



Annual
Review
2024/25

Ocean
HOUSING

Annual Review

This year has been about listening, learning and laying stronger foundations for both, tenant involvement and a more robust repairs service. We've introduced new ways for tenants and residents to shape the services that matter most. Through focus groups and online forums, your voices are helping to guide policy design in its earliest stages. We will continue to explore ways to make these opportunities more accessible and inclusive.

We also updated Have Your Say, our new online engagement platform, making it easier than ever for you to share your views and ideas. Behind the scenes, we've continued to evolve our complaints process, introducing new internal systems to help resolve issues faster and more effectively.

We've taken steps to improve our repairs and maintenance services too. By restructuring and upskilling our team, we're making sure we have the leadership and expertise in place to provide the responsive and reliable services you deserve.

It was also a record year for our delivery of shared ownership homes - helping more people take their first step onto the property ladder. We're proud to be part of that journey, offering affordable, secure options for those who want to own their home but need a more accessible route to get there. A feeling I remember well, having bought my first home through Ocean's shared ownership scheme many years ago.

We're proud to have received high levels of satisfaction with how we've handled reports of Anti-Social Behaviour this year. Our Neighbourhood Services Officers remain determined to find solutions wherever possible and will continue to work closely with



our stakeholders such as the Police, Cornwall Council and Social Services. We will keep being swift to listen, investigate and act, where appropriate.

Soon we will be rolling out our new Customer Voice and Engagement Strategy for 2025-26. It is focused on making sure every tenant and resident has the chance to influence the decisions that affect their everyday experience with Ocean. We're making a conscious effort to reach those whose voices are typically underrepresented. Whether through online platforms, community events, or targeted outreach, we remain committed to ensuring every voice is heard.

As we welcome our new Chief Executive and I step up as Chair of Ocean Housing's Board, I'm excited for what's to come. We have ambitious plans to make meaningful improvements to the services we provide - changes that will make a difference to you.

We're more determined than ever to strengthen our connection with the communities we serve and continue providing safe, warm, and comfortable homes that you are proud to live in.

Chris Grose

Chris Grose, Chair of OHL Board

Our Homes

Here's a snapshot of the types of homes we own and manage...



2872

Social rent

360

Affordable



647

Sheltered accommodation
(elder population)



