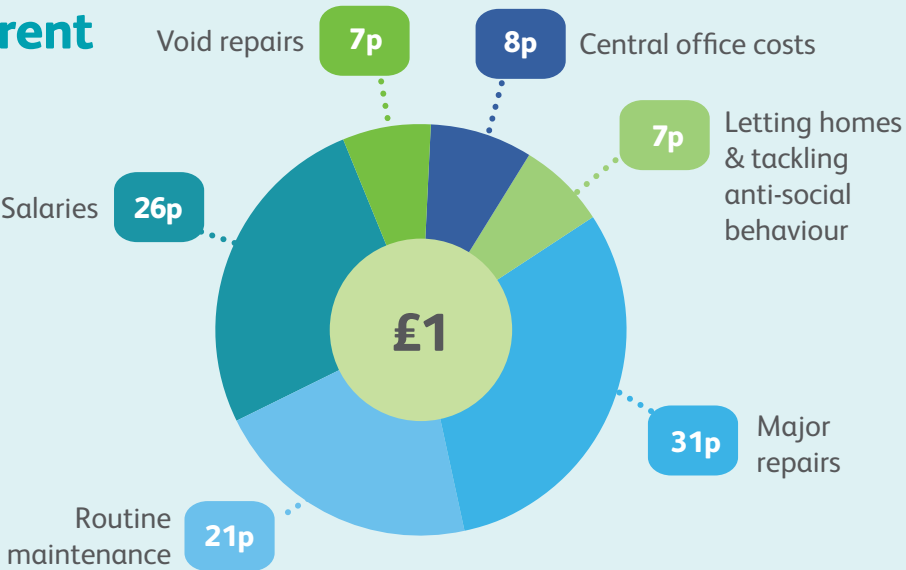
Customer feedback –
Your feedback has been and will continue to be invaluable to us. We will continue to engage with you through interviews and surveys to gain further insight on how to further improve.



Read our Annual Performance and Service Improvement Report for more information about how we've handled complaints, lessons learnt and our plan on how to improve our services simply scan the QR code or go to www.riverside.org.uk/how-were-doing

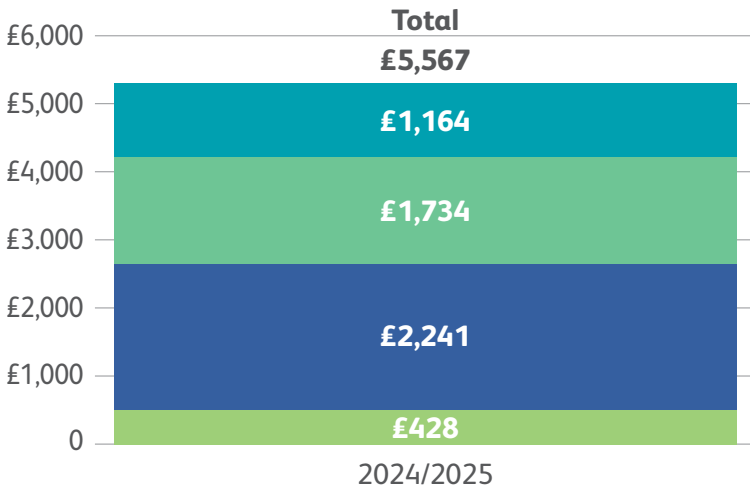
How we spend your rent

1. How every £1 of rent is spent



2. Average cost of maintaining your home

- Housing management
- Routine repairs
- Major repairs
- Other



3. Average general needs weekly net rent*

£115.59
up 7.7 % compared to 2024* excludes Affordable Rent and Intermediate Rent.



4. Value for money

67.4%
of you think your rent provides value for money compared to 70.2 % in 2024 (down 2.8 %)



52%
of you think service charges are value for money compared to 53.3 % in 2024 (down 1.3 %)



5. Satisfaction and performance

49 calendar days
Median time taken to relet our empty properties



2.6%
Number of homes empty at year end



5.3%
Rent arrears as a percentage of total rent due at year end



83%
Appointments made and kept (Riverside only)



78.4%
First time fix for repairs



Our commitment to your home and services

We're committed to improving the quality and efficiency of houses and our services, so you feel safe and secure in your home. Some of the key initiatives currently underway are detailed below.