387

Intermediate rent

4,414

total

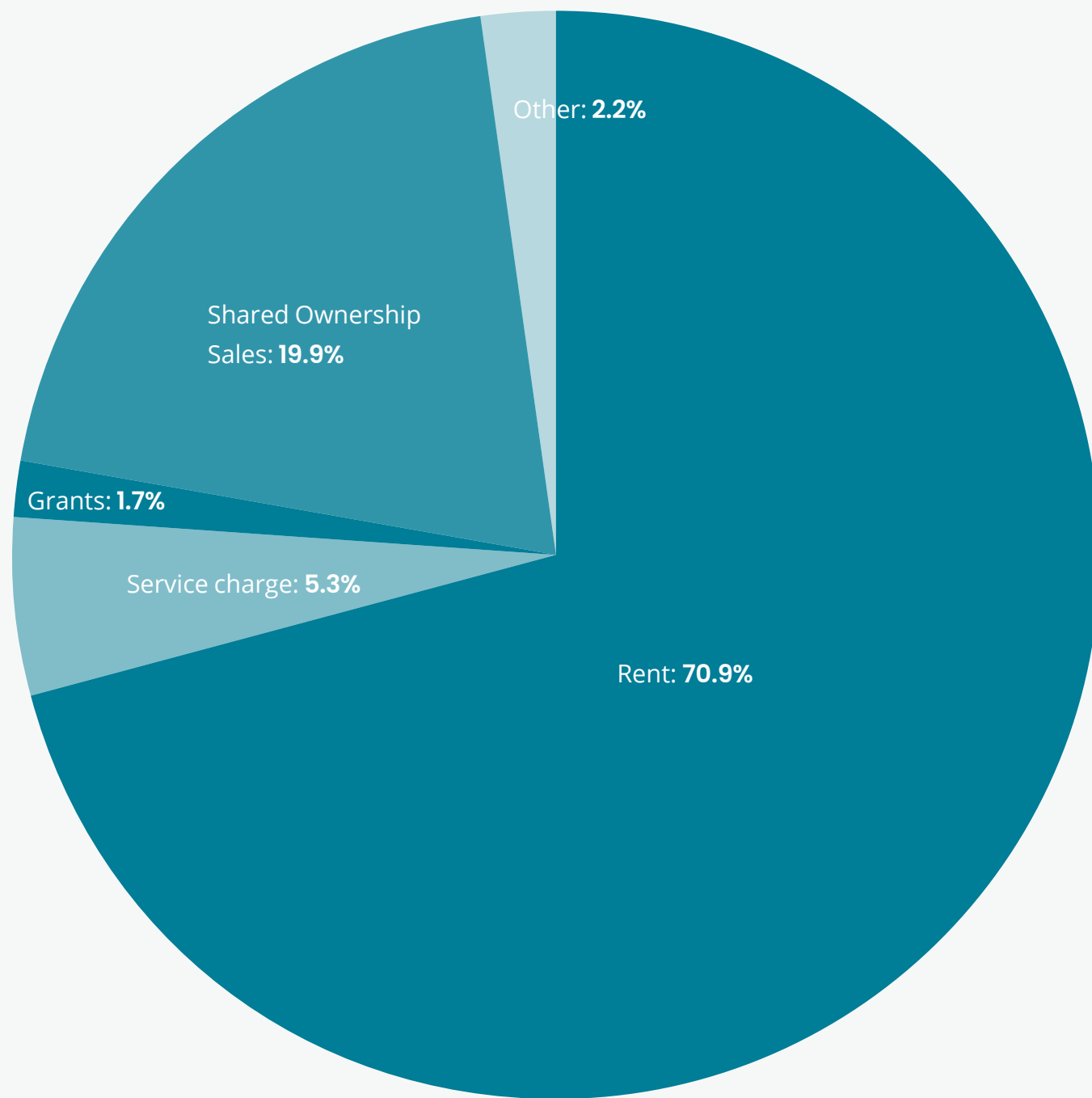
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Supported housing



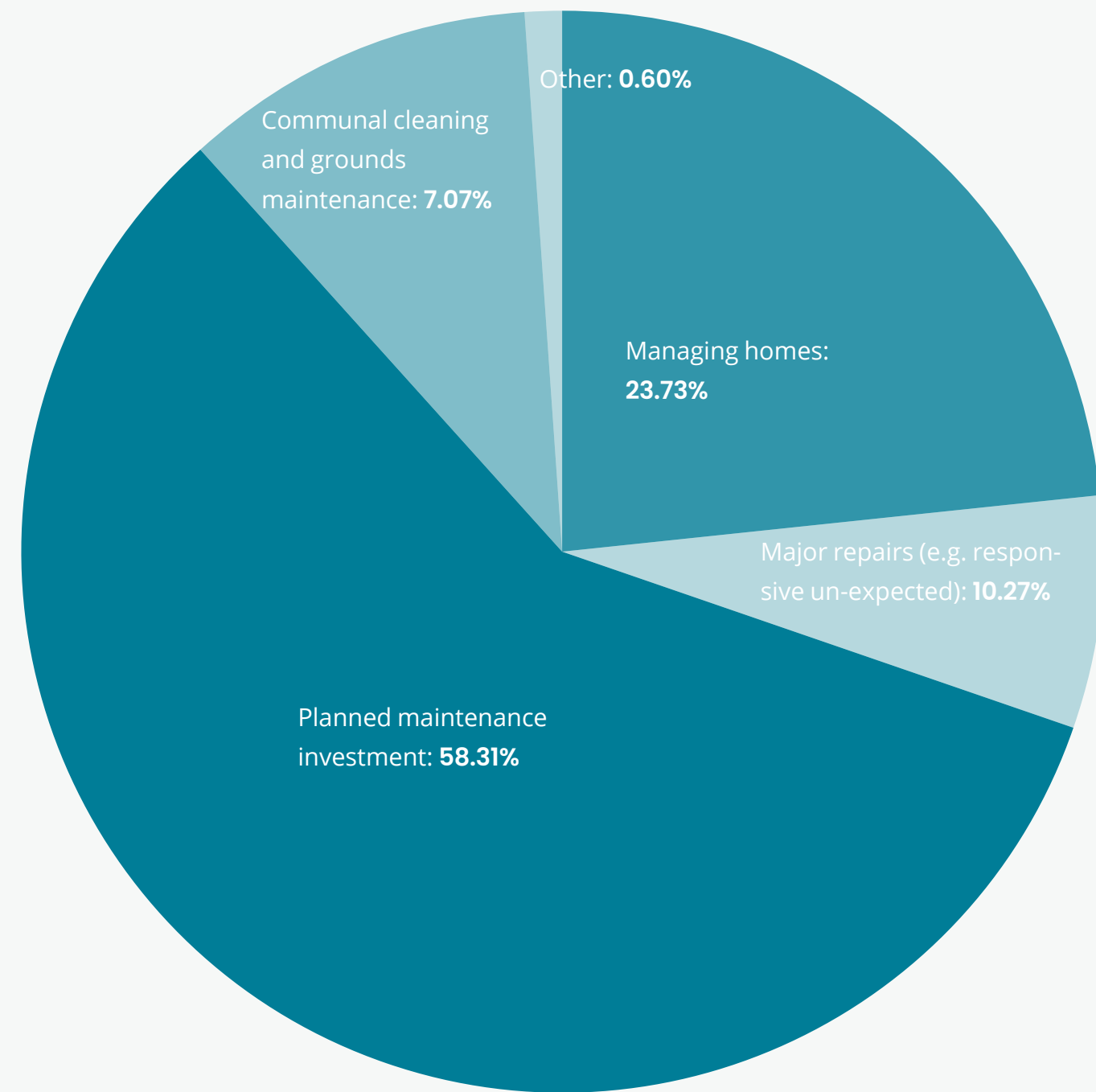
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Shared ownership