Developing the New Homes Strategy

We're shaping a long-term strategy that will set out how we will invest in homes to improve the quality of them. This includes upgrading existing properties, ensuring they meet modern standards, and planning for future developments that reflect your needs and the needs of your community. Our goal is to create safe, comfortable and sustainable homes for all our customers.

Property systems integration project

To improve the management of repairs in our South and London regions, we're integrating our property systems. This will allow for the repairs process to be streamlined, making it easier to report and track repairs. This will mean better efficiency for both us and you, ultimately resulting in improved delivery of the service from start to finish.

Preparing for the introduction of Awaab's Law

In anticipation of Awaab's Law coming into effect from 27 October 2025, we're taking proactive steps by updating our repair triage processes, inspection standards and governance reporting. This is to ensure that significant and emergency hazards are identified and addressed quickly and effectively. Named after Awaab Ishak, who tragically died due to prolonged mould exposure, the law is part of the Social Housing Regulation Act 2023. We'll ensure that you're well informed throughout, so that you can be reassured that your home remains safe.

Strengthening compliance with the Safety & Quality Standard

We're continuing to implement and reinforce actions that ensure full compliance with the Safety & Quality Standard. This includes aligning with relevant codes of practice and improving internal processes to maintain high standards of safety, quality, and accountability across all our properties.

We are HouseProud

Over the last 12 months we have continued to work to the guidance of Stonewall Housing to help direct our efforts to ensure Riverside is working towards becoming a truly LGBTQ+ inclusive service provider. This has involved us working with interested customers to help us to shape our services, and also our colleagues, as well as better communicating our commitments.

www.riverside.org.uk/were-houseproud



Building safety Your home and shared spaces

We're making improvements based on your feedback. We've been listening to what you've told us about the services that matter the most to you, and we recognise that we have some work to do so wanted to share our plans with you.

Repairs

You told us that repairs take too long. We want you to feel safe and secure in your home, and how a repair is dealt with is integral to that. To improve the time it takes for a repair to be resolved, we're going to:

- Empower our colleagues with better information so they can help you quickly and easily
- Improve communications between our teams and the contractors that we use
- Analyse repeat repairs to get to the root cause

Communal areas services

You told us that you weren't happy with the gardening and cleaning services. It's important to us that you feel pride in your home and surroundings, so we're putting in steps to improve the service from contractors.

- Simplify contracts so they are clear and align with service needs
- Communicate to you the services you can expect in a clear and concise way
- Continue to seek your feedback via regular surveys, and update you with the results

Improving your neighbourhoods

We know that living in a safe and welcoming neighbourhood is important to you, and that anti-social behaviour issues can have a real impact on your quality of life.

That's why we've been working hard to make your neighbourhoods safer and improve how we manage concerns you raise with us.



What's been done so far?

- **Better case management**
All cases reported to us are now managed on a single system, meaning all details are in the one location, so we are able to track and respond more efficiently.
- **Clearer responsibilities**
We recognised we needed to make it easier to understand who's handling what. Housing Services Teams will now have responsibility for local neighbourhood issues, while our Community Safety Team will handle all anti-social behaviour cases.
- **Anti-social behaviour management**
We've introduced new processes to enhance how we manage ASB cases, including risk and vulnerability assessments and clearer communication standards to keep you updated.
- **Updated policies and procedures**
We've reviewed and streamlined some of our policies, merging some together to make them clearer and easier to understand. To read them, go to www.riverside.org.uk/our-policies.
- **Clearer communication**
We've improved the letters and forms we send to you so they're easier to understand. We've also introduced a dedicated community safety email so it's quick and simple to get in touch. You can reach out to us at: communitysafety@riverside.org.uk

What's next?

- **Proactive patrols**
Our teams are continuing to be out every week for 'Walkabout Wednesdays', particularly in neighbourhoods where you've told us there are concerns.
- **Neighbourhood action plans**
Our Community Safety Team will be partnering with our Engagement Teams across the business to visit communities, speak to you face to face and support with the development of local action plans.
- **Colleague training**
We've devised additional training for our colleagues in our Customer Service Centre so that your issues are logged accurately and you're given the correct information from the start.
- **Website updates**
We're improving on website to give you better information, as well as guidance on accessing to helpful services.
- **You said we did**
We're listening to what you've told us and acting on it by visiting neighbourhoods to resolve local issues to deter anti-social behaviour. We'll continue to update you on how things are going.