Where Our Money Comes From

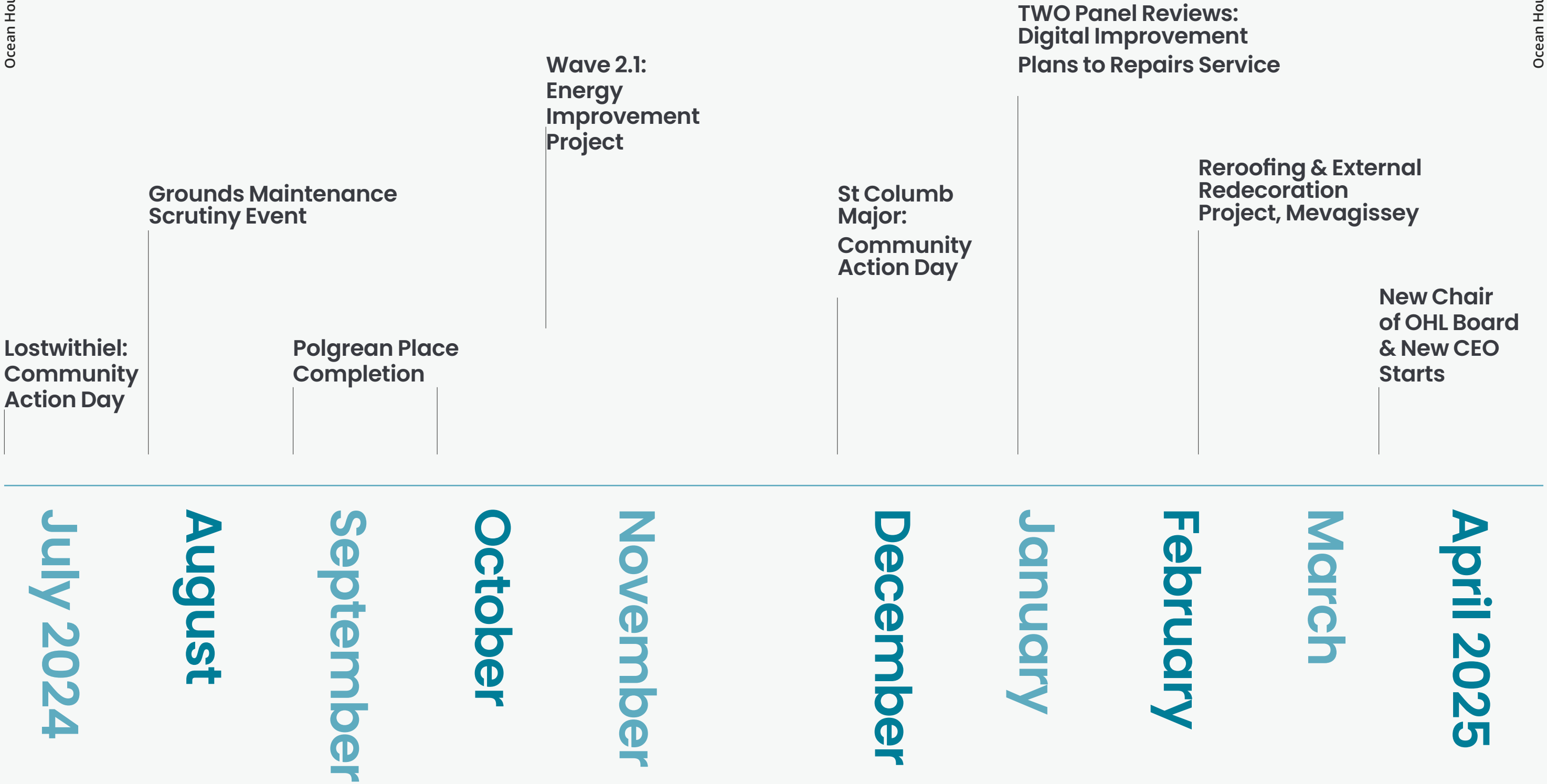
Our income comes from a range of sources, not just rent but we're focused on making every pound work harder for you. This chart breaks down our income sources for the 2024/25 financial year.



How We Spent Our Money

We want to be clear about how we use the money we receive from rent and other income. The charts below show where it's been spent over the 24/25 financial year.

What We Achieved In The Last 12 Months



This Year:

33,600

Calls answered. over **72%** were dealt with at the first point of contact


83%

of callers were satisfied with the telephone response they received

66

Safeguarding concerns raised

115

Empty re-let homes within an average window of **16.5** days

67%

of homes achieved an EPC rating of C or above


1,982

annual gas safety checks completed in homes

only
1

eviction for rent arrears


214

kitchen and bathrooms upgraded and received **100%** satisfaction


100%

of homes have a valid electrical safety certificate

93%

of emergency repairs completed on time


85%

of repairs completed right first time

81%

of non-emergency repairs completed on time

Making A Difference To Your Energy Bills

This year we finished a two-year energy efficiency programme, investing £3.5 million to make 270 homes more comfortable and affordable to run.

This project has helped our tenants reduce their energy bills through upgrades such as:

- External wall and loft insulation
- Roof replacements
- Windows and doors
- High heat retention storage heaters
- Ventilation systems

Improving the energy efficiency of your homes is one of our top priorities. By 2030, all our homes will meet at least a C rating Energy Performance Certificate.

Alongside a new three-year improvement programme starting in 2025/26, we've secured additional funding to install solar panels and replace outdated night storage heaters.



Helping You Cover Costs

We know it's not getting any easier to make ends meet. That's why we remain committed to providing our in-house support fund – to help those going through a tough time.

This year, we issued 555 vouchers, totalling more than £40,000, to help tenants pay their food and energy bills.

In response to the ongoing cost of living pressures, we've also helped tenants afford essential household items; from beds, carpets and air fryers, to cleaning products, MOTs and phone bills.

We also work closely with trusted partners like Community Energy Plus and the National Energy Foundation, who provide specialist advice and support with energy costs. As the cost of living continues, we'll keep exploring new ways to help you save money on your bills.

We know it takes more than just keys to make a home which is why all new Ocean Housing tenants will now receive a £200 voucher to help towards flooring and decorating costs.

If you're struggling, please reach out. We're here to listen, and we're here to help.



How we dealt with anti-social behaviour & domestic abuse

"We were very satisfied with the way you handled our issues. I can say that there was never anyone before, who handled things with such understanding and sympathy for our feelings. The outcome has been highly successful. You have created an environment where all concerned can live in peace."

— Ocean Housing Tenant

We know that feeling safe at home is essential. That's why tackling anti-social behaviour (ASB) is a key part of our commitment to building safer, more inclusive neighbourhoods.

You play a vital role in helping us respond to anti-social behaviour by reporting issues and supporting the progress of court cases.

Although, our powers as a housing provider are limited, we do everything we can to respond swiftly and appropriately.

By combining strong partnership working, compassionate support, and firm tenancy management, we work hard to prevent harm and protect community wellbeing.



"We have a very good working relationship with Ocean, they're one of our better partners. There's a definite respect for each other which really helps maintain that trust, which is very important to us. We're not afraid for Ocean to take the lead sometimes and it's great they have their own ASB teams, it really helps."

— Paul Price, Newquay PCSO

In 2024/25, we took action:

189

ASB cases were opened

0

hate crime case recorded

137

were successfully resolved

9

evictions were carried out due to ASB

80%

of residents were satisfied with how their case was handled

74%

were satisfied with the outcome

How we dealt with anti-social behaviour & domestic abuse

"I've been incredibly fortunate to encounter what I can only describe as a network of angels. Each of you has played a role in helping me navigate through this storm, and I am forever grateful. From the bottom of my heart, thank you for the unwavering support, care, and compassion you've shown during what has undoubtedly been the most challenging and terrifying year of my life. The children are safe and well, and that, above all, brings me peace. Thank you for every phone call, every email, and for listening to my tears, worries, and panic attacks. Your kindness, patience, and understanding have been a lifeline, and I cannot thank you enough. Each of you has restored my faith in humanity after enduring such darkness, and I will forever be grateful for crossing paths with such genuinely good people."

— Ocean Housing Tenant

In 2024/2025, we supported nine tenants who experienced domestic abuse. Our team offers a safe, non-judgemental space to talk, and practical help such as improving home security after an incident, supporting rehousing applications, and facilitating management transfers. We also work with specialist agencies to take legal action against perpetrators and share information with partners like the police and health services. We also refer high-risk cases to Multi Agency Risk Assessment Conferences (MARAC) when appropriate. A recent example of our collaborative approach involved working with another housing provider, Coastline, to support a tenant who had experienced domestic abuse. Through joint efforts, we facilitated a move that allowed the tenant and their children to relocate away from the area, ensuring their safety and wellbeing. We were deeply moved by their heartfelt message of thanks:

"I just wanted to take a moment to thank each of you for the support you've given me over the past six months. The children and I are now happily settled in our new home, feeling completely safe and at peace. I'm incredibly grateful for all the hard work that went on behind the scenes and for how everyone came together to help us through such a difficult time. Your kindness and efforts truly made a difference, and I can't tell you how much I appreciate it. I will now continue to give back and help other women in any way I can. If it wasn't for Ocean, we wouldn't be safe sound and happy. Thank you again from the bottom of my heart."

— Ocean Housing Tenant

What You Said About Us



We achieved positive results in the latest Tenant Satisfaction Measures for 2024–25. Each year, the Regulator of Social Housing publishes a Headline Report that compares how housing providers across England are performing—based directly on tenant feedback. The report focuses on 12 key questions, covering everything from the quality of your home to how well repairs are handled.

According to your feedback, we’ve made real progress. When comparing our 2024–25 results to the Regulator’s national analysis for 2023–24, we’ve improved our scores in 8 out of 12 areas.