We're proud of the work that's been done so far, but know we have more to do, and are excited for the changes to come that will mean your neighbourhoods are safer and stronger.

Customer engagement framework

We’re designing a bold new framework that gives you real power in shaping the services you receive from us, and we want you to be part of it. Whether you want to simply stay informed or help make big decisions, there’s a role for everyone.

Here are a few words from our Tenants and Residents Influence Partnership (TRIP) on why you should get involved:



Paula Simpson
Tenant, Resident Influencing Partnership. (TRIP)

I’ve been involved with Riverside for five years and I’ve seen the impact we, as customers can have. Getting involved was a last resort when I felt that Riverside was missing the point - I could either accept my living conditions or I could help Riverside identify where they were failing.

I have seen how our voices can make considerable changes and have a real influence on the decisions that directly affect us.

We have restructured customer involvement and designed the new framework, allowing Riverside to identify the ways its customers can contribute to how things are done. Every step is important, and you can choose how much or how little you want to say!

We all just want a nice, warm, safe home to live in and we have the power through our voice, to make sure this is delivered. Our voices are valuable so let’s use them to shape the future.

Seven steps to success!

7	A voice at the table Making those big decisions	Customer Board and Committee Members
6	Help shape the big decisions Working with us to guide the future	Tenants and Residents Influence Partnership
5	Have a say on services Join a panel to improve key priorities	Repairs, complaints and service charges panels
4	Improve the customer experience Work with us on important issues	Groups on key topics including: Accessibility, Care & Support, Communications, Home Ownership, Scrutiny
3	Join community conversations Share ideas and give feedback in local forums	Regional hubs, Tenant & Resident Associations, Tenant Groups, Community Groups
2	Make your voice heard Let us know what’s working and what’s not	Customer Surveys, social media comments, other feedback, iCommunity, One Community
1	Stay up-to-date Get the latest news on how to get involved	Email, newsletters, our website, social media, research, campaigns

What next?

We’ll start recruiting in November 2025, with the full framework launching in spring 2026.

For more information on how you can have a real influence on our services, and what changes we have already made as a result of your feedback, visit www.riverside.org.uk/have-your-say or follow the QR code.



Riverside

Community fund



Our Community Fund supports projects and activities helping you to thrive in your homes and improving the quality of life for your community.



If you or someone you know has a community project in mind, go to www.riverside.org.uk/communityfund for more information and to apply.

Residents and Riverside Team get to work

A group of Riverside residents, colleagues and local councillors recently came together to transform an unadopted alleyway on Smithdown Lane, Liverpool.

After the alleyway became an eyesore, overgrown and affected by fly-tipping, a local resident reached out to their local councillor for help. Working together with the area’s Housing Officer, they secured funding from our Community Fund to clear the space and put it to better use.

Local residents now have exciting plans to make the alleyway into a peaceful green haven, filled with plants, flowers, and maybe even some fruit trees. Here’s hoping for plentiful harvests in the future!



YOUR VOICE OUR FUTURE

SHAPING RIVERSIDE TOGETHER

As we begin to shape our corporate strategy for the next five years, we're asking for your input by sharing your views with us.

Our corporate strategy will set out our direction for the years ahead, outlining our priorities and help keep us focused on how to achieve our ultimate goal of making things better for you and our communities.

We have agreed that we will have three pillars that we will focus on for our next corporate strategy, which are homes, customers and people, and we want to hear what you think our key priorities should be for each area.



Please take a few minutes to complete it and help us to deliver great services to you.



The cost of living continues to affect us all and we know affording the essentials can be difficult.

That's where our Let's Talk services can help. If you need advice on money or benefits, help with heating your home, would like to find a new job or even train for a new career, we're here to help!

No matter your situation, we're here to help and guide you, so please get in touch via My Riverside or our website and Let's Talk!

LET'S Talk



The Riverside Group Limited (Reg No 30938R) is a charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014.
Registered Office: 2 Estuary Boulevard, Estuary Commerce Park, Liverpool, L24 8RF.

September 2025
Details correct at time of publishing
TRG4086-IGD0925