What You Send	2023/24	2024/25
Overall service provided by Ocean Housing	78%	77%
Satisfaction with repair	78%	84%
Time taken to complete the most recent repair	70%	78%
Home well maintained	78%	81%
Provides a home that is safe	83%	86%
Listens to views and acts upon them	69%	68%
Keeps you informed about things that matter	78%	77%
Treats tenants fairly and with respect	86%	86%
Approach to complaints handling	34%	39%
Keeps communal areas clean and well maintained	73%	77%
Makes a positive contribution to the neighbourhood	67%	69%
Approach to handling anti-social behaviour	66%	68%

These are encouraging results and we’re proud of the progress made so far but we know there’s still more to do. We are continually looking for ways to improve tenant satisfaction. We’ve invested in our Property Services, and introduced new processes based on complaint learning. We’re reviewing how we can communicate with you better. We’ve also been working closely with our Tenant Monitors to raise standards in grounds maintenance and communal cleaning. Your feedback helps us shape a better service.

We Heard You, Here's What Changed

We're committed to making meaningful progress. Here are some of the improvements we've made this year, based on what you told us:

Damp & Mould

We acknowledge the service you received around damp and mould issues didn't meet the standards we promised. Thanks to our proactive approach and the number of tenants who raised concerns, we experienced a significant surge in reports this year. This meant we struggled to maintain the level of service you rightly expect from us.

However, we've worked hard to clear that backlog and are now in a much stronger position as we head into the winter months. While our service still isn't quite where we want it to be—particularly in areas like responsive repairs and fencing—we're increasing resources to address these more effectively in the coming year.

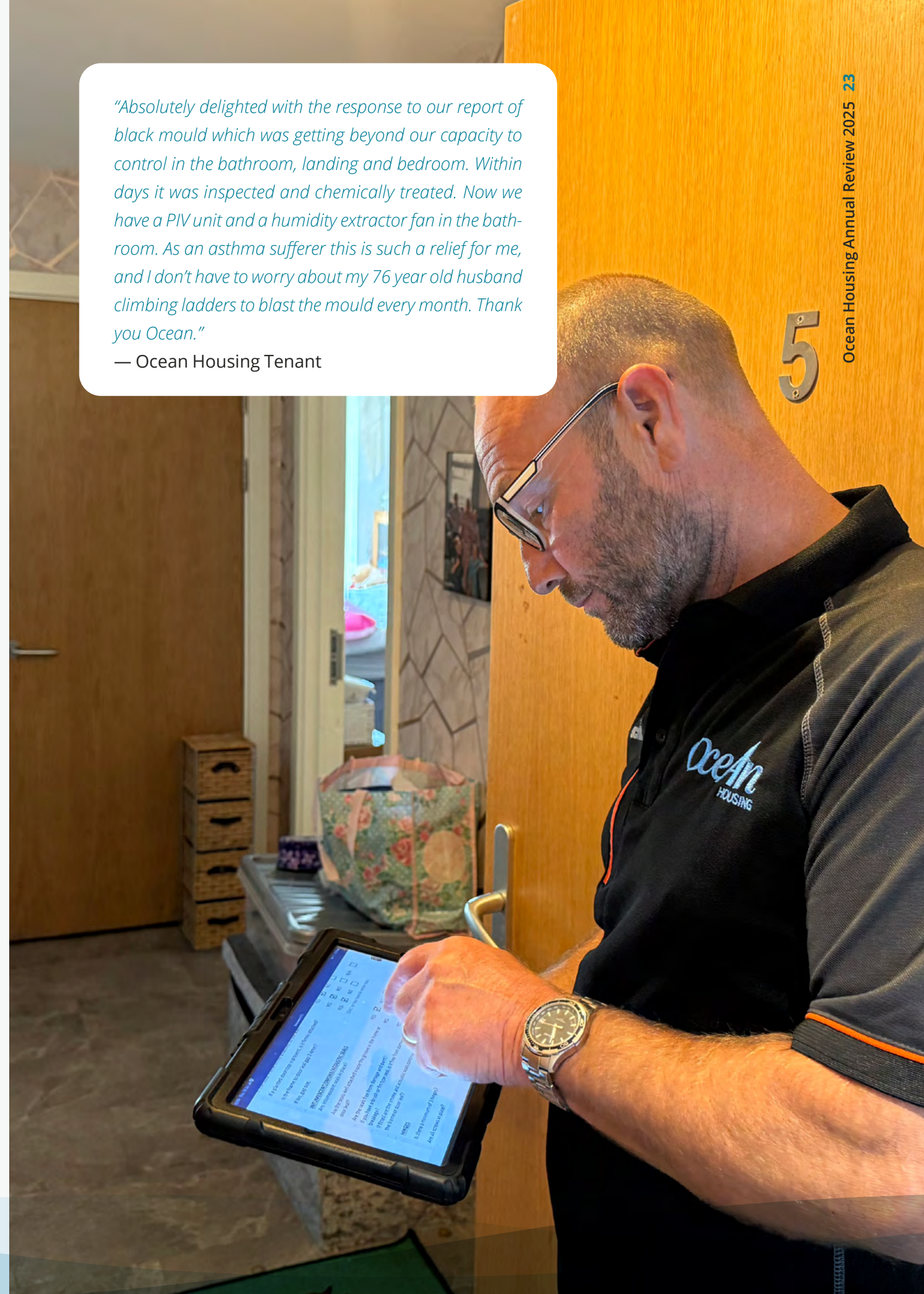
In 24/25:

- We carried out 1,312 DMC inspections
- We raised 2,215 DMC repair orders
- We received 32 formal complaints, relating to damp, mould and condensation (DMC)

We're also strengthening our leadership and improving how we track and report DMC issues internally. This means we're prepared and equipped to meet the new deadlines set by Awaab's Law, coming into effect in October 2025.

"Absolutely delighted with the response to our report of black mould which was getting beyond our capacity to control in the bathroom, landing and bedroom. Within days it was inspected and chemically treated. Now we have a PIV unit and a humidity extractor fan in the bathroom. As an asthma sufferer this is such a relief for me, and I don't have to worry about my 76 year old husband climbing ladders to blast the mould every month. Thank you Ocean."

— Ocean Housing Tenant



"The gardening team that you send to Under Town Trelights are consistently brilliant. It is my joy especially to speak with them. It is particularly noticeable how their techniques, advice and knowledge has evolved over the years. We love to see them scorching weeds instead of chemical dowsing and loved that they recommended salt to a neighbour for algae and even boiling water on 'weeds'. They are a huge credit to you and I hope this sort of Earth, wildlife and kid friendly practice is spreading far and wide under your Ocean schemes. Really pleased! It is valuable and appreciated."

— Ocean Housing Tenant



Moving In

We want moving into a new home to feel welcoming but only 68.5% of new tenants said they were satisfied with our empty home standard. So, we made a change, from April 2025 every new tenant will receive:

- A £200 voucher to help with decorating or flooring
- A £10 energy voucher and Welcome Bag

It's part of our commitment to improving our tenants' experience.

Caring For Our Communal Areas

At last September's tenant scrutiny event, you raised concerns about security, car park markings and how shared spaces are used. In response to that feedback, we adjusted lighting at Rialton Heights, improved security at Manson Place and installed speed ramps in Summercourt. Moss on paths and roofs have been treated, pest control processes clarified, and communal stores reviewed to make sure they're being used properly. We also designed a leaflet so you're clear on what our Grounds Maintenance and Communal Cleaning teams are responsible for, which can be found on our website [here](#)

Funding What Matters To Your Community



Every year, we set aside a pot of money - our Community Chest Fund - to support grassroots projects and initiatives that matter to you. These small grants help build stronger, more connected communities and lead to positive change in our neighbourhoods.

Here's who we awarded grants to this year:

- Fal Athletic Football Club
- ABC Residents association
- Sylvan Close Residents – Christmas transport project
- Christmas Smiles Hamper Project
- Replaced a Defibrillator battery in Rialton
- Newquay Foodbank
- St Austell Foodbank



